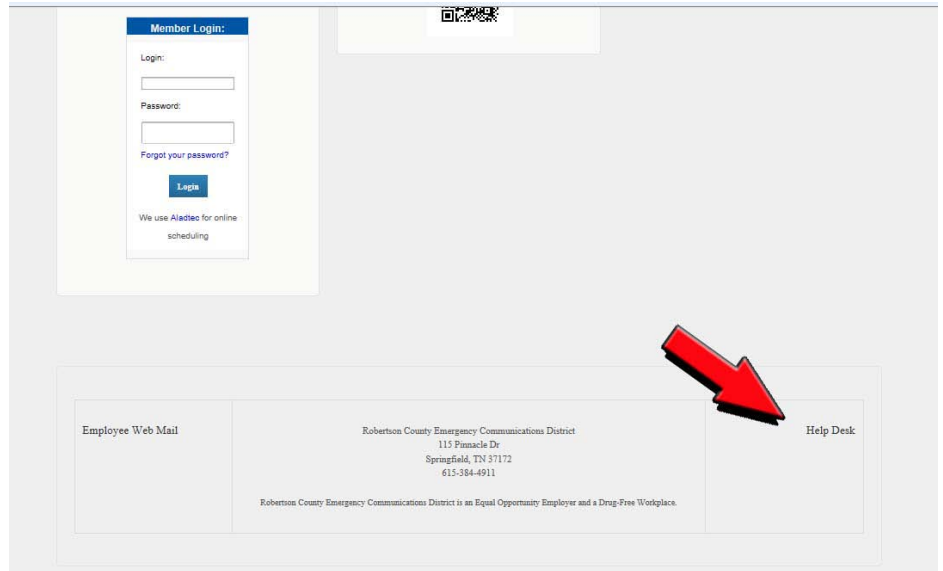
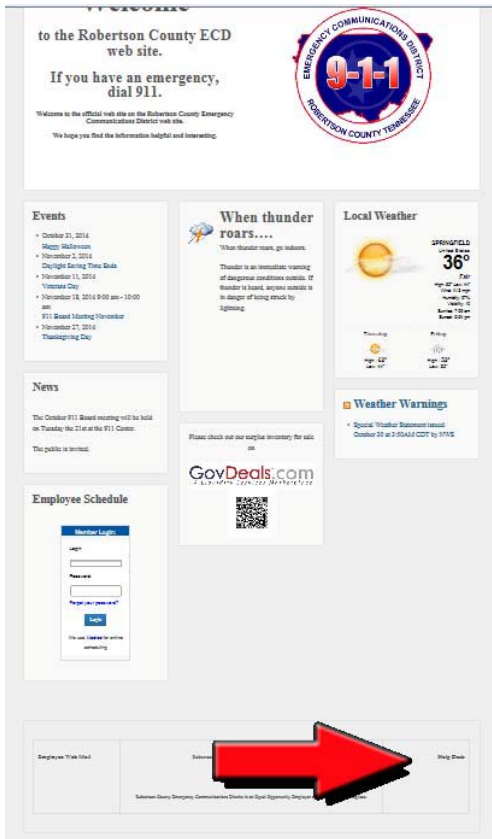
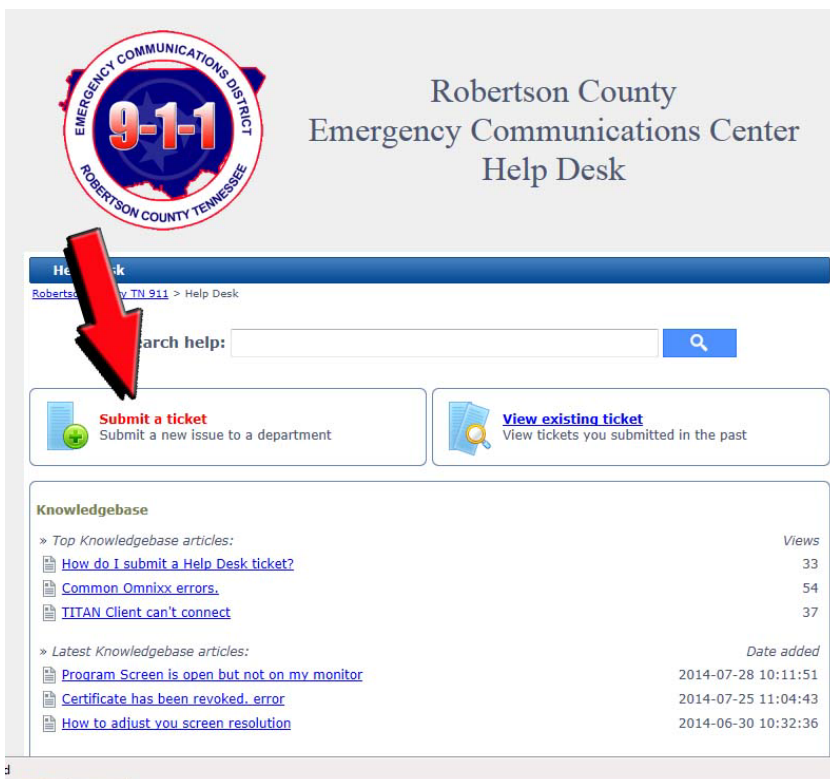


How to fill out a help desk ticket for 911 Help Desk.

1. Go to <http://www.robertson911.com/HelpDesk/> or go to the Robertson County E-911 website and look in the bottom right corner, there is a link to the help desk.



2. Click on **Submit a ticket**



3. Fill out all the information you can. Please see the screenshot with explanation.

Submit a ticket

[Robertson County TN 911](#) > [Help Desk](#) > Submit a ticket

Use this form to submit a support request. Required fields are marked with *

Name: *

Email: *

Category: * Select category that best describes the issue

Agency: * What agency are you with?

Primary Phone Number: *

Alt Phone Number:

Best Method of Contact: * Best way to contact the person filling out the ticket

Type of device: * Select what best describes what type of device

User's Name: *

User's Contact email:

User's Phone:

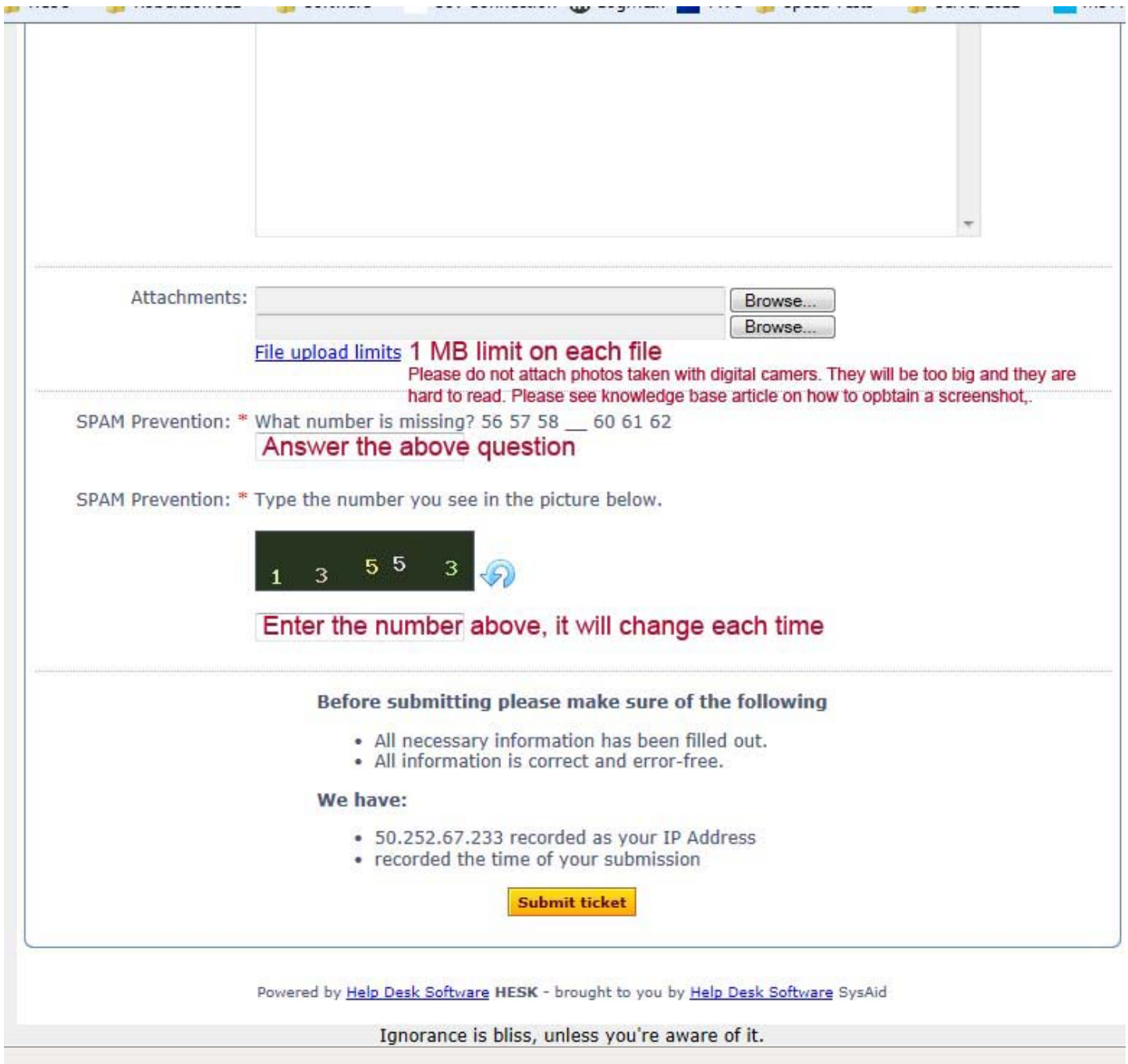
Remote Access: without having to contact the user?

Subject: *

Message: *

Please describe the issue in detail. Answer as many of the questions:
Who
What
When
Where
Why
The more information the better.

4. Continue to the Attachment. Please attach anything you have here.
Answer the SPAM Prevention questions.
Click on the **Submit Ticket** button.



The screenshot shows a web form for submitting a ticket. At the top is a large empty text area for the ticket description. Below it is an 'Attachments' section with two 'Browse...' buttons. A red warning message states: 'File upload limits 1 MB limit on each file. Please do not attach photos taken with digital cameras. They will be too big and they are hard to read. Please see knowledge base article on how to obtain a screenshot.' This is followed by two SPAM prevention questions. The first asks for a missing number in the sequence '56 57 58 __ 60 61 62', with the answer '59' entered in the text box. The second asks to type the number seen in a CAPTCHA image. The CAPTCHA image shows the numbers '1 3 5 5 3' with a refresh button. The answer '59' is entered in the text box. Below the CAPTCHA, a red message says 'Enter the number above, it will change each time'. A section titled 'Before submitting please make sure of the following' lists two bullet points: 'All necessary information has been filled out.' and 'All information is correct and error-free.' Another section titled 'We have:' lists two bullet points: '50.252.67.233 recorded as your IP Address' and 'recorded the time of your submission'. At the bottom of the form is a yellow 'Submit ticket' button. The footer of the page includes the text 'Powered by Help Desk Software HESK - brought to you by Help Desk Software SysAid' and the quote 'Ignorance is bliss, unless you're aware of it.'


Attachments:

[File upload limits](#) **1 MB limit on each file**
Please do not attach photos taken with digital cameras. They will be too big and they are hard to read. Please see knowledge base article on how to obtain a screenshot.

SPAM Prevention: * What number is missing? 56 57 58 __ 60 61 62

Answer the above question

SPAM Prevention: * Type the number you see in the picture below.



Enter the number above, it will change each time

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 50.252.67.233 recorded as your IP Address
- recorded the time of your submission

Powered by [Help Desk Software](#) HESK - brought to you by [Help Desk Software](#) SysAid

Ignorance is bliss, unless you're aware of it.

5. You will get an email confirmation emailed to the address you provided in the Email section of the submission form.