



Indiana State Department of Health

How to Submit a Help Desk Ticket

1. Log in to NBS.
 - a. Log in to the ISDH Gateway at <https://gateway.isdh.in.gov/Gateway/SignIn.aspx>
 - b. Click on “NEDSS Based System (NBS)”
2. Locate the “Notices” tile in the lower right hand corner of the NBS Home screen.
3. Click the “NBS Helpdesk” link in the “Notices” tile. A new window will open that displays your user information and two buttons.
4. If you are submitting a new help ticket click “Create Ticket.”
5. A form will open for you to enter your location, a summary, and a description of your issue.
 - a. If you are able to take a screenshot you can attach it to the ticket.
 - b. Please note that the ISDH NBS Help Desk system is not authorized for confidential information. Please use another secure method of transfer if you need to send confidential information.
6. After clicking submit you will receive a message stating the ticket was successfully created and a ticket number.

How to Check on a Previously Submitted Ticket

1. Log in to NBS.
 - a. Log in to the ISDH Gateway at <https://gateway.isdh.in.gov/Gateway/SignIn.aspx>
 - b. Click on “NEDSS Based System (NBS)”
2. Locate the “Notices” tile in the lower right hand corner of the NBS Home screen.
3. Click the “NBS Helpdesk” link in the “Notices” tile. A new window will open that displays your user information and two buttons.
4. To check on the status of a new ticket click “View Ticket(s).”
5. A list of all tickets you have submitted to the NBS Help Desk will appear with the status and ability to view or edit the ticket.
6. Click “View/Edit” to view or edit the ticket.