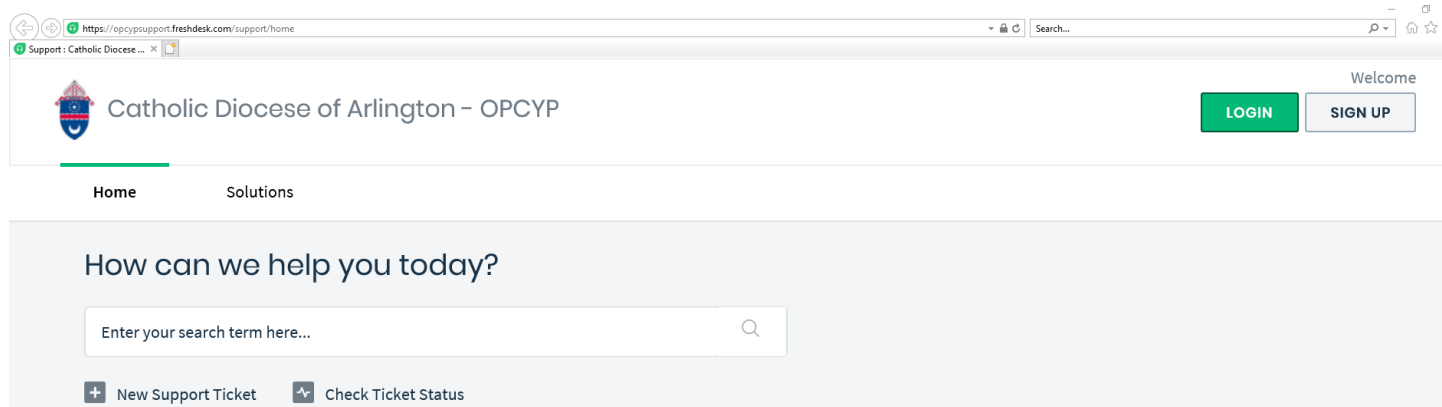


OPCYP Support Portal – Sign Up

Step 1 – Navigate to the support portal

- Using any web browser (Chrome, Firefox, Edge, etc.) to go to [OPCYPsupport.freshdesk.com](https://opcypsupport.freshdesk.com)
 - The page should look like the one below:



The screenshot shows the OPCYP Support Portal home page. At the top, there is a navigation bar with the Catholic Diocese of Arlington - OPCYP logo on the left and 'LOGIN' and 'SIGN UP' buttons on the right. Below the navigation bar, there is a search bar with the text 'How can we help you today?' and a search icon. Below the search bar, there are two buttons: 'New Support Ticket' and 'Check Ticket Status'.

Step 2 – Create an account

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



A close-up of the 'LOGIN' and 'SIGN UP' buttons. The 'SIGN UP' button is highlighted with a red rectangular border.

- 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

Sign up for your Catholic Diocese of Arlington – OPCYP account

Full name *

Email *

☐

I'm not a robot



reCAPTCHA
Privacy - Terms

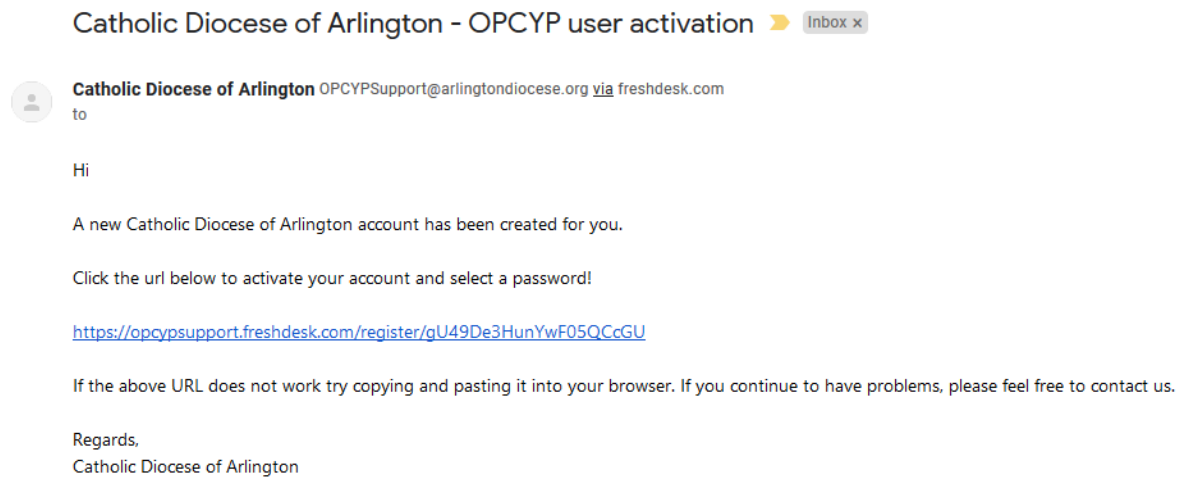
REGISTER

CANCEL

- 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:



- Click on the blue link in the email and you should be taken to this screen:

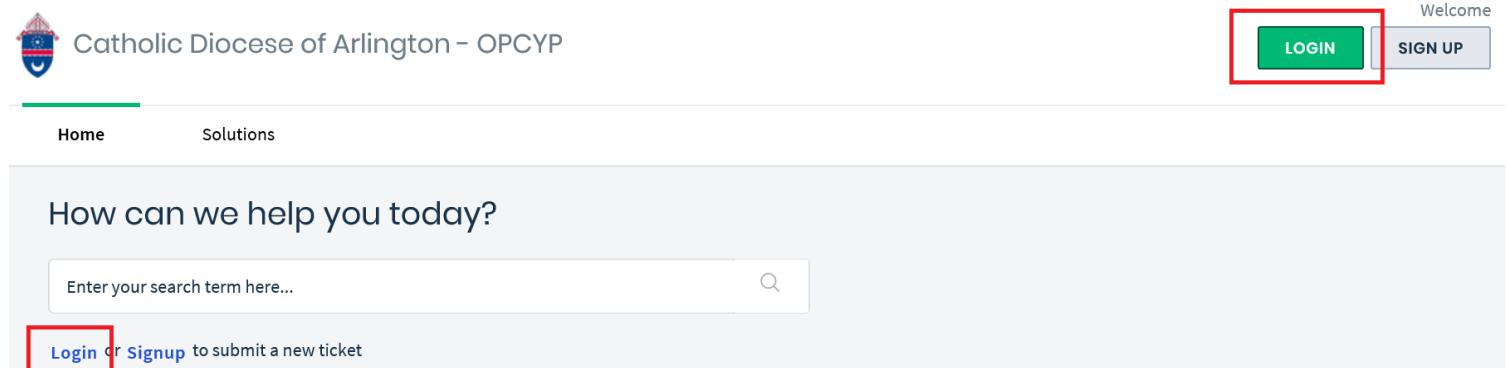
A screenshot of a web page for "Catholic Diocese of Arlington - OPCYP". The page has a dark blue header with the organization's logo and name. Below the header, the section is titled "Activate Your Account" with the instruction "Please confirm your details and set a password for your account". There are three input fields: "Full name *" (with a red asterisk), "Enter Password *" (with a red asterisk), and "Retype Password *" (with a red asterisk). At the bottom of the form is a green button labeled "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

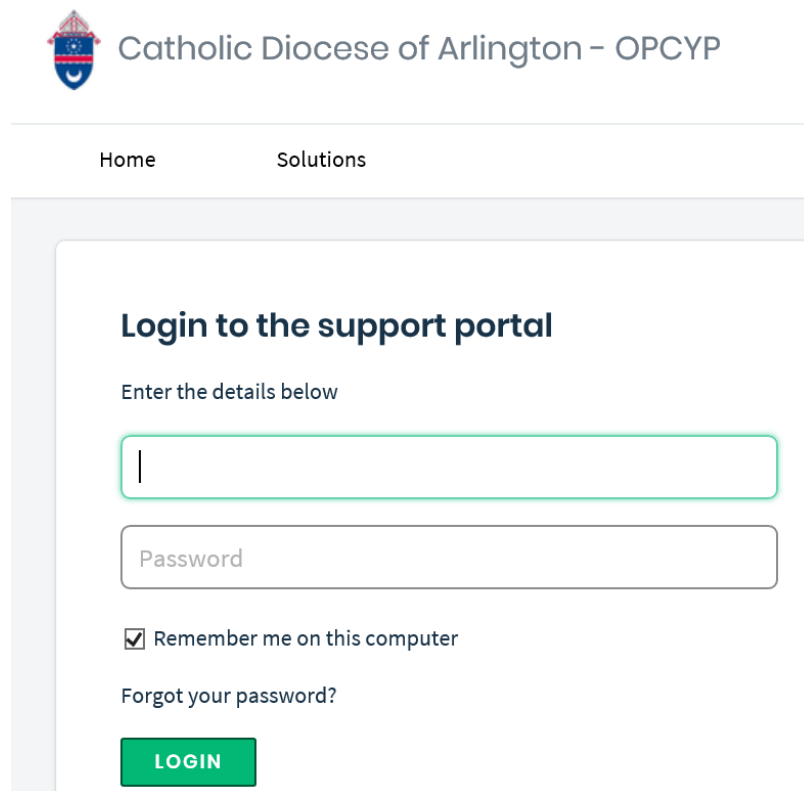
Step 1 – Access the support portal

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



The screenshot shows the homepage of the Catholic Diocese of Arlington - OPCYP support portal. At the top left is the diocese logo. To its right is the text "Catholic Diocese of Arlington - OPCYP". On the top right, there is a "Welcome" message and two buttons: a green "LOGIN" button (highlighted with a red box) and a grey "SIGN UP" button. Below the header is a navigation bar with "Home" and "Solutions" links. The main content area has the heading "How can we help you today?" followed by a search bar with the placeholder text "Enter your search term here...". Below the search bar, the text "Login or Signup to submit a new ticket" is displayed, with "Login" highlighted by a red box.

- 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.

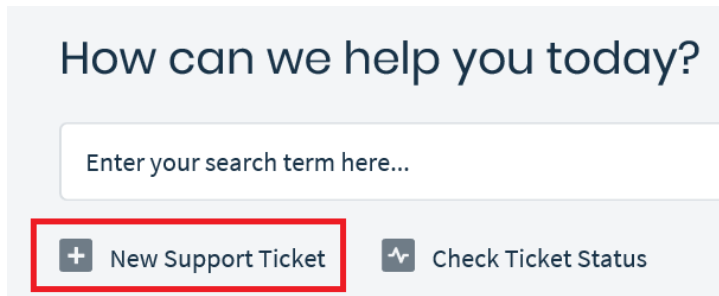


The screenshot shows the login page of the Catholic Diocese of Arlington - OPCYP support portal. At the top left is the diocese logo. To its right is the text "Catholic Diocese of Arlington - OPCYP". Below the header is a navigation bar with "Home" and "Solutions" links. The main content area has the heading "Login to the support portal" followed by the text "Enter the details below". There are two input fields: a text field for the email address and a password field labeled "Password". Below the password field is a checkbox labeled "Remember me on this computer". Below the checkbox is the text "Forgot your password?". At the bottom is a green "LOGIN" button.

- Click “Login.”



Step 2 – Submit a support ticket

- In the center of the page, click “New Support Ticket.”

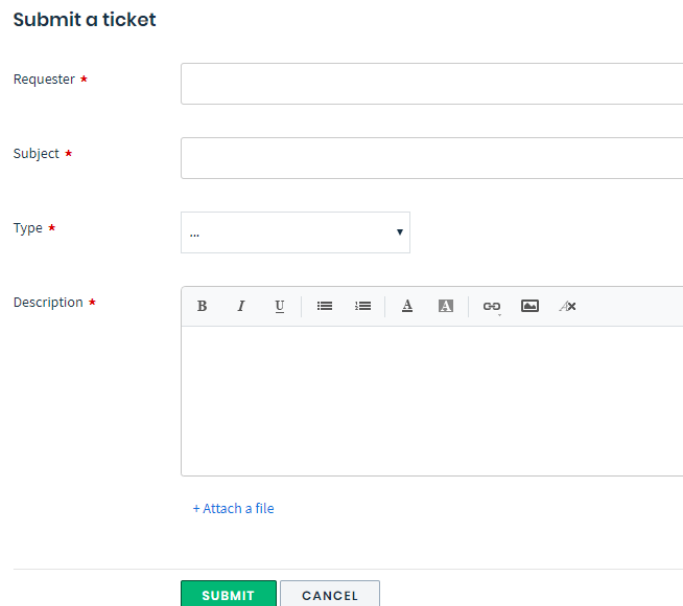


How can we help you today?

Enter your search term here...

 New Support Ticket  Check Ticket Status

- 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













Submit a ticket

Requester *

Subject *

Type *

Description *

B *I* U          

[+ Attach a file](#)

SUBMIT CANCEL


- Once completed, click “Submit.”

Step 3 – Manage your tickets

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


All Tickets ▾ [Export tickets](#)

Sorted by Date Created ▾



test2 #12
 Created on Wed, 15 May at 7:04 PM Agent: Juan Pablo Vanegas

This ticket has been Resolved



test #11
 Created on Wed, 15 May at 7:02 PM


Being Processed

- 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




Home / Tickets list

Being Processed since 4 minutes 37 seconds


#11 test



zk, reported 6 minutes ago

test



zk

Click here to reply to this ticket

Ticket details

Type ★
Question ▾

Status
Being Processed

UPDATE

- 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.