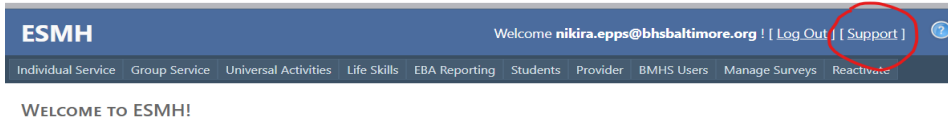
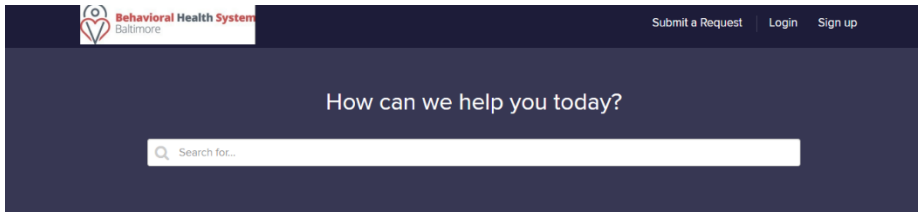


ESMH Help Desk Instructions

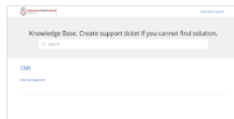
1. Enter the ESMH support portal either from the ESMH login page by clicking on the **Support** button or from inside the ESMH application by clicking on the green **Support** tab at the top/right side of the screen.



2. The Help Desk home screen will open.



Browse Our Help Docs for Answers



3. Users have two options to submit a help request:
 - a) (Preferred option) Click on **Sign up** to create a user account. This will allow the user to get alerts when updates are made to their submitted tickets and review requests that were previously submitted. If a help request is submitted without signing up, the software will email the user a link to sign up when there is a response to their message.
 - b) Click on **Submit a Request**. This allows the user to submit a help request without creating a user account. If this option is selected, the user will receive the below email notification:

A new Behavioral Health System Baltimore account has been created for you.

Click the url below to activate your account and select a password!

<http://support.bhsbaltimore.org/support/#resetpassword/962431:d612993c-3b12-4fdc-88bf-8aaf6c85c6ec:123171>

If the above URL does not work try copying and pasting it into your browser.

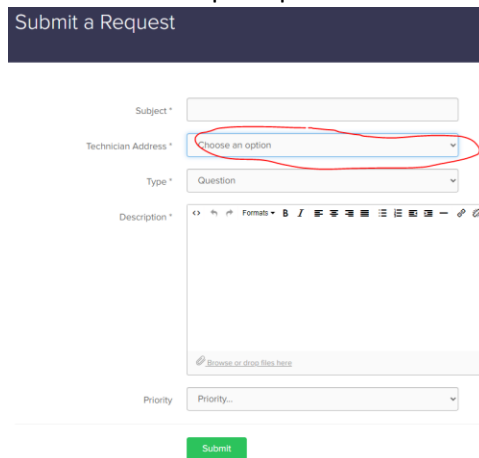
If you continue to have problems, please feel free to contact us.

Regards,
Behavioral Health System Baltimore

To verify your address, please click or enter the following URL in your web browser -
<http://support.bhsbaltimore.org/support/v1/verify/962431:4958cbc8-3f2e-4879-b6e9-3b7616d48913:123171>

Once users are signed up, they can review the response to their current request, as well as any prior requests that were previously addressed.

4. This screen will open up for the user to complete.



Submit a Request

Subject *

Technician Address * Choose an option

Type * Question

Description *

Priority...

Submit

5. The user should click on the arrow to the right of the Technician Address field (circled above in red) and select "ESMH" from the drop-down menu.
6. Users should upload a Student Transfer Request Form or ESMH Login Request Form by including an attachment beneath the description section. Questions or problems with the database can be submitted by providing a description of the issue.
7. BHSB's Operations Team responds to requests submitted during regular business hours on the same day when possible.