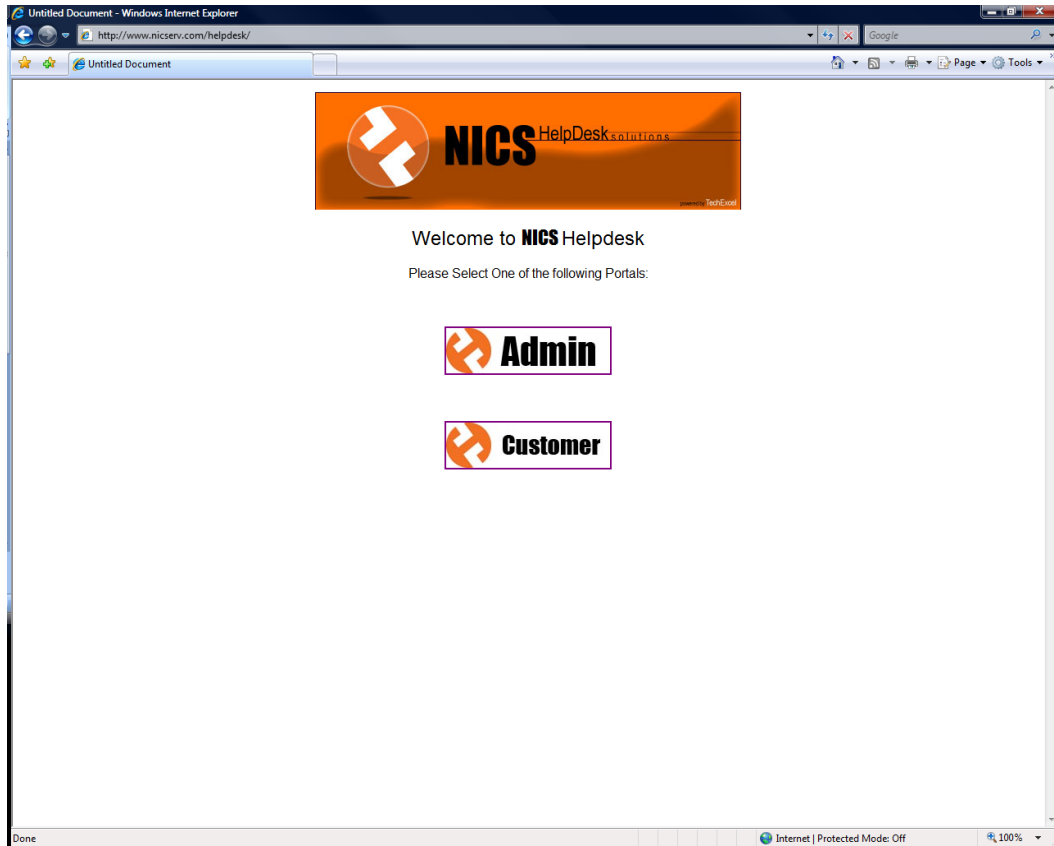
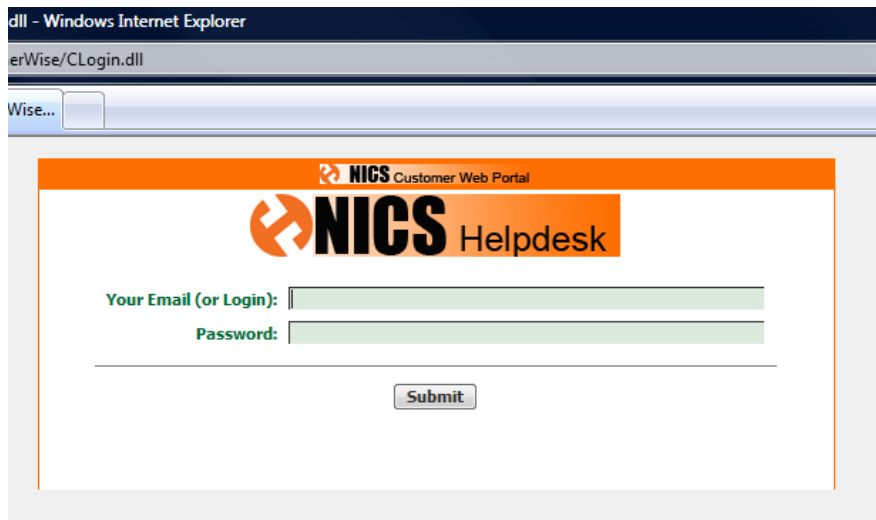


Submitting a New Incident in NICS Helpdesk

1. Navigate to www.nicserv.com/helpdesk.



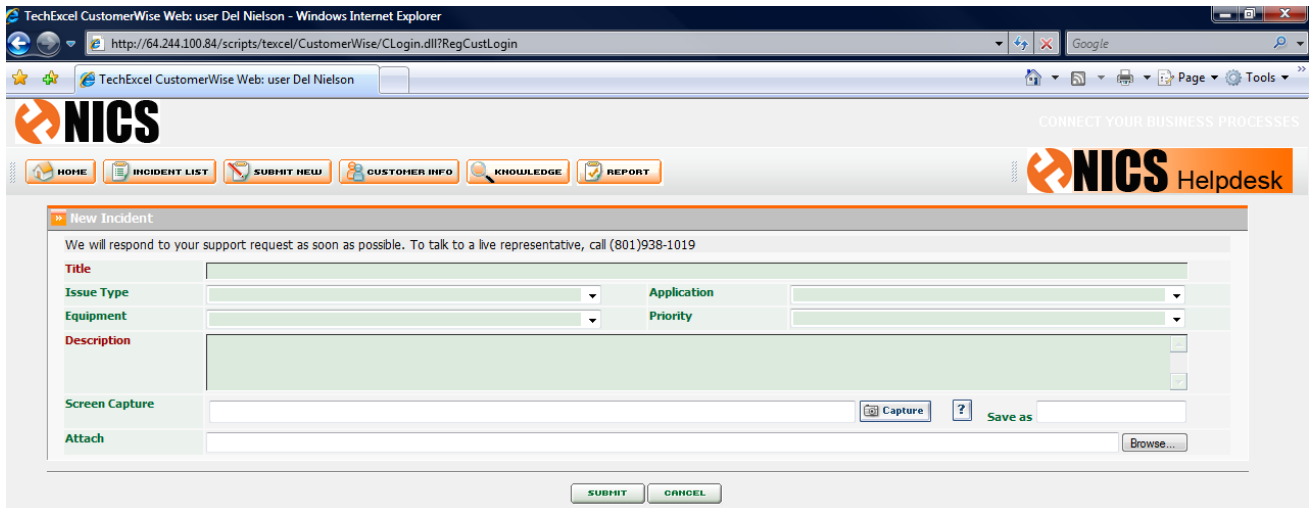
2. Select your user type: choices are “Admin” or “Customer”. In this case, we would select “Customer”, because we are submitting a trouble ticket as a NICS customer.
3. Enter your email or the login alias assigned to you by your administrator, and your password. Click “Submit” or press Enter.



4. This will bring you to the NICS Helpdesk Home page. Click the “Submit new” button at the top of the page, or click “Submit New Incident”.



5. Enter all applicable information regarding the incident.



6. When you have entered all applicable information, click “Submit”. Your incident has been submitted.