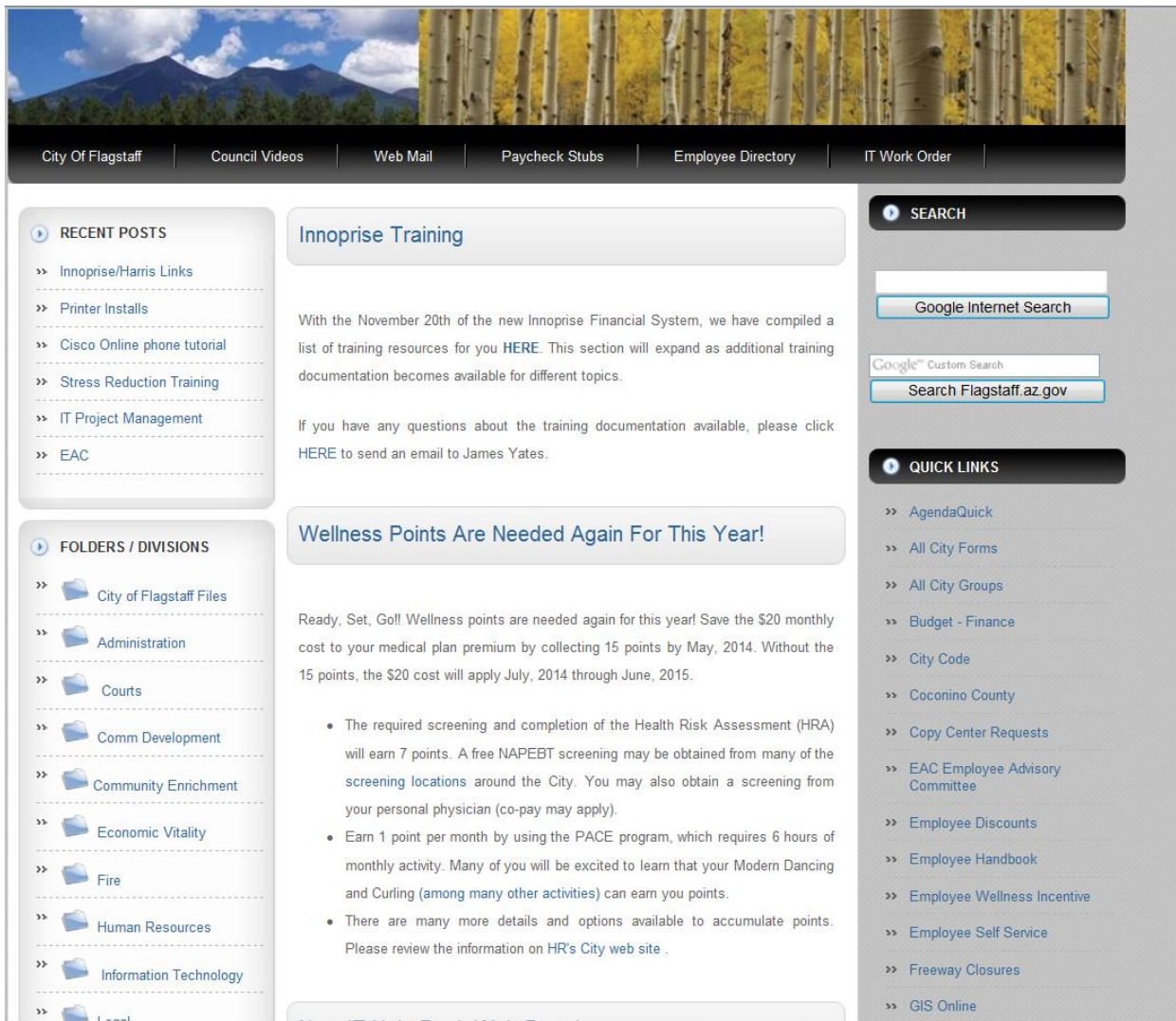
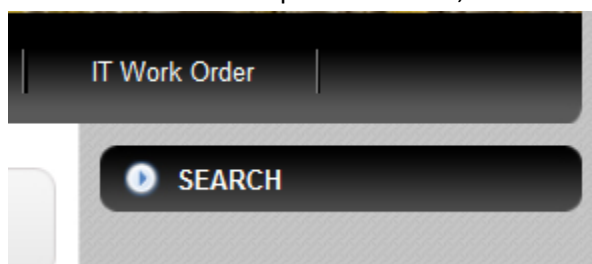


Submitting a Ticket for Innoprise Access Changes

1. Open CityNET in your web browser



2. On the ribbon at the top of the screen, click the option on the far right for "IT Work Order"



3. From the City of Flagstaff Help Desk site, click on the button in the lower right to create a request

The screenshot shows the City of Flagstaff Help Desk website. At the top left is the logo with the text "City of Flagstaff Help Desk". To the right is a search bar with the placeholder text "Search this site..." and a magnifying glass icon. Further right is the user name "James Yates" with a dropdown arrow. A dark sidebar on the left contains the following links: "Home", "Help Articles", "My Requests", and "My Activities". The main content area features a "Need help?" heading in orange, followed by "Category view" and "List view" buttons. Below this is a paragraph: "Find common IT requests within the service offerings below. Using specific, canned requests are the most efficient way to communicate your need. If you don't find what you're looking for, create a general request." A section titled "General" contains three items: "General Help Desk" (with a lifebuoy icon) described as "Basic issues, troubleshooting and support tickets.", "Help Articles" (with a question mark icon) described as "FAQs and other how-to articles.", and "Online Forms" (with a key icon) described as "Various online forms for IT such as new users". At the bottom right, there is a link "Can't find a solution here?" and a blue button labeled "Create a request".

4. Click on "Go to request form"

City of Flagstaff Help Desk
Request Offering

Search this site... James Yates

Home
Help Articles
My Requests
My Activities

Generic Incident Request

This request allows you to submit the incident

[Go to request form](#)

Related help articles: Related service offerings:

5. Fill out the appropriate information regarding your issue (be sure to choose Innoprise as the category)

City of Flagstaff Help Desk
Request Offering

Search this site... James Yates

Home
Help Articles
My Requests
My Activities

Generic Incident Request

This request belongs to:

Please fill in the form below to submit your request

Please enter the title for the issue
Missing Account Numbers

Please describe the symptoms of the issue in details
User John Doe does not have access to the necessary Accounts, please add account numbers: xxx-xx-xxx-xxxx-x-xxxx

Please select a category of the issue
Innoprise

How urgent is the issue
Medium

Please enter alternate contact information if needed

- 1 Provide information
- 2 Review and submit
- 3 Confirmation

6. Click Next

Please enter alternate contact information if needed

[← Back](#) [Next →](#) [Cancel ×](#)

7. Review your ticket for accuracy, then click Submit

Please enter alternate contact information if needed

[← Back](#) [Submit →](#) [Cancel ×](#)

8. Your ticket has been submitted, you will receive a response from the Innoprise Support Team as soon as possible.

Service Request

Generic Incident Request

This request belongs to:

✓ Your request has been submitted ID: [ID]

Request opened on:
Monday, November 18, 2013 12:56:39 PM

It may take a few moments before your...

- 1 Provide information
- 2 Review and submit
- 3 **Confirmation**

[Back to home](#) [View my requests](#)