1. If you have not already created an account, select “Create an Account”

2. Fill out the form data and click “Finish”
3. Return to the home page and log in to the first call system using the credentials you just made. You should see a screen similar to the one below and select “Submit a Ticket” to begin.

![FirstCall Customer Portal](image)

4. First, select an option from the “Type of Problem” dropdown menu, and you will then be able to select a subtype of problem to further specify what is needed. Select a realistic priority level based on your needs, and describe your problem as best as you can.

![Helpdesk Case](image)
5. You can track your case by searching for your Case# in the search bar available. After submitting your case, you will be shown your case number on the following screen as well as receive confirmation through email. Further correspondence regarding the case will also be done through email.