



# **Customer Service Ticket System**

## **Creating a Ticket**

Enter Website: <https://thearccr.supportsystem.com/>



Guest User | [Sign In](#)



[Support Center Home](#)



[Knowledgebase](#)



[Open a New Ticket](#)



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## Welcome to The Arc Central Chesapeake Region FMS Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

### Featured Questions


[Employee Timesheet Entry](#)  
[Employer Timesheet Entry & Approval](#)  
[Paycom Login](#)

# Sign In

- Enter Email Address
- Enter Password
- Click Sign In

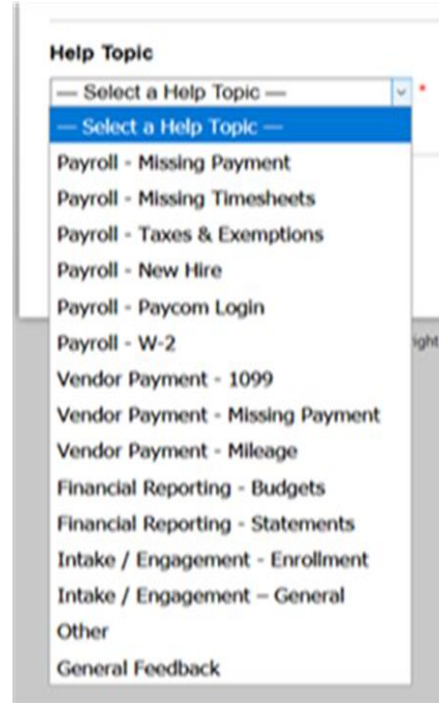
Not yet registered? [Create an account](#)

**I'm an agent** — [sign in here](#)



# Ticket Details

- Select “Help Topic”



# Ticket Details...

## Ticket Details

Please Describe Your Issue

### Issue Summary \*

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Details on the reason(s) for opening the ticket.

📎 Drop files here or choose them

Priority Level

— Select — ▾

Create Ticket

Reset

Cancel

- Enter “Issue Summary”
- Type your narrative in “Details on the reason(s) for opening ticket”
- Set “Priority Level”
  - Normal is 1-2 business days
- Click “Create Ticket”

# Once Ticket is Created

- You can sign in to view your ticket(s)
- You can post comments for your ticket
- You will receive replies via email on the status of your ticket