Quick Guide – Contact the Army Helpdesk
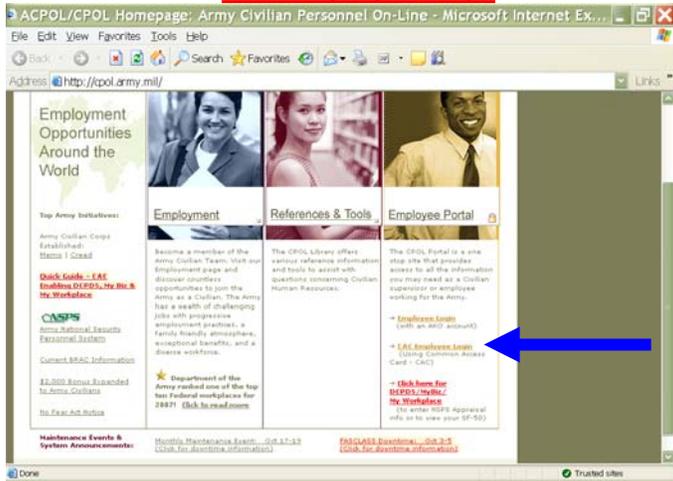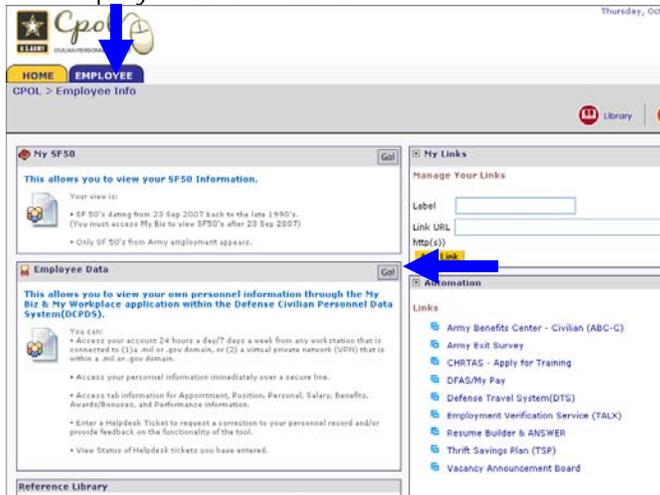
This guide is to provide guidance on how to submit a Helpdesk Ticket using the Army Portal Helpdesk.

Step 1: Log into CPOL Portal http://cpol.army.mil.
NOTE: Ensure that your Common Access Card (CAC) is inserted into your CAC reader
Click the **CAC Employee Login**

Step 2: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.

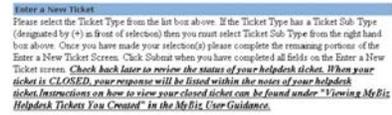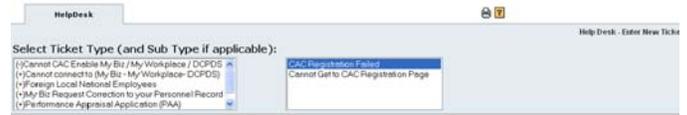**Step 3**: Under the heading **Helpdesk** click the **Enter a new Ticket** link.

Step 4: Select the "Ticket Type" by clicking on ticket that best suits your problem. Immediately another box will appear to the right with a selection of sub ticket types. Select the sub type that best fits your problem.
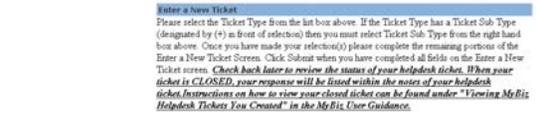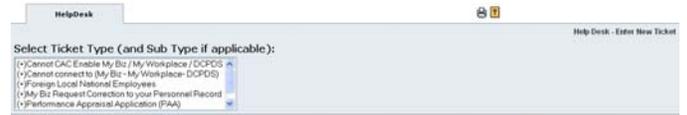
The Ticket Type and Sub Type are automatically filled in for you. Complete the ticket by filling in the Problem Description, Work Phone Number and Email address. Click the Submit button. Look for the ticket tracking number that appears just above the **Enter a New Ticket** heading. This is your ticket number, you can use this tracking number to search the status of your tickets.
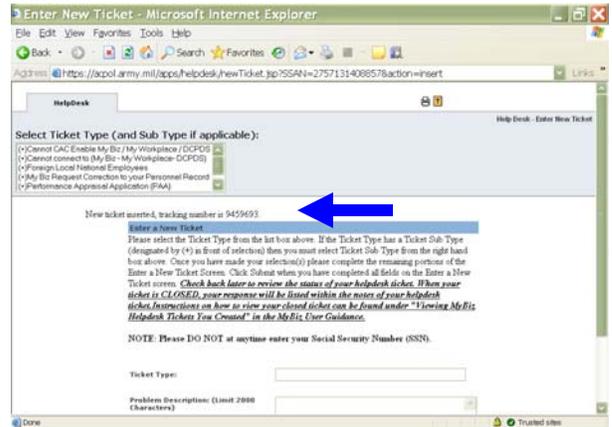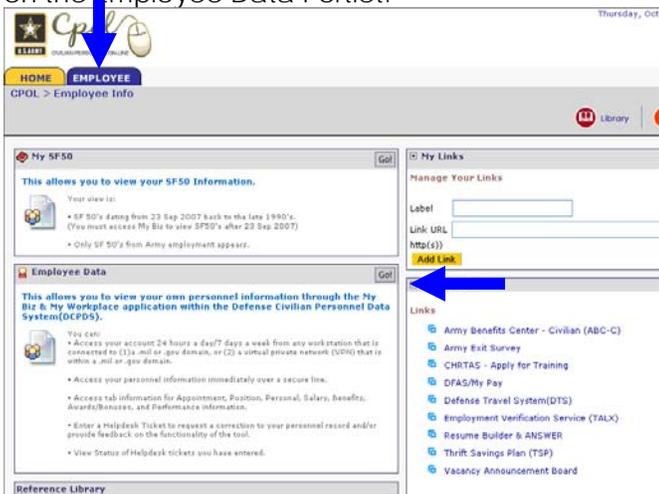

This ticket will be seen by the appropriate HR office. Most tickets are worked within 3 or 4 workdays.
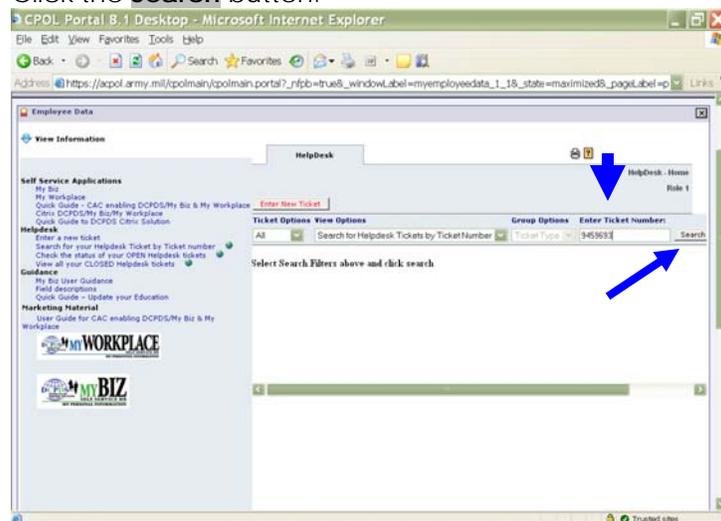
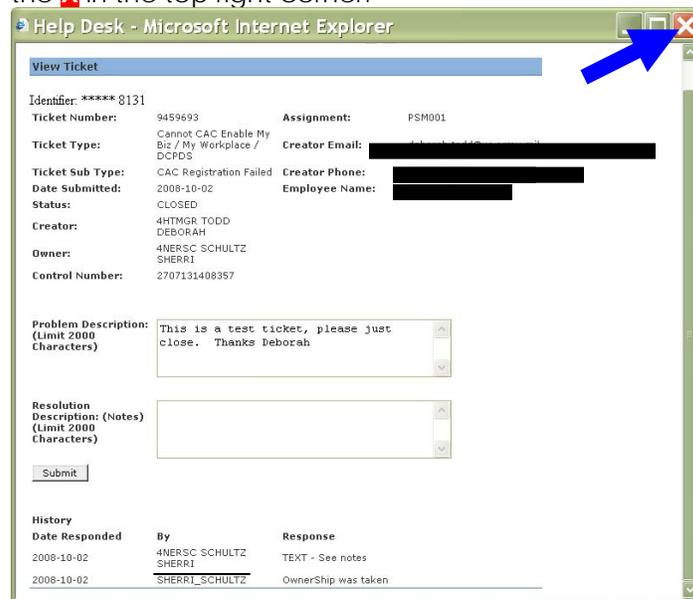**Step 1**: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.

Step 2: Under the heading **Helpdesk** click the
Search for your Helpdesk Ticket by Ticket Number

Step 3: Enter your ticket number in the **Enter Ticker Number field,**
Click the **Search** button.

Step 4: The **View Ticket** screen appears. To see response look at the **History** section, under the column **Response**. To get back to the Portal click the **X** in the top right corner.

NOTE: Once your ticket has been worked, you will

get an icon   on the Portal Menu bar, click that Icon. Open your ticket from list.
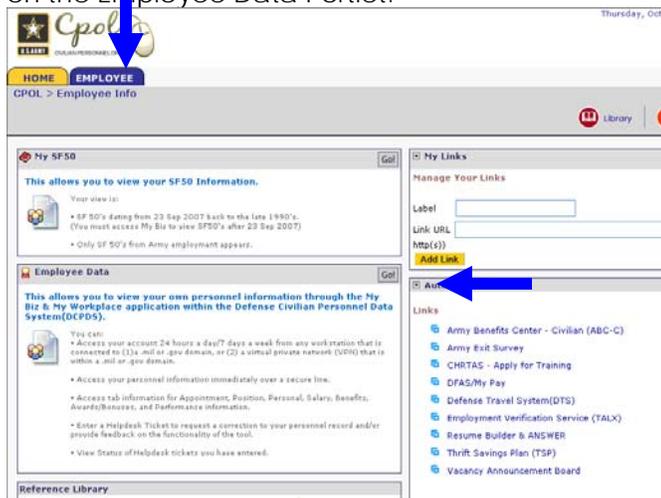
Quick Guide – View Status of Your Helpdesk Ticket without Ticket Number

This guide is to provide guidance on how to view the status a Helpdesk Ticket.

Step 1: Click to open the Employee Tab, click **Go!** on the Employee Data Portlet.
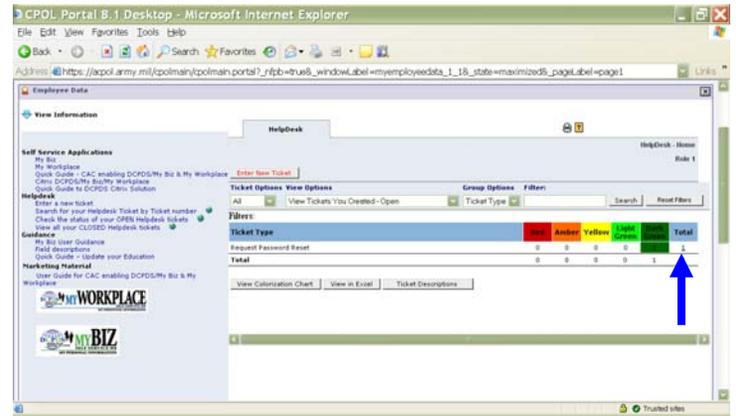
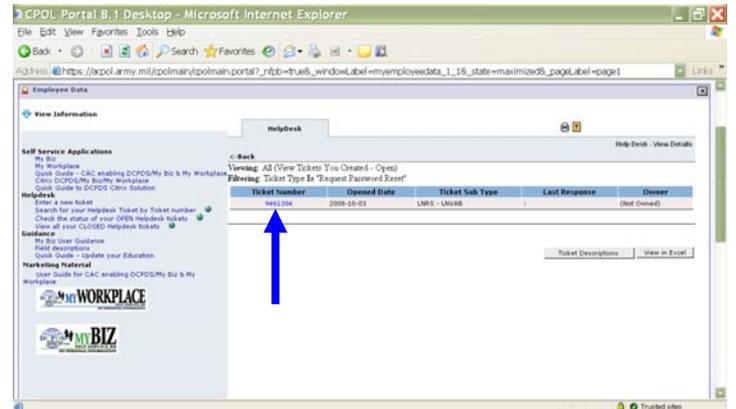**Step 2**: Under the heading **Helpdesk** click the **Check the status of your OPEN Helpdesk Tickets**

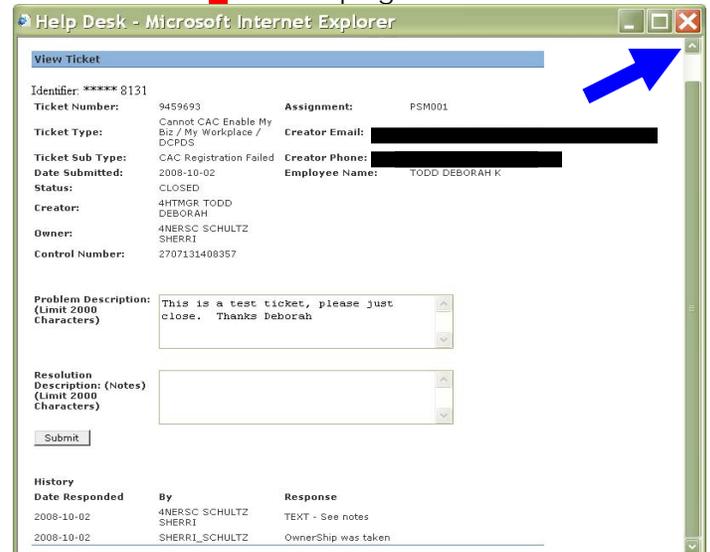**Step 3:**
Click the **Search** button

Step 4:
Click the underscored number (**1**) that appears under the **Total** column.

Step 5:
Click on the ticket number that appears under the **Ticket Number** Column.

Step 7: To see response look at the **History** section, under the column **Response**. To get back to the Portal click the **X** in the top right corner.