

# HELPDESK

## Service Requests Manual

Service request forms are standardized documents used to request technical assistance or resolve specific issues. At GroundStation, requests are made via email to [helpdesk@groundstation.gov](mailto:helpdesk@groundstation.gov). To ensure efficient handling of your request, please follow the guidelines outlined below when submitting a service request form:

**Subject Line:** Clearly indicate the nature of your request in the subject line of the email. For example, "Technical Assistance Request - [Brief Description of Issue]".

**Contact Information:** Provide your full name, department, and contact information (phone number and email address) so that our helpdesk team can easily reach out to you for further clarification or updates regarding your request.

**Description of Issue:** In the body of the email, provide a detailed description of the issue or assistance you require. Include any relevant information such as error messages, software/hardware involved, and steps taken before encountering the issue.

**Urgency Level:** Indicate the urgency level of your request (e.g., low, medium, high) to help prioritize the resolution process. Please note that urgent requests may be addressed more quickly.

**Attachments:** If applicable, attach any relevant documents, screenshots, or logs that may assist our helpdesk team in diagnosing and resolving the issue.

**Additional Instructions:** If there are any specific instructions or preferences regarding the handling of your request, please include them in the email.

**Confirmation:** Upon receiving your service request form, our helpdesk team will send you a confirmation email acknowledging receipt of your request and providing an estimated timeline for resolution.

Thank you for using the service request forms to communicate with our helpdesk team. By providing clear and detailed information, you help us expedite the resolution process and ensure minimal disruption to your work at GroundStation. If you have any questions or need further assistance, don't hesitate to reach out to [helpdesk@groundstation.gov](mailto:helpdesk@groundstation.gov).