

NISP Contract Classification System (NCCS)
Help Desk: Submitting a Ticket
Job Aid



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Overview

This job aid provides guidance on the use of the Help Desk for the National Industrial Security Program Contract Classification System (NCCS) application. It clarifies appropriate situations for submitting a ticket and directs users to alternative support channels for requests outside the Help Desk's scope. These procedures apply to both Government and Industry users, ensuring efficient issue resolution.

Acronyms

Acronyms	Meaning
CAM	Contractor Account Manager
CAGE	Commerical and Government Entity
DCSA	Defense Counterintelligence Security Agency
GAM	Government Account Manager
NCCS	National Industrial Security Program Contract Classification System
NISP	National Industrial Security Program

When to Submit a Help Desk Ticket

Users should submit a Help Desk ticket when reporting bugs or malfunctions related to the application. For example:

- Unexpected errors or crashes
- Incorrect data display
- Features not working as designed
- Technical issues preventing application use

Beyond the Help Desk: Finding the Right Help

To ensure a faster and more efficient support experience, please review the following list before submitting a Help Desk ticket. Users will find the quickest solutions to these issues by using the alternative methods outlined below.

Administrative Issues – Industry

For inquiries about the administration of your account, contact your Contractor Account Manager (CAM). Some examples include:

- Adjusting roles
- Adding additional CAGE Codes
- Approval of your account
- Removal of your account

Note

If you are the CAM, contact the support inbox at: dcsa.quantico.is.mbx.nccs-support@mail.mil

Administrative Issues – Government

For inquiries about the administration of your account, contact your Government Account Manager (GAM). Some examples include:

- Adjusting roles
- Hierarchy adjustments

Note

If you are the GAM, contact the support inbox at: dcsa.quantico.is.mbx.nccs-support@mail.mil

Process Questions

For how-to inquiries, such as following standard operating procedures and completing the DD Form 254, consult your training materials, relevant documentation, and your supervisor.

Feature Requests

We value your feedback! To help us improve the NCCS application, please share your feature requests through your chain of command, who will then forward them to the appropriate channels. This ensures all requests are properly tracked and prioritized.

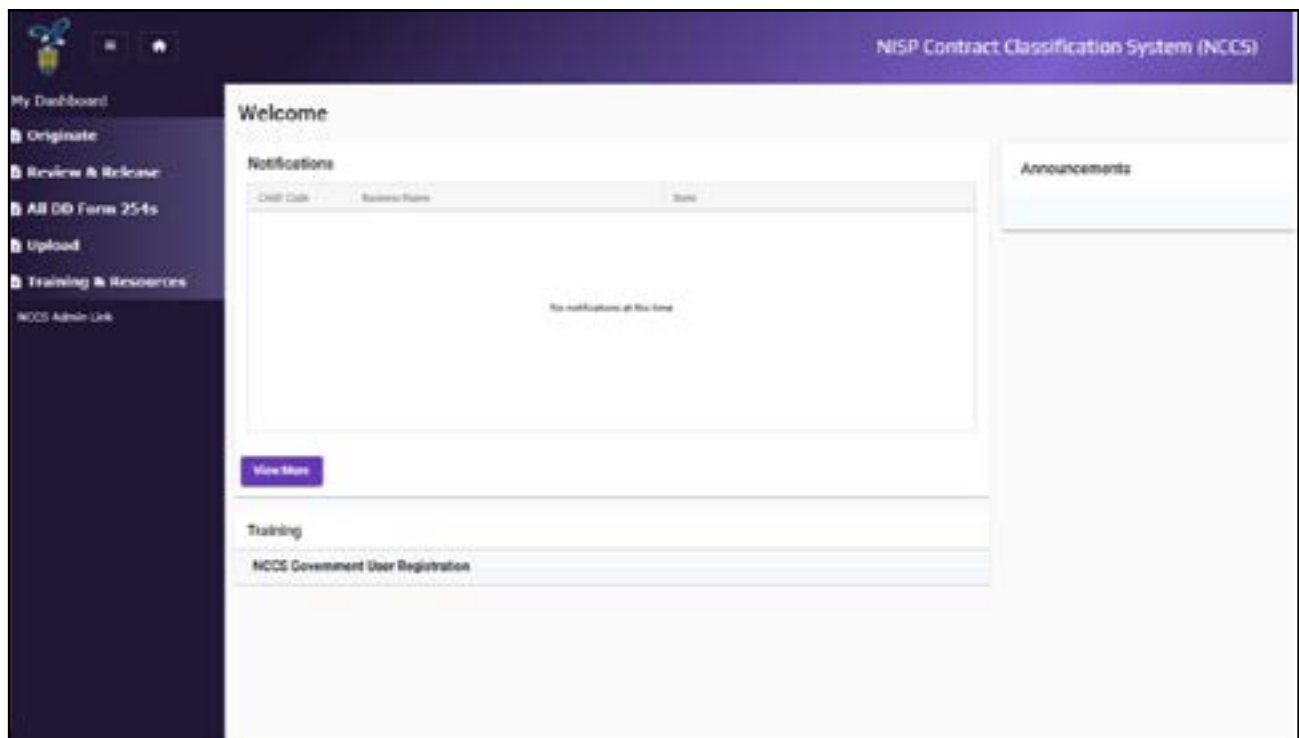
Note

Submitting a ticket for issues outside the scope of application bugs will delay resolution. Please utilize the appropriate channels as outlined above.

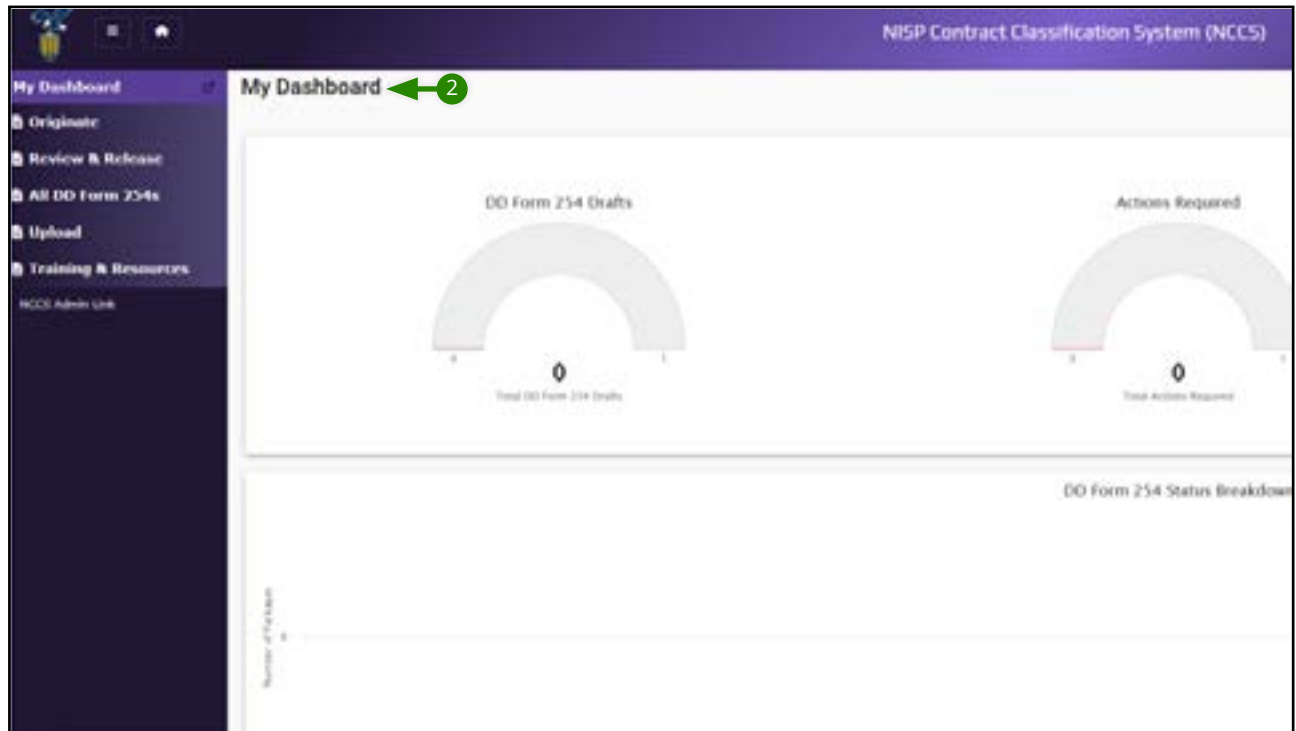
How to Submit a Help Desk Ticket

Once you've reviewed the previous sections and are sure that your issue requires a Help Desk ticket, follow these steps to submit a new ticket:

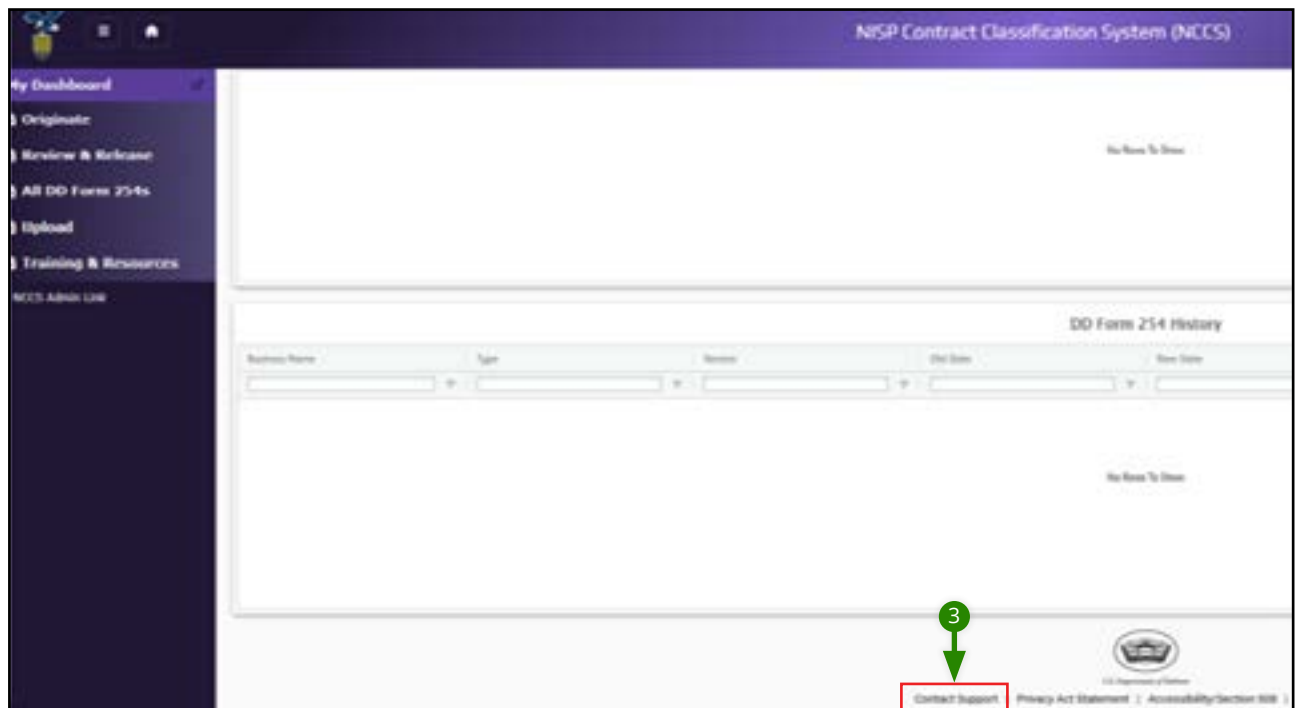
1. Access the Help Desk in one of the following ways:
 - NISP Contract Classification System (NCCS) Help Desk: <https://tesseract.cloud.dcsa.mil/nccs-help/>
 - NISP Contract Classification System (NCCS) Dashboard: <https://tesseract.cloud.dcsa.mil/nccs/>



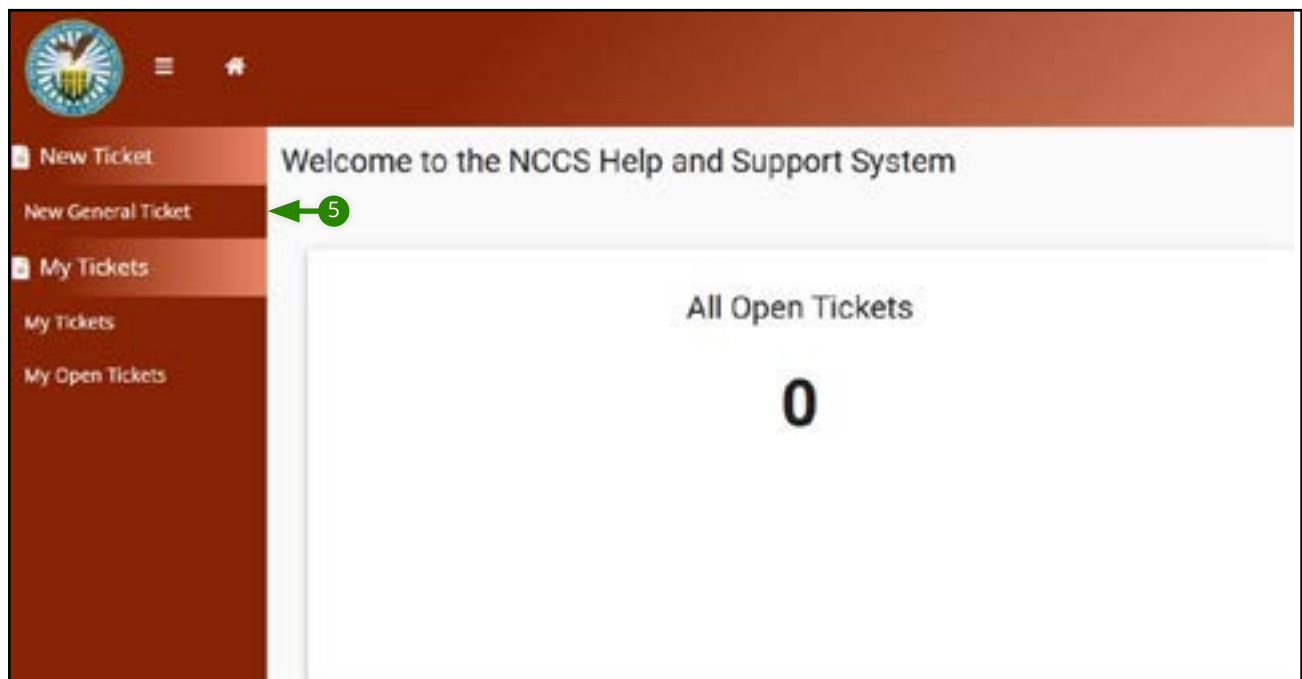
- From the left navigation bar, select **My Dashboard**.



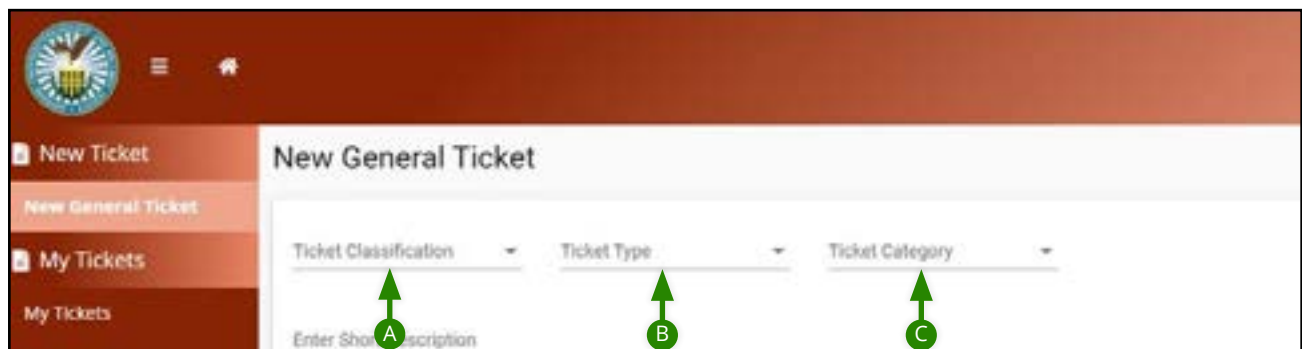
- Scroll to the bottom of the home screen and select **Contact Support**.



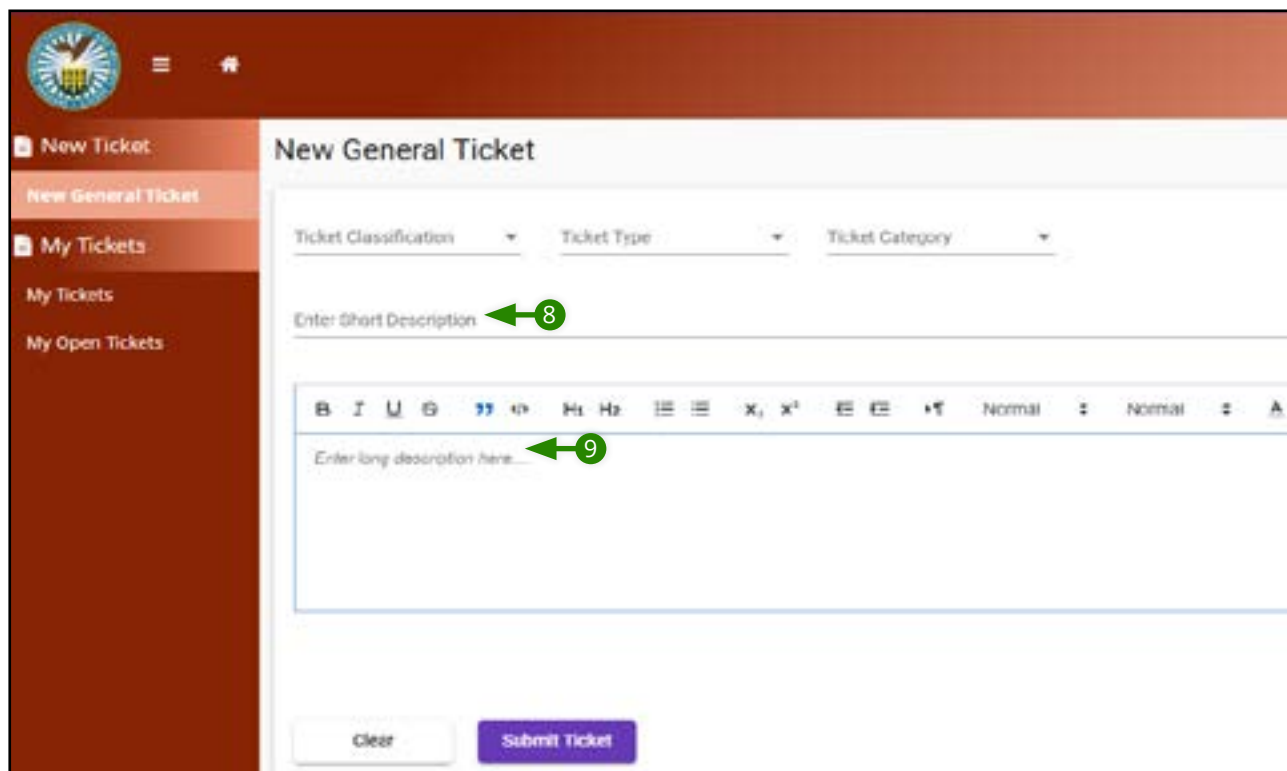
4. The NCCS Help Desk will open in a new tab.
5. In the NCCS Help Desk, from the left navigation bar, under New Ticket, select **New General Ticket**.



6. A New General Ticket window will open.
7. Use the drop-down menus to choose the most appropriate selections for your Help Desk ticket. The drop-down menus have selections for:
 - A. Ticket Classification
 - B. Ticket Type
 - C. Ticket Category



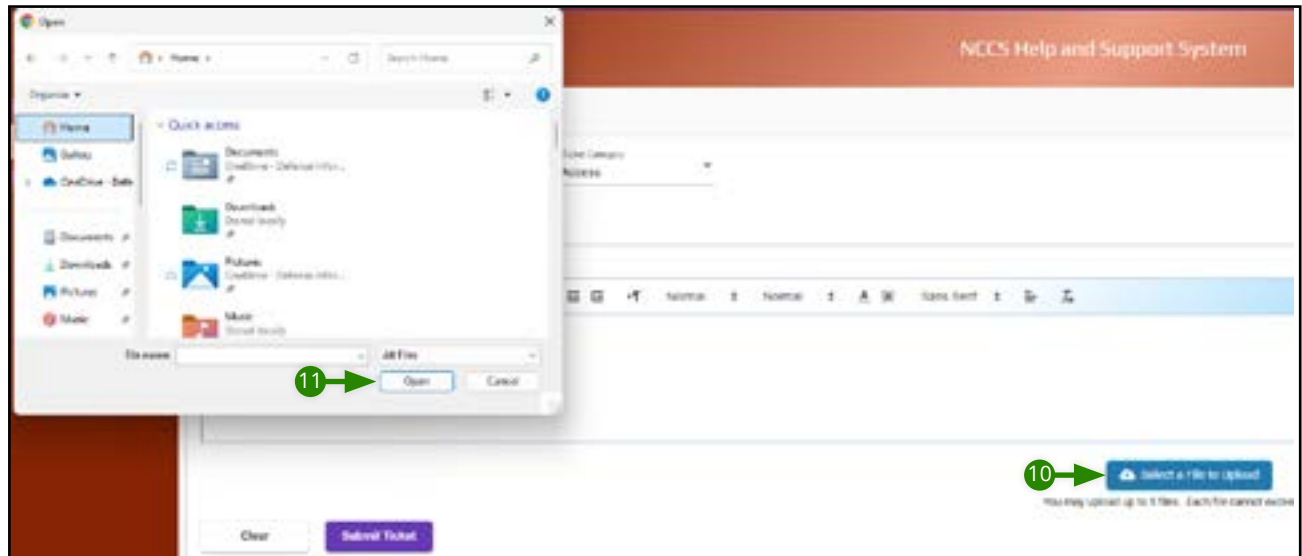
8. In the **Enter Short Description** text field, enter a short subject statement.
9. In the **Enter long description here** text field, enter a detailed description for the bug or request.



10. Include a screenshot(s) with the ticket by selecting **Select a File to Upload**.
11. Select the file you wish to upload from your computer and select **Open**.

Note

- You may upload up to five files. Each file cannot exceed 25MB.
- You cannot paste an image or file into the text field.



12. Select **+Upload File**.

13. Select **Submit Ticket**.



14. A green pop-up box in the bottom right corner of the screen will notify you that you have successfully created a ticket.



Managing Your Tickets

After submitting a ticket, the system automatically redirects to the My Tickets page. You can also access this page at any time by selecting **My Tickets** from the left-hand navigation bar in the Help Desk. On the My Tickets page, you can track, edit, delete, or cancel your tickets.

On the My Tickets page, you can:

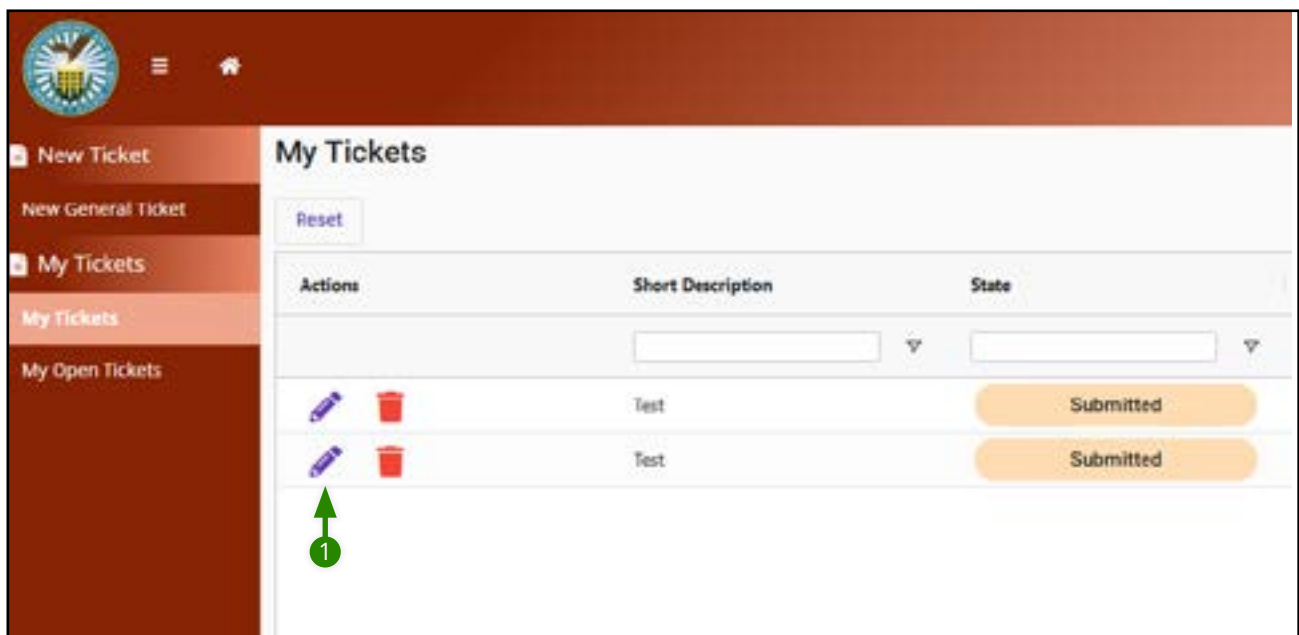
- Monitor Ticket Status: View the state of your ticket.
 - Work in Progress
 - Closed / Resolved
 - Submitted
 - Closed / Cancelled
- Check for Updates: See any updates or comments added to your ticket by Help Desk staff.
- Review Ticket History: Access a history of all your submitted tickets.



Editing Tickets

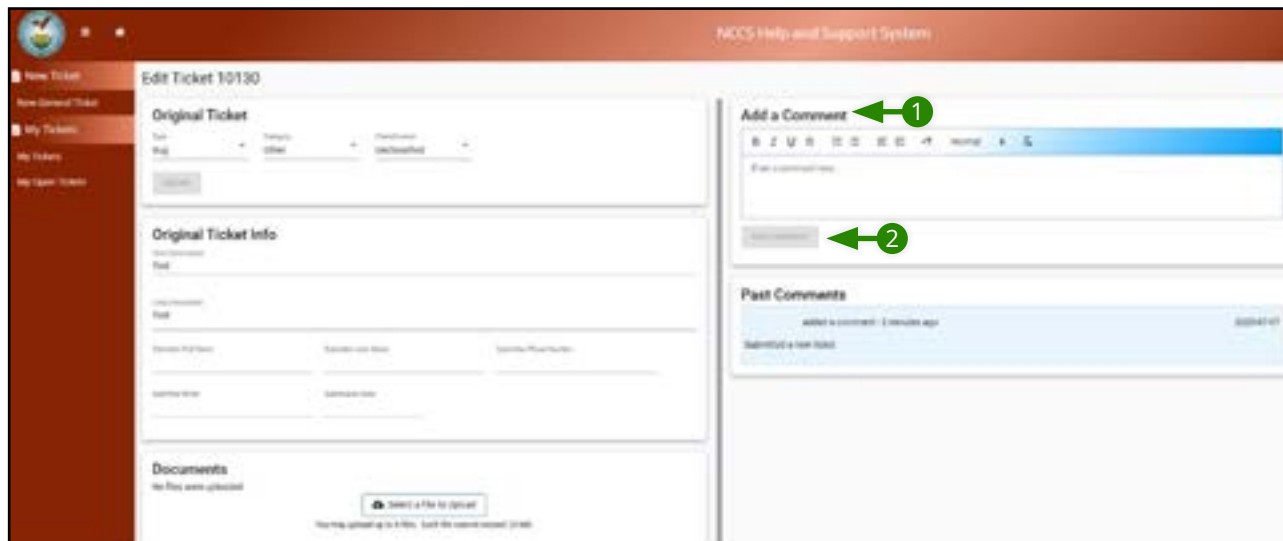
The My Tickets page provides access to manage your existing Help Desk tickets. You can modify tickets as needed:

1. Select the **pencil icon** to open the ticket and make any necessary changes.



Adding Comments

1. Provide additional details in the **Add a Comment** field.
2. Select **Add Comment** when your comment is complete.



Adding Files

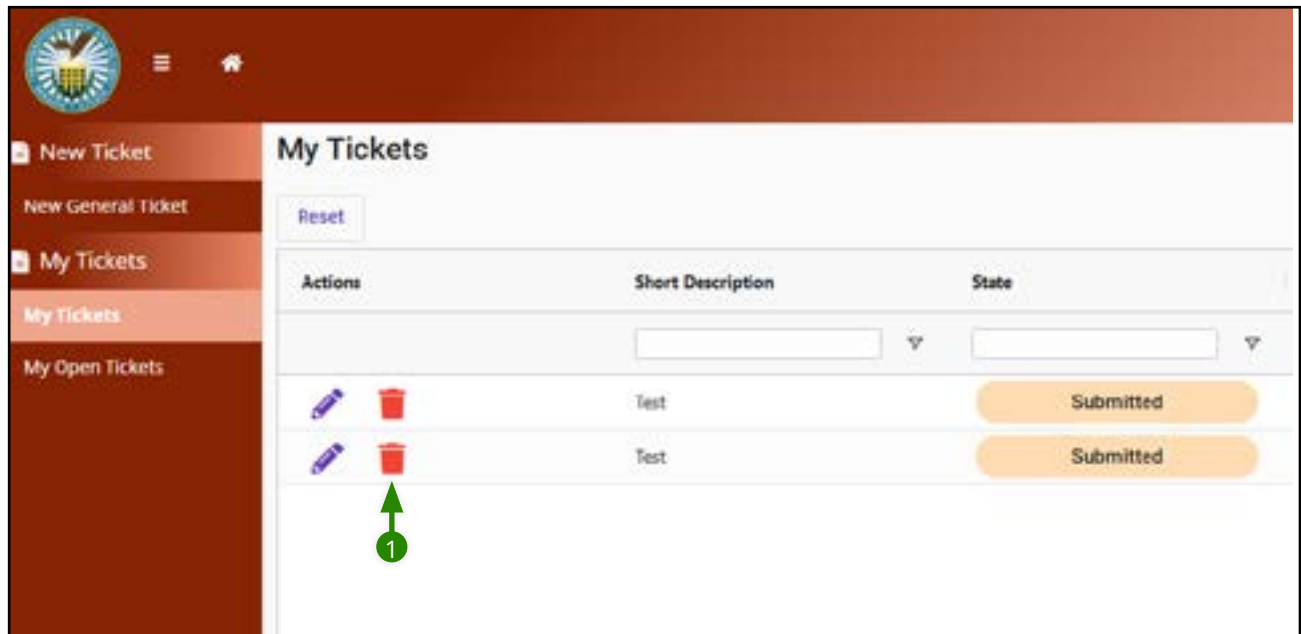
1. If you need to provide a file to support your Help Desk ticket, click **Select a File to Upload**.
2. Upload your file from your computer.
3. Select **+Upload File**.



Deleting or Cancelling Tickets

The My Tickets page provides access to delete or cancel your existing Help Desk tickets.

1. Select the **trashcan icon**.



2. A pop-up window will open, select **Cancel Ticket**.



3. View your ticket state to see that it reflects **Closed / Cancelled**.

