How to Enter ESS Support ticket

1. In you web browser, go to https://ess.appstate.edu/
2. Select the "Tech Support" icon. (There may be a DUO Prompt)
3. Select the second option Student Affairs Technology Support Request
4. Complete the form:
   a. "Raise this request on behalf of" – Your name should be prefilled in. However, you can enter a ticket for someone else if you wish.
   b. Summary – Brief Description of issue
   c. Description – Detailed information about issue
   d. Type of Support – Health Service Applications
   e. Building – Main Campus Miles Annas Building
   f. Department – Health Services
   g. Room Number – Room Number or Location, i.e. Lab, Front Desk
   h. Preferred Contact Number – Phone number
   i. If need be, you can attach files to the ticket
5. Click the Create button.