End User Portal - New IT Help Desk Software!

Gives users the ability to submit:

- **Incidents** (I am having technical problems, classroom issues or D2L questions)
- **Requests** (Hiring a new employee or giving access to applications to existing employees, my office is moving or a lab needs toner and paper)
- **Support Request History** (what’s happening with my ticket?)

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

mville.us/help
Submit an Incident
Experiencing technical problems or have an issue to report? Click here to submit an incident to the IT department.

Click below to submit a problem with:
- General Problem
- Classroom Issue
- D2L Issue

What’s an Incident?
Are things not working as expected?
Is something broken?
Are you in a classroom? Or working in D2L?

What’s a Request?
Hiring a new employee?
Giving application access to an existing employee?
My office is moving...
Need a computer quote...

Submit a Request
Have an IT request or missing any functionality? Click here to submit a support request to the IT department.

Click below to submit a request for:
- General Request
- New Employee Account
- Add Account / Permissions
- Lab Paper and Toner
- IT Move Request

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 automagically 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!

Support Request History
View your Service Records here. All your service record history in one place...so much more exciting than any history class...just don’t ask us who is buried in Grant’s Tomb...