

<u>Quick Guide – Contact the Army Helpdesk</u>

This guide is to provide guidance on how to submit a Helpdesk Ticket using the Army Portal Helpdesk.

Step 1: Log into CPOL Portal <u>http://cpol.army.mil</u>. **NOTE:** Ensure that your Common Access Card (CAC) is inserted into your CAC reader

Click the CAC Employee Login



Step 2: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.



Step 3: Under the heading Helpdesk click the Enter a



Step 4: Select the "Ticket Type" by clicking on ticket that best suits your problem. Immediately another box will appear to the right with a selection of sub ticket types. Select the sub type that best fits your problem.

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			Help Desk - Exter New Tick			
elect Ticket Type (ar	nd Sub Type if applicable):					
·)Cannot CAC Enable My Biz /	My Workplace / DCPDS					
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My Biz Request Correction to	your Personnel Record					
), envinance Abbrana Abb	construction (Construction)					
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	Please select the Ticket Type from the h	it has above. If the Ticket Twie has a Ticket Sub Twie				
	(designated by (+) in front of selection)	then you must select Ticket Sub Type from the right hand				
	box above. Once you have made your r	election(s) please complete the remaining portions of the				
	Turket corners, Chards hards later to an	int when you have completed all heads on the Enter a New				
	ticket is CLOSED, your response wi	ll be listed within the notes of your helpdesk				
	ticket. Instructions on how to view y	ticket.Instructions on how to view your closed ticket can be found under "Viewing MyBiz				
	Helpdesk Tickets You Created" in th	he MyBiz User Guidance.				
	NOTE: Please DO NOT at anytime	enter your Social Security Number (SSN).				
	Ticket Type:	·				
	Problem Description: (Limit 2000					
	Characters)					
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	Ticket Type:	Cannot CAC Enable My Bit / My Workplace / DCPDS				
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	Ticket Type: Ticket Sub Type: Problem Description: (Limit 2008 Characters)	Cannot CAC Enable My Bir / My Workplace / DCPDS CAC Registration Failed				
	Ticket Type: Ticket Sub Type: Preblem Description: (Limit 2000 Characters) Work Phone Number:	CennerCACEnable MyBit /MyWorkplace/DCPDS CAC Registration Failed				
	Ticket Type: Ticket Sub Type: Problem Oescription: (Limit 2000 Characters) Work Phone Number: Your Email Address:	Carnot CA: Enable My Bit / My Workplace / DCPDS CAC Peginthetin Failed				

The Ticket Type and Sub Type are automatically filled in for you. Complete the ticket by filling in the Problem Description, Work Phone Number and Email address. Click the Submit button. Look for the ticket tracking number that appears just above the **Enter a New Ticket** heading. This is your ticket number, you can use this tracking number to search the status of your tickets.



This ticket will be seen by the appropriate HR office. Most tickets are worked within 3 or 4 workdays.



Quick Guide - View Status of Your Helpdesk Ticket by Ticket Number

This guide is to provide guidance on how to view the status a Helpdesk Ticket, searching by Ticket Number.

Step 1: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.



Step 2: Under the heading Helpdesk click the Search for your Helpdesk Ticket by Ticket Number Thursday, October 9, 000



Step 3: Enter your ticket number in the Enter Ticker Number field, Click the Search button

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Check the status of your CHED Heldoesk lickes We all of the status of t	Select Search)	Filters above and click search			
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Step 4: The **View Ticket** screen appears. To see response look at the **History** section, under the column **Response**. To get back to the Portal click the X in the top right corner.

/iew Ticket				
dentifier: ***** 8131				
Ticket Number:	9459693	Assignment:	PSM001	
Ticket Type:	Cannot CAC Enable My Biz / My Workplace / DCPDS	Creator Email:	11.11.118	
Ticket Sub Type:	CAC Registration Failed	Creator Phone:		
Date Submitted:	2008-10-02	Employee Name:		
Status:	CLOSED			
Creator:	4HTMGR TODD DEBORAH			
Owner:	4NERSC SCHULTZ SHERRI			
Control Number:	2707131408357			
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Resolution Description: (Notes) (Limit 2000 Characters)			~	
Submit				
History				
Date Responded	Ву	Response		
2008-10-02	4NERSC SCHULTZ SHERRI	TEXT - See notes		

NOTE: Once your ticket has been worked, you will

get an icon on the Portal Menu bar, click that Icon. Open your ticket from list.





Quick Guide - View Status of Your Helpdesk Ticket without Ticket Number

This guide is to provide guidance on how to view the status a Helpdesk Ticket.

Step 1: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.



Step 2: Under the heading Helpdesk click the Check the status of your OPEN Helpdesk Tickets Turday, Otaber 9, 2



Step 3: Click the Search button



Step 4:

Click the underscored number (1) that appears under the **Total** column.



Step 5:

Click on the ticket number that appears under the **Ticket Number** Column.



Step 7: To see response look at the History section, under the column Response. To get back to the Portal click the X in the top right corner.

View Ticket			
Identifier: ***** 8131			
Ticket Number:	9459693	Assignment:	PSM001
Ticket Type:	Cannot CAC Enable My Biz / My Workplace / DCPDS	Creator Email:	
Ticket Sub Type:	CAC Registration Failed	Creator Phone:	
Date Submitted:	2008-10-02	Employee Name:	TODD DEBORAH K
Status:	CLOSED		
Creator:	4HTMGR TODD DEBORAH		
Owner:	4NERSC SCHULTZ SHERRI		
Control Number:	2707131408357		
(Limit 2000 Characters)	close. Thanks De	borah	~
Resolution Description: (Notes) (Limit 2000 Characters)			×
Submit			
History			
History Date Responded	Ву	Response	
History Date Responded 2008-10-02	By 4NERSC SCHULTZ SHERRI	Response TEXT - See notes	