

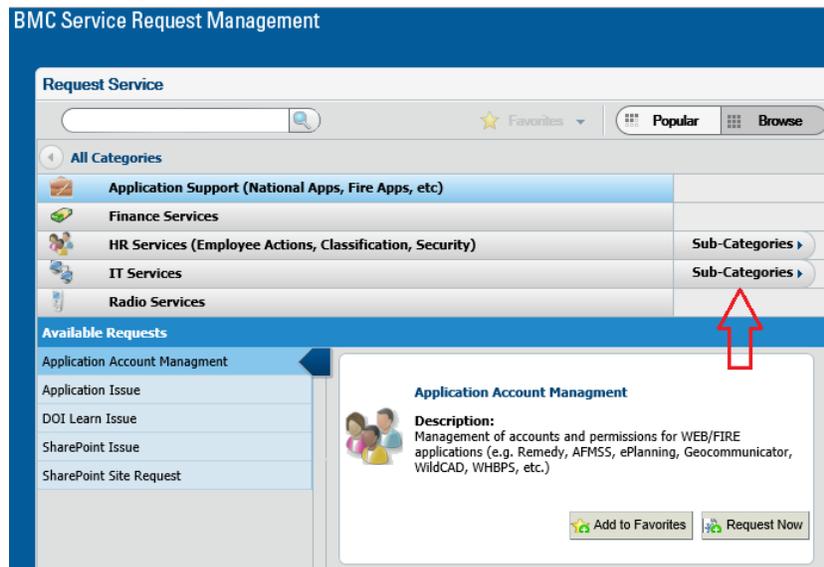
BLM REMEDY 8 USER GUIDE: CREATING A MOBILE DEVICE SUPPORT TICKET VIA REMEDY

Use the following procedure to create a mobile device support ticket via the Remedy system.

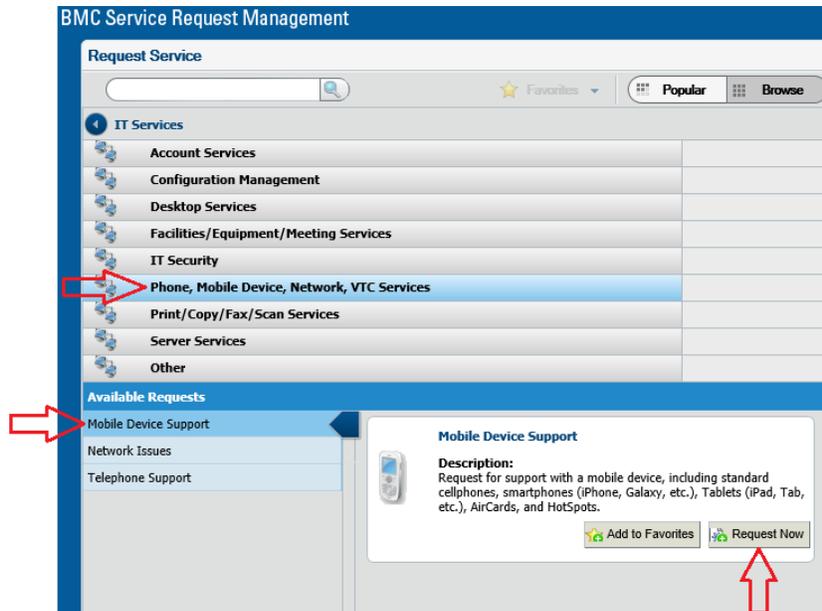
1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.



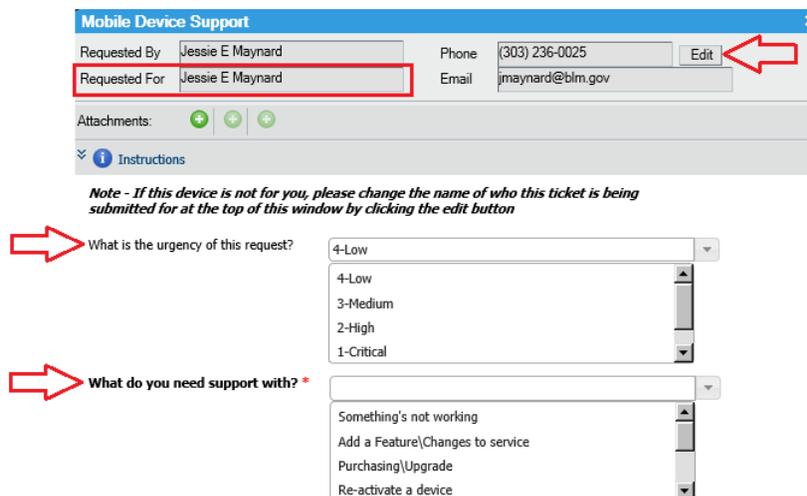
3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



5. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
6. Under **Available Requests**, click **Mobile Device Support**.
7. Click **Request Now**.



8. In the **Mobile Device Support** page, enter the necessary data.
 - a. If submitting the ticket for another person, click **Edit** to change the name in the **Requested For** field and make any other necessary changes to the contact information.
 - b. Under **What is the urgency of this request?**, click the appropriate value.
 - c. Under **What do you need support with?**, click the type of support you need.



NOTE: The remaining steps depend on the type of support you need. Refer to the other Mobile Device Support standard operating procedures (SOPs), which are available from your state/center management, your zone chiefs, and the Remedy Knowledge Base.

You have successfully created a mobile device support ticket via the Remedy system.