End User Portal - IT Help Desk Software!

Gives users the ability to submit: **Incidents** (I am having technical problems), **Requests** (IT request or missing functionality), **Add Account Access, Move Request, D2L Issue** and more!

Bookmark the link now in your favorite browser! The link is located on our wiki Self-Help page:

mville.us/help

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**What do we need?**

**ASSET TAGS:** All computers and printers have IT tag#’s - they are either metal MU Property tags that start with a “B” or white IT barcode tags that start with “IT”. If it’s a Gateway, give it a proper burial...

**LOCATION, LOCATION, LOCATION:** Give us building names, room numbers, GPS coordinates if you’ve got ‘em :)

**REQUEST USER:** Our software will automatically pull the user name and phone # from the computer requesting service. Not you? Change that user...

**DESCRIPTION:** Give us as much info as you can. No detail is too small. We’ll take it all!