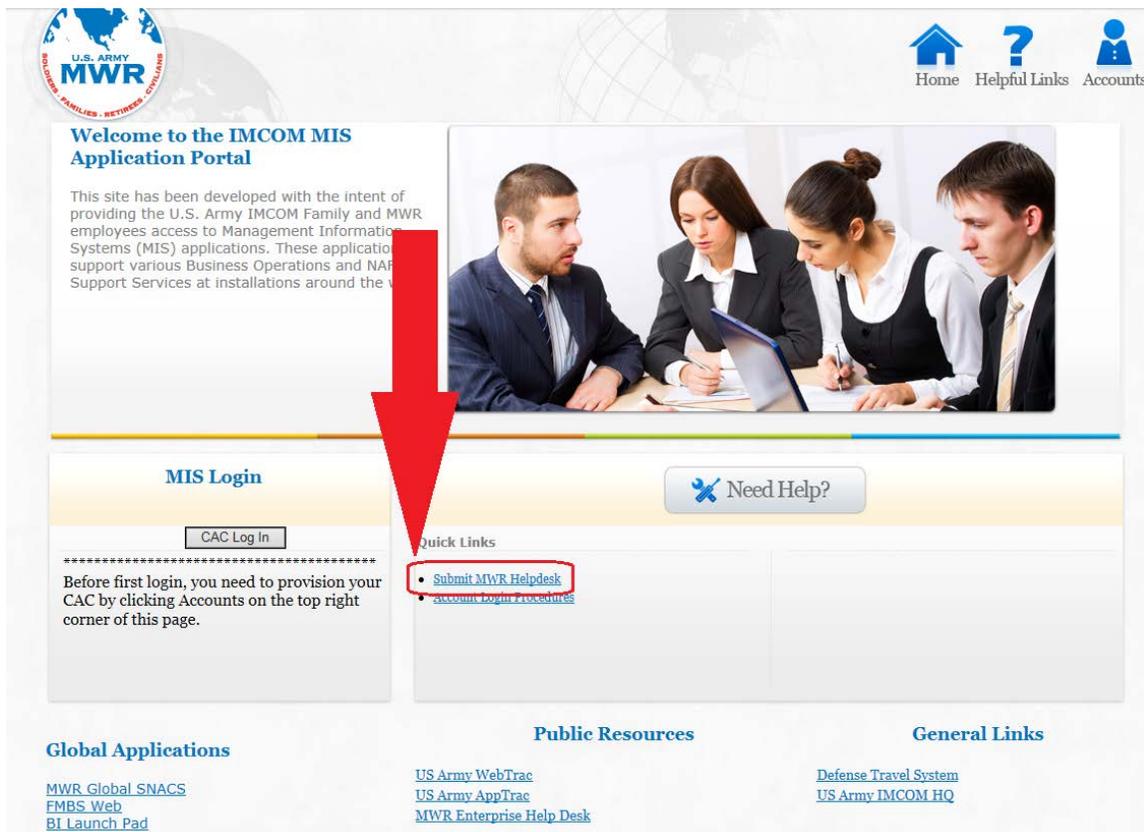
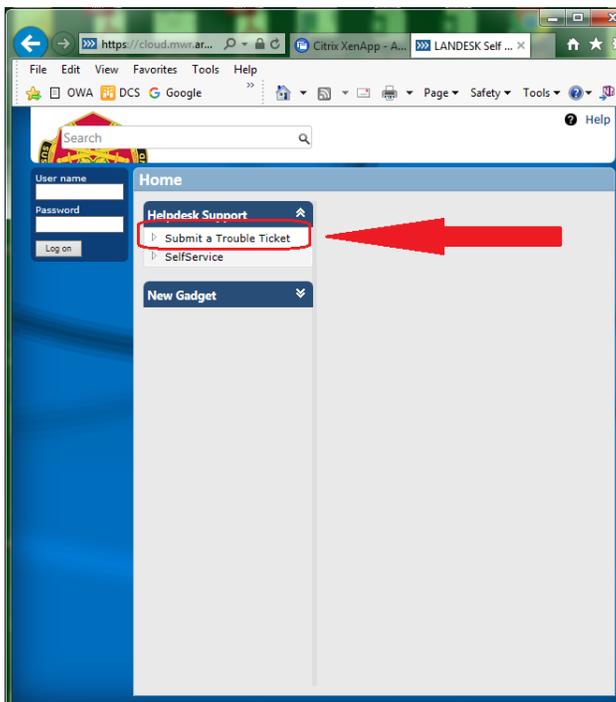


How to submit an IMCOM Portal helpdesk ticket

1. Go to <https://www.mwr.army.mil/> and click on the [Submit MWR](#) Helpdesk link.



2. "Submit a Trouble Ticket."



How to submit an IMCOM Portal helpdesk ticket

3. Enter your email and the details of your issue. If you need to add a screenshot or other document, click on "Add Attachment." Otherwise, click "Submit" and your ticket submission is complete.

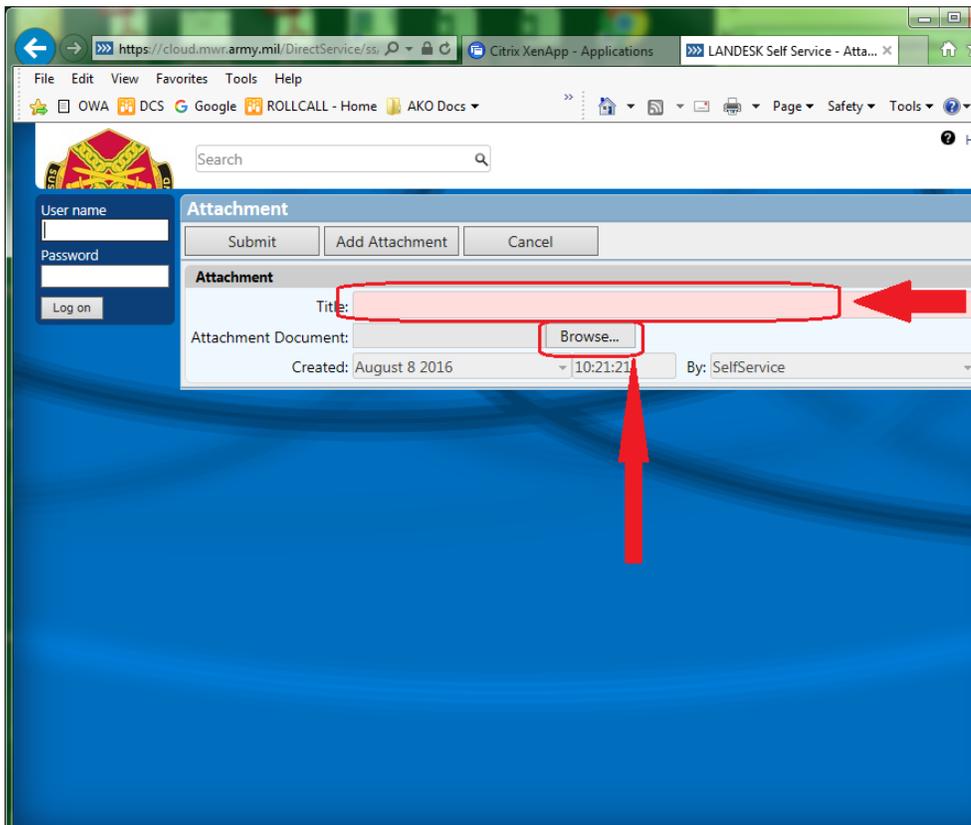
The screenshot shows the IMCOM Portal incident submission form. The browser address bar displays <https://cloud.mwr.army.mil/DirectService/ss/>. The page title is "Incident". On the left, there is a login section with fields for "User name", "Password", and a "Log on" button. The main form area includes a search bar, a "Submit" button, an "Add Attachment" button, and a "Cancel" button. Below these buttons, a message states: "If the Below Email Address is not Filled In or Is Incorrect, Please Enter Your Enterprise Email Address. Example: name.civ@mail.mil". The "Enterprise Email" field contains "george.q.public.civ@mail.mil" and is circled in red with a red arrow pointing to it, labeled "1.". Below this is the "Incident Details" section, where the "Details" field contains "demonstrating how to submit a ticket" and is circled in red with a red arrow pointing to it, labeled "2.". At the top of the form, there is a red arrow pointing to the search bar, labeled "3. (if needed)". The "Creation Details" section shows "Created: August 8 2016 10:19:14" and "Updated: August 8 2016 10:19:14".

4. Click on the "Add Attachment" on the list.

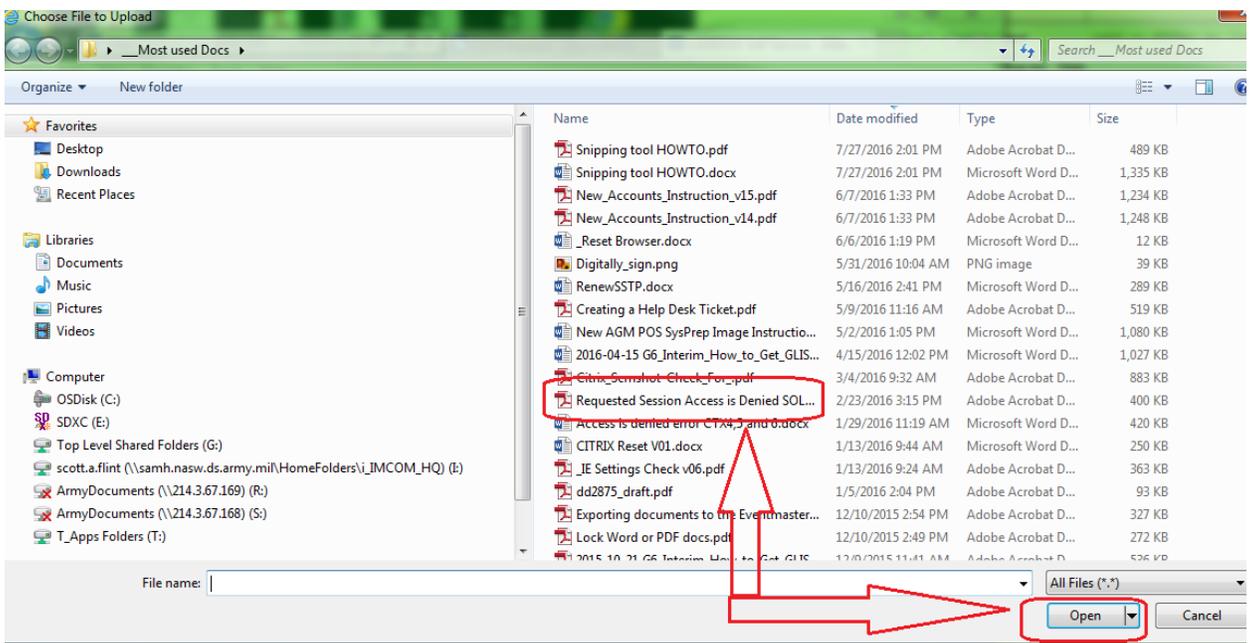
The screenshot shows the IMCOM Portal incident details page. The browser address bar displays <https://cloud.mwr.army.mil/DirectService/ss/>. The page title is "Incident - 626". On the left, there is a login section with fields for "User name", "Password", and a "Log on" button. The main form area includes a search bar, a "Submit" button, an "Add Attachment" button, and a "Cancel" button. Below these buttons, there is an "Actions" list with the following items: "Acknowledge", "Change Response Level", "Resolution Review", "Add Attachment", "Add CC Recipient", "Add Change", "Add Child Incident", "Add Note", "Add Parent Incident", "Add Problem", "Attach Request", "Detach Change", "Detach Child Incident", "Detach Problem", "Detach Request", and "Reassign". The "Add Attachment" item is circled in red with a red arrow pointing to it. To the right of the "Actions" list is the "Incident Details" section, which shows "Status: Awaiting Response" and "Details: demonstrating how to submit a ticket". Below this is the "Summary: HelpDesk Inquiry" and the "Creation Details" section, which shows "Created: August 8 2016 10:19:14" and "Updated: August 8 2016 10:19:14".

How to submit an IMCOM Portal helpdesk ticket

- Put a title on the document and select it by browsing your computer to it's location.

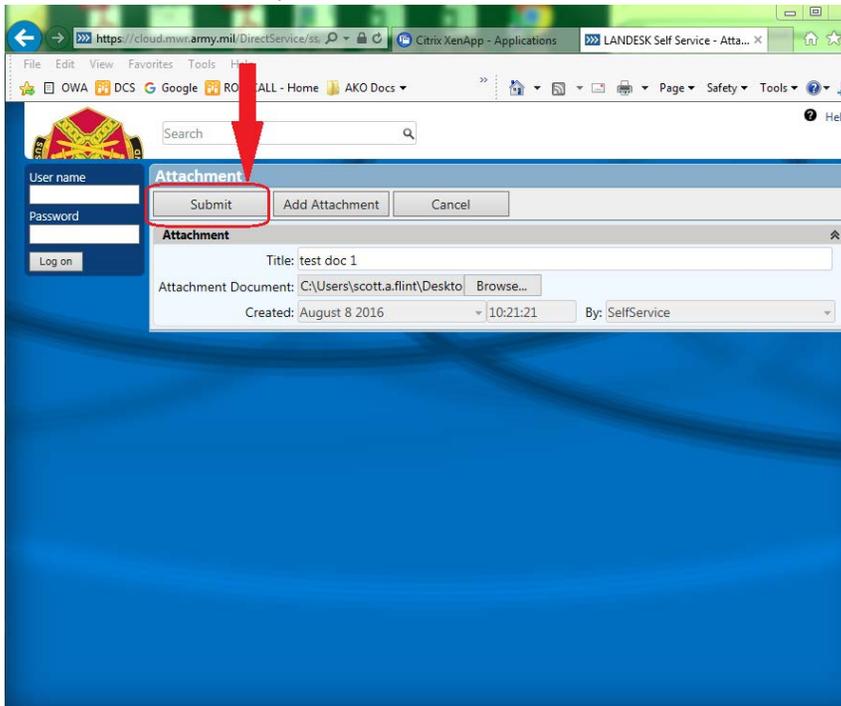


- Select the document and save.

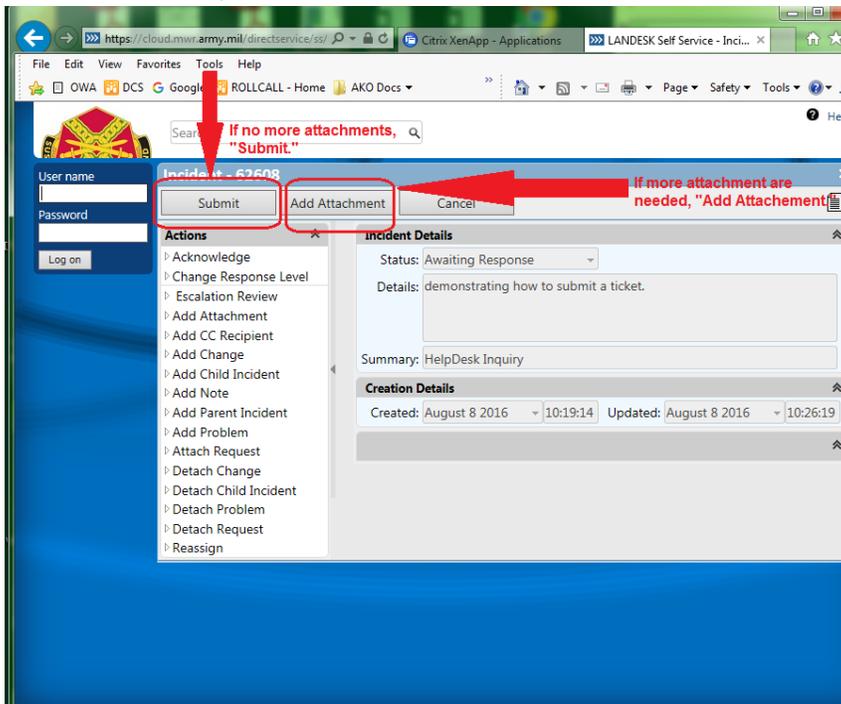


How to submit an IMCOM Portal helpdesk ticket

7. Click submit to submit your ticket and attachment



8. If you need to submit more than one document, click on Add Attachment and repeat steps 4 thru 7. Otherwise, click on the Submit button.



9. Your ticket is submitted when you are returned to the "Submit a Trouble Ticket" page.