

# Support Tickets

---

- On the LTC Home Page click the **Tech Support** tab at the top left hand corner of the screen.
- Click on the **Submit** button in the left part of the screen. It looks like this: 
  - If you do not see the Submit button click on the two arrows » directly under the **ID Search** box. This will open up the box which holds the **Submit** button.
  - If you see a Submit Tree after clicking the Submit button, select the “LTC Application” request type which will then take you to the Support Ticket. This will not show up for everyone.
- “Support Request”
  - Fill out the Request Title box, keep the Priority at low, and fill in the Description box. (Please be specific with your requests as LTSS agents cannot guess what you are asking.)
- Click the “OK” button at the top of the screen right above the Request Title box.
- You will receive a confirmation e-mail once the Support Ticket has been resolved.