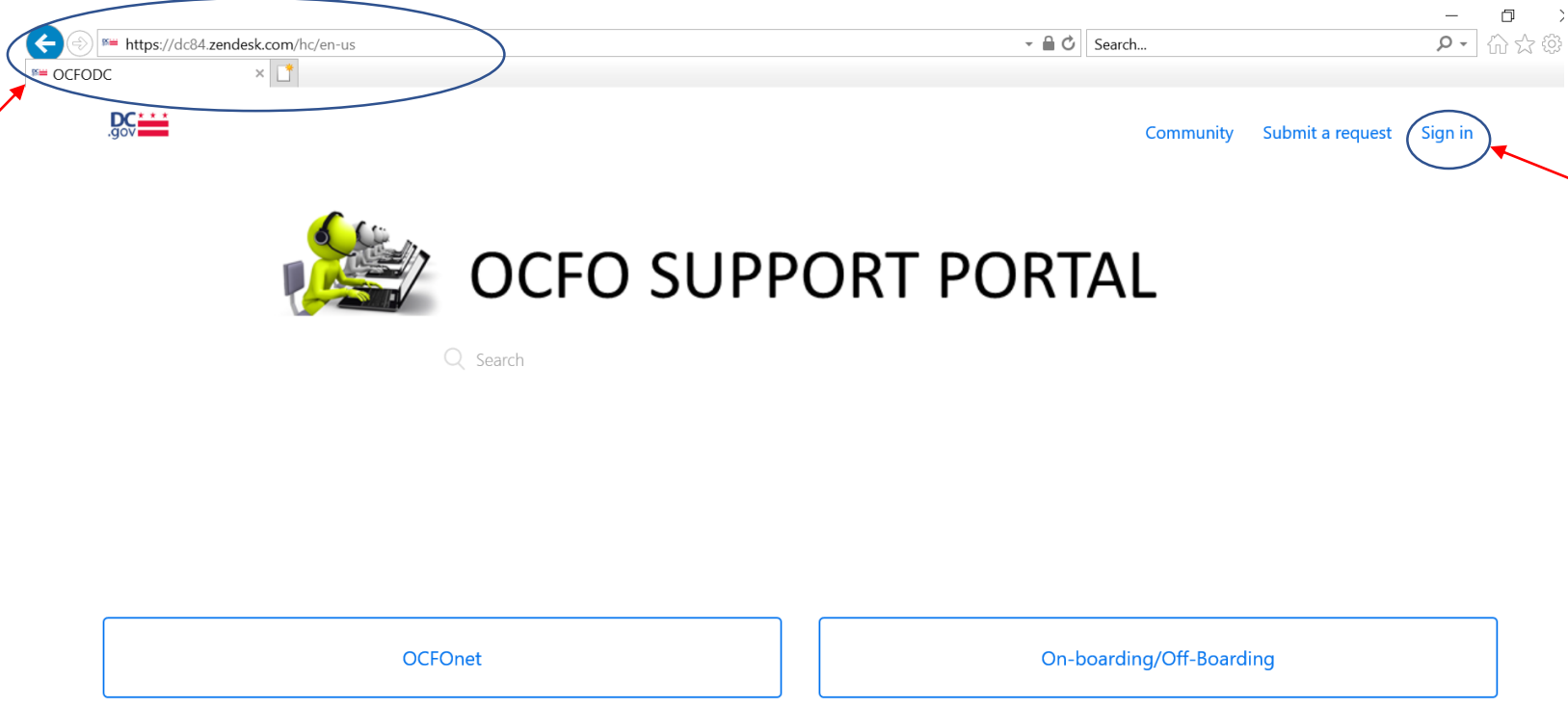


Zendesk Login and Submit a Service Request

Login

1. Type URL <https://dc84.zendesk.com/> in your browser to login to service desk



The screenshot shows a web browser window with the address bar containing the URL <https://dc84.zendesk.com/hc/en-us>. A red arrow points from the text 'URL' to the address bar. The browser tab is labeled 'OCFODC'. The page content includes the DC.gov logo, navigation links for 'Community', 'Submit a request', and 'Sign in'. A red arrow points from the text 'Login Link' to the 'Sign in' link. Below the navigation is the heading 'OCFO SUPPORT PORTAL' with a search bar. Two buttons are visible: 'OCFOnet' and 'On-boarding/Off-Boarding'. At the bottom, there is a section for 'Promoted articles' with a link to 'OCFO Change Request Form'.

URL

Login Link

OCFO SUPPORT PORTAL

OCFOnet

On-boarding/Off-Boarding

Promoted articles

OCFO Change Request Form

Enter Login

1. After selecting “Sign in” link from previous screen, user will see below screen

Enter DC email address and your network password; select “Submit” Button.

https://sauth.dc.gov/dcgovhKMexkQh9xeB5hIQkPMO43OaY26/?RelayState=https%3A%2F%2Fdc84.zen

OCFO - Zendesk

.gov

OCFO - Zendesk

Please enter your UserID below.

DCGov Email Address:

Password:

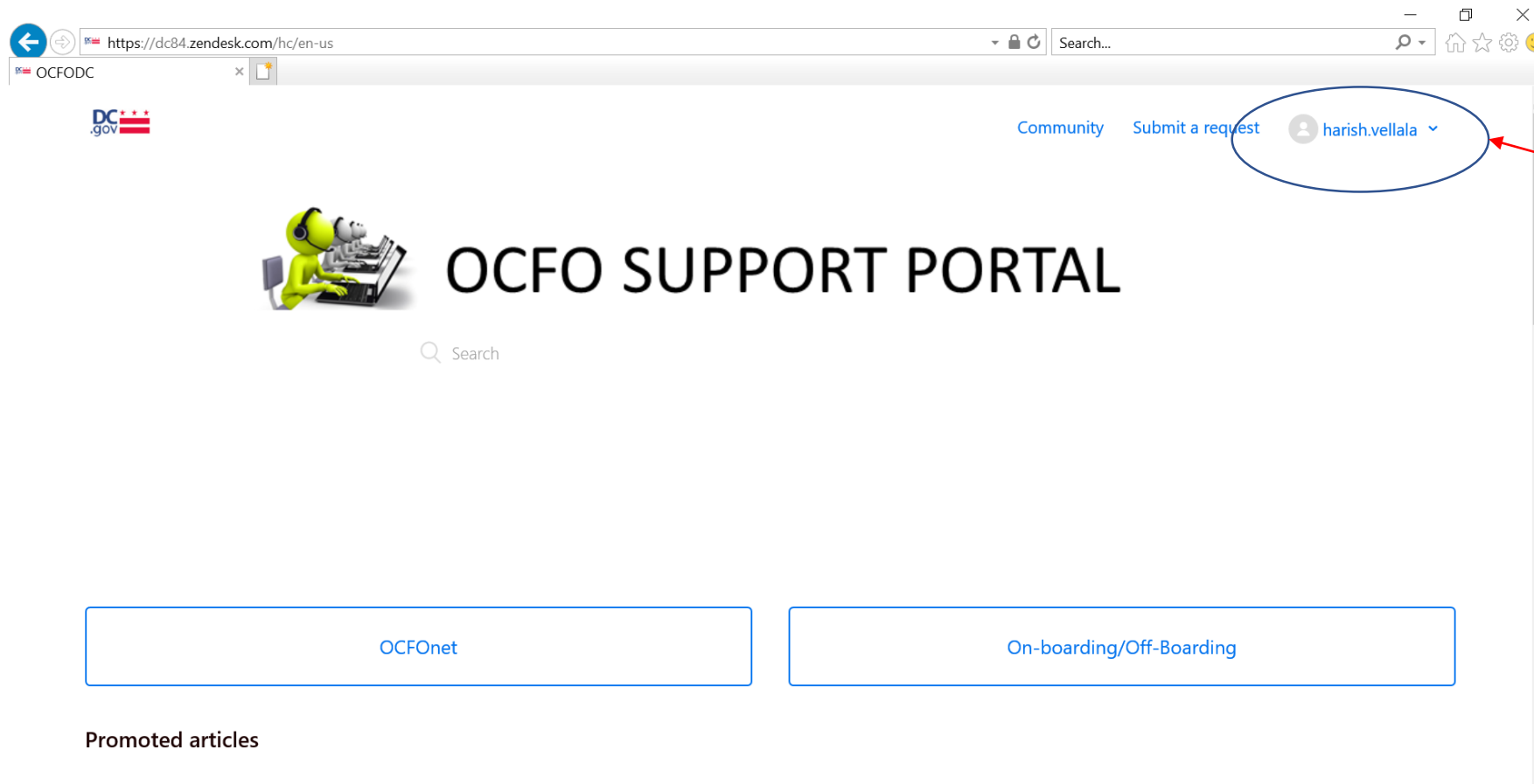
Submit

[Restart Login](#)

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Successful Login

1. After successful login, user will see service desk home screen

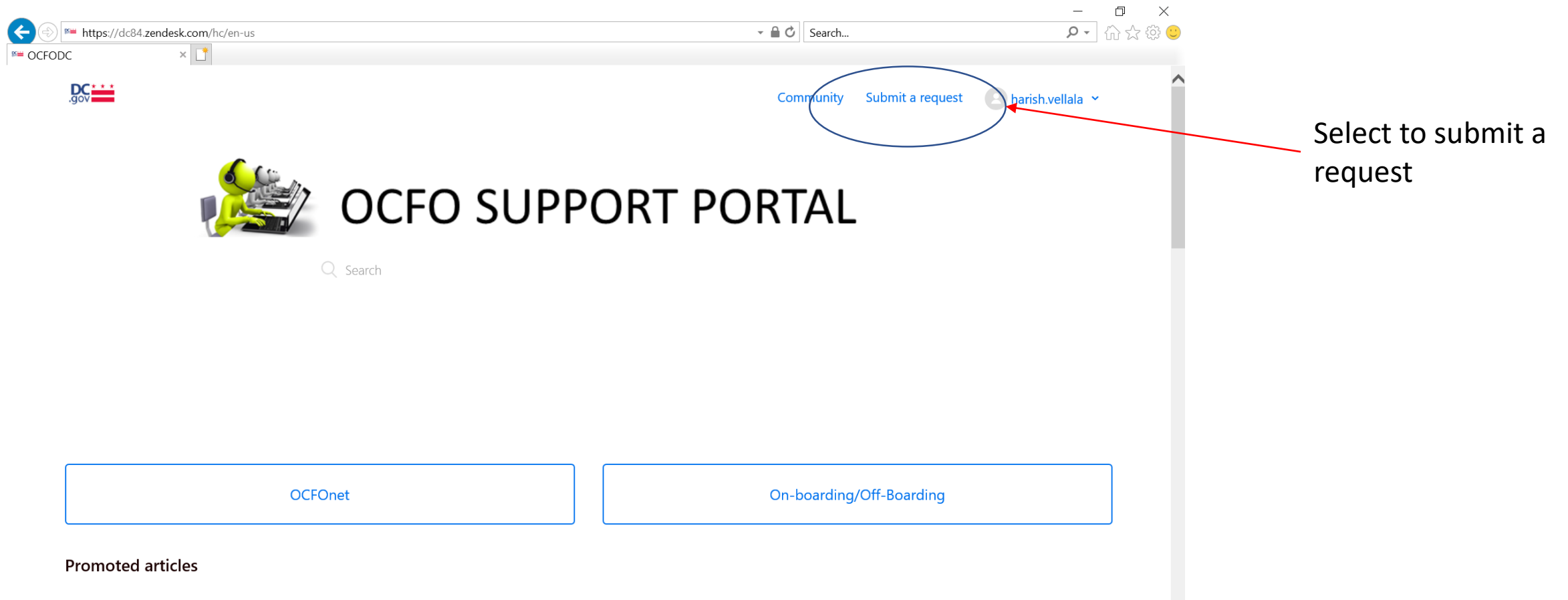


The screenshot shows a web browser window with the URL <https://dc84.zendesk.com/hc/en-us>. The page features the DC.gov logo on the left and navigation links for "Community" and "Submit a request" on the right. A user profile dropdown menu is visible, showing the name "harish.vellala" with a downward arrow, circled in blue. Below the navigation is a large heading "OCFO SUPPORT PORTAL" with a search bar underneath. At the bottom, there are two prominent buttons: "OCFOnet" and "On-boarding/Off-Boarding". The text "Promoted articles" is visible at the very bottom left.

Shows user logged in
Instead of "Sign in"

Submit a request Action

1. From home page, select link below to submit a request



The screenshot shows a web browser window with the URL <https://dc84.zendesk.com/hc/en-us>. The page header includes the DC.gov logo, a navigation menu with 'Community', 'Submit a request', and a user profile 'harish.vellala', and a search bar. The main heading is 'OCFO SUPPORT PORTAL' with a search bar below it. Two buttons are visible: 'OCFOnet' and 'On-boarding/Off-Boarding'. A red arrow points from the text 'Select to submit a request' to the 'Submit a request' link in the navigation menu.

Community Submit a request harish.vellala

OCFO SUPPORT PORTAL

Search

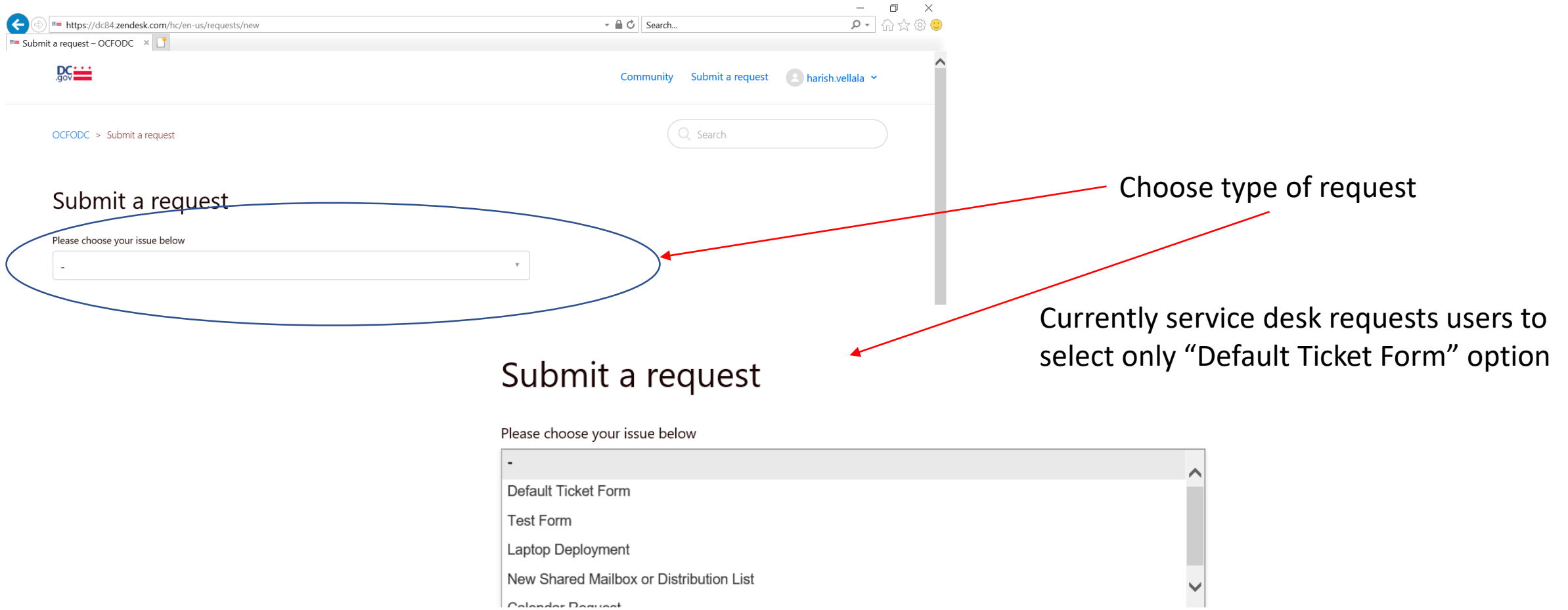
OCFOnet On-boarding/Off-Boarding

Promoted articles

Select to submit a request

Submit a request Form

1. After selecting "Submit a Request", user will see submit a request form



The screenshot shows a web browser window at <https://dc84.zendesk.com/hc/en-us/requests/new>. The page title is "Submit a request - OCFODC". The breadcrumb trail is "OCFODC > Submit a request". A search bar is visible. The main heading is "Submit a request". Below it, the text "Please choose your issue below" is followed by a dropdown menu. A blue oval highlights the dropdown menu. A red arrow points from the text "Choose type of request" to the dropdown menu. Another red arrow points from the text "Currently service desk requests users to select only 'Default Ticket Form' option" to the dropdown menu. A larger red arrow points from the text "Submit a request" to the dropdown menu.

Submit a request

Please choose your issue below

-

Choose type of request

Currently service desk requests users to select only "Default Ticket Form" option

Submit a request

Please choose your issue below

-
- Default Ticket Form
- Test Form
- Laptop Deployment
- New Shared Mailbox or Distribution List
- Calendar Request

Fill request Form and Submit

1. After selecting “Submit a Request”, user will see submit a request form

Submit a request

Please choose your issue below

Default Ticket Form

Subject *

<<Problem Title>>

Description *

1. Brief description of the problem
2. Steps to reproduce
3. Use "Clip Icon" to attach files or screenshots

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Submit

Submit request and below screenshot will be showing Ticket number

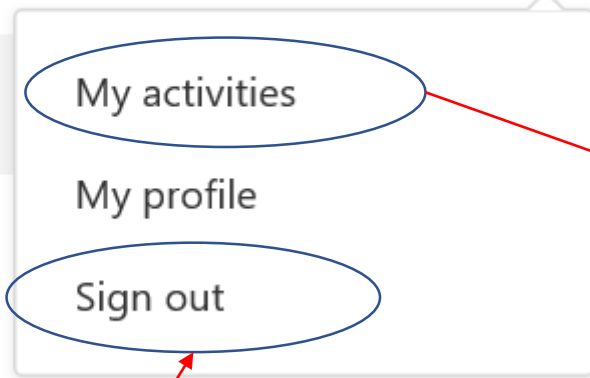
Requester	harish.vellala
Created	Today at 14:44
Last activity	Today at 14:44
<hr/>	
Id	#54792
Status	open
Priority	Normal
Category	—

Ticket number
With status

My Activities

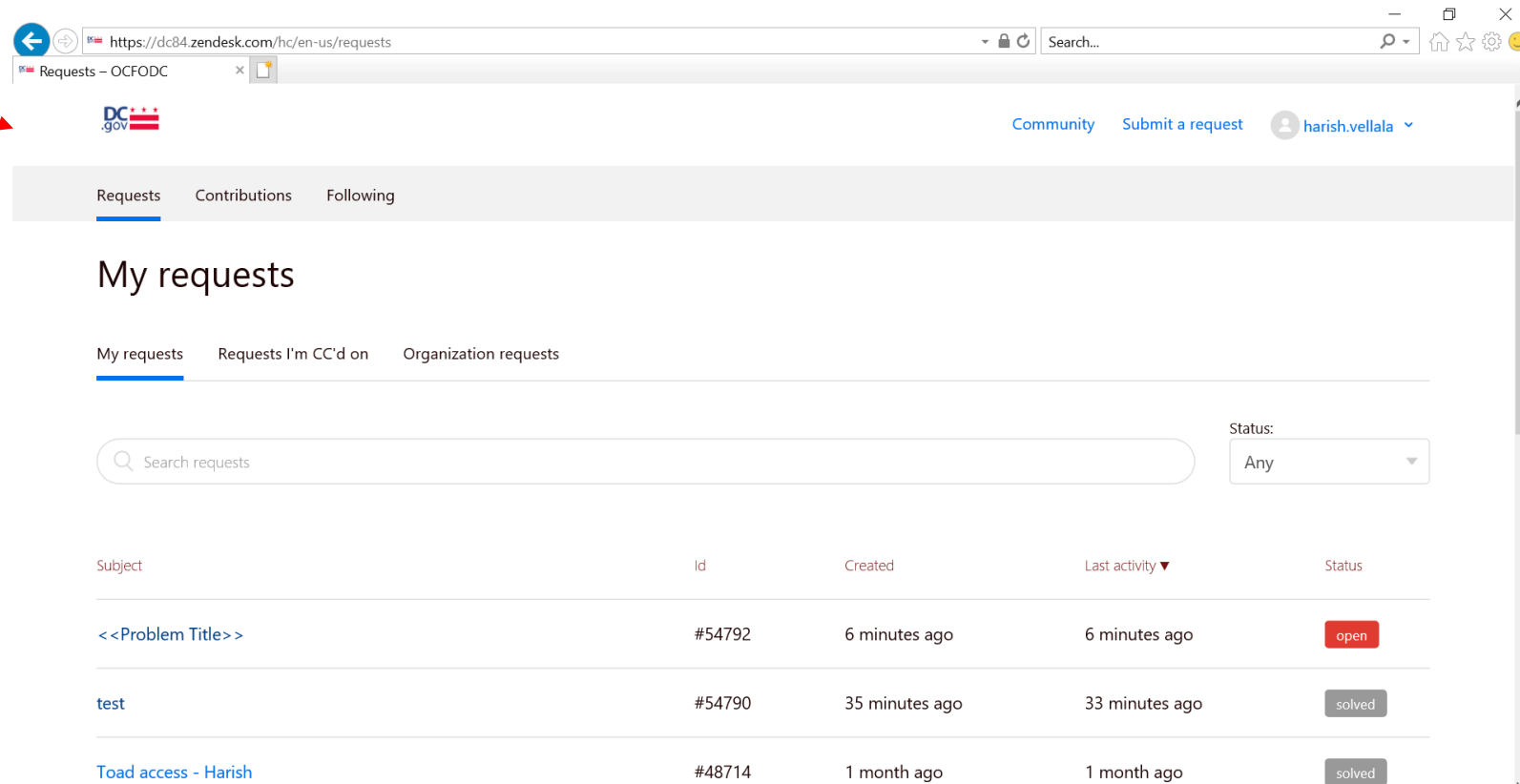
: a request

 harish.vellala



A white dropdown menu with a light gray border. It contains three items: "My activities", "My profile", and "Sign out". The "My activities" and "Sign out" items are circled in blue. A red arrow points from the "My activities" circle to the "My requests" section of the Zendesk interface. Another red arrow points from the "Sign out" circle to the word "Logout" below the menu.

Logout



A screenshot of a web browser showing the Zendesk "My requests" page. The browser address bar shows "https://dc84.zendesk.com/hc/en-us/requests". The page header includes the DC.gov logo, "Community", "Submit a request", and the user name "harish.vellala". Below the header are tabs for "Requests", "Contributions", and "Following". The main heading is "My requests", with sub-tabs for "My requests", "Requests I'm CC'd on", and "Organization requests". A search bar labeled "Search requests" and a "Status:" dropdown menu (set to "Any") are present. Below is a table of request items.

Subject	Id	Created	Last activity	Status
<<Problem Title>>	#54792	6 minutes ago	6 minutes ago	open
test	#54790	35 minutes ago	33 minutes ago	solved
Toad access - Harish	#48714	1 month ago	1 month ago	solved