

BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR REPORTING AN OPERATIONAL ISSUE WITH A MOBILE DEVICE

If you are experiencing an operational issue with a mobile device, there are primarily two courses of action:

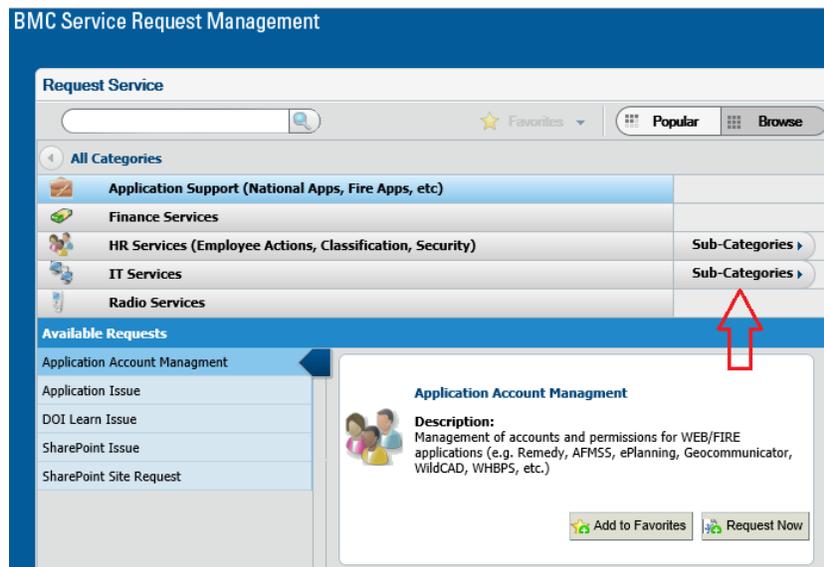
- Contact the **Verizon Federal Help Desk** for initial help and troubleshooting at **1-800-295-1614**.
- Submit a BLM Remedy ticket if a replacement device must be acquired.

Use the following procedure to create a BLM Remedy ticket to report an operational issue with a mobile device.

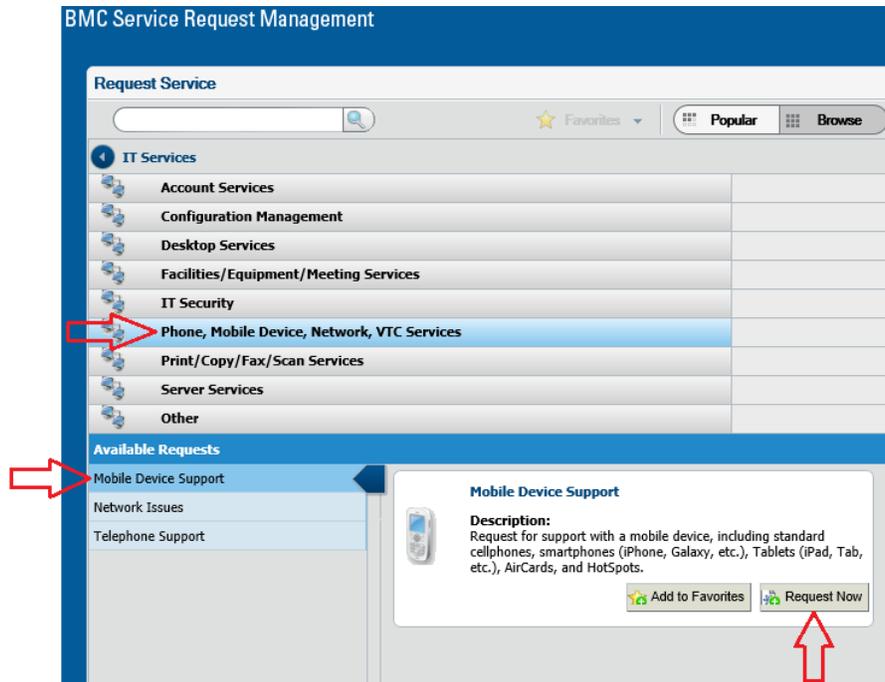
1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.



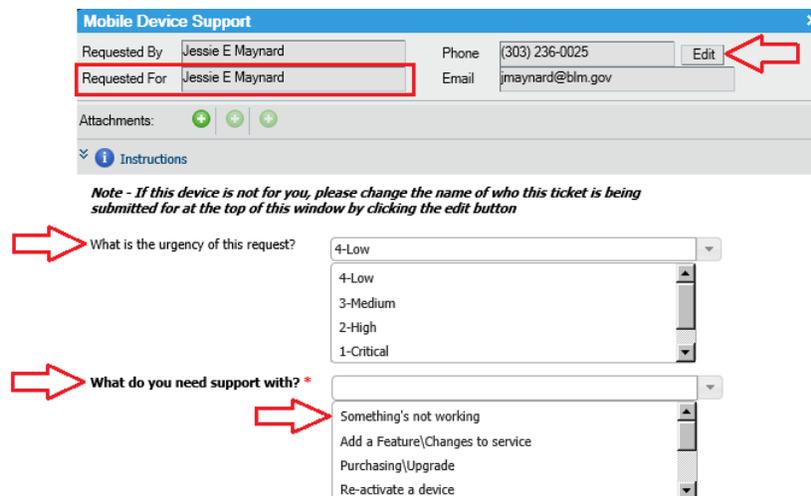
3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



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 **Something's not working**.



- d. In the **Briefly describe what is happening** field, enter a description of the operational issue.
- e. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
- f. Click **Submit**.



The screenshot shows a web form for creating a ticket. It features two text input fields: "Briefly describe what is happening*" and "Additional Notes". Below these fields is a horizontal bar containing three buttons: "Summary", "Save As Draft", and "Submit". Red arrows are overlaid on the image: two pointing to the left of the first and second input fields, and one pointing down at the "Submit" button.

You have successfully created a ticket to report an operational issue with a mobile device.