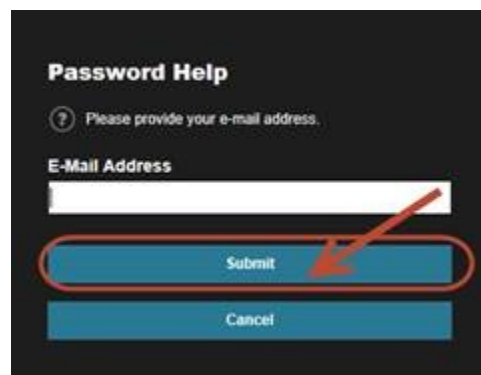# ESG Ticketing Interface Tutorial

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:

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:

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