

## HelpDesk Ticket Instructions

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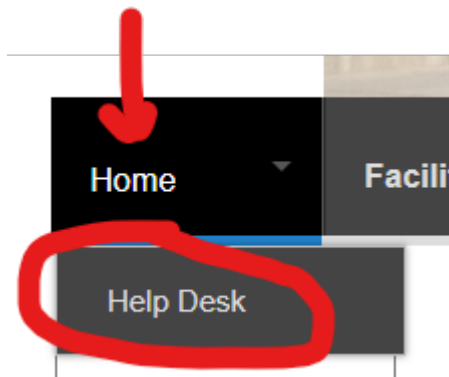
**Procedure:**           **How to submit a HelpDesk Ticket**

**Last Updated/By:**   03/16/2020, Jg

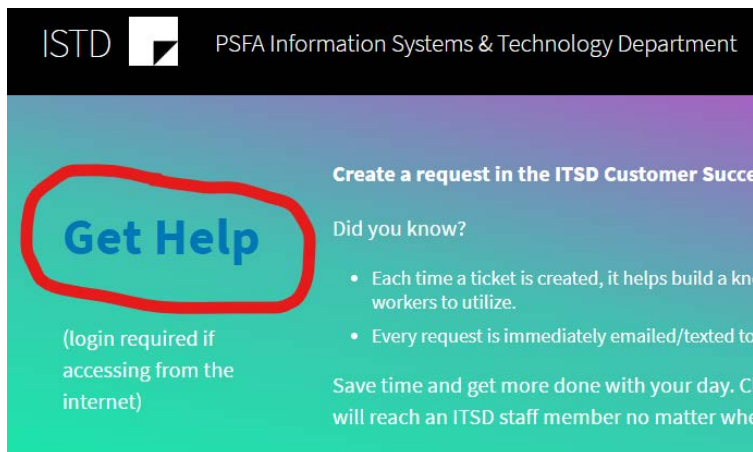
To submit a help desk ticket,

Open our website (nmpsfa.org)

Hover over “Home” then click on “Help Desk”.



Click on “Get Help”




If you get an error page,

Click “Advanced”

(continued)

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### Your connection isn't private

Attackers might be trying to steal your information from **helpdesk.nmpsfa.org** (for example, passwords, messages, or credit cards).

NET::ERR\_CERT\_DATE\_INVALID

Then click on "Continue to helpdesk.nmpsfa.org (unsafe)". The link is safe!

This server could not prove that it is **helpdesk.nmpsfa.org**; its security certificate expired 11 days ago. This may be caused by a misconfiguration or an attacker intercepting your connection. Your computer's clock is currently set to Monday, March 16, 2020. Does that look right? If not, you should correct your system's clock and then refresh this page.

[Continue to helpdesk.nmpsfa.org \(unsafe\)](#)