



MCIU NEW IT HELP DESK

[HTTPS://helpdesk.mciu.org](https://helpdesk.mciu.org)

Log in Screen

The Help Desk is Active Directory enabled. MCIU Staff need only enter their email user name and password.

CREATING NEW REQUESTS

Choose Request in the menu bar to enter a new request.

Choose a Request Type. Depending upon the Request Type, other drop down fields may appear to help filter the requests. Complete the Request Detail field with as much information as possible to allow the Tech to better serve you.

If the Request Type is Hardware, the Select Asset section will appear.

Select Asset
You may also search for an Asset (Asset number, serial number, network name), or select a Model.

Model

Type: Hardware

Model: Dell Inc. OptiPlex 7010

Once all the Request information has been entered, click the Save button that the bottom of the screen.

Cancel Save

Your Request has now become a Ticket and a number has been assigned.

Thank You!

Your ticket number is 104.
You can use the History button above to check the status of your ticket.

The Ticket will be listed on the History tab.

Request History FAQs Messages Profile

Ticket History

Ticket No. Status: All Active Contains

No.	Date	Updated	Status
104	8/7/14	8/7/14	New Ticket

If you need further assistance or have any questions, please contact the TIS Helpdesk at 484-685-1804 or helpdesk@mciu.org.