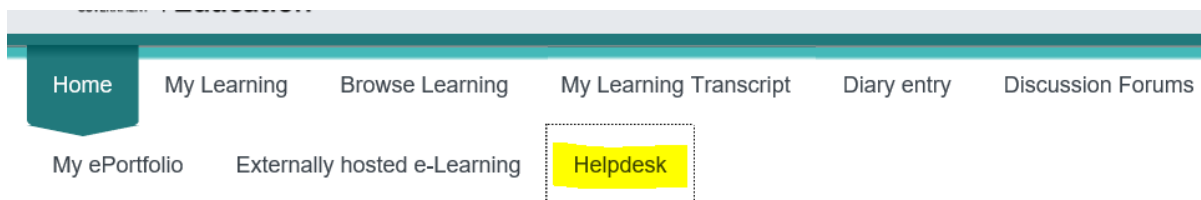


## MyPL Helpdesk

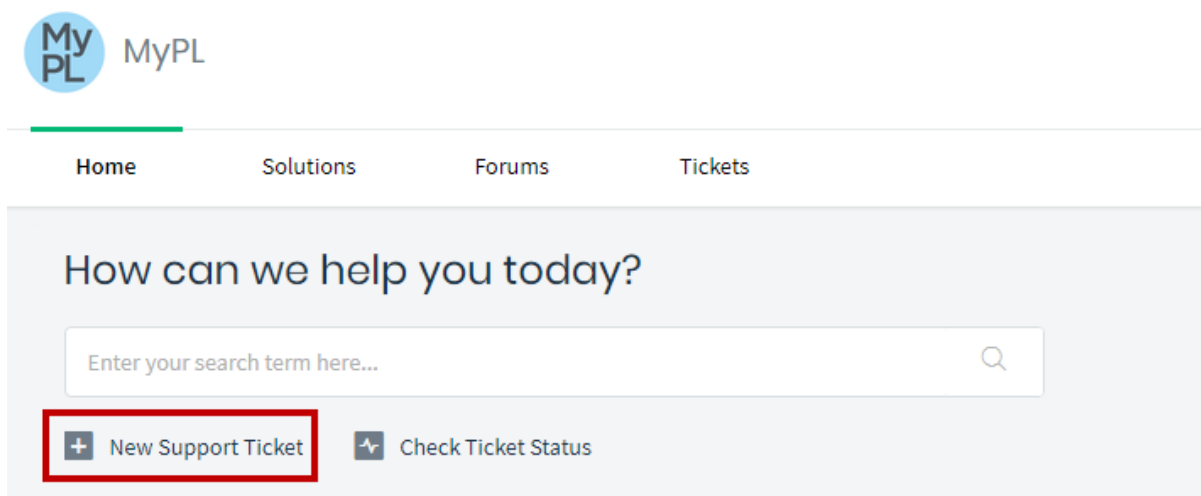
Staff can access the dedicated MyPL helpdesk by selecting the link titled 'Helpdesk' on the landing page of MyPL.



DoE staff can then select the Login button to automatically authenticate into the application.



To submit a request, select the menu item **New Support Ticket**.



This will take you to the ticket submission form. All fields marked with a red asterisk are mandatory before submission. You can also attach files to your submission if required.

### Submit a ticket

Requester *	<input type="text" value="dominic[REDACTED]@det.nsw.edu.au"/>
School/Directorate *	<input type="text"/>
Phone *	<input type="text"/>
Subject *	<input type="text"/>
Type of question *	<input type="text" value="..."/>

At any point, staff are able to login and check the status of any tickets raised by clicking on the Check ticket status link, as shown below.

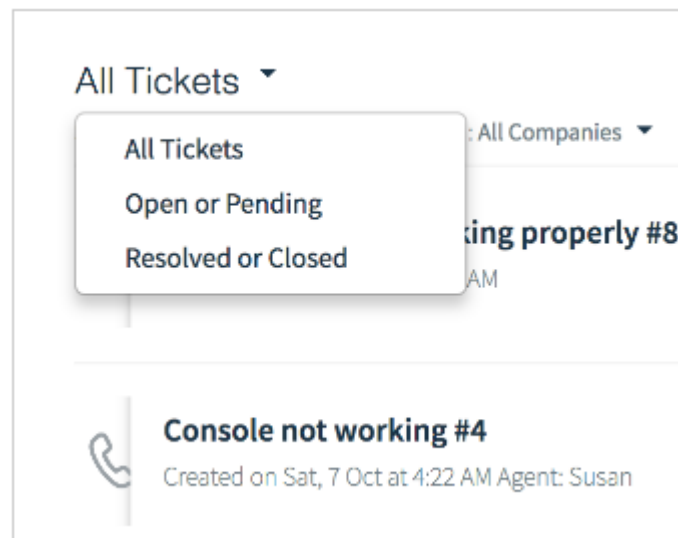
[Home](#)[Solutions](#)[Forums](#)[Tickets](#)

## How can we help you today?

[New Support Ticket](#)[Check Ticket Status](#)

A ticket can have various statuses. The requester can filter out tickets based on the **Status** by using the drop down above the list of tickets.





Choosing **All Tickets** will show every ticket raised by the requester in the helpdesk, no matter what the status of the tickets is.

The ticket is marked as **Resolved** when a MyPL Support agent provides the solution for the customer's question/issue. The ticket is marked as **Closed** when the customer confirms resolution of the ticket.