

## 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-Mount 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, ect)
  - 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.