WSC ADVISORY #2019-048 ZENDESK ENHANCED SECURITY FEATURES

EFFECTIVE DATE: DECEMBER 12, 2019

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:

<u>https://apdflorida.zendesk.com</u>, 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

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Sign in to APD IT Support Services	
Email	
Password	
□ Stay signed in	
Sign in	
I am an Agent	
Forgot my paysword	
New to APD IT Support Services? Sign up	
Have you emailed us? <u>Get a password</u>	
If you've communicated with our sup that 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://apdflorida.zendesk.com, enter your email address and we'll send you an email with instructions.	
Email luke.skywalker@apdcares.org	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.

Yo	u'll use this password to sign in to APD IT Support Services.
Yo	ur name
	Luke Skywalker
Yo	ur password
	•••••
Pa	ssword 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
٩.	

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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Home	Frequently Aske	ed Questions	OPEN A HELP DESK TICKET	CHECK EXISTING TICKET	Agent Page				^
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	Search requests				Stati	is: Any		•	
		Subject	Created	Last activity▼					
	251884	TEST	5 minutes ago	4 minutes ago		OPEN			
	251445	Test	3 days ago	13 hours ago		SOLVED			
	130163	TESTING	3 years ago	3 years ago		SOLVED			
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Step 7 - Notice below that the details of the ticket are now visible. You can also update a ticket from here, add files (ie: 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".

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ogency for persons with disobilities State of Florida APD IT Support Services > My activities	Q
REQUEST #251884 TEST	Luke Skywalker submitted this request
Luke Skywalker       Today at 07:58         Dashing through the snow       In a one-horse open sleigh         O'er the fields we go       Laughing all the way         Bells on bobtails ring       Making spirits bright         What fun it is to ride and sing       A sleighing song tonight         Jingle bells, jingle bells       Jingle bells         Jingle bells       Jingle bells         In a one-horse open sleigh, hey       Jingle bells         Jingle all the way       Oh, what fun it is to ride         In a one-horse open sleigh, hey       Jingle bells         Jingle all the way       Oh, what fun it is to ride         In a one-horse open sleigh       In a one-horse open sleigh	Status CPEN Priority T Your Name Your Name Your Phone Number Customer Type APD Employee Location Central Office Business Unit Information Technology Consumer PIN# T Service Authorization PA# T
Update to ticket Update to ticket Update to ticket Update to ticket	What you want it to say
Please consider this request solved Submit	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~