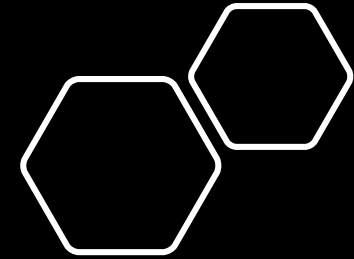




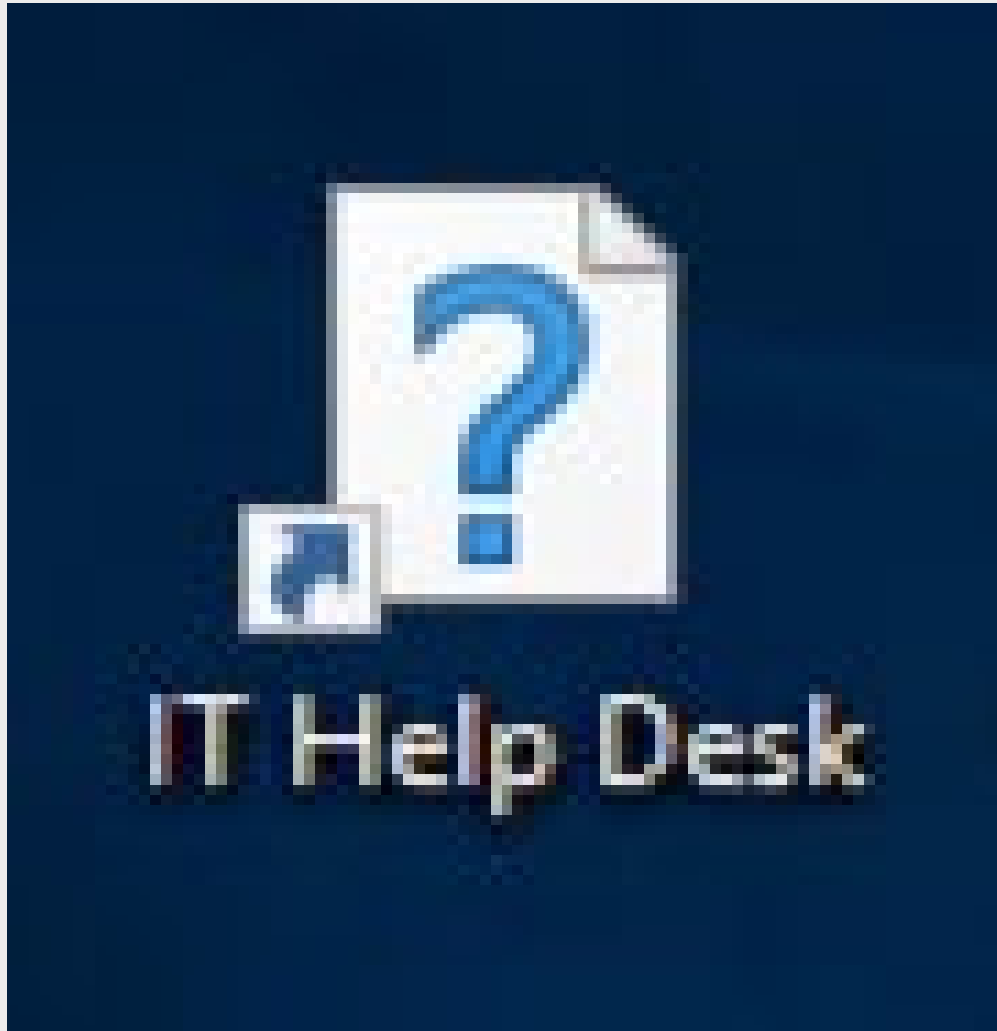
IT Help Desk

Submitting a Help Desk Ticket

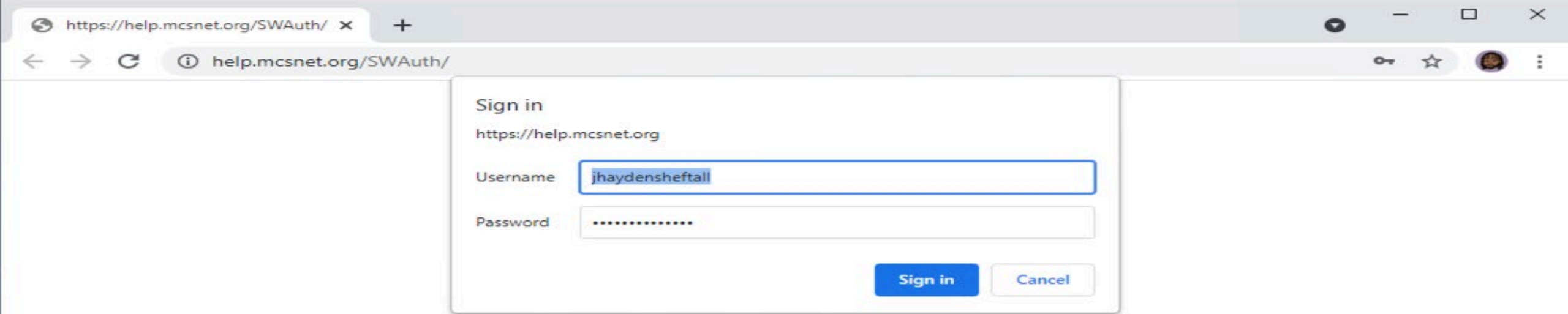




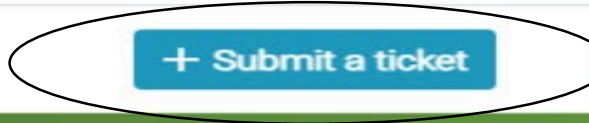
- On your desktop look for the Help Desk Icon.



Look for this icon on your desktop and click it. After clicking if you get a completely blank screen, you may not have the correct Default Web Browser selected . Please review the "Changing Default Web browser training" to learn how to change you default web browser.



After clicking the Help Desk link, you will see a window pop up that looks just like this. Put in your MCS username and password and sign in.



Welcome to the MCS Help Desk.

You have no tickets at the moment. Press create a ticket above if you need to request something from IT or Maintenance.

Click on Submit a Ticket.

Submit a help desk ticket

Simply create a ticket below and provide as much information as possible. A technician will respond promptly to your issue. You may also send tickets directly to help@mcsnet.on.spiceworks.com

0 / 150

Description (required)
Make sure to fill all feilds on the ticket ,
it will help our IT Members Identify the problem clearly,
and come up with a solutions faster.

0 / 2000



To

H help@mcsnet.on.spiceworks.com X

Bcc

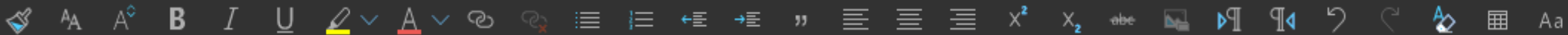
Cc

Name of the issue

A short summary of what the issue is

Jhayden Sheftall
IT Technician
MCS
1000 Wilbraham Rd
Springfield ma 01109
413 782 2500
Email: jhaydensheftall@mcsnet.org

Alternatively if you cant access your company computer to use the Help Desk Icon, you can send an email to "help@mcsnet.on.spiceworks.com". Make sure to put the Name of the issue in the subject box, and put the summary of the issue in the body of the Email.



Send | v

Discard



Draft saved at 11:47 AM

