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://apdflorida.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.”

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.
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.
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.
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”.