## WSC ADVISORY #2022-006 SERVICE DESK – NEW HELP DESK TICKETING SYSTEM

## **ACTION REQUIRED**

## EFFECTIVE DATE: FEBRUARY 18, 2022

APD is implementing a change to the APD Information Technology Help Desk ticketing system. Effective February 17, 2022, Zendesk will no longer be used for submitting new Help Desk tickets. Please see below for instructions on how to access and use the new Service Desk ticketing system.

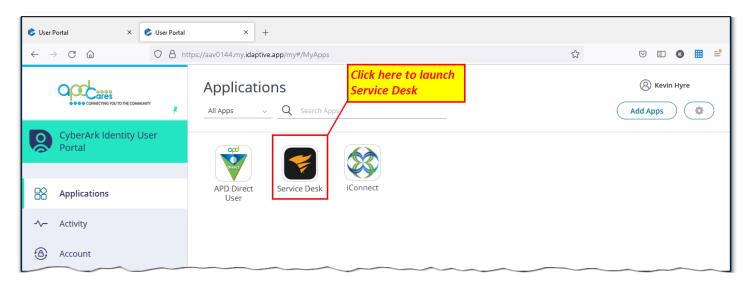
All APD providers will be able to access their Zendesk ticket history until tickets are either closed or migrated to Service Desk.

## APD's Service Desk Ticketing System

To open a ticket with the APD Help Desk, open a web browser and go to your APD Applications Portal (<u>https://apddirect.my.idaptive.app</u>). Click the APD Applications icon.

📚 User Portal × +		
$\leftarrow \rightarrow$ C $\textcircled{a}$ O A $\triangleleft$	+ https://apddirect.my.idaptive.app/my#/MyApps	☆ ♡ 🗉 🔇 🗮 📫
User Management Portal ogency for persons with disabilities	Applications All Apps   Click here to access APD Applications Search Apps	(Add Apps)
CyberArk Identity User Portal		
Applications	APD Portal User Applications Guide	
L Devices		
∽– Activity		
Account		

Click the Service Desk icon to launch the Service Desk app.



Click either of the green New Ticket buttons to open a new ticket or click the tray icon on the left to view existing tickets.

🕏 User Portal	× Oper APD IT Support Services ×	+					
$\leftarrow \rightarrow C$	https://apdflorida.sama		Click here to open o	a	90%	♥ 🗉 🔇	⊞ =
	THE COMMAND	Click here to view existing tickets	new ticket			New Ticket	
<b>•</b>					APD REGIONAL O	FFICES	
	Serving Floridians WITH DEVELOPMENTAL DISABILITIES		/		Tallahassee	Jacksonville	
		Welcome APD	T Support Serv	ices	Horthwest Region 850-857-1992 Bay Calhur Kuamka Frankin Qardan, Guit Harnes Jackson, Arthwari, Laon, Librey, Challona Barta Roak, Wakula, Wabou, and Washington countes Northwarts Region 1.664-766-7517 Alathus Barte Realthoft, Oak Columba Diver, Tagyon Duver, Fagyon Calhard, Handmin, Labyetti, Law, Duver, Fagyon Calhard, Handmin, Labyetti, Law, Duver, Fagyon Calhard, Handmin, Labyetti, Law,	Orlando	
8		What can we help you with	?	Q	Mattern Nassen, Pranken, BL Johns (Swamenen, Taryou Cimer, en Visiker control forward, Cirku, Hardes Insmithel, Highlands, Lask Islawir, Corput, Gaussel, Hark, Simmitra, and Islamin Laufelle.	West Palm Beach	
					Burtholish Hergisen 1300-en 54 / 2000-rough, Lee, Mande, Pace, Prelas, and Darasots tourtes Southeast Regisen 551-377-3566 Brwant, Inden Ywo, Kafri, Okenototes, Pain Beach, and St. Look contrillis Baschbarr, Regisen 305-345-1478 Date and Marvie sources	Mami	
Ŧ					Date and Monoe Gourdes		
		Please submit an incident or Service Re	equest, or feel free to browse our Know	ledge Base!			
	New Tick	et 🔄 My Re	quests	Information	ents: Hello from APD Technology. Welcome to		
		Active	Closed	our new tick	eting system :-)		
		TEST - 10/28/2 #13 · Created on		Business Ho			
	· Popular Solution	New			n - 6:00pm EST - 6:00pm EST		

When creating a ticket, be sure to complete all sections and include as much detail as possible in the Description field. When finished, click the Create button at the bottom of the page.

🕏 User Portal	× oper APD IT Support Services × +		
$\leftarrow$ $\rightarrow$ C $\textcircled{a}$	O A https://apdflorida.samanage.com/incidents/new.portal	90% ☆ 🛛 🖾 🔇	⊞ ≐
		Q. New Ticket	ĸ
•	New Ticket		
	Requester (Email or Name)* Kevin Hyre Test		
8	Subject*		
° <b>`∲</b> *	Description		
	Include as much detail as possible here	a	
	6		
	Category Subcategory Not Set	When all fields have been populated,	
	cc	click here to submit your ticket	
	Site Department		
	Not Set v Not Set	· /	
	Requester Type * Provider iConnect ID Not Set		
	Consumer iConnect ID		
	Cancel		<b>P</b>