Submitting a New Ticket

Why submit a ticket?: The ticketing system is used across campus because it allows for a centralized location about the problem and it allows the MotherBoard staff to keep track of each issue. After submitting a ticket the user will receive updates on the progress of their ticket each step of the way.

Step by step guide to submitting a ticket:

1) To enter a new ticket, go to https://ihelp.mvnu.edu
2) Login with your network username and password.
3) Select New Ticket near the top left of the site.
4) Select the group “Technology Help Desk” rather than the Facilities or other Categories
5) Enter the Location with the drop down box.
   a. MVNU Main Campus
   b. Home
   c. MVNU-Buchwald/Hunter
   d. MVNU-Mansfield GPS
   e. MVNU-Mont Vernon GPS
   f. MVNU- New Albany GPS
   g. MVNU-Newark GPS
6) Under Category choose the option that best describes your problem
   a. Classroom
   b. Connectivity Problems
   c. Hardware (PC, MAC, Printer, etc)
   d. Software (Outlook, Portal, etc)
   e. Special Request
7) Fill out Description
   a. Subject – Use a short phrase to describe the problem
   b. CC/BC used to copy someone in by email of the ticket details and updates
   c. Notes – Used to provide a complete and organized description of the problem. The more information that you can give the better.
   d. Attachments – attach any useful documents or picture you can to the ticket.

It is very helpful to have a detail description of the problem in the notes section. This will help the MotherBoard staff understand the problem and fix it as fast as they can.