Submitting Tickets to the IT Department
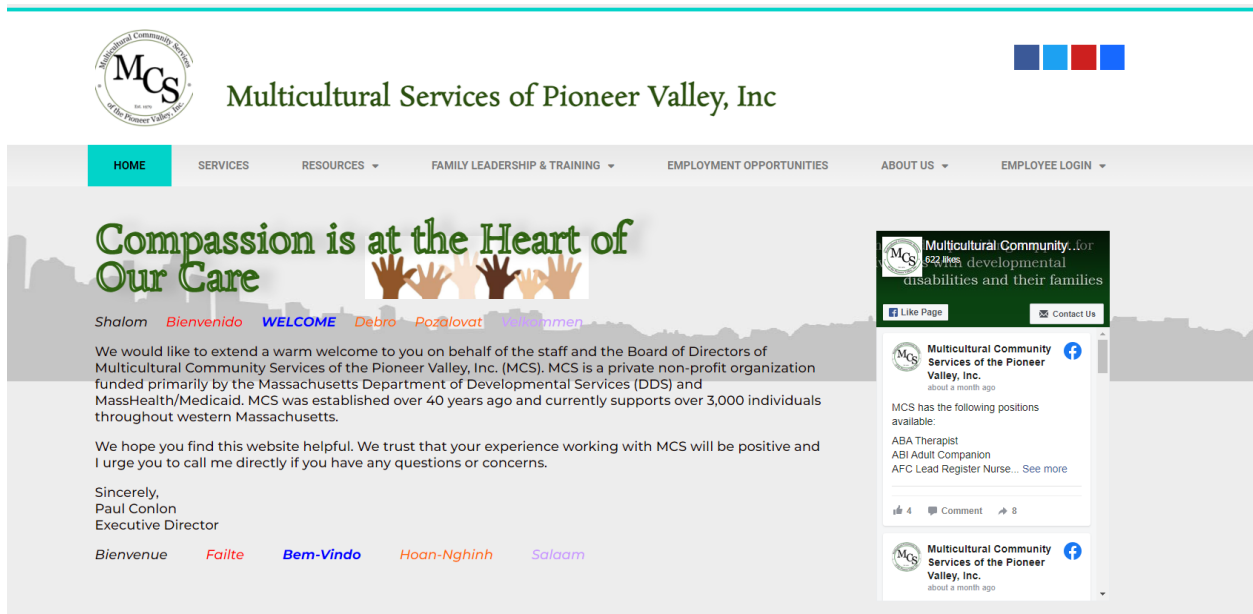
Submitting through the web portal

Submitting through the network

Submitting through email

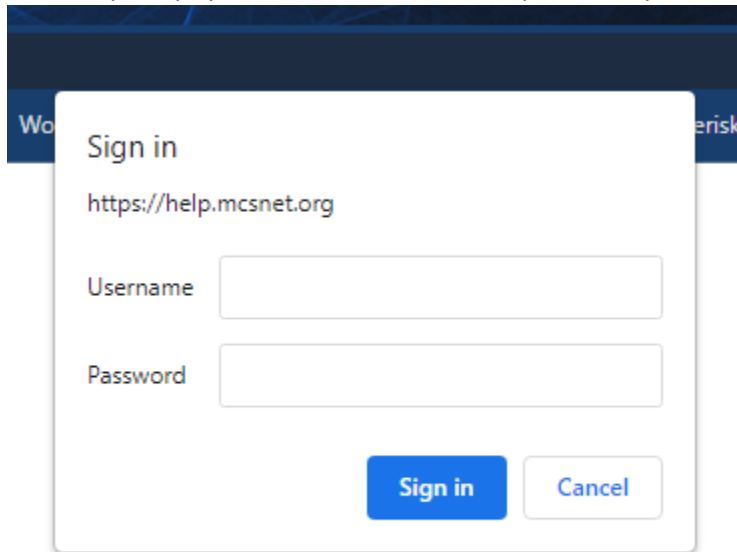To submit tickets through the Web Portal, see the following steps:

1. Open your internet browser (chrome, edge, etc.) and go to mcsnet.org

2. Hover over the Employee Login drop down and select Help Desk.

3. This will prompt you for the username and password you use to log into the network

    Sign in

    https://help.mcsnet.org

    Username

    Password

    Sign in   Cancel

4. On the screen that opens up, you will see a button labeled submit a ticket at the top of the screen. Click on it.

    + Submit a ticket

    # Welcome to the MCS Help Desk.

5. This will open the ticket screen you can start by typing out a short summary of the problem. Try to use one sentence or less, you will be able to go into more detail in the next step.

Summary (required)
My printer is printing pages with lines

39 / 255

Description (required)
Whenever I send a document to my printer, it comes out with lines on the page. The lines are always in the same spots on the page, and they do not appear when I use a different printer.

185 / 2000

Category (required)
Hardware ▾

Best phone number to reach you: (required)
🇦🇫 ▾ 055 555 5555

Office Location (required)
1000 Wilbraham Rd. Springfield ▾

Program (required)
Residential ▾

📎 Attach a file

Submit

Summary (required)
My printer is printing pages with lines

6. Then type out a more in-depth description of your problem in the description box. This can be up to 2000 words so feel free to be as detailed as you deem necessary. More detail is always better.

Description (required)
Whenever I send a document to my printer, it comes out with lines on the page. The lines are always in the same spots on the page, and they do not appear when I use a different printer.

185 / 2000

If you have more than one device, please specify which device. For our example above, that would mean adding which printer you are referring to if you had multiple printers.

7. Next, select a category from the drop-down box labeled Category. Choose whichever you feel most describes your issue.

Category (required)

Account & Access (New Only)

Authenticator Issues

Databases

Data Recovery

Email (Not Password)

Folder/File Permissions

Hardware

8. Then, you can add a phone number so that we can contact you in the next box. Your work phone number is the most appropriate, but you can put your personal phone if you prefer.

Best phone number to reach you: (required)

9. In the next box, select the office location that you work at. If the issue is related to a different office location than your normal one, pick whatever location that may be instead.

Office Location (required)

10. Finally, select whichever program you fall under in the next selection box labeled program.

Program (required)

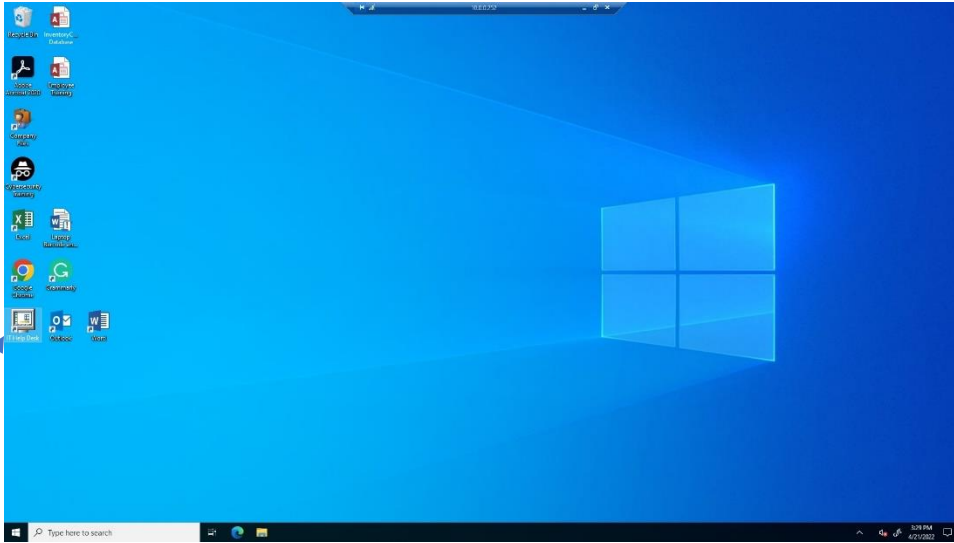11. You may attach any files that you deem necessary using the attach a file button located at the bottom of the screen.

Attach a file

12. Once you feel your ticket is complete, click the submit button.

Submit

To submit tickets through the network, see the following steps:

1. Log onto the network through your pc, thin client, or remote desktop

2. In the bottom left of your desktop, you should see a computer icon that says IT Help Desk. Click on it.

3. This will prompt you for your login again, it is the same login you use to get onto the network.

4. On the screen that opens up, you will see a button labeled <u>submit a ticket</u> at the top of the screen. Click on it.

+ Submit a ticket

Welcome to the MCS Help Desk.

5. This will open the ticket screen you can start by typing out a short summary of the problem. Try to use one sentence or less, you will be able to go into more detail in the next step.

Summary (required)
My printer is printing pages with lines

39 / 255

Description (required)
Whenever I send a document to my printer, it comes out with lines on the page. The lines are always in the same spots on the page, and they do not appear when I use a different printer.

185 / 2000

Category (required)
Hardware ▾

Best phone number to reach you: (required)
▮ ▾ 055 555 5555

Office Location (required)
1000 Wilbraham Rd. Springfield ▾

Program (required)
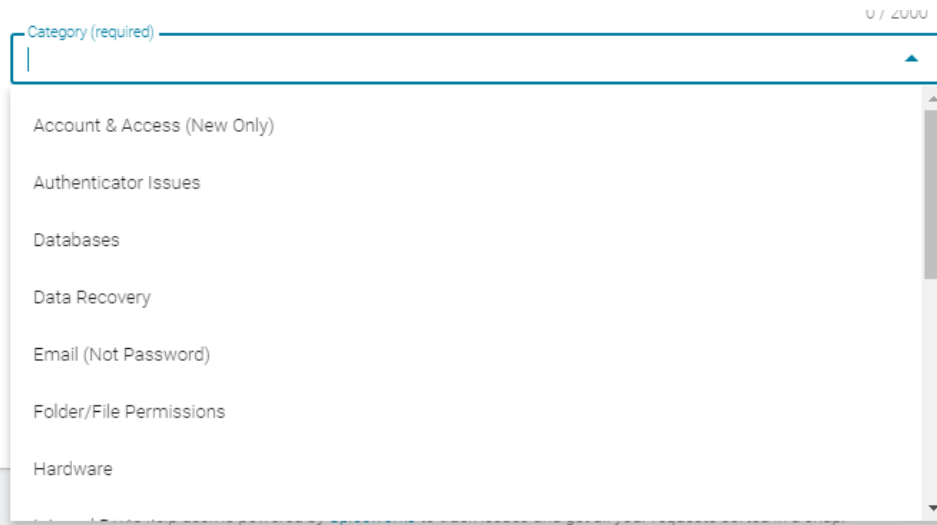Residential ▾

📎 Attach a file

Submit

Summary (required)
My printer is printing pages with lines

39 / 255

6. Then type out a more in-depth description of your problem in the description box. This can be up to 2000 words so feel free to be as detailed as you deem necessary.

Description (required)
Whenever I send a document to my printer, it comes out with lines on the page. The lines are always in the same spots on the page, and they do not appear when I use a different printer.

185 / 2000

If you have more than one device, please specify which device. For our example above, that would mean adding which printer you are referring to if you had multiple printers.

7. Next, select a category from the drop-down box labeled Category. Choose whichever you feel most describes your issue.

8. Then, you can add a phone number so that we can contact you in the next box. Your work phone number is the most appropriate, but you can put your personal phone if you prefer.

9. In the next box, select the office location that you work at. If the issue is related to a different office location than your normal one, pick whatever location that may be instead.

10. Finally, select whichever program you fall under in the next selection box labeled program.

11. You may attach any files that you deem necessary using the attach a file button located at the bottom of the screen.
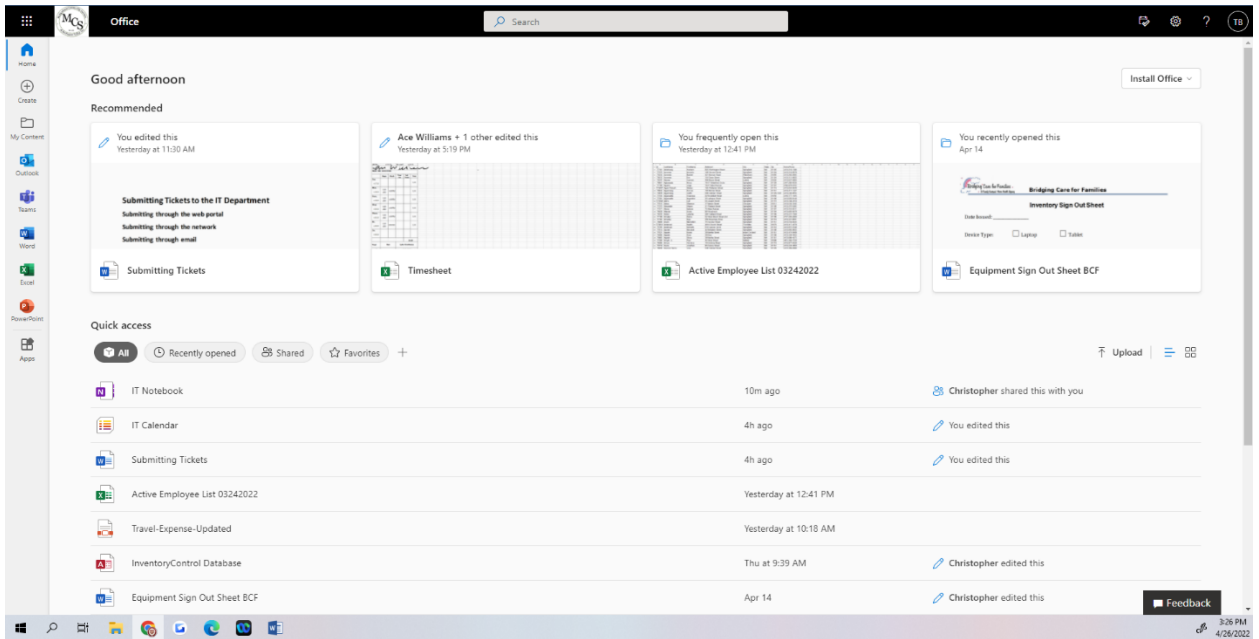

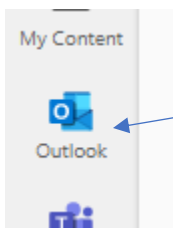12. Once you feel your ticket is complete, click the submit button.

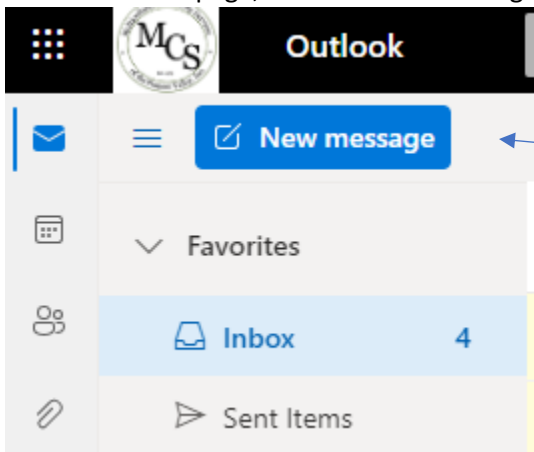## To submit tickets through email, see the following steps:

1. Open your internet browser (chrome, edge, etc.) and go to portal.office.com
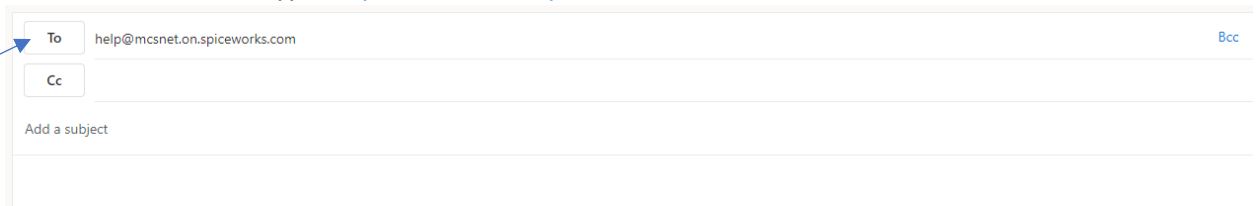
2. Click on the Outlook app on the left side

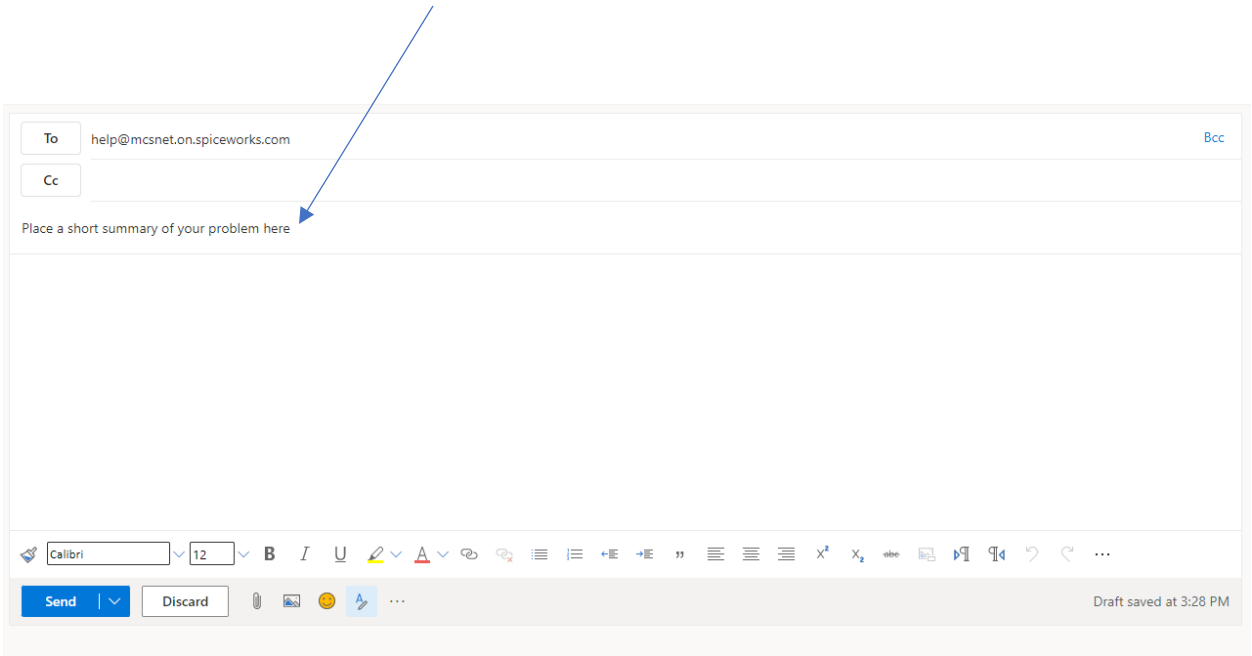3. On the Outlook page, click the New Message button in the top left of your screen

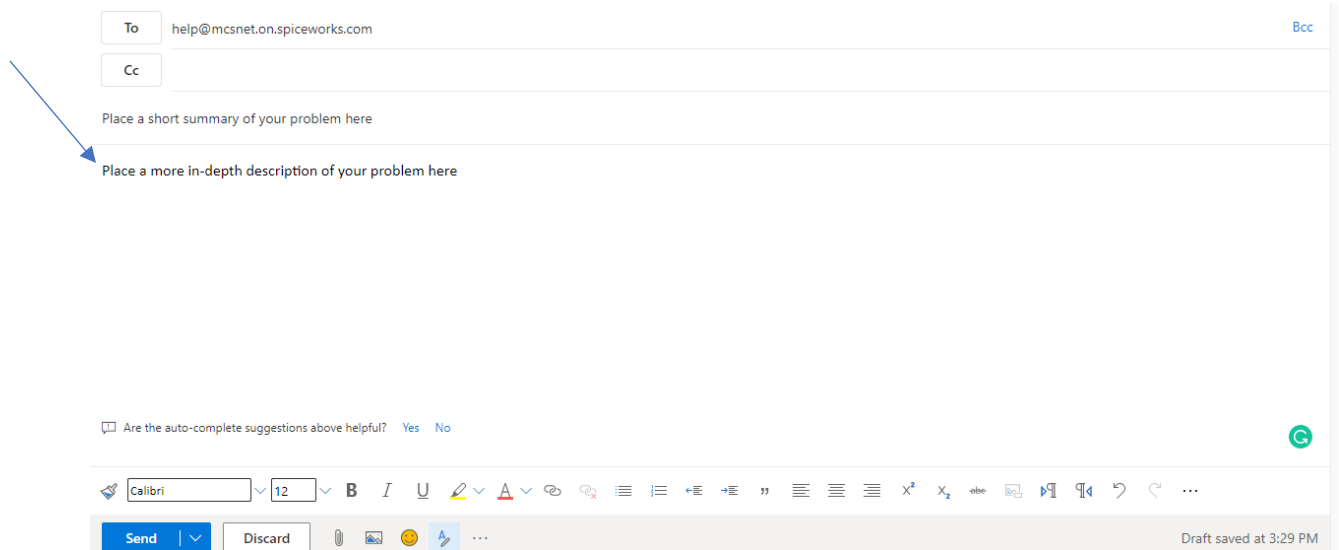4. In the bar labeled To, type help@mcsnet.on.spiceworks.com

5. In the Subject line of your email, type a short summary of your problem.

6. In the body of the email, type a more in-depth description of your issue using as much detail as you can.

7. Use the paperclip at the bottom of the email to attach any photos or documents that you believe are necessary.

To   help@mcsnet.on.spiceworks.com   Bcc

Cc

Place a short summary of your problem here

Place a more in-depth description of your problem here

Are the auto-complete suggestions above helpful?   Yes   No

Calibri   12   B   I   U

Send   Discard   Draft saved at 3:29 PM

8. Click send and the email will create a ticket for you.

To   help@mcsnet.on.spiceworks.com   Bcc

Cc

Place a short summary of your problem here

Place a more in-depth description of your problem here

Are the auto-complete suggestions above helpful?   Yes   No

Calibri   12   B   I   U

Send   Discard   Draft saved at 3:29 PM