Contexture Help Desk Reference Guide

Last updated: 04/12/24

The information in this guide is intended to help you navigate the common questions and issues related to utilizing the Contexture Help Desk. Contact our Contexture Help Desk T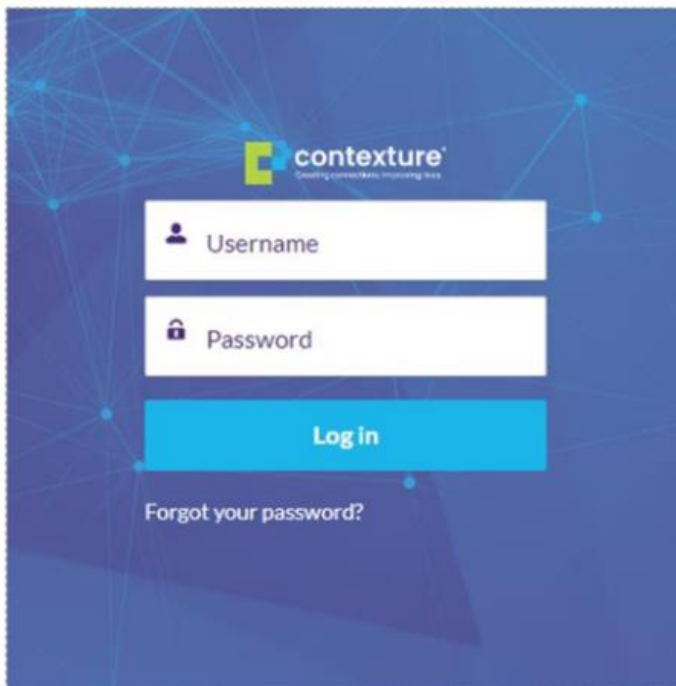eam at 844-279-7120 or email helpdesk@contexture.org if you need additional assistance.

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Accessing the Contexture Help Desk

To access the Help Desk:

- Use the link provided in the Welcome Email or https://contexturehdu.my.site.com/ContextureHelpDesk/s/.

- Enter your Username and Password.

- Click Log In.
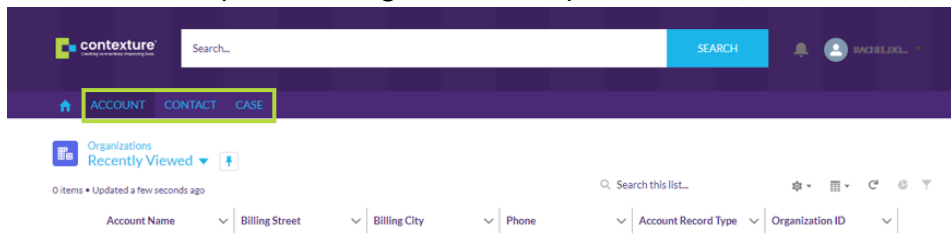
Navigating the Contexture Help Desk

Home Page

Once you have logged into the Help Desk, you will see this page.
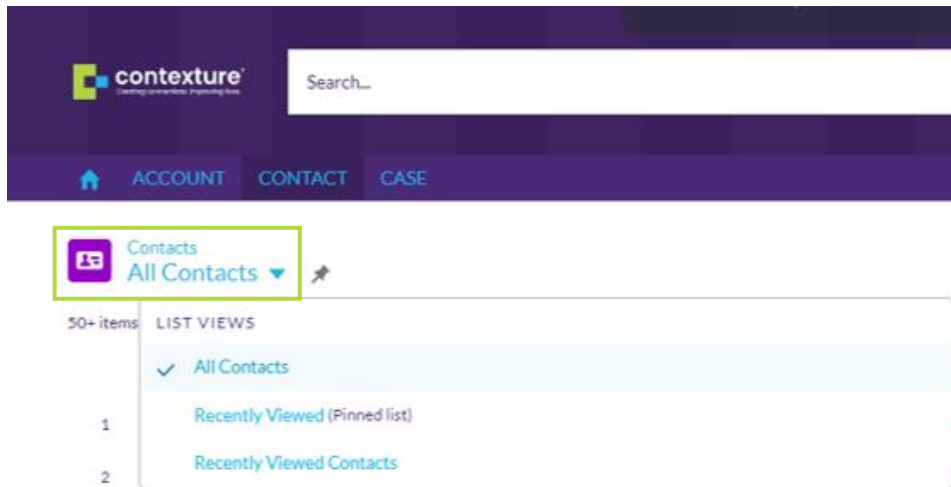

Navigation Menu

From the menu, you can navigate between your Account(s), Contact(s), and Case(s).

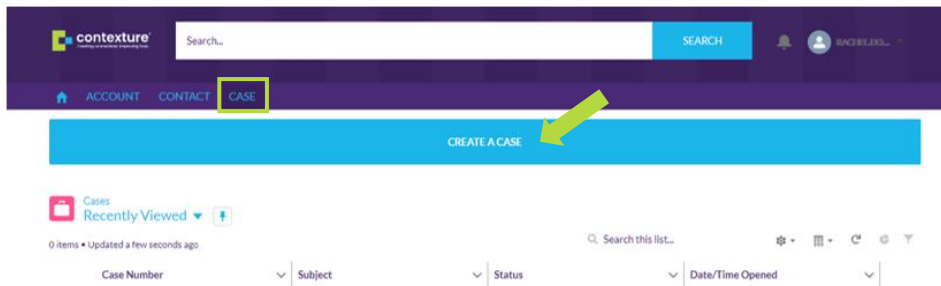The default list will be your recently viewed items.
You can use the drop down to choose a different list view.

Create a Case in the Contexture Help Desk

To create a case in the Help Desk:

- Go to the Case tab in the navigation menu.

- Next, click Create a Case.

- From there, you will enter a subject and description.

- Then, click save.

Please note, Power Users will have the ability to view other tickets entered for both the parent and child accounts, and they will have the ability to enter in tickets on behalf of others. To do this, they will have an extra field option that is not shown in this image but will allow them to enter in a contact person when entering on another user's behalf.

Contacting the Contexture Help Desk

If you have questions or concerns regarding using the Contexture Help Desk, reach out to Contexture at helpdesk@contexture.org.