

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

Hi, NJ Sleds.
NJDOE School District | District ID: 9999

[View All Cases](#) [Contact Help Desk](#)

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

* Email

* District ID

* Phone ¹

Phone Extension ¹

* Type

* Details

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.



A form with four input fields. The first field is labeled '* Name' and contains 'NJ Sleds'. The second field is labeled '* Email' and contains 'njsleds@doe.nj.gov'. The third field is labeled '* District ID' and contains '9999'. The fourth field is labeled '* Phone' and is empty. To the right of the phone field is a 'Phone Extension' field, also empty. Each field has a small information icon (i) to its right.

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

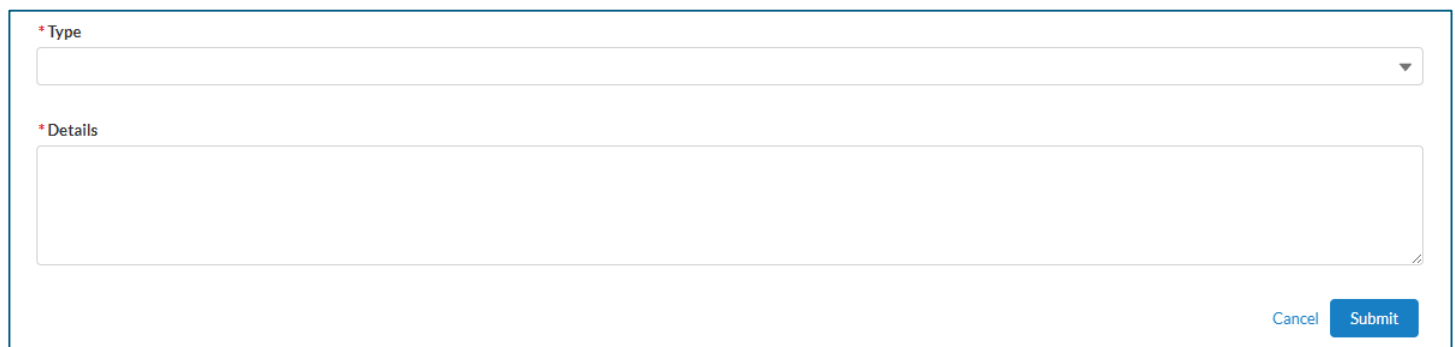
Selecting the correct request type helps ensure your case is routed to the appropriate support team.

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.



A form with two main sections. The first section is labeled '* Type' and contains a dropdown menu. The second section is labeled '* Details' and contains a large text area. At the bottom right of the form are two buttons: 'Cancel' and '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.