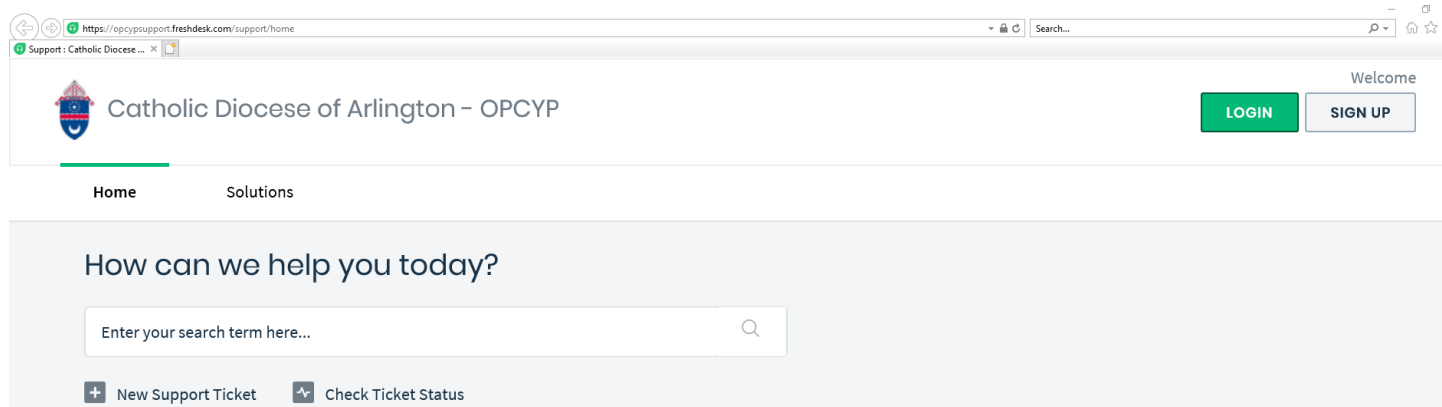# OPCYP Support Portal – Sign Up

Step 1 – Navigate to the support portal

- Using any web browser (Chrome, Firefox, Edge, etc.) to go to OPCYPSupport.freshdesk.com
  - The page should look like the one below:

Step 2 – Create an account

- In the top right corner, click the "Sign Up" button.

- In the fields shown, enter your name, email address and select the box confirming you are not a robot.
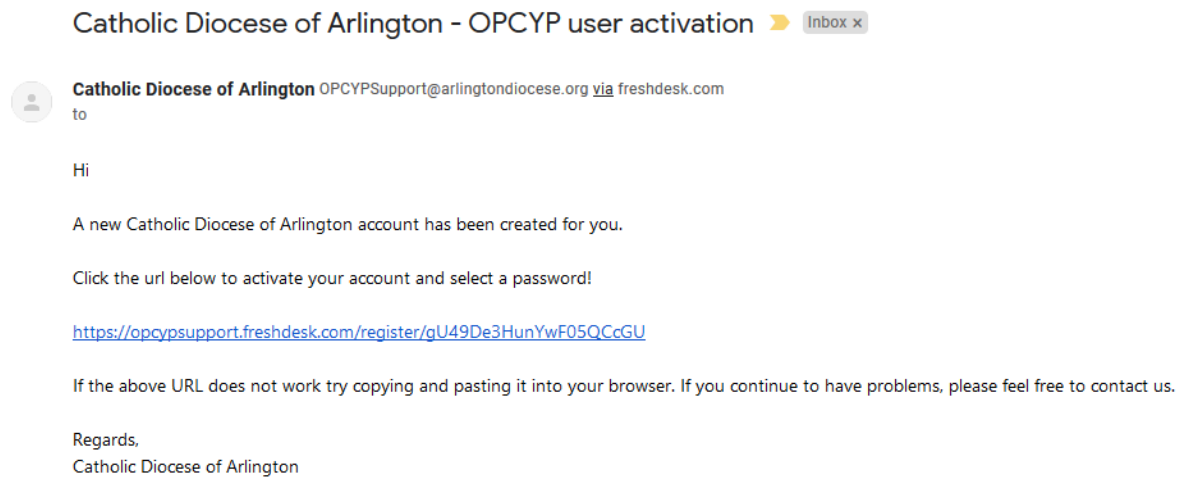 - You may need to perform an additional reCAPTCHA check after clicking this box

- Once completed, click "Register". This will send a verification link to the email address you entered.

Step 3 – Verify your account

- A verification email will be sent to the email address used to register. It will look like this:

Catholic Diocese of Arlington - OPCYP user activation 📨 Inbox ×

Catholic Diocese of Arlington OPCYPSupport@arlingtondiocese.org via freshdesk.com
to

Hi

A new Catholic Diocese of Arlington account has been created for you.

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

https://opcypsupport.freshdesk.com/register/gU49De3HunYwF05QCcGU

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,
Catholic Diocese of Arlington

- Click on the blue link in the email and you should be taken to this screen:
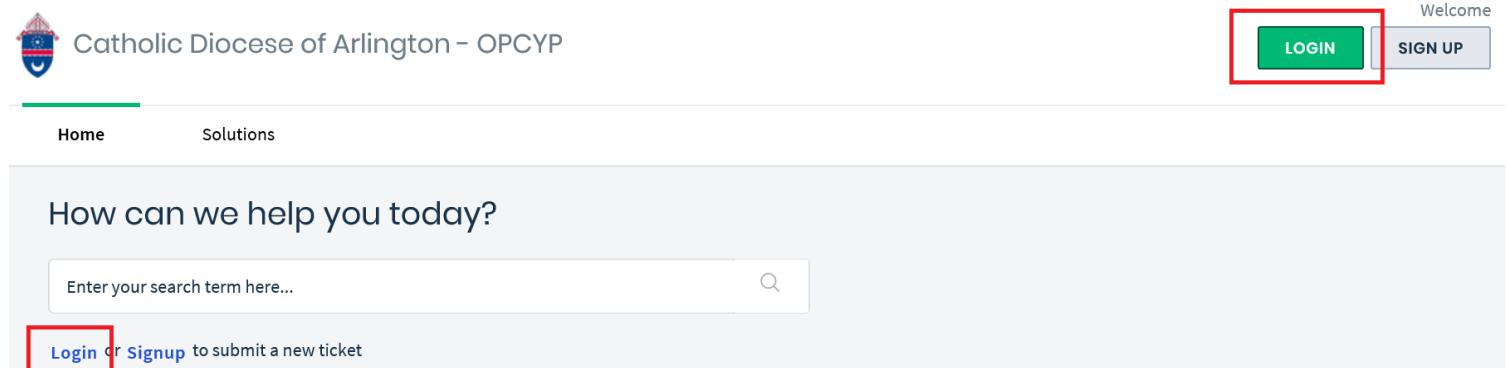
Catholic Diocese of Arlington - OPCYP

Activate Your Account
Please confirm your details and set a password for your account

Full name *

Enter Password *

Retype Password *

ACTIVATE AND LOG IN

- Enter your desired password in the appropriate boxes and click "Activate and Log In."
  - The password must be at least 8 characters long and **not** include the username in it

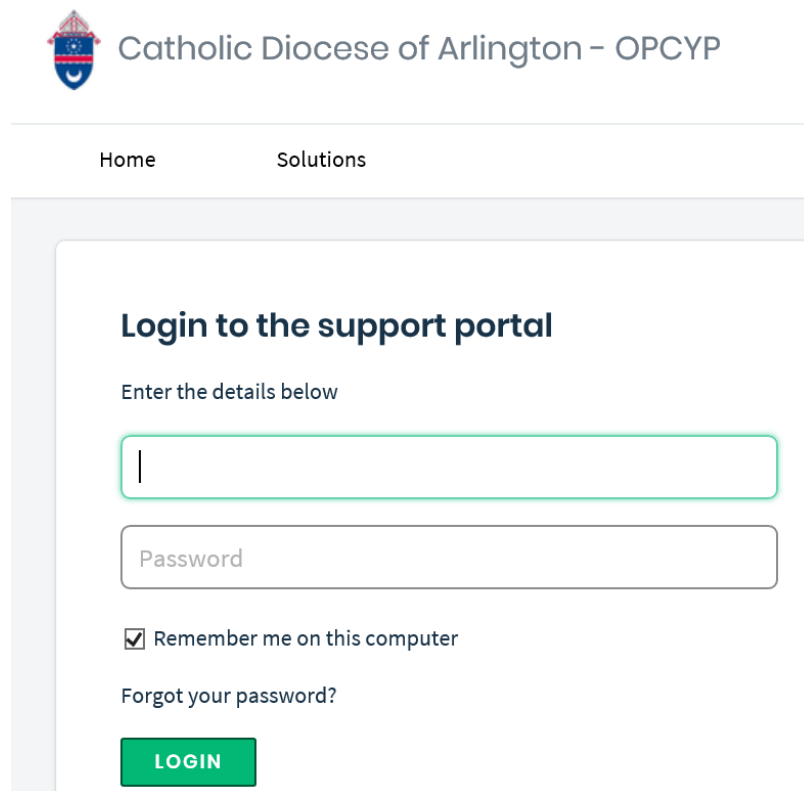# OPCYP Support Portal – Submitting a Ticket

Step 1 – Access the support portal

- Using any web browser (Chrome, Firefox, Edge, etc.), go to OPCYPSupport.freshdesk.com
    - The page should look like the one below:

- Click on either of the two "Login" buttons, highlighted above in red.
- On the login page, enter the email address and password you created previously.
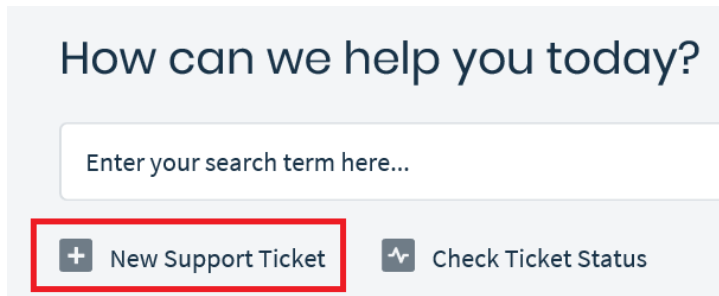

- Click "Login."

Step 2 – Submit a support ticket

- In the center of the page, click "New Support Ticket."
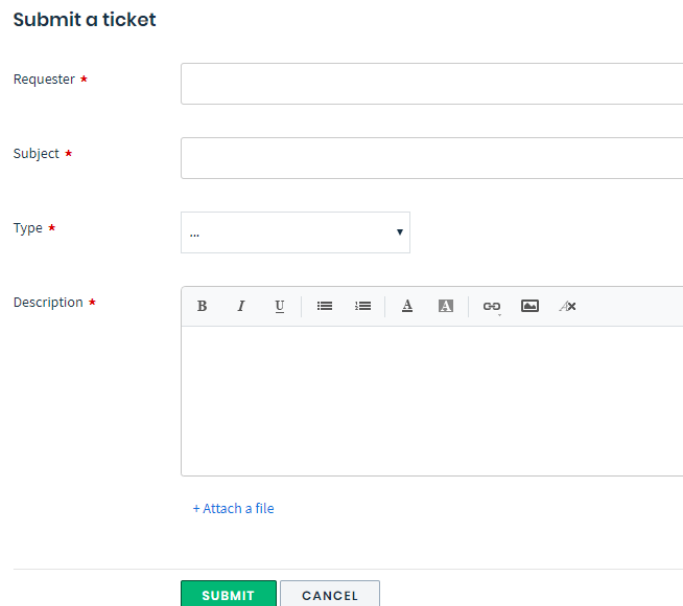
- Fill out the required fields on this page including:
  - Requester (this should be auto filled with your email address)
  - Subject – a quick, high level description
  - Type – select whether it is a question or a problem
  - Description – Enter detailed notes on your issue
  - Attach a screenshot, file or picture. if applicable

- Once completed, click "Submit."

Step 3 – Manage your tickets

- You can keep track of your submitted tickets by clicking on the "Tickets" tab.

- By default, it will show "Open or Pending" tickets.
  - You can change this by clicking on the drop-down arrow and changing it to "All Tickets."
- From there you can see the status of all submitted tickets.
- Click on an individual ticket to see detailed status and notes, as well as make changes if necessary.
 - This is where you will see notes or messages from the OPCYP Support team

- Make any changes, add a reply/note, change the type or mark the ticket as closed from this page.
- Once done with any changes, click the "Update" button to save them.