

Submitting an ESD Service Request

ESD service requests are the **best** way to get assistance from ESD Petaluma. Please remember that ESD handles all computer network, user account and telephone related requests. For computer application assistance please call the Information Resource Center (IRC)/ Work requests for building maintenance should be directed to the barracks staff or Facilities Engineering (FE)

Submitting an ESD Service Request

This job aid will show you how to submit a service request to the Training Center Petaluma Electronics Support Detachment (ESD).

| Step | Action | | | | | | |
|--|--|----|---------|-----------------------------|---|--|------------------------|
| 1. | Sign On to any Standard Workstation. | | | | | | |
| 2. | Click on the Start button. | | | | | | |
| 3. | Trace to Programs, USCG Local Apps, ESD Service Requests . A Microsoft Access Database application will open. | | | | | | |
| 4. | Select the New Request button. | | | | | | |
| 5. | Fill in all of the fields on the form.  | | | | | | |
| 6. | Click the Submit button. | | | | | | |
| 7. | <table border="1"> <thead> <tr> <th data-bbox="591 1438 937 1493">If</th> <th data-bbox="937 1438 1354 1493">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="591 1493 937 1600">You have another request...</td> <td data-bbox="937 1493 1354 1600">Fill in the entire form and click Submit.</td> </tr> <tr> <td data-bbox="591 1600 937 1686">You have finished submitting requests...</td> <td data-bbox="937 1600 1354 1686">Click the Exit button.</td> </tr> </tbody> </table> | If | Then... | You have another request... | Fill in the entire form and click Submit. | You have finished submitting requests... | Click the Exit button. |
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