Instructions for Completing a Support Ticket in EMGrantsPro

Log into [https://my.iowahomelandsecurity.org/app/#home?o=startdate+desc&p=1&pp=50&s=](https://my.iowahomelandsecurity.org/app/#home?o=startdate+desc&p=1&pp=50&s=)

There are various reasons to complete a Support Ticket

a. Requesting additional access
b. Applicant Information Change (replacing contacts for jurisdiction)

1. Type in Username and Password
2. Click on the question mark to the top right of the screen.
3. Click on the “Open a Support Ticket” icon.
4. Complete the Support Ticket with assistance from the following screen shots.
Step #1: Click On Question Mark
Step #2: Click On Open A Support Ticket
Ensure Red Boxes Are Completed. Provide A Detailed Description Of The Request

Step #3: Click On The Appropriate Request
Step #4: Click On The Appropriate Area For Request

Step #5: Save Request

Step #6: Submit Request