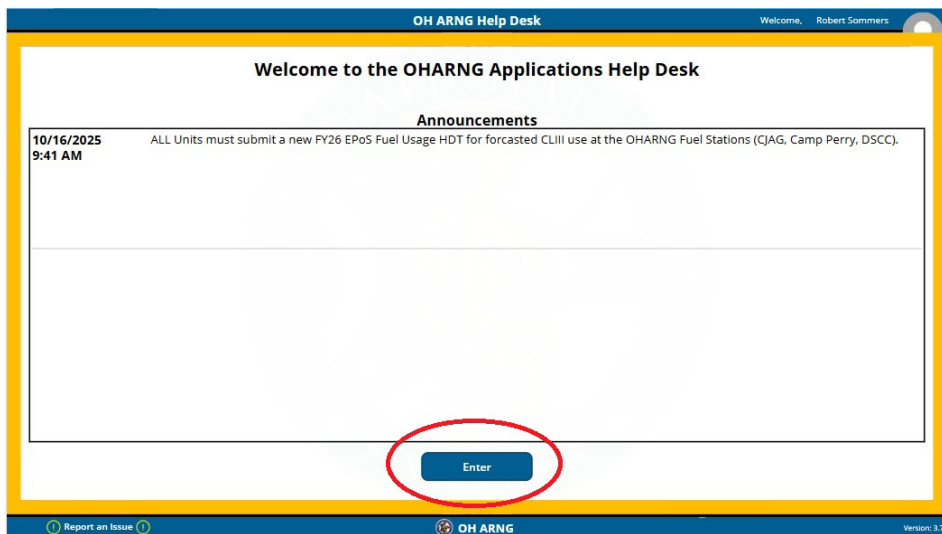


Inputting DIMR (FM) Tickets: <https://play.apps.appsplatform.us/play/e/default-fae6d70f-954b-4811-92b6-0530d6f84c43/a/dec10857-f354-4022-80e9-759e5811c51d?tenantId=fae6d70f-954b-4811-92b6-0530d6f84c43&hint=1d7b7daf-df16-47bb-9c81-43a78ac743a5&sourcetime=1765811579410&source=portal>

1. Open application using the link provided above.
2. Click “Allow” for any messages that pop up, which allows the system to run on your computer.
3. Select the “Enter a New Ticket” button from the home screen.



4. In the “Category” section, select DIMR from the first drop-down box.

5. Select “Facilities Maintenance Request” from the next drop-down box.

The screenshot shows the 'OH ARNG Help Desk' form. The 'Name' field is filled with 'Robert Sommers'. The 'Email' field is filled with 'robert.e.sommers.civ@army.mil'. The 'Contact Number' field is empty. The 'Priority' dropdown is set to 'Low'. The 'Category' dropdown is open, and 'Facilities Maintenance Request' is selected and highlighted. The 'Subject' field is empty. The 'Problem Statement' field is empty. The 'Attach' section shows 'There is nothing attached.' and an 'Attach file' button. The 'Submit' and 'Cancel' buttons are at the bottom. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme' (Light/Dark), and 'Version: 3.7'.

6. Next, select the appropriate FM-related category related to the issue being reported from the third drop down-box (electrical, fire systems, HVAC, paving, plumbing, physical security, roofing, SASOHI deficiency, supplies, etc.).

The screenshot shows the 'OH ARNG Help Desk' form. The 'Name' field is filled with 'Robert Sommers'. The 'Email' field is filled with 'robert.e.sommers.civ@army.mil'. The 'Contact Number' field is empty. The 'Priority' dropdown is set to 'Low'. The 'Category' dropdown is open, and 'Facilities Maintenance Request' is selected. The third dropdown is open, and 'Electrical' is selected and highlighted. The 'Subject' field is empty. The 'Problem Statement' field is empty. The 'Attach' section shows 'There is nothing attached.' and an 'Attach file' button. The 'Submit' and 'Cancel' buttons are at the bottom. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme' (Light/Dark), and 'Version: 3.7'.

- From the final drop-down box, select the facility location where this issue being reported.

The screenshot shows the 'OH ARNG Help Desk' form. A red circle highlights the final drop-down box in the left-hand menu, which is currently set to 'AASF #2 Rickenbacker'. The form includes fields for Name, Email, Contact Number, CC, Subject, Problem Statement, and Attachments. The 'CC' field is empty, and the 'Subject' field is also empty. The 'Problem Statement' field is a large text area. The 'Attachments' section shows 'There is nothing attached.' and an 'Attach file' button. The form has a 'Submit' button and a 'Cancel' button. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme: Light/Dark', and 'Version: 3.7'.

- The client's email should automatically populate, but if the client desires to copy someone else on the ticket, they can search for that individual by last name (and first name, if necessary) in the "CC" box.

The screenshot shows the 'OH ARNG Help Desk' form with the 'CC' dropdown menu open. A red circle highlights the dropdown menu, which displays a search result for 'sommers, robert'. The form includes fields for Name, Email, Contact Number, CC, Subject, Problem Statement, and Attachments. The 'Name' field is populated with 'Robert Sommers'. The 'Email' field is populated with 'robert.e.sommers.civ@army.mil'. The 'Contact Number' field is populated with '614-336-7414'. The 'CC' field is empty. The 'Subject' field is empty. The 'Problem Statement' field is a large text area. The 'Attachments' section shows 'There is nothing attached.' and an 'Attach file' button. The form has a 'Submit' button and a 'Cancel' button. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme: Light/Dark', and 'Version: 3.7'.

9. The client should input their best contact number so our FM staff can contact them with any questions or need for additional information needed to provide support and resolve the issue.

The screenshot shows the 'OH ARNG Help Desk' interface. At the top, it says 'Welcome, Robert Sommers'. The form is titled 'CUI' and 'Report an Issue'. It includes fields for Name (Robert Sommers), Email (robert.e.sommers.civ@army.mil), and Contact Number (614-336-7414, circled in red). There is also a CC field with a dropdown menu. The Category dropdown is set to 'Facilities Maintenance Request'. The Subject field is empty. The Problem Statement field is a large text area. The Attachments section shows 'There is nothing attached.' and an 'Attach file' button. The form has 'Submit' and 'Cancel' buttons at the bottom. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme' (Light/Dark), and 'Version: 3.7'.

10. The client must select a priority level for the ticket from the drop-down box.
- High Priority (Urgent/Critical): High-priority issues are "must-do" items that threaten safety, security, or core business operations. They require immediate or near-immediate attention to prevent serious injury, legal violations, or catastrophic failure.
 - Medium Priority (Important): Medium-priority tasks are important and time-sensitive but do not pose an immediate threat to safety or operations. If left unattended, these issues will eventually escalate into high-priority or emergency.
 - Low Priority (Convenience/Routine): Low-priority tasks are "nice-to-have" fixes that have minimal impact on daily operations, comfort, or safety. They are often scheduled as "fill-in" work when technicians have extra capacity or during planned downtime.

This screenshot shows the same 'OH ARNG Help Desk' form, but the 'Priority' dropdown menu is open, displaying three options: 'Low', 'Medium', and 'High'. The 'Contact Number' field remains circled in red with the value '614-336-7414'. The rest of the form fields and layout are identical to the previous screenshot.

11. The client must enter a brief summary of the request in the “Subject” box. This should be a quick synopsis specific to the problem or issue being reported.

The screenshot shows the 'OH ARNG Help Desk' interface. The form is titled 'CUI' and includes fields for Name, Email, Contact Number, CC, Category, Subject, Problem Statement, and Attachments. The 'Subject' field is highlighted with a red circle and contains the text 'No heat'. The 'Problem Statement' field is empty. The 'Attachments' section shows 'There is nothing attached.' and an 'Attach file' button. The bottom of the form has a 'Submit' button and a 'Cancel' button. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme', 'Light', 'Dark', and 'Version: 3.7'.

12. The client must also enter information in the “Problem Statement” box, to include details regarding the issue/problem being reported. If applicable and possible, include the building number, room number or any additional information that will assist our maintenance technicians in locating and resolving the issue. The more detail that is provided here, the easier and more efficient FM team response will be.

The screenshot shows the 'OH ARNG Help Desk' interface. The form is titled 'CUI' and includes fields for Name, Email, Contact Number, CC, Category, Subject, Problem Statement, and Attachments. The 'Subject' field contains the text 'No heat'. The 'Problem Statement' field is highlighted with a red circle and contains the text 'Temperatures in the east wing of Beightler Armory seem to be excessively low, particularly in room E130. Cold air is blowing out of both ceiling vents.' The 'Attachments' section shows 'There is nothing attached.' and an 'Attach file' button. The bottom of the form has a 'Submit' button and a 'Cancel' button. The footer includes 'Report an Issue', 'Back', 'OH ARNG', 'Home', 'Theme', 'Light', 'Dark', and 'Version: 3.7'.

13. Attachments, like photos or quotes, should be uploaded in the “Attachments” box, if available or appropriate.

The screenshot shows the 'OH ARNG Help Desk' interface. The form is titled 'CUI' and includes fields for Name, Email, Contact Number, Category, Subject, and Problem Statement. The 'Attachments' section is highlighted with a red circle and contains the text 'There is nothing attached.' and an 'Attach file' button. The 'Submit' button is located at the bottom right of the form.

OH ARNG Help Desk

Welcome, Robert Sommers

CUI

* Name: Select a Label
Robert
Your organization requires you to label this document before saving.

* Email: robert.e.sommers.civ@army.mil

* Contact Number: 614-336-7414

CC: SOMMERS, ROBERT E SMSgt USAF ANG 121 CES/C

* Priority: Low

* Category: DIMR
Facilities Maintenance Request
HVAC
Beightler

* Subject: No heat

* Problem Statement: Temperatures in the east wing of Beightler Armory seem to be excessively low, particularly in room E130. Cold air is blowing out of both ceiling vents.

Attachments: There is nothing attached.
Attach file

* Required Field

Submit Cancel

Report an Issue Back OH ARNG Home Theme Light Dark Version 3.7

14. Click the “Submit” button at the bottom of the screen.

The screenshot shows the 'OH ARNG Help Desk' interface. The form is titled 'CUI' and includes fields for Name, Email, Contact Number, Category, Subject, and Problem Statement. The 'Submit' button is highlighted with a red circle. The 'Attachments' section is also visible.

OH ARNG Help Desk

Welcome, Robert Sommers

CUI

* Name: Robert Sommers

* Email: robert.e.sommers.civ@army.mil

* Contact Number: 614-336-7414

CC: SOMMERS, ROBERT E SMSgt USAF ANG 121 CES/C

* Priority: Low

* Category: DIMR
Facilities Maintenance Request
HVAC
Beightler

* Subject: No heat

* Problem Statement: Temperatures in the east wing of Beightler Armory seem to be excessively low, particularly in room E130. Cols air is blowing out of both ceiling vents.

Attachments: There is nothing attached.
Attach file

* Required Field

Submit Cancel

Report an Issue Back OH ARNG Home Theme Light Dark Version 3.7

15. The client should see the following screen confirming successful submission of their ticket:

The screenshot displays the OH ARNG Help Desk application interface. A central modal dialog box with a black border and white background contains the following text: "Your ticket has been submitted. You will be contacted by a technician with any questions or updates. Thank you for using the OH ARNG Help Desk Application." Below this text is a green button labeled "Main Menu". The background shows a form with fields for Name (Robert Sommers), Email (robert.e.sommers.civ@army.mil), Contact Number, Category (DIMR), and Priority (Low). At the bottom of the screen, there is a navigation bar with a "Home" button and a "Main Menu" button, both of which are circled in red.

16. The client may view all the tickets they have submitted (open or closed) by selecting the main menu or the home button at the bottom of the screen.

This screenshot is identical to the one above, showing the same confirmation dialog and background form. However, the "Main Menu" button within the dialog box is highlighted with a red oval. Additionally, the "Home" button in the bottom navigation bar is also circled in red, indicating the two ways a user can view their submitted tickets.

17. The client view should be similar to the following:

The screenshot displays the OH ARNG Help Desk interface for a user named Robert Sommers. The interface is divided into several sections:

- Header:** "OH ARNG Help Desk" and "Welcome, Robert Sommers" with a user profile icon.
- My Open Tickets:** A table with columns: Ticket #, Status, Entered Date, Application, Summary, and a View link.

Ticket #	Status	Entered Date	Application	Summary	
2026-1365	New	1/20/2026 11:37 AM	DIMR	TEST Ticket 1/20/2026	> View
2026-1326	In Process	1/15/2026 2:01 PM	DIMR	TEST Ticket for Joshua	> View
2026-1319	In Process	1/15/2026 12:42 PM	DIMR	TEST Electrical Issue	> View
- My Closed Tickets:** A table with columns: Ticket #, Status, Closed Date, Application, Summary, and a View link.

Ticket #	Status	Closed Date	Application	Summary	
2026-1318	Closed	1/29/2026 4:57 AM	DIMR	TEST for ticket assignment - Fake Plumbing Issue	> View
- Buttons:** "Enter a New Ticket" (green) and "Help Desk Technicians" (blue).
- Footer:** "Report an Issue", "Back", "OH ARNG", "Home", "Theme: Light/Dark", and "Version: 3.7".

18. It's that easy – one of our FM team members will receive the ticket and engage to get the issue resolved!