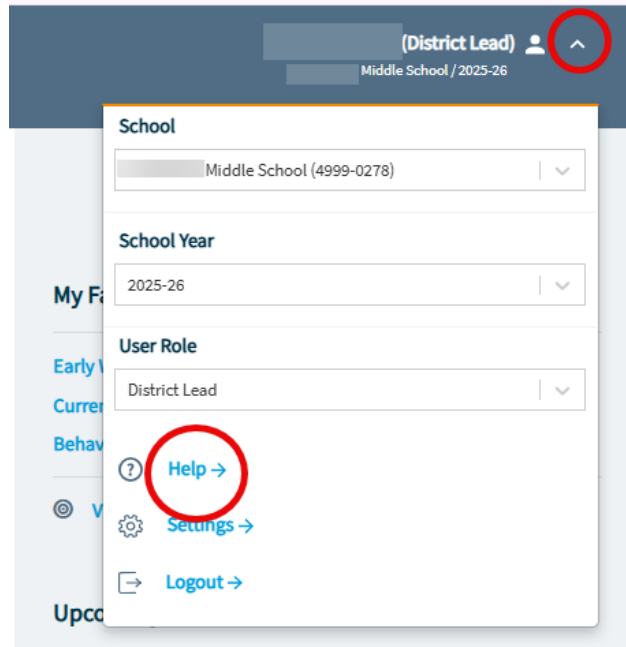
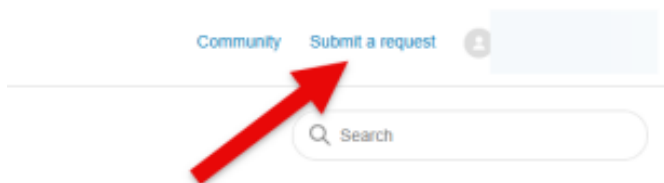


Submitting a Help Desk Ticket

1. Click ^ beside your name in the upper right corner, and then choose **Help** from the menu.



2. A new window will open; select "**Submit a request**" located in the upper right corner near your name.



3. A window will appear allowing you to enter the details of your request.

Items to include in the ticket:

- School name and district number
- Name of staff member(s) reporting the issue
- Student name(s), including grade and state ID
- Browser (e.g. Chrome, Safari) and device type (PC or Mac)
- Detailed description of the issue that is occurring.

The screenshot shows the 'Submit a request' form on the Prolific Support website. At the top left is the Prolific logo with the tagline 'By Classroom'. To the right are links for 'Community' and 'Submit a request'. Below the header, there is a breadcrumb trail 'Prolific Support > Submit a request' and a search bar. The main heading is 'Submit a request'. The form includes a 'Subject' text box with the instruction 'Enter a brief title or subject that describes your request.' Below that is a 'Description' text area with a rich text editor toolbar (bold, italic, link, list, image, video, audio, embed) and the instruction 'Enter the details of your request. If your request is for a problem or question, please enter as much detail as possible including specific examples whenever possible. Whenever possible, attaching a file of a screen shot will assist us in resolving your problem or question in a more timely manner.' The form also has optional fields for 'District Number', 'School Name', 'Prolific Area' (a dropdown menu), 'Example ID or Name' (with a note: 'ID number or name of the subject in consideration (e.g., student, parent, staff, course, section)'), and 'Attachments' (with a note: 'Add file or drop files here'). A 'Submit' button is located at the bottom of the form.

4. After entering all required information, select "**Submit**" to forward your ticket to the Help Desk. A Support Specialist will respond once your ticket has been reviewed.