



PREMIER *medical group*

## Help Desk Tutorial

Premier provides a Help Desk ticketing service for employees that allows personal support for any technical issues you may have.

Below are simple step-by-step instructions on how to submit a ticket:

- Go to: <https://pmgroupp.freshdesk.com/support/home>
- On the Help Desk webpage, click the button labeled “New support ticket” on the upper right side of the page
- You will be brought to the “Form” page. It is very important that you fill out the form completely:
  - **Requester e-mail:** *Enter the e-mail address where you can be contacted*
  - **Phone Number:** *Enter the phone number where you can be contacted*
  - **Computer Name:** *Every PC has a label on the CPU / Tower with its name/identifier, use this as the computer name*
  - **Subject:** *Summarize in a couple terms your issue (ex. Printer not working)*
  - **Description:** *Explain your issue. Please give as many details as possible as it will help the Help Desk team to better understand your overall issue and will aid in quicker resolution*
- At the bottom of the form you will have the option to attach a file or screenshot to the ticket. Simply click on “Attach a file”
- When the form is complete please click “Submit”
- You will receive a confirmation e-mail that your ticket has been received
- You can track the status of your ticket by visiting the same site and clicking on “Check ticket status” button on the top right side of the page