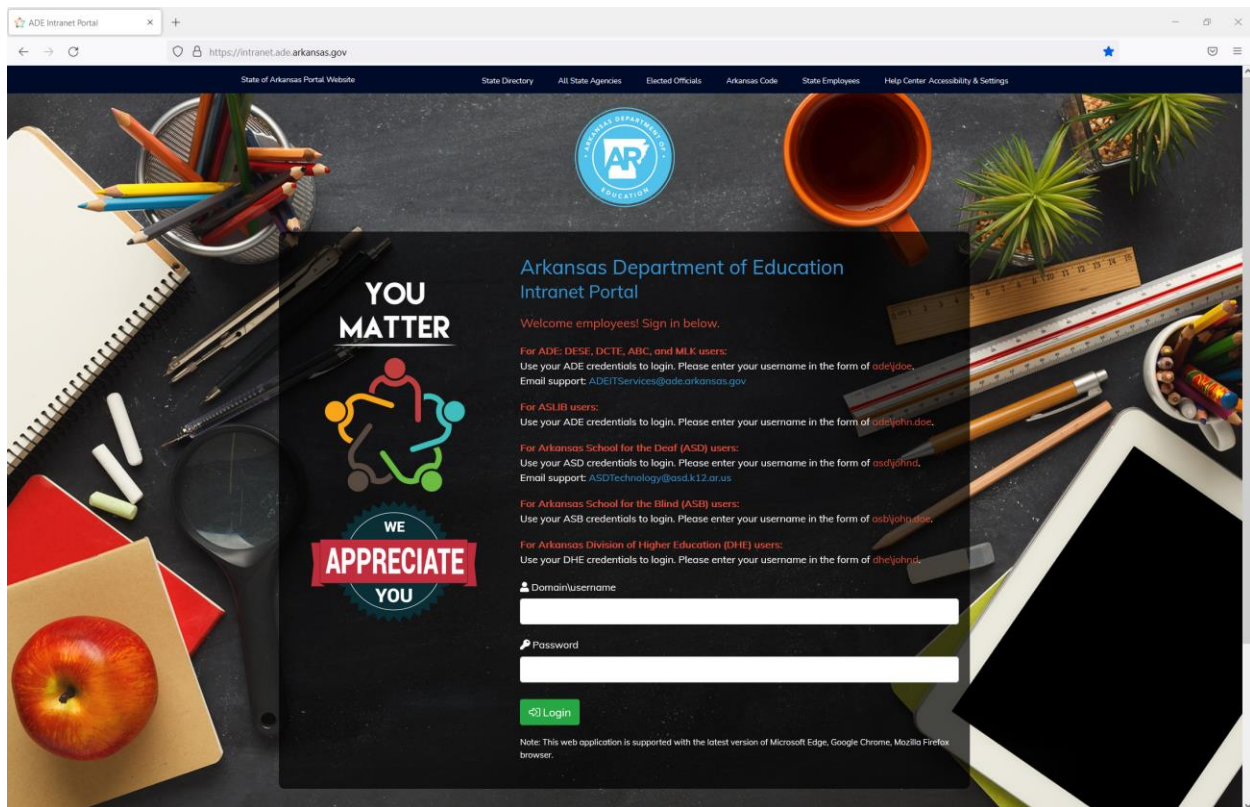


Intranet Access & Submitting a Tech Ticket

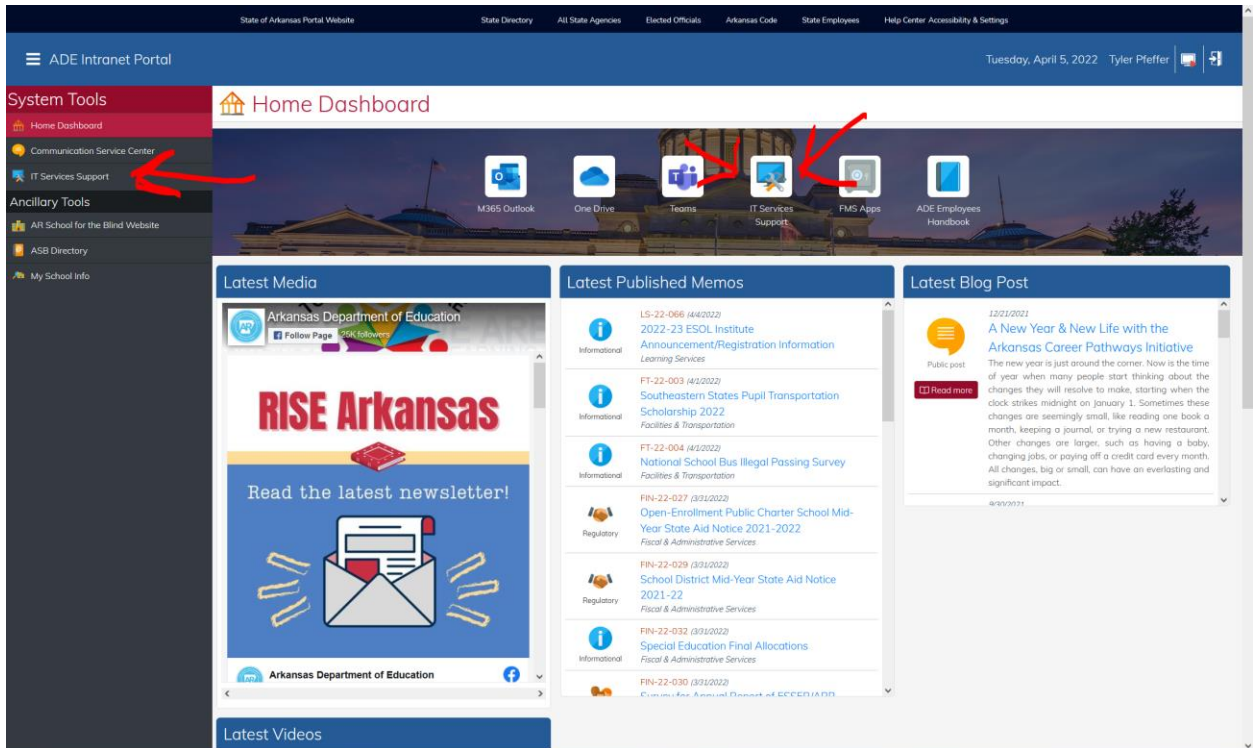
- Navigate to <https://intranet.ade.arkansas.gov/> (you may want to create a bookmark or shortcut for this link)
- Enter your ASB username and password to login. You must enter the full domain username beginning with 'asb\'

Example: asb\tyler.pfeffer



- After you login, you will be directed to the home page. There is a heading that contains a few icons. Click on 'IT Services Support'. There is also a

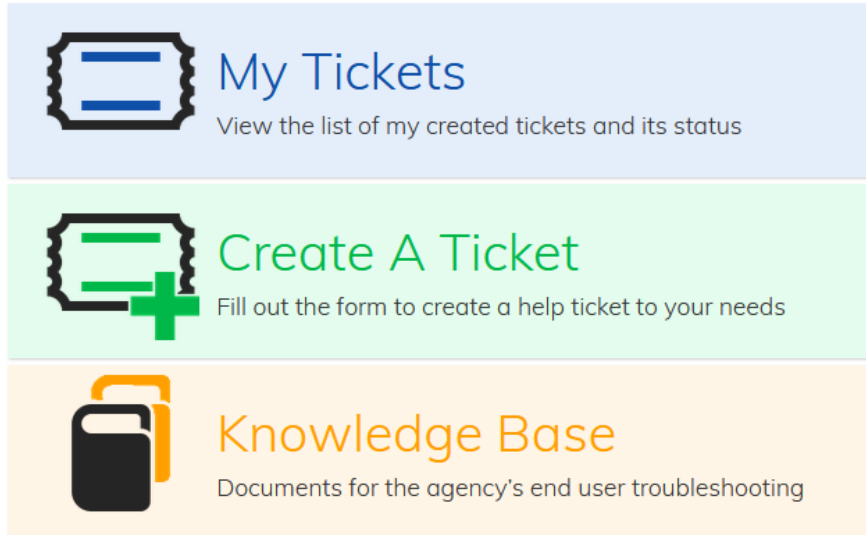
column on the left side of the homepage named 'System Tools' that contains 'IT Services Support'.



- The 'IT Services Support' page contains 3 links: 'My Tickets', 'Create a Ticket', and 'Knowledge Base'. To create a ticket, click 'Create a Ticket'.

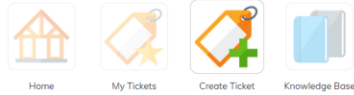
Welcome to IT Services Support! Please choose a destination!

User guide: [Download](#)



The image shows three stacked navigation cards. The top card is light blue and contains an icon of a ticket with two horizontal lines, the text 'My Tickets', and the description 'View the list of my created tickets and its status'. The middle card is light green and contains an icon of a ticket with a green plus sign, the text 'Create A Ticket', and the description 'Fill out the form to create a help ticket to your needs'. The bottom card is light orange and contains an icon of a book with a bookmark, the text 'Knowledge Base', and the description 'Documents for the agency's end user troubleshooting'.

- Give the ticket a Title, assign it a Category, and fill in the Description. You can also attach an image by uploading a file. Once you have filled in the information, click 'Create Ticket'



Create a Ticket

Ticket Information

Ticket Title

Category --Select Category-- **Priority** Low

Description Please mention specific dates if you are needing something prior to a due date

B **/** **U** **Ω** **•** **•••** **••••** **•••••** **••••••** **•••••••** **A**

Create Ticket **Cancel**

Attachments

Attach a File

Browse... No file selected.

Upload File

Attachment Name

No attachments found.

- You can view the status of the ticket you created by selecting 'My Tickets'. It will show what status your ticket is in. You can also look through the 'Knowledge Base' for possible solutions to some common problems (the Knowledge Base will continue to be updated as time goes, so be sure to occasionally check it).