

Step One:

**Create an account.** Welcome to the Support Center! First, click on the Orange Open New Ticket Button. Not registered yet? Create an account. On the right side of the screen you will find the option to create a new account.

Step Two:

**Account Registration.** Under Contact information please select your school district, role, and fill in your contact information.

Step Three:

**Access Credentials.** Create a password. Then push Register.

Step Four:

**Confirmation of Account.** An email will be sent to the address you provided. Please check your email and follow the instructions to confirm your account and access to your tickets.

**Now that you have created your account and confirmed your account registration you are ready to login.**

Step One:

**Log In.** Enter your email address and password.

Step Two:

**Select a Help Topic.** The help topic is the first step in creating a referral for the ESU 2 Social Support Service program.

Step Three:

**Select the best time for us to contact you.** You will have the option to select three different dates and times that may be best for us to reach you in case of additional questions.

Step Four:

**Identifying who is in need of supports.** Please select which grade level or choose *Family* if multiple students are needing assistance within the household. Then provide the first and last name of parent/guardian and phone number.

Step Five:

**Create a Ticket.** The ticket will alert the Navigators that there has been a referral submitted. The navigator will contact the family and complete a short intake questionnaire to make sure the needs of the family are met.