

How to Submit a NJSLEDS Help Desk Web Ticket

To ensure that your request is properly logged, assigned, and tracked, all NJSLEDS Help Desk requests should be submitted using the “Contact Help Desk” link found on the system homepage or by contacting the Help Desk by phone. Submitting your request through these official channels is considered best practice.

This guide provides step-by-step instructions for submitting a web ticket to NJSLEDS using the online form. Utilizing the web ticket submission method is the preferred approach, as it streamlines support and enhances communication between users and the Help Desk team.

Step 1: Access the Help Desk Web-to-Case Form

1. Log in to NJSLEDS through [myNJ](#)
2. Once logged into NJSLEDS, locate the blue “**Contact Help Desk**” button under the welcome message
3. Click “**Contact Help Desk**” → The Help Desk web form will open



Contact the Help Desk

Help Desk support is available for all NJSLEDS inquiries. Please use the form below to submit your question or request.

* Name: NJ Sleds

* Email: nj sleds@doe.nj.gov

* District ID: 9999

* Phone: (123) 456-7890

* Phone Extension: 1234

* Type: General Inquiry

* Details: (Large text area for description)

Cancel Submit

Step 2: Confirm Your Contact Information

Name, email address, and District ID will auto-populate based on your account. You will be asked to enter your **phone number** and **phone extension** (if applicable). This information allows the Help Desk to contact you if clarification is needed.



This image shows a form for Step 2: Confirm Your Contact Information. It contains four input fields: a text input for Name with 'NJ Sleds' typed in, a text input for Email with 'njsleds@doe.nj.gov' typed in, a text input for District ID with '9999' typed in, and two empty text inputs for Phone and Phone Extension.

* Name NJ Sleds	* Email njsleds@doe.nj.gov	* District ID 9999	* Phone	Phone Extension
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Step 3: Select the Request Type

Use the dropdown menus to classify your request.

1. Select the **Type** that best matches your issue
2. If prompted, select a **Sub Type** and **Sub Category**
3. Choose the options that most closely describe your request

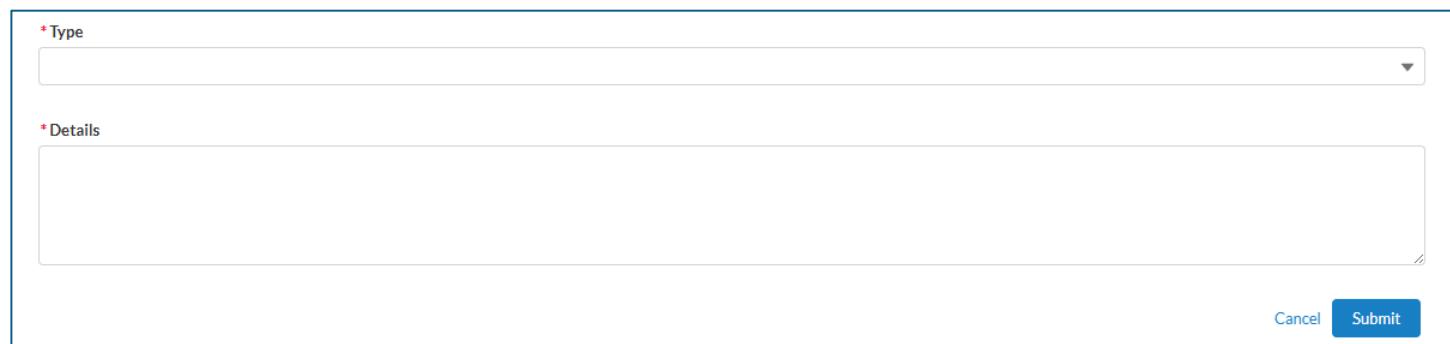
Selecting the correct request type helps ensure your case is routed to the appropriate support team.

Step 4: Describe Your Request

In the **Details** field:

- Clearly describe the issue or question
- Include relevant context (what you were trying to do, what happened, any error messages)
- If the issue affects multiple records, note that in your description

Keep the description concise but specific.



This image shows a form for Step 4: Describe Your Request. It contains two input fields: a dropdown menu for Type and a text area for Details. At the bottom right are 'Cancel' and 'Submit' buttons.

* Type	
* Details	

Cancel Submit

Step 5: Upload Supporting Files (If Applicable)

If your request requires documentation:

1. Click **Upload Files**

2. Select the appropriate file(s) from your device
3. Confirm the file name appears before submitting

Only upload files that are required to support your request. You may upload documents with PII to our web-to-case form, as the platform securely protects your data during transfer and storage.

[Step 6: Review Before Submitting](#)

Before clicking Submit, check:

- Your contact information is correct
- The request type is appropriate
- Your description is clear
- Any required files are attached

[Step 7: Submit Your Request](#)

1. Click the **Submit** button once
2. Wait for the confirmation message
3. Use the “**View All Cases**” button on the NJSLEDS homepage to reference your cases

You will receive a confirmation email that your case has been created.

[After You Submit](#)

- Your request is logged and routed to the appropriate Help Desk team
- Respond using the comments section if additional information is requested
- Do not submit duplicate requests for the same issue

[Important Reminders](#)

- Emails do not create Help Desk cases
- Email requests are not tracked or processed automatically
- Always use the web-to-case form or call the Help Desk for support
- See the [Help Desk comments instruction guide](#) for details on reviewing Help Desk cases in NJSLEDS.