

# Using Helpdesk without a Pawsey login

When using helpdesk system via email

If you don't have a login on the Pawsey systems you can deal with the Pawsey helpdesk via email.

## Lodging a ticket without a Pawsey login

Send an email to [help@pawsey.org.au](mailto:help@pawsey.org.au)

You will get 2 emails back:

1. An invite to activate your login (you can ignore this).
2. An email confirming your ticket has been lodged with a ticket identifier in it.

## Managing your ticket without a Pawsey login

You can add comments to the ticket by replying to any email from the helpdesk, but remember to reply to the email which references the ticket you wish to put the comment on.

If you get more emails regarding a ticket, replying to those will put a comment into the ticket the email refers to.