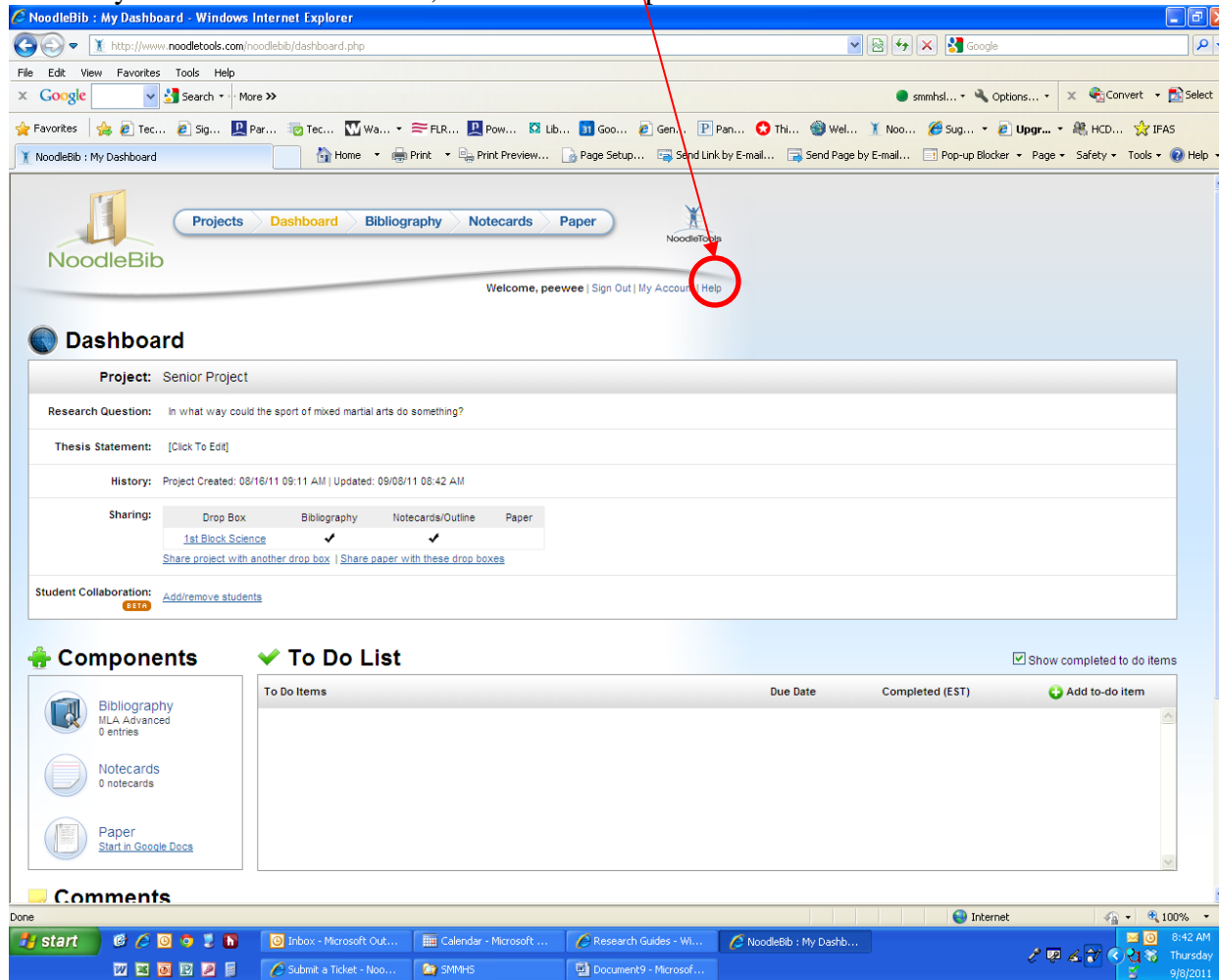


## Submitting a Noodle Tools Support Center Ticket

If you are experiencing technical difficulty using Noodle Tools from home or after school hours, you may submit a ticket to Noodle Tools directly.

From any screen in Noodle Tools, click on the Help link.



The screenshot shows the NoodleBib dashboard in a Windows Internet Explorer browser. The address bar shows the URL <http://www.noodletools.com/noodlebib/dashboard.php>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The dashboard header features the NoodleBib logo and navigation tabs for Projects, Dashboard, Bibliography, Notecards, and Paper. A user greeting "Welcome, peewee" is followed by links for Sign Out, My Account, and Help. The Help link is circled in red, with a red arrow pointing to it from the text above. Below the header, the main content area displays project details for a "Senior Project", including a research question, thesis statement, history, and sharing options. The bottom section contains a "Components" sidebar with icons for Bibliography, Notecards, and Paper, and a "To Do List" table with columns for Due Date, Completed (EST), and an Add to-do item button. The Windows taskbar at the bottom shows the Start button, several open applications, and the system tray with the date and time (Thursday, 9/8/2011, 8:42 AM).

From the Help Screen, click on the Contact Us link.

The screenshot shows the NoodleBib Help page in a Windows Internet Explorer browser. The address bar displays <http://www.noodletools.com/noodlebib/help.php>. The page features a navigation menu with links for [Projects](#), [Dashboard](#), [Bibliography](#), [Notecards](#), and [Paper](#). Below the navigation, a welcome message reads "Welcome, peewee | [Sign Out](#) | [My Account](#) | [Help](#)".

The main content area is titled "Help" and contains several links and descriptions:

- [NoodleTools Knowledge Base](#): Easy-to-search database of how-to articles and expert answers to your trickiest citation questions.
- [NoodleBib User's Guide](#): Screenshots with step-by-step instructions to help you navigate every feature of the software. A searchable HTML version of the user's guide is also available.
- [PowerPoint Presentations](#): PowerPoint presentations that can be used by librarians and faculty to provide an overview of NoodleBib to students and other faculty.
- [Screencast Tutorials](#): Screencasts demonstrating how to use NoodleBib effectively.
- [Contact Us](#): If your question is about how to create a specific citation, use the [Have a question?](#) link next to the citation in NoodleBib. Otherwise, submit a help request (a "ticket") through the support center.

At the bottom of the page, there is a copyright notice: "Copyright © NoodleTools Inc. | [Privacy Policy](#) | [Terms of Service](#) | [Legal](#)".

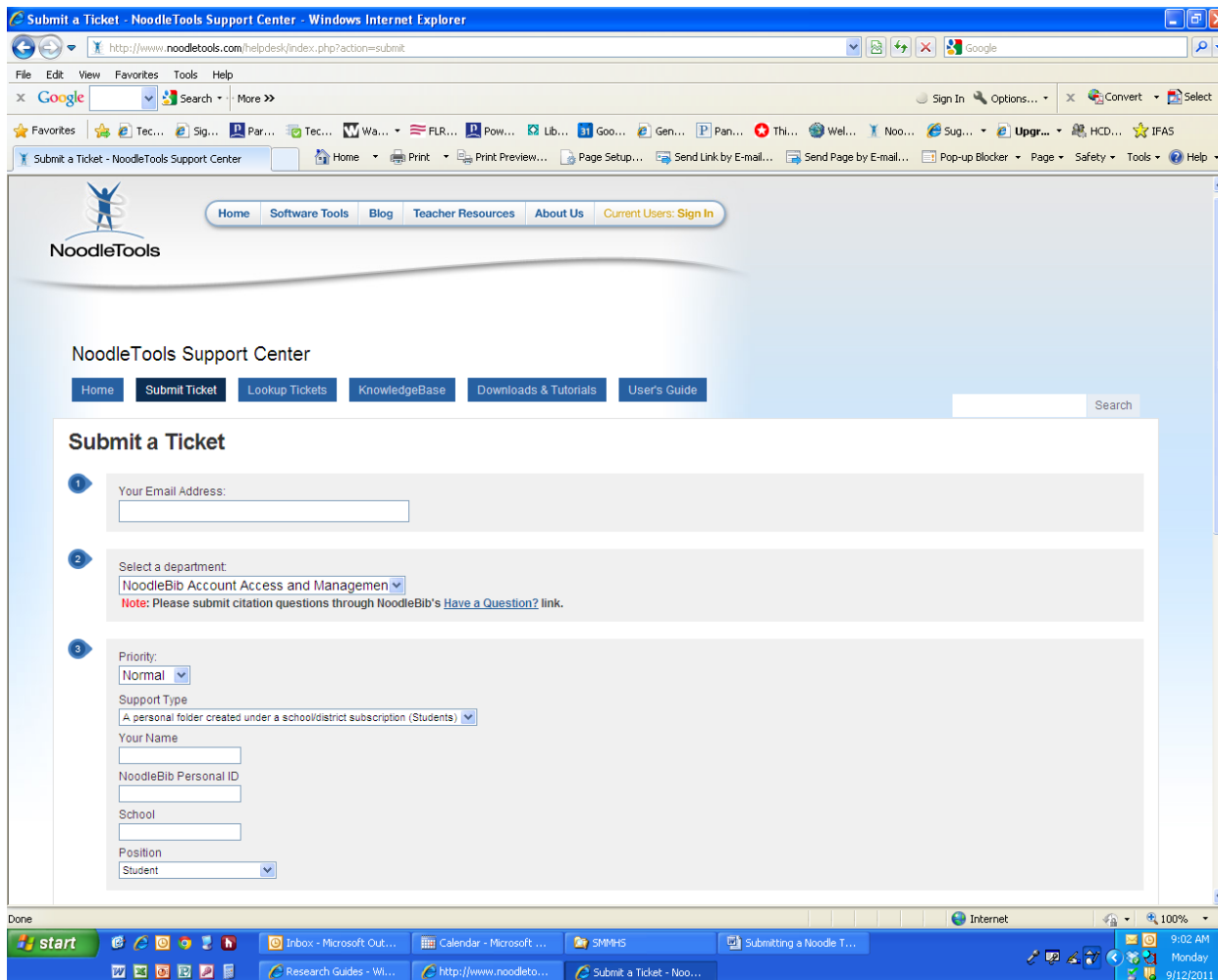
The Windows taskbar at the bottom shows the Start button, several open applications (Inbox, Calendar, Research Guides, Submit a Ticket, SMMHS, Submitting a Noodle T...), and the system tray with the date and time: Thursday, 9/8/2011, 8:43 AM.

This will open up a new window for the Noodle Tools Support Center. Click on Submit a Ticket.

The screenshot shows the NoodleTools Support Center website in a Windows Internet Explorer browser window. The address bar shows the URL <http://www.noodletools.com/helpdesk/>. The website header includes the NoodleTools logo and navigation links: Home, Software Tools, Blog, Teacher Resources, About Us, and Current Users: Sign In. Below the header, there are more navigation buttons: Home, Submit Ticket, Lookup Tickets, KnowledgeBase, Downloads & Tutorials, and User's Guide. A search bar is located on the right side of the page. The main content area is titled "Looking for help?" and features a search input field with a "Search" button. Below the search field, there are four icons representing different services: "Submit a Ticket" (an envelope with a green plus sign), "Lookup a Ticket" (a computer monitor with a green checkmark), "Knowledge Base" (a stack of books), and "Downloads & Tutorials" (a server rack). The "Submit a Ticket" icon is circled in red, and a red arrow points from the text above to it. A "Welcome" message box on the right says: "Welcome to the NoodleTools help desk. Please feel free to browse the knowledge base and other options available. You can also contact us by submitting a ticket." The footer of the page includes the text "Help Desk Software by ActiveCampaign" and "Copyright © NoodleTools Inc. | [Privacy Policy](#) | [Terms of Service](#) | [Legal](#)". The Windows taskbar at the bottom shows the Start button, several open applications (Inbox - Microsoft Outlook, Calendar - Microsoft..., Research Guides - Wi..., http://www.noodleto...), and the system tray with the date and time: Thursday, 9/8/2011, 8:44 AM.

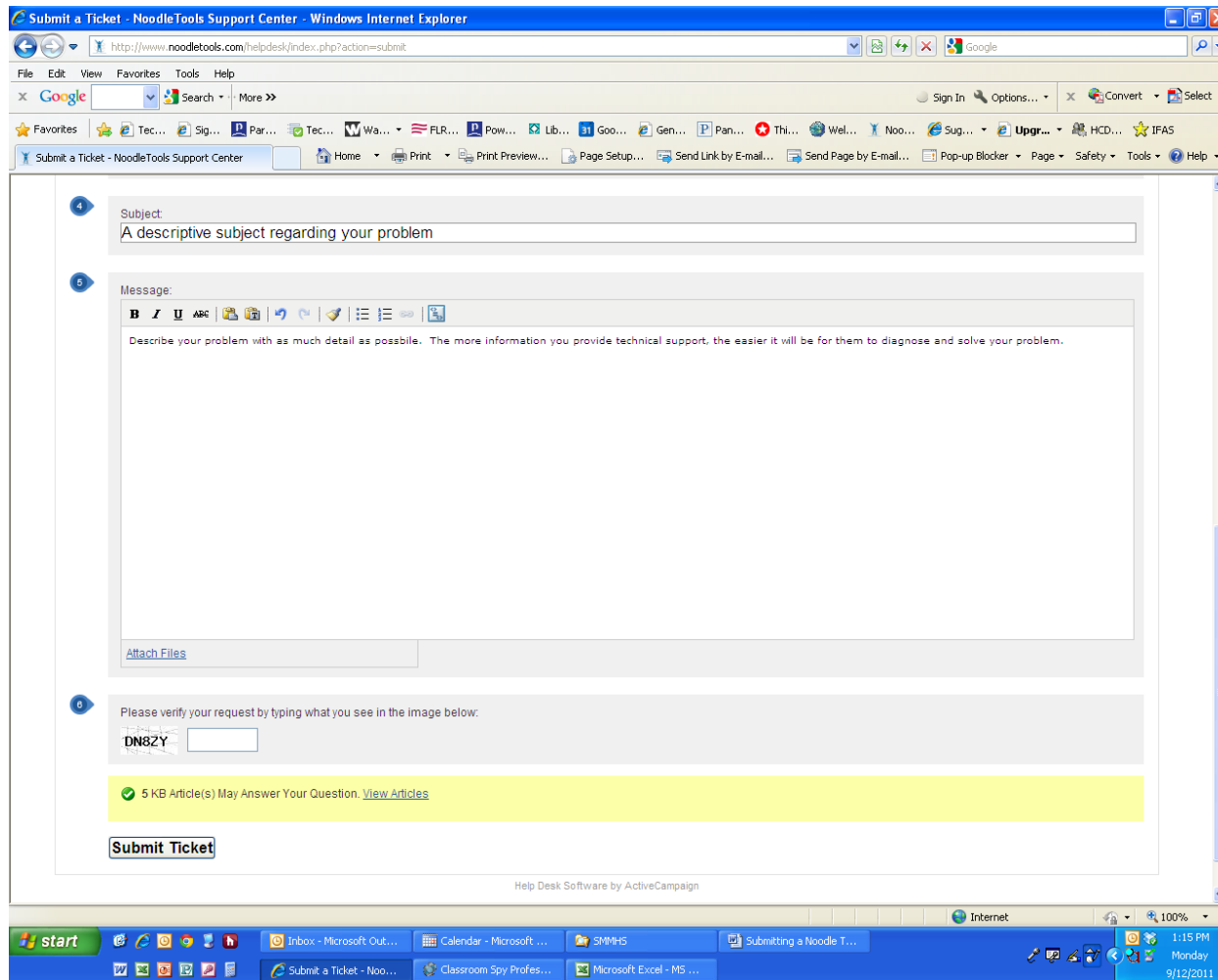
The form for submitting a ticket will open.

1. Enter your email address
2. Leave “NoodleBib Account Access and Management” selected
3. Enter the following information:
  - Priority – in most cases, leave “Normal” selected
  - Support Type – select “A personal folder created under a school/district subscription (Students)”
  - Your name – your first and last name
  - NoodleBib Personal ID – your user id
  - School – Signal Mountain Middle/High School
  - Position – leave “Student” selected



4. Subject: Please be as descriptive and brief as possible
5. Message: Freeform area to describe your problem. The more information you provide technical support, the easier it will be for them to diagnose and solve your problem. You may attach files to your message if it will help describe your problem.
6. Verification Code: Type the code provided.

Click “Submit Ticket”



A small screen will appear indicating that your ticket has been submitted. You will also receive an email confirming the submission of your ticket. In addition to providing the text of the ticket, the email also contains a link for you to track the status of the ticket.

