How to submit an IMCOM Portal helpdesk ticket

1. Go to https://www.mwr.army.mil/ and click on the Submit MWR Helpdesk link.
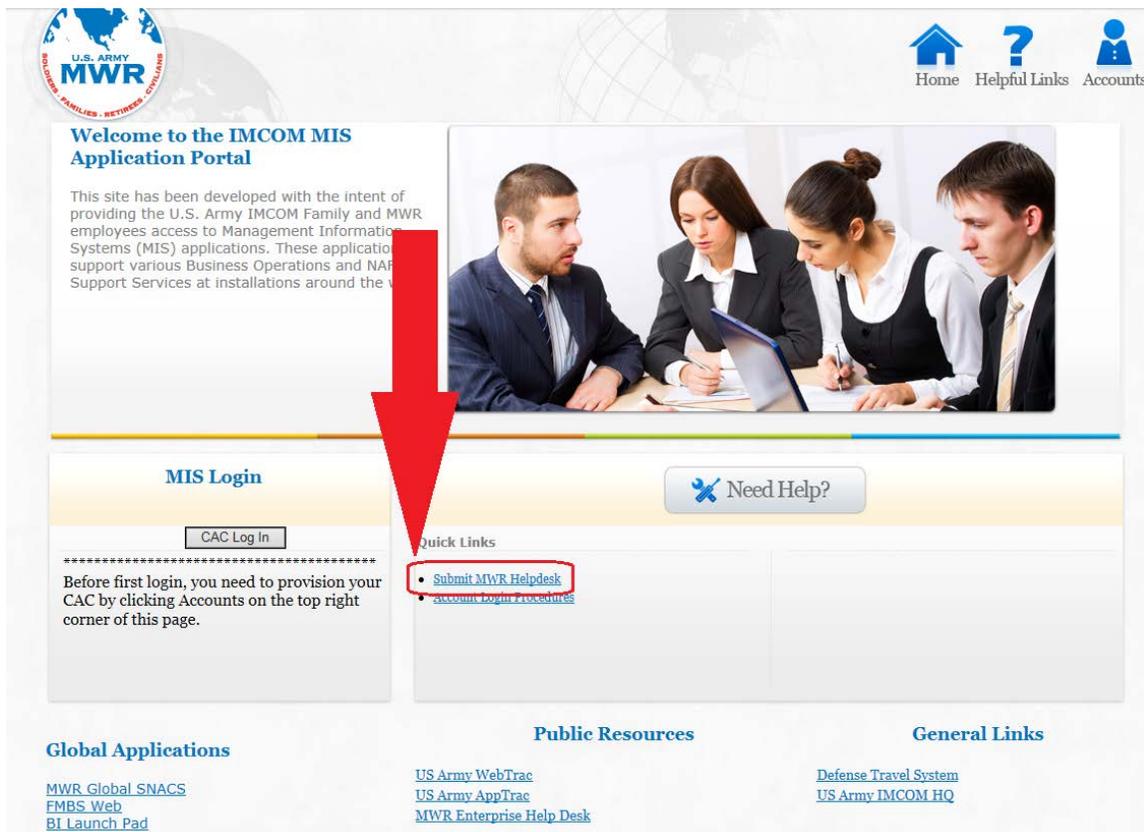
2. "Submit a Trouble Ticket."
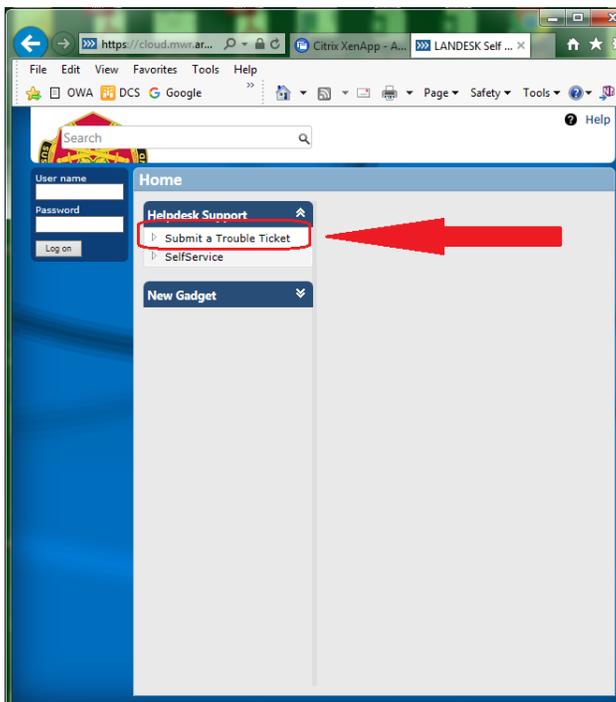
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3. Enter your email and the details of your issue. If you need to add a screenshot or other document, click on "Add Attachment." Otherwise, click "Submit" and your ticket submission is complete.
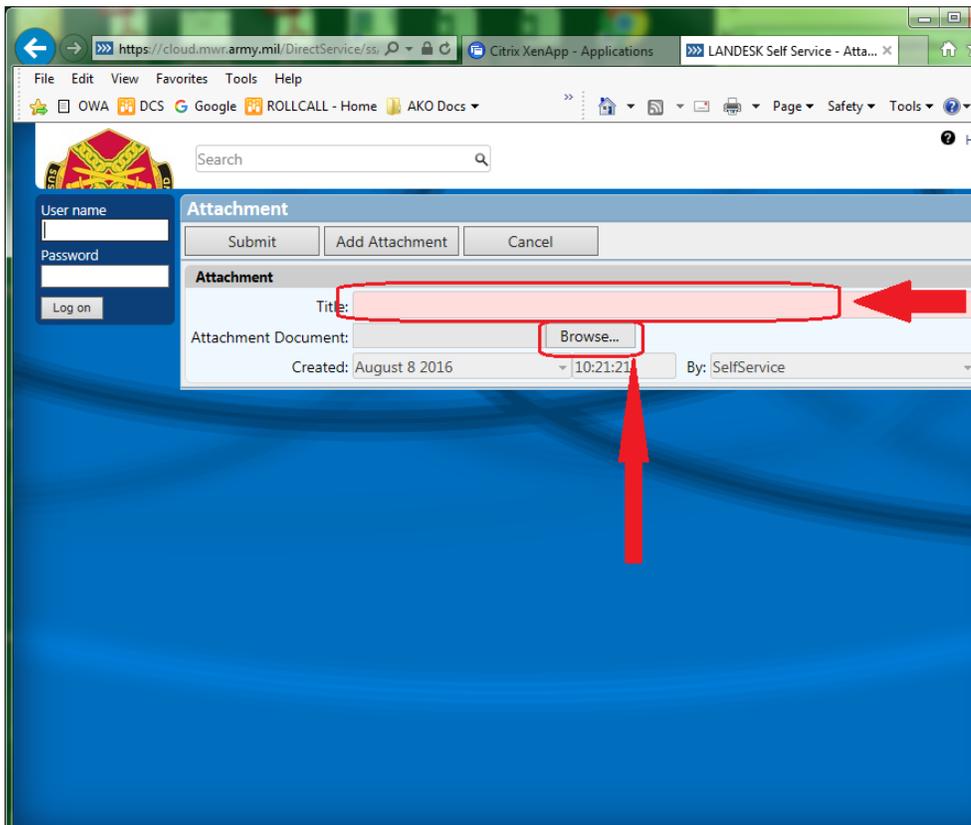

4. Click on the "Add Attachment" on the list.

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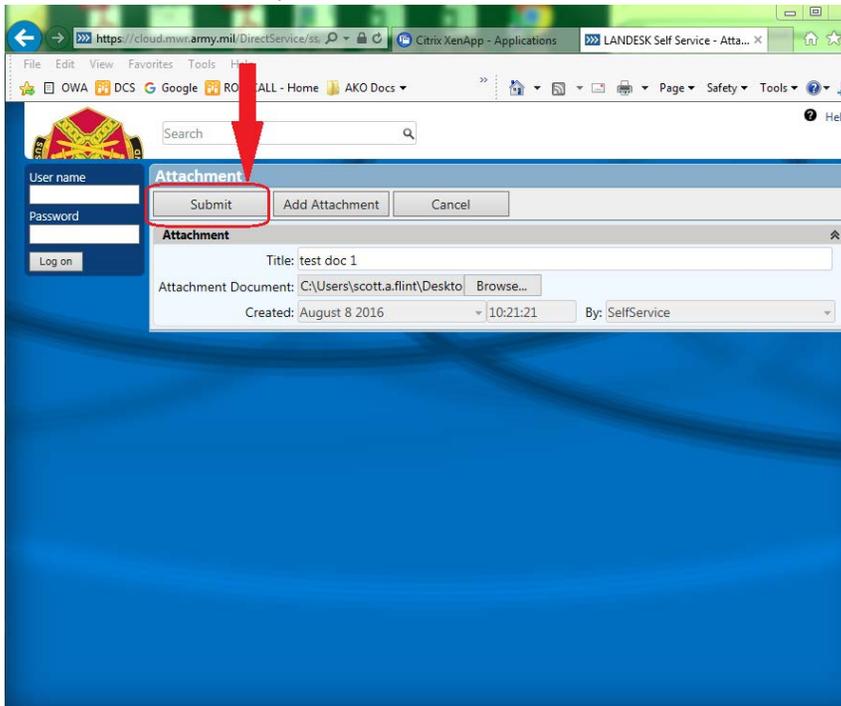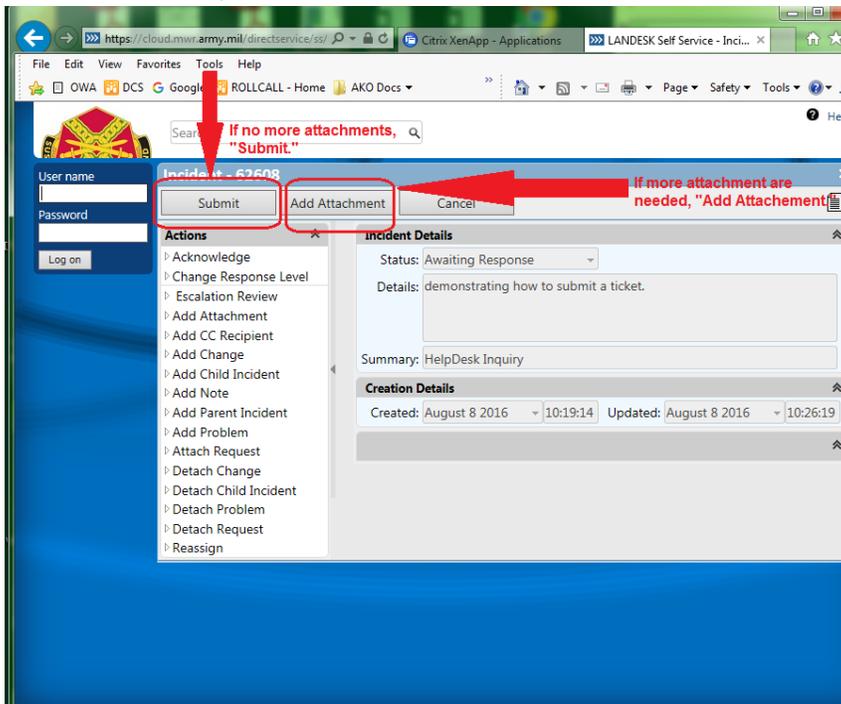

6. Select the document and save.
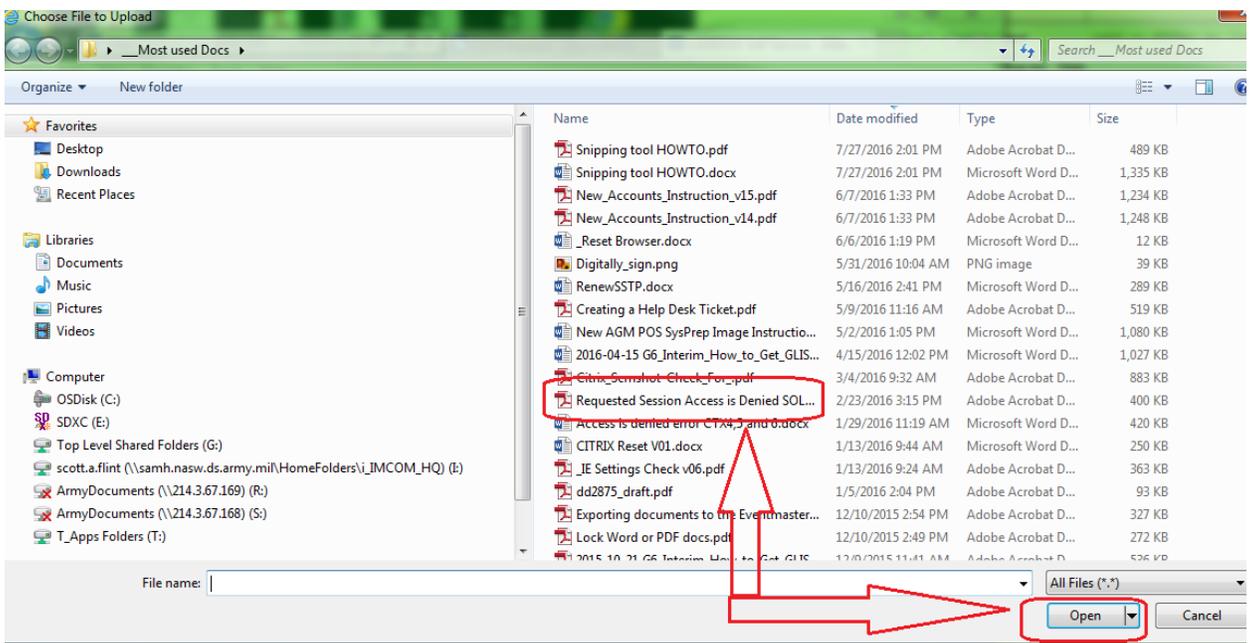
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7. Click submit to submit your ticket and attachment

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.