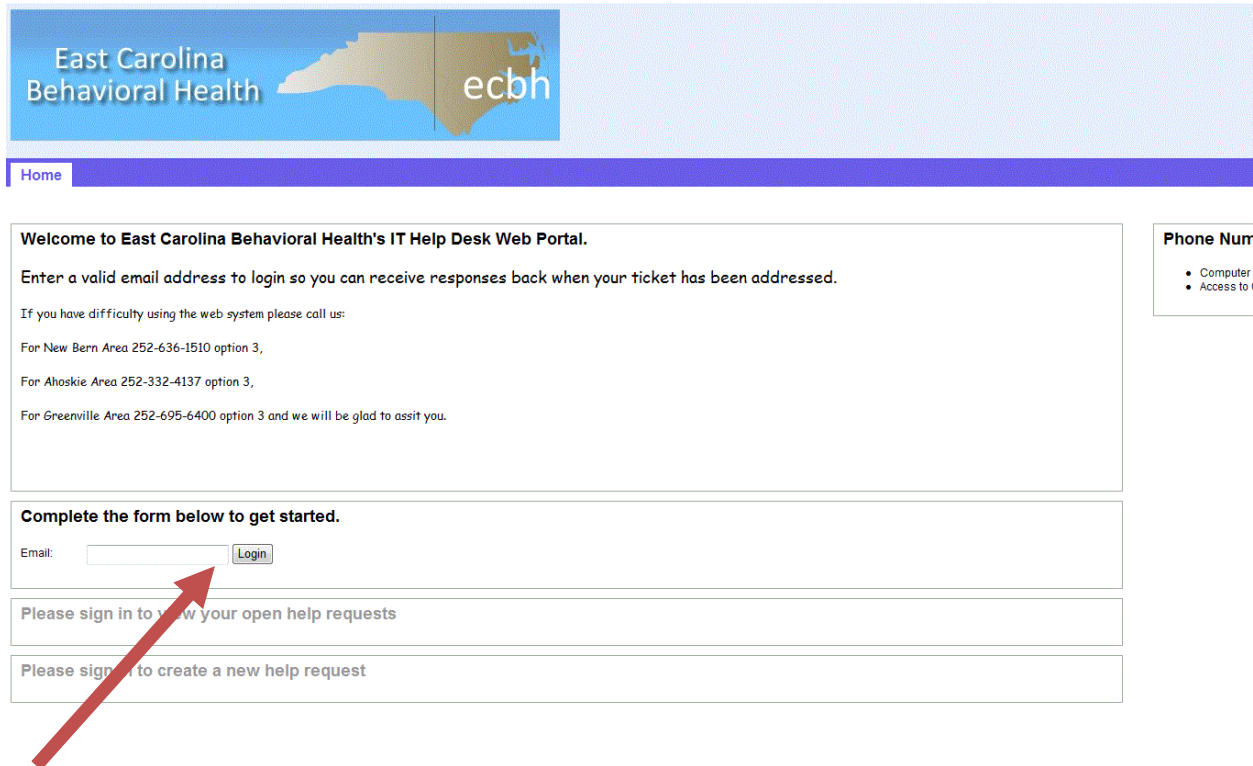



USING THE ECBH HELP TICKET SYSTEM

1. Navigate to East Carolina Behavioral Health's website: www.ecbhlme.org
2. Click on the Provider Agencies tab.
3. From the menu on the left hand side select Resources/Juniper.
4. On that page will be a link to the ECBH Ticket system. Click on that link.
5. You will be presented with a login screen shown below:



East Carolina Behavioral Health 

Home

Welcome to East Carolina Behavioral Health's IT Help Desk Web Portal.

Enter a valid email address to login so you can receive responses back when your ticket has been addressed.

If you have difficulty using the web system please call us:

For New Bern Area 252-636-1510 option 3,

For Alhaskie Area 252-332-4137 option 3,

For Greenville Area 252-695-6400 option 3 and we will be glad to assist you.

Complete the form below to get started.

Email:

Please sign in to view your open help requests

Please sign in to create a new help request

Phone Num

- Computer
- Access to

Make sure you enter a valid e-mail address that you want to receive responses. This will be the e-mail address in the future when asked for additional information or to check the status of your ticket.

6. After entering a valid e-mail address click on the login button.
7. The next screen looks similar to the one below.

Check the status of your open help requests below.

- [Test RR](#)
Ticket #14 — opened on 2010-05-17 @ 10:56 AM
- [Test ticket from RR](#)
Ticket #15 — opened on 2010-05-17 @ 10:56 AM
- [Test for Auth](#)
Ticket #16 — opened on 2010-05-17 @ 11:43 AM
- [new test 1413](#)
Ticket #17 — opened on 2010-05-17 @ 02:13 PM
- [No forwarding test](#)
Ticket #18 — opened on 2010-05-17 @ 02:24 PM
- [Test of Rule](#)
Ticket #19 — opened on 2010-05-17 @ 02:47 PM

For help with an IT issue you are experiencing, please complete the form below.

Summary:

Description:

Category:

Optional Attachment: [Browse...](#) [clear attachment](#)

Here you can view previously submitted tickets and check their status

The Summary box is for entering a brief description of the problem.

The Description box is for providing more detail of the problem.

Make sure you select a category from the drop down box.

Then click on the submit button.

You should receive an e-mail about the ticket anytime ECBH staff updates or closes the tickets.

8. When you receive e-mails about tickets that you have submitted, please do NOT respond to additional information request via the email. Log back into the ECBH ticket system and reply in the ticket that you created. This will assist us with tracking the information and resolving the problems in a timely manner.