**1. How to Create and Manage Your Account**

**Overview:** Learn how to create and manage your user account to access the Help Desk ticket system and track your requests.

**Steps:**

1. **Creating an Account:**
   * Click on the "Sign Up" button on the login page.
   * Enter your first name, last name, email address, and create a secure password.
   * Verify your email by clicking the confirmation link sent to your inbox.
2. **Logging In:**
   * Enter your registered email and password on the login page.
   * Click "Login" to access your account.
3. **Resetting Your Password:**
   * Click the "Forgot Password?" link on the login page.
   * Enter your registered email and follow the instructions sent to your inbox to reset your password.
4. **Updating Your Profile:**
   * Navigate to your account settings.
   * Update your personal information and click "Save Changes."

**Related Articles:**

* Troubleshooting Login Issues
* How to Update Your Contact Information