

Creating a Help Desk Ticket

To submit a HelpDesk Ticket, go to <https://cloud.mwr.army.mil/DirectService/ss> .

You may also go to the “Submit a Help Desk Request [Help Desk Request](#)” link on the Army Biznet Portal page.

<https://www.armybiznet.com/>

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Welcome to the ArmyBizNet MIS Application Portal

This site has been developed with the intent of providing the U.S. Army IMCOM Family and MWR employees access to Management Information Systems (MIS) applications. These applications support various Business Operations and NAF Support Services at installations around the world.



MIS Login

CAC Log In


Before first login, you need to provision your CAC by clicking Accounts on the top right corner of this page.

Need Help?

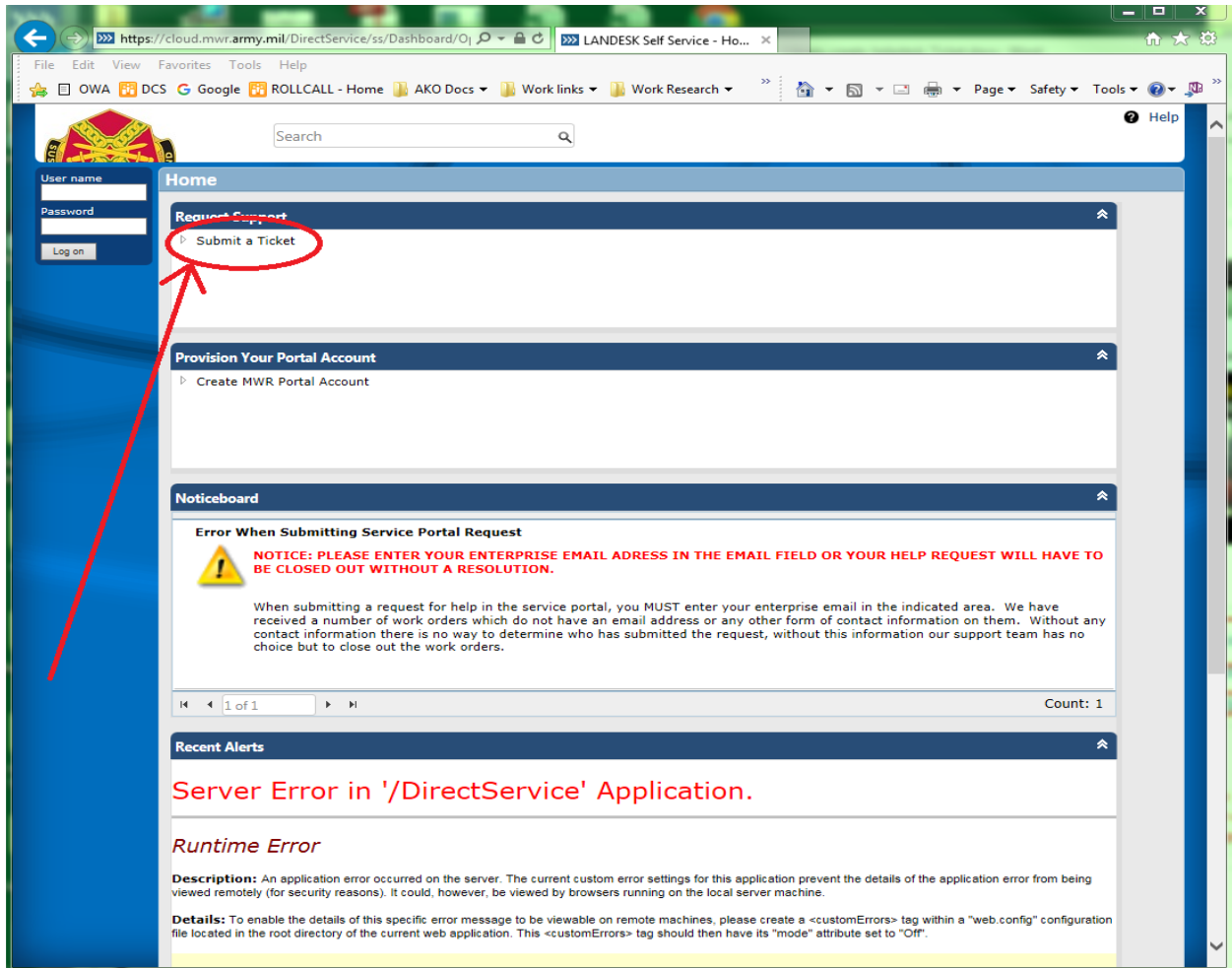
Quick Links

- Get Instructions to Setup a Citrix Account. [Citrix Instructions](#)
- Get Instructions to Setup an SSTP Account. [SSTP Instructions](#)
- Install 32 Bit SSTP Client? [32bitClient](#)
- Install 64 Bit SSTP Client? [64bitClient](#)
- Install the Root Cert without Admin rights? (This step is required for each user) [VenSianCert](#)
- Install the Root Cert with Admin rights? (This step will install certs for all users) [VenSianCert](#)
- Submit a Help Desk Request. [Help Desk Request](#)

"YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY." By using this IS (which includes any device attached to this IS), you consent to the following conditions: The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy. Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

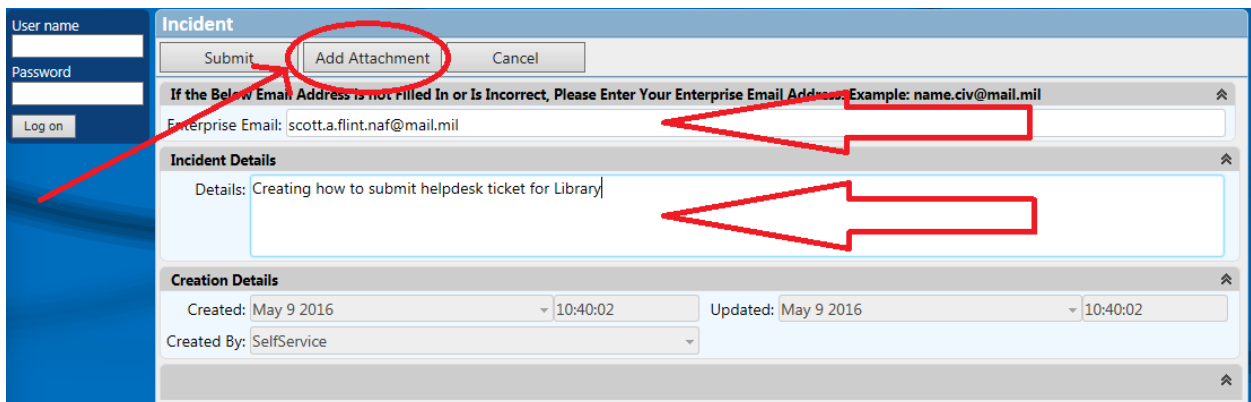


Click on "Submit a Ticket."

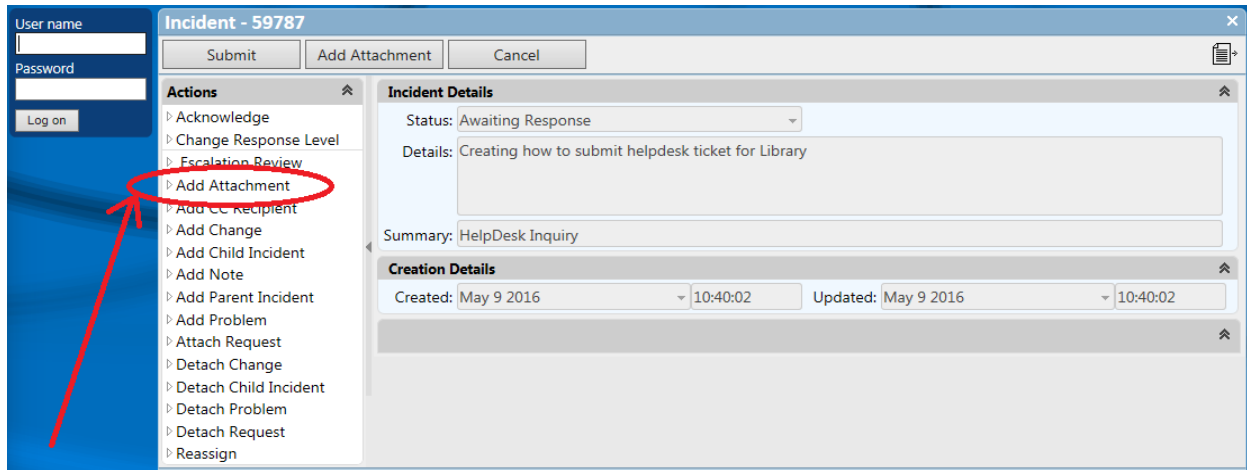


Enter your enterprise email and a description of the error. Once you fill out those two boxes, you can hit "Submit" to submit your ticket. Be sure to save your Incident # for reference.

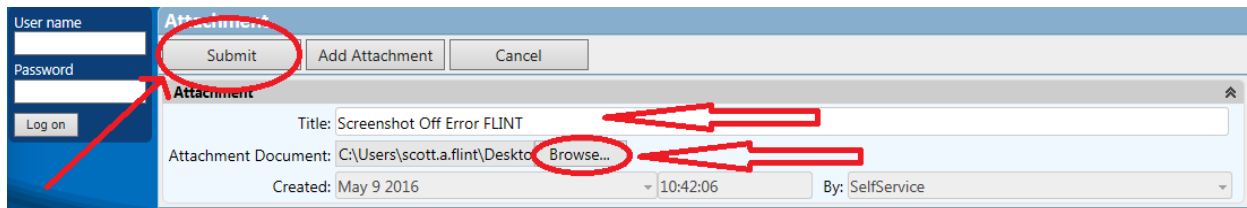
Screenshots are always welcome, so if you want to attach a screenshot, take the screenshot, then click on "Add Attachment."



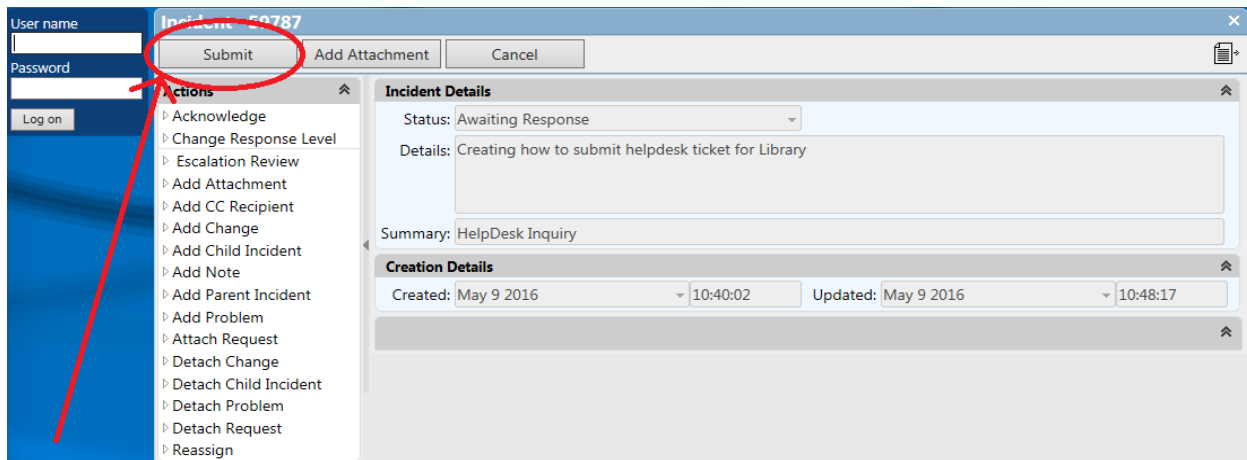
On the next screen, click on “Add Attachment.”



Put in a title for your document in the “Title” box and use the “Browse” button to locate your saved screenshot (or other supporting documents.) Once you have clicked on your document, click on the “Submit” button to save it to your ticket.



Click “Submit” on the next screen.



You have successfully created a ticket. You will receive an Incident Number. This Incident Number is both proof that you have created a ticket and reference to the ticket in case you need it later.