Internal Support Request Guide

The internal support request (ISR) is for all Salesforce needs. An ISR should be submitted if you see an error, need an email list, want to add a program, need a report, etc. You will receive a response in 2 business days with a timeline for completion of your request from the person who will be handling the request.

**How to find the Internal Support Request:**

1. Log into your Salesforce account, and look for the blue "dial" icon on the top right.
2. Hover over the dial, and click on the last option labeled "Internal Support Request". It has the question mark icon next to it.
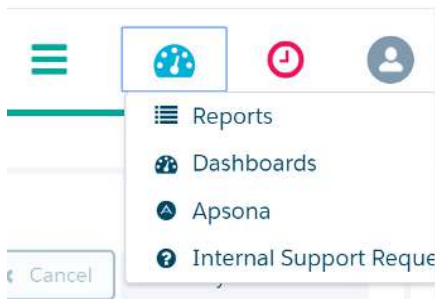
3. An interface will pop up that looks a little different, and you'll see two tabs on the left side. Click on the tab labeled "Internal Support Request." (highlighted here in yellow)
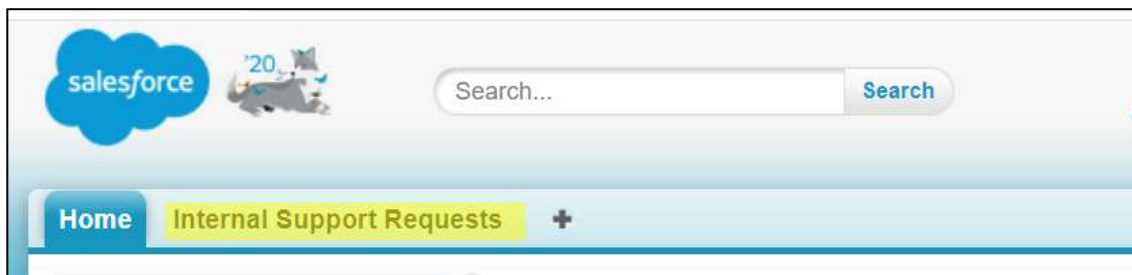
4. Click "New" in the center of the page to create your request.
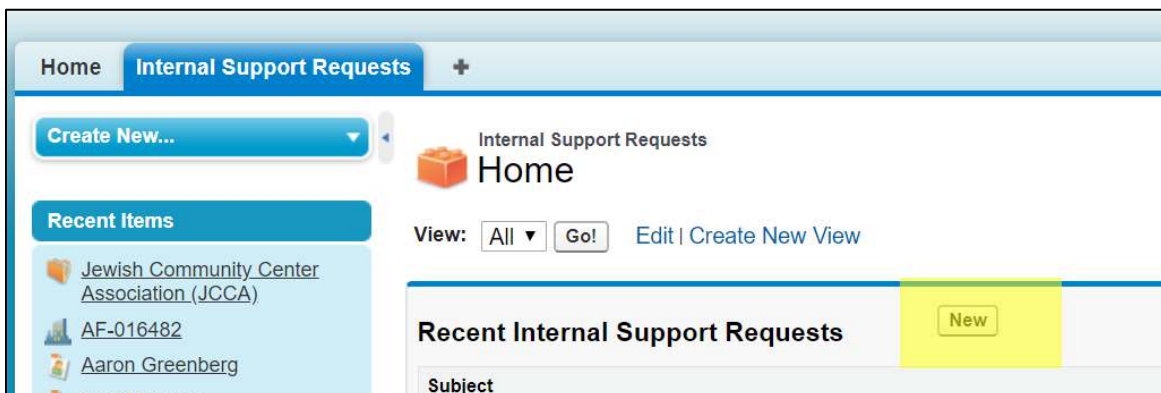
5. Fill out the subject, type of request, and a short description of the issue or problem you are experiencing. To classify your request by type, please click on the specific type and move it to the right using the yellow arrow button (pictured below). You also have the option of including a URL or a space to insert screen shots of errors or pages; providing these details will be helpful.

6. When you are done filling out the desired fields, hit "Save" on the top of the page.

Internal Support Request Edit
New Internal Support Request

Internal Support Request Edit		Save	Save & New	Cancel

Information

Subject

Type of Request ⍰

Available		Chosen
Available	▶	Chosen
Add Program		
Email list		