# Entering Service Calls (help requests) in Skyward

When requesting help for Skyward, it is important that you do it while IN Skyward. In the past, phone calls and emails were the preferred way of submitting a request for help in PowerSchool, but Skyward has its own help portal and it would be ideal for everyone to use it. Doing so will make supporting you so much more efficient since Skyward will actually tell us where you are in the software so that we don't have to call or email back, asking you what screen you were in (translation: the easier you make it for us to find where you are, the quicker we can get back to you). With that in mind, PLEASE submit requests from the screen you are have issues with/in.

To submit a Service Call, click on the help link at the top right (look for the question mark) and then on Customer Access. See the screen cap below.
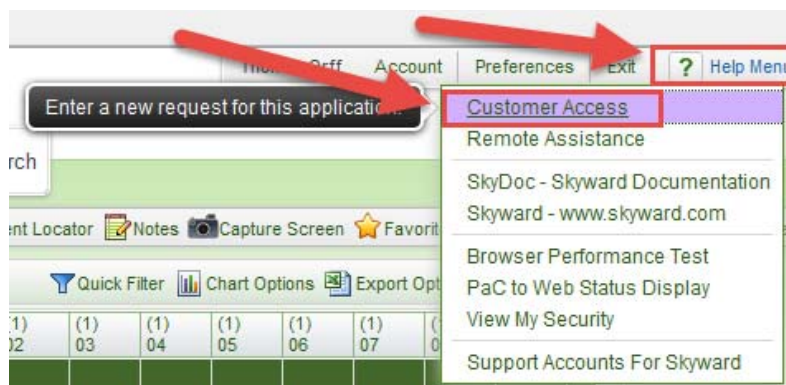
You will see a window like the one below. Please look at the annotations to see what info needs to be submitted. Click the Submit to Queue button when finished.