



MONTGOMERY COUNTY INTERMEDIATE UNIT

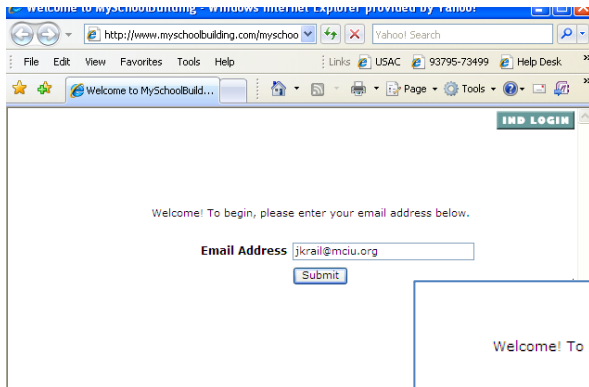
Serving the Schools of Montgomery County

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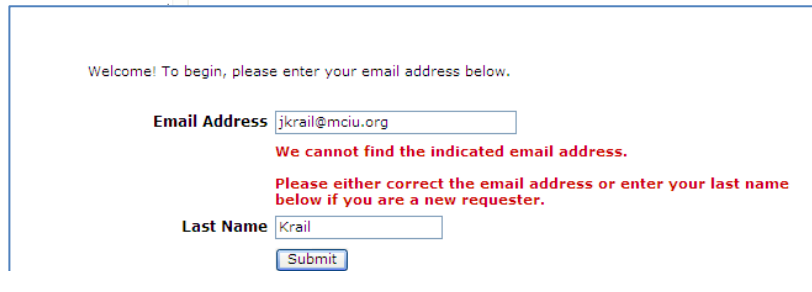
Montgomery County IU and PaTTAN Help Desk System

<http://www.mciu.org/HelpDesk>



Enter email address.

New User Window appears. Enter last name and click the submit button.



Indicates required information.

First Name Jackie

Last Name Krail

Email Address jkrail@mciu.org

Phone Number 610-755-9352

Pager

Cellular Phone

Enter user information.

Click Submit.

Note: This information will be saved after you submit your first request. New users are not saved until their first request has been submitted.

Step 2 Location

Montgomery County Intermediate

Building

--Select Building--

--Select Building--

Administration Dept

Anderson Alternative School

Continuing Professional Education Office

Area/Room Number

next new request entry.

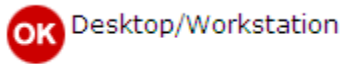
Choose Location and select Building.

Select to remember your information.

Yes, remember my area entries for my next new request entry.

Select the Problem Type that best fits your request.

Once selected, the screen will automatically refresh and an “OK” will appear next to your selection.



Step 3 Select Problem Type:

Technology Help Desk: Click on the problem type below that best describes your issue.

- Accounts
- Assistive Technologies
- Audio / Visual
- Cell Phone
- Core Administrative Systems
- Desktop/Workstation**
- Email
- Event Setup
- Internet Connection
- Laptop
- Media Duplication
- Media Production
- Miscellaneous/Questions (IT)
- Network Hardware
- New Equipment Request
- Printers
- Server
- Support Desk
- Telephone Services
- Video Conferencing
- Wiring

Step 4 Please describe your problem or request.

Error message at start up

Fill in a brief description of the request.

Attachments may be added to the request (i.e. screen shots of error messages)

Step 5 Tag Number

jktrail-D

Tag Numbers will be assigned through the Asset Management System.

Step 6 Attachment

Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Enter the password: helpdesk

Step 7 Submittal Password

•••••• Forgot Password?

Step 8

Your new requests are automatically shown as approved by you on submit.
 NOTE: You will receive the following notifications.
 You will be notified receipt of your request.
 You will be notified of status changes to your request.
 You will be notified if this request is completed.

Click the Submit button.

The new Request now shows under the tab “My Requests.”

IT Request
Inventory Request
My Requests
Settings
Help

My IT Requests | My Inventory Requests |

My IT Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for " Show All

Search this results for: 1 - 10 of total 20 listed

◀ Previous 10
Next 10 ▶

<input type="checkbox"/> Status <input checked="" type="checkbox"/> Incident ID <input type="checkbox"/> Area <input type="checkbox"/> Area Number	<input type="checkbox"/> Location <input type="checkbox"/> Building <input type="checkbox"/> Description	<input type="checkbox"/> Action Taken <input type="checkbox"/> Assigned To <input type="checkbox"/> Request Date <input type="checkbox"/> Type	<input type="checkbox"/> Complete Date
New Request 212	Montgomery County Intermediate Unit Technology and Information Services Test AV	No Action Note 11/27/2007 8:10:53 AM Audio / Visual	