

ESG Ticketing Interface Tutorial

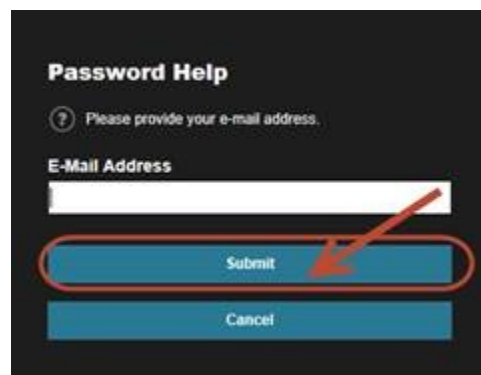
ESG users have the option to submit tickets via email or the web interface. The web interface will allow ESG users to submit tickets, view ticket updates, view the history of all tickets (including closed tickets), and access FAQs based on the ticket Request Type. Below are some additional details on how to access new help desk web interface:

1. ESG users may continue to send emails to esghelpdesk@fda.hhs.gov to create tickets and receive response from ESG Help Desk.
2. ESG users may also submit tickets directly to the FDA via <https://esghelpdesk.fda.gov>.
3. Sending an email to esghelpdesk@fda.hhs.gov automatically creates a new account for each “from” email address. If you have previously communicated with esghelpdesk@fda.hhs.gov then your account already exists in the system and you do not need to send another email to create account. Follow steps 5 - 7 to access your tickets via <https://esghelpdesk.fda.gov>.
4. If you have not communicated with esghelpdesk@fda.hhs.gov then you will need to submit your first ticket to esghelpdesk@fda.hhs.gov. A new account would be created for the user once this email is received. You will then follow steps 5 - 7 to access your tickets via <https://esghelpdesk.fda.gov>.
5. ESG users must acquire a password before they can log into web interface. A User can obtain password by clicking on the “Forgot Password” link in the lower right hand corner of the website’s login box:



The screenshot shows a dark-themed login form titled "Log In". It contains two input fields: "E-Mail" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom of the form are two buttons: "Log In" and "Forgot Password". A red arrow points from the "Log In" button area towards the "Forgot Password" link.

6. On “Password Help” screen please input your email and click the “Submit” button. You will receive your temporary password from esghelpdesk@fda.hhs.gov:



The screenshot shows a dark-themed "Password Help" form. It includes a question mark icon and the text "Please provide your e-mail address." followed by an "E-Mail Address" input field. At the bottom are two buttons: "Submit" and "Cancel". A red arrow points to the "Submit" button.

7. After obtaining your password, ESG recommends changing your password.
 - a. Click on the “Profile” icon in the top ribbon
 - b. Enter a new password in the “Password” field
 - c. Re-enter the new password in the “Confirm Password” field
 - d. Click the “Save” button

The screenshot displays the FDA U.S. Food & Drug Administration website's user profile interface. At the top, a dark navigation bar contains the FDA logo, the text "U.S. FOOD & DRUG ADMINISTRATION", and several utility icons: "Request", "History", "FAQs", "Messages", and "Profile". The "Profile" icon is circled in red. Below the navigation bar, the main content area is titled "User Profile" and includes a note: "*Indicates required fields." The form contains the following fields: "First Name", "Last Name", "E-Mail", "Secondary E-Mail", "Phone", "Phone 2", "Time Zone", "Password", and "Confirm Password". The "Password" and "Confirm Password" fields are filled with asterisks. A red arrow originates from the circled "Profile" icon and points directly to the "Password" field. At the bottom of the form, there is a blue "Save" button.