

BLM REMEDY 8 USER GUIDE: CREATING A TICKET

Use the following procedure to create a ticket.

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 **Help Desk Ticket**.



3. Under **All Categories**, click the appropriate issue type.

NOTE: This example uses the **Account/Desktop Support Services** category.

4. Under **Available Requests**, click the specific issue.

NOTE: This example uses the **Install PC Hardware** issue.

5. Click **Request Now**.

A screenshot of the BMC Service Request Management web application. The interface is blue and white. At the top, it says "BMC Service Request Management" and "bmcsoftware". Below that is a "Request Service" section with a search bar and "Favorites", "Popular", and "Browse" buttons. Under "All Categories", "Account/Desktop Support Services" is selected. Below that is an "Available Requests" list with "Install PC Hardware" selected. A detailed view of "Install PC Hardware" is shown, including a description and "Add to Favorites" and "Request Now" buttons. On the right, there is a "My Requests" section showing "No requests to display" and a "Links" section with various links like "Concur", "DOI Learn", etc. Red arrows point to the "Account/Desktop Support Services" category, the "Install PC Hardware" request, and the "Request Now" button.

6. In the new 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. If there is a required completion date, in the **Required Completion** field, enter the necessary completion date.
 - c. If necessary, click **Add Attachment** (green plus icon) to add a file attachment.
 - d. Under **What do you need installed?**, select the appropriate check box.
 - e. If necessary, in the **Additional Notes** field, enter any additional information about the request.

NOTE: To view a summary of the request, click **Summary**. To save the request as a draft, click **Save As Draft**.

- f. Click **Submit**.

The screenshot shows a web form titled "Install PC Hardware" with the following fields and controls:

- Requested By:** Jessie E Maynard
- Requested For:** Jessie E Maynard
- Phone:** 303 236-0025
- Email:** jmaynard@blm.gov
- Required Completion:** (Empty date field)
- Attachments:** (Three green plus icons for adding attachments)
- What do you need installed? *** (List of hardware options with checkboxes):
 - Monitor
 - Docking Station
 - Desktop
 - Other
 - Mouse
 - External Hard Drive
 - Webcam
 - Keyboard
 - Air Card
 - GPS
 - Scanner
 - Speakers
 - Card Reader
 - Laptop
 - Tablet
- Additional Notes:** (Text area)
- Buttons:** Summary, Save As Draft, Submit

Red arrows in the image point to the "Edit" button, the "Requested For" field, the "Attachments" section, the "What do you need installed?" section, the "Additional Notes" field, and the "Submit" button.

You have successfully created a ticket.