

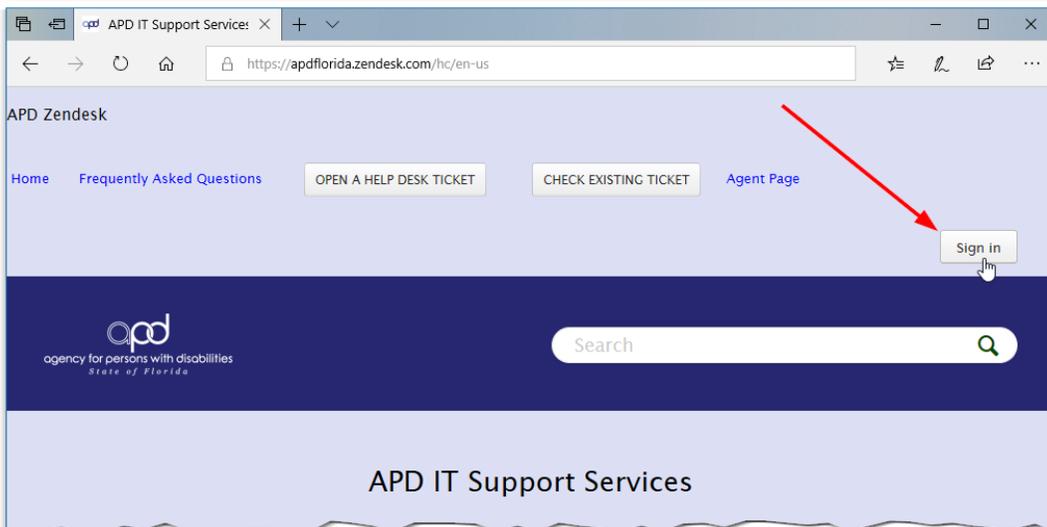
PROVIDER ADVISORY #2020-001
ZENDESK ENHANCED SECURITY FEATURES

EFFECTIVE DATE: IMMEDIATELY

To enhance security, the Agency for Persons with Disabilities (APD) has implemented a change to the APD Information Technology Helpdesk ticketing system, Zendesk. Ticket details are no longer included in the email notifications that you receive from the ticketing system. To view the details of a ticket that you've opened, go to the APD IT Support Services web portal here: <https://apdfloida.zendesk.com>, or simply click the link in the email notification that you've received. Upon doing so, follow the directions below to view the details of your ticket.

Viewing APD IT Ticket Details Directions

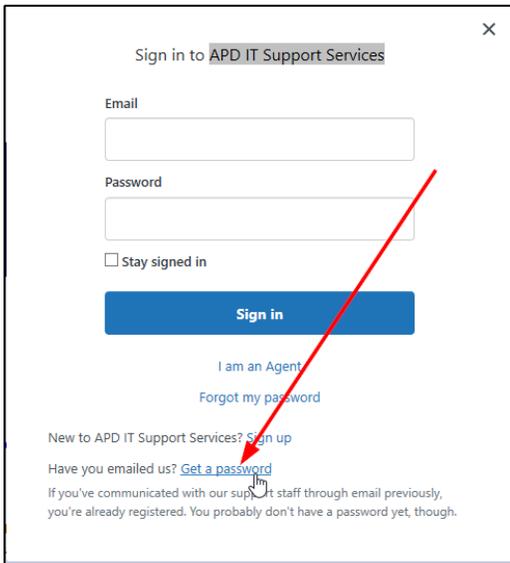
Step 1 - Click "Sign In"



If you have signed in to the APD IT Support Services web portal before, simply enter your username and password, click Sign in and proceed to step # 5 below.

If you have never signed in to the APD IT Support Services web portal before, proceed to step # 2.

Step 2 - Click "Get a password."



Sign in to APD IT Support Services

Email

Password

Stay signed in

Sign in

[I am an Agent](#)

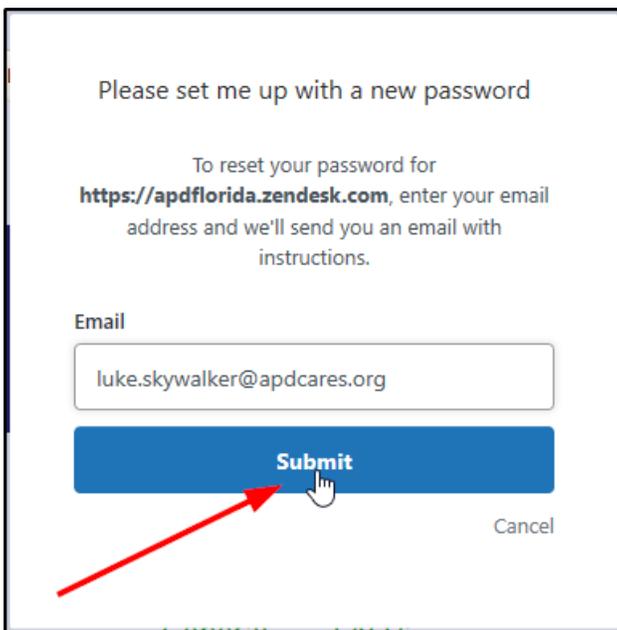
[Forgot my password](#)

New to APD IT Support Services? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

Step 3 - Enter your email address and click "Submit". After you click Submit, you'll see a pop-up window telling you to check your email for a link to reset your password.

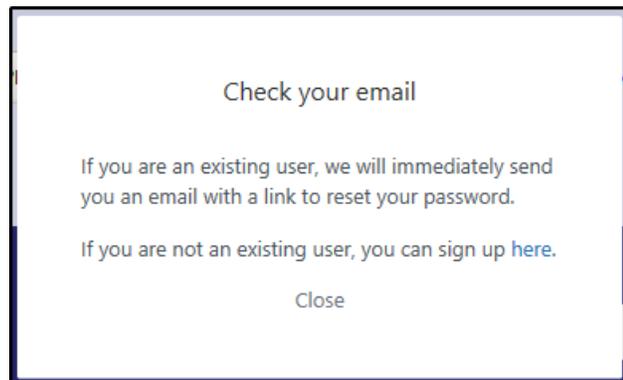


Please set me up with a new password

To reset your password for **https://apdfloirida.zendesk.com**, enter your email address and we'll send you an email with instructions.

Email

Submit Cancel



Check your email

If you are an existing user, we will immediately send you an email with a link to reset your password.

If you are not an existing user, you can sign up [here](#).

Close

Step 4 - Click the link inside the Welcome email you just received from APD IT Support Services, enter a password, and click “Set password”. If your password satisfies the password requirements, you will be automatically signed in to the APD IT Support Services web portal.

Choose your secret password

You'll use this password to sign in to APD IT Support Services.

Your name

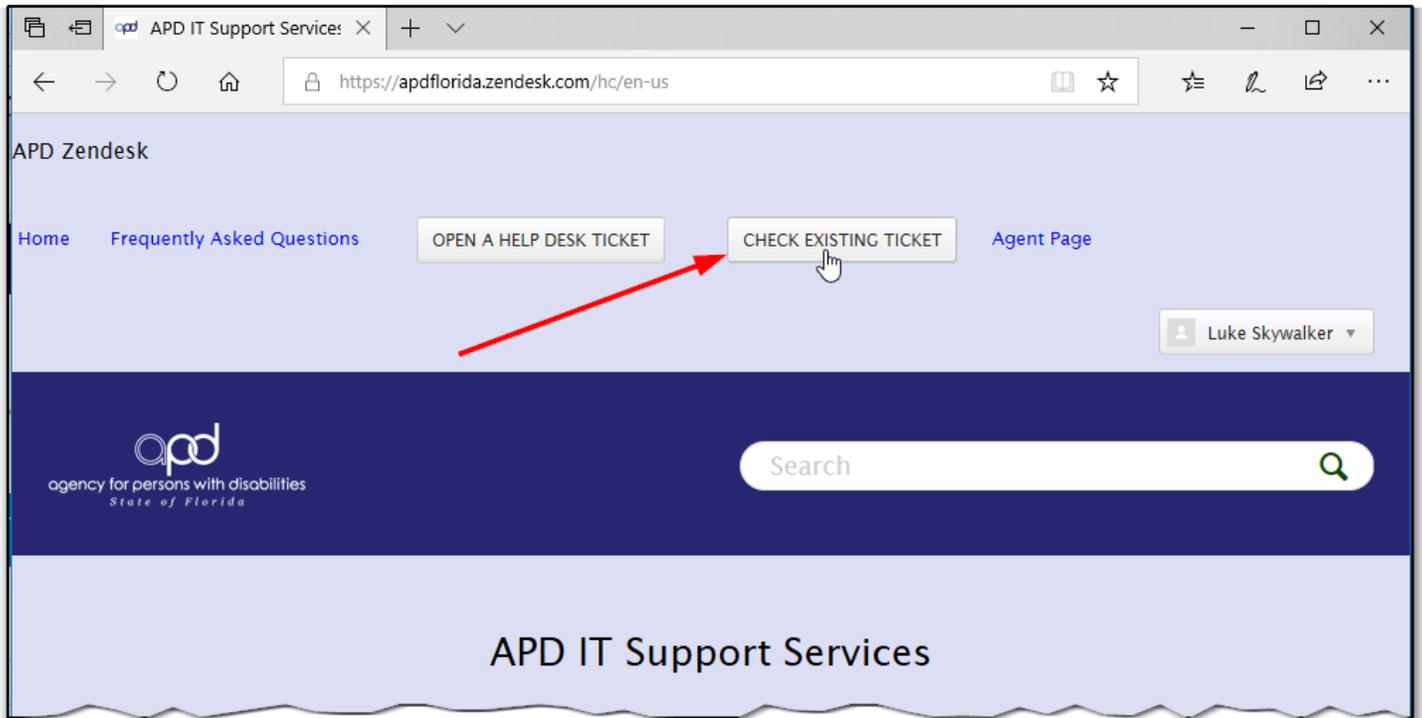
Your password

Password requirements:

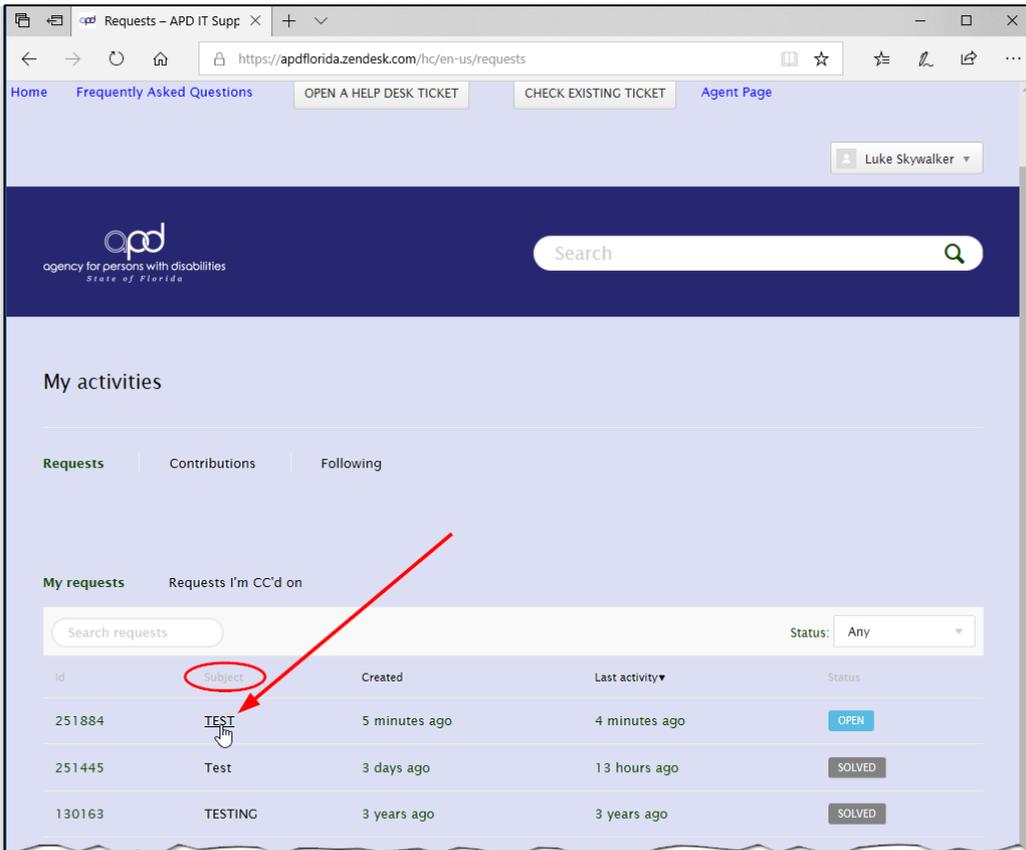
- ◀ must be at least 6 characters
- ◀ must be different from email address
- ◀ must include letters in mixed case and numbers
- ◀ must include a character that is not a letter or number

Set password

Step 5 - Once signed in to the APD IT Support Services web portal, click "CHECK EXISTING TICKET."



Step 6 - Click the Subject of any one of your tickets to expand and view the details.



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In Effect

Step 7 - Notice below that the details of the ticket are now visible. You can also update a ticket from here, add files (i.e.: screen shots), and mark your ticket as Solved. Simply enter any additional information or attach any files you'd like to include in the ticket and click "Submit".

