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New HQ Support Request Process

2025-08-18 - Jordan Vint - [ABR News](#)

ABR is instituting a new request process to streamline the submission, tracking, approval, and completion of requests to ABR HQ from our team and our clients.

To do that end, please use the [Contact Us](#) form to submit new requests. You'll find several different types of requests available within that portal. Follow the steps below to submit a new request.

The image shows two screenshots of the ABR Helpdesk website. The top screenshot shows the 'Help Center' page with a search bar and navigation links for 'Community', 'Knowledgebase', 'News', and 'Contact Us'. A callout bubble points to the 'Contact Us' link with the text 'Select Contact Us'. The bottom screenshot shows the 'Contact Us' form with several callout bubbles: 'Add your details' points to the Name and Email fields; 'Quick Summary' points to the Subject field; 'Enter Client's name if applicable' points to the Client field; 'Details' points to the Message field with the instruction 'Provide all relevant details regarding the request or need.'; 'Select Department' points to the Department dropdown menu, which is currently set to 'Operations Department'; and 'Date service/item needed' points to the Date Required field. A list of departments is shown to the right of the dropdown: **IT Department** (IT Support, IT License Request, Equipment Procurement) and **Operations Department** (Executive Protection Requests, Client Service Requests (i.e. TSCM Services), Investigation Request). A black box at the bottom of the form contains the text: 'This form will change based upon your request type. Please ensure you add as much detail as possible to help expedite your request.'

Subject *

AGP - Investigation Request

Date Required (if applicable)

08/15/2025

Message *

AGP is requesting an investigation into local national driver John Doe, license number 123456789, phone number 987654321, etc.

Add attachment

Choose files or Drag and drop

CC

CAPTCHA

Insert text

To prove you are a human, please tell us the text you see in the CAPTCHA image.

Submit Reset

Powered by Deskpro

Add files if applicable or available

Add your team members if needed, leave blank if not needed

Answer the Captcha

Select Submit

Thank you - ABR Helpdesk

How can we help you today?

ABR Helpdesk

Contact Us

Log In

Help Center

Contact Us

Thank you, we have received your request.

Reference number: 83

Thank you for contacting us. One of our team will be in touch with you shortly.

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