

## To Submit your completed Research Request Application


- 1) Sign into the FLVS Support Center at <http://help.flvs.net> and Click on “Submit a Ticket”

Home | **Online Support** | **Request Support** | My Support | Welcome Guest. [Sign in](#) | [Exit](#)


### FLVS Support Center

Welcome to our Support Center. Everything you've ever wanted to know about our products and services is available here via browse or search.

For **expedited service**, please sign in and click on the *Request Support* tab. If you do not have an account, please click Sign In, then Create a New Account. Once you submit a help ticket via the *Request Support* tab, a technician will assist you as soon as possible. During technical support hours you may also chat with a service representative live over the web.



**Knowledge Base**  
Browse or search the Knowledge Base for a wide variety of solutions.



**Submit a Ticket**  
Submit a trouble ticket to our service representatives. You can track the status of your ticket in My Support.

- 4) **Create a New Account** or **Sign in** if you already have an account or

- 5) Submit a ticket, beginning with the following options:

User Type = **Researcher**

Ticket Type = **Research Request**

Ticket Description	
* User Type:	Researcher
* Ticket Type:	Research Request
* Institution:	State or Federal Governmer
* Current FLVS Employee:	No
* Researcher Ticket Type:	Submit new research request
* Summary:	

- 6) Attach your completed research application by clicking on “**Attach a file**”. Browse to select your file from your computer. Then click Preview or Finish.

Options	
Attachment:	<a href="#">Attach a file</a> ?
Email Notification:	<input checked="" type="checkbox"/> ?
<input type="button" value="Preview"/> <input type="button" value="Finish &gt;&gt;"/>	
* - required field(s)	