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 (https://apddirect.my.idaptive.app). Click the APD Applications icon.
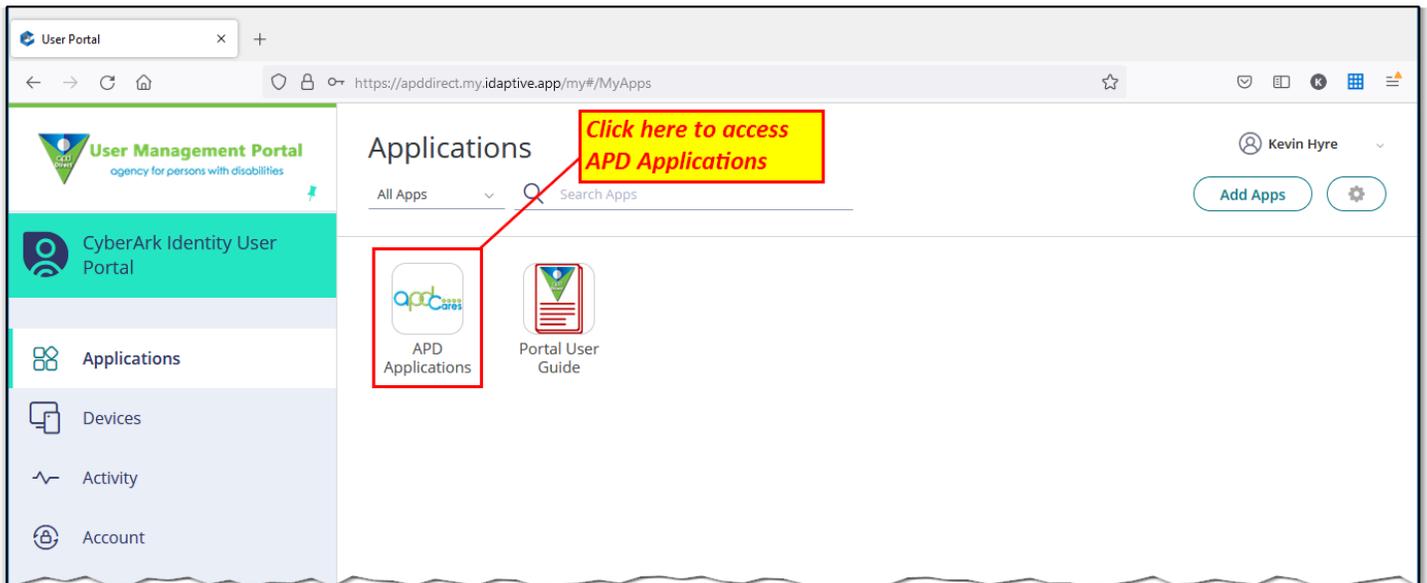
Click the Service Desk icon to launch the Service Desk app.
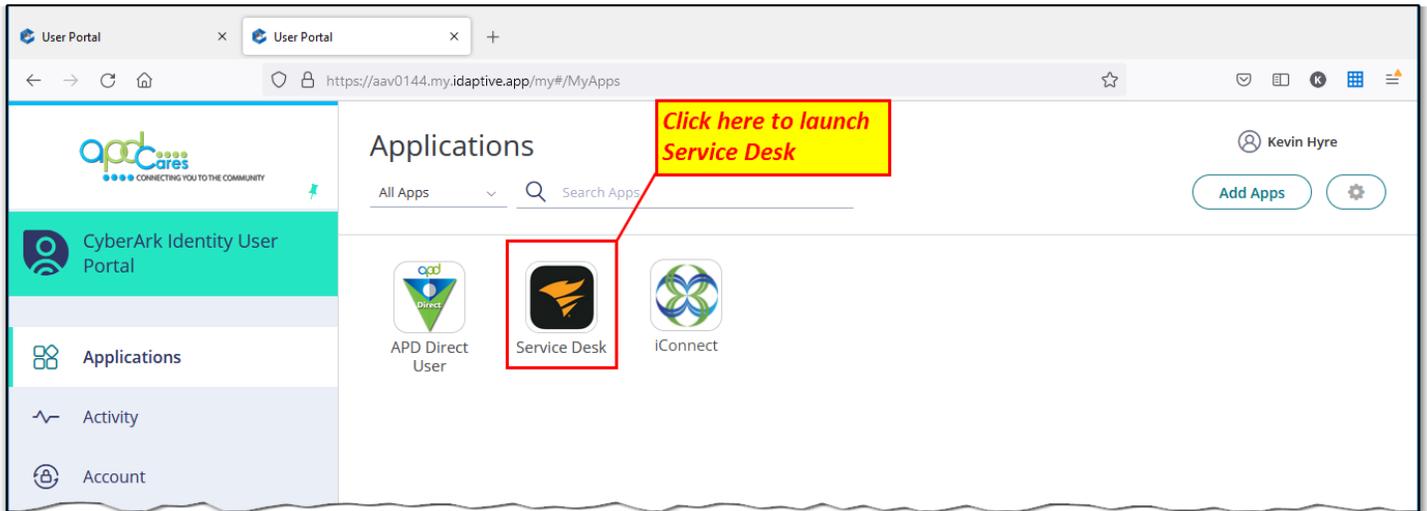
Click either of the green New Ticket buttons to open a new ticket or click the tray icon on the left to view existing tickets.
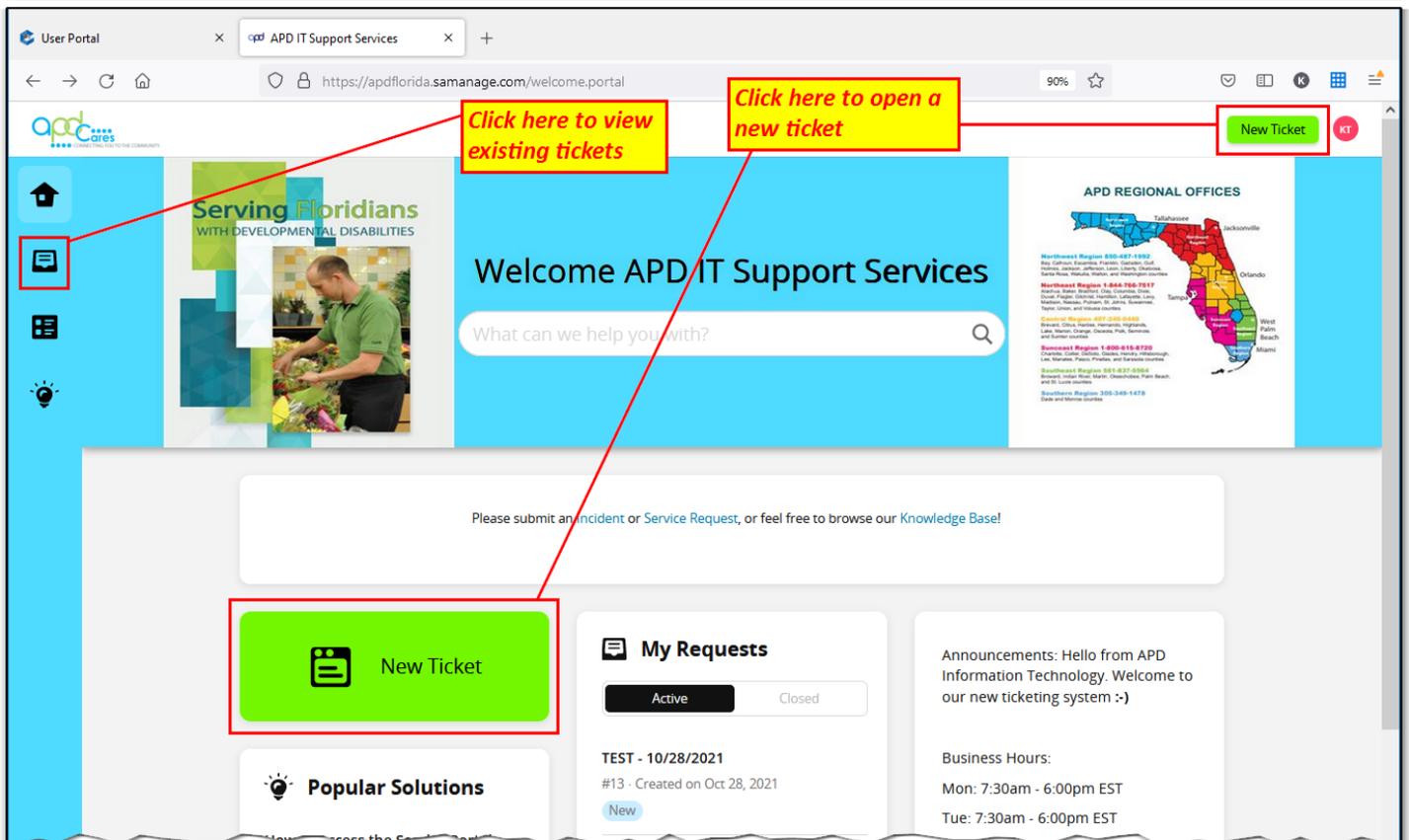
When creating a ticket, be sure to complete all sections and include as much detail as possible in the Description field. When finished, click the Create button at the bottom of the page.