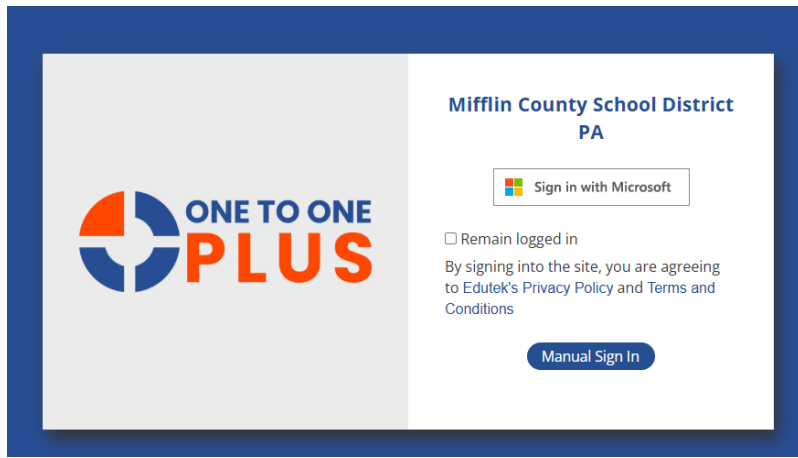


Submitting an I.T. Help Desk Ticket

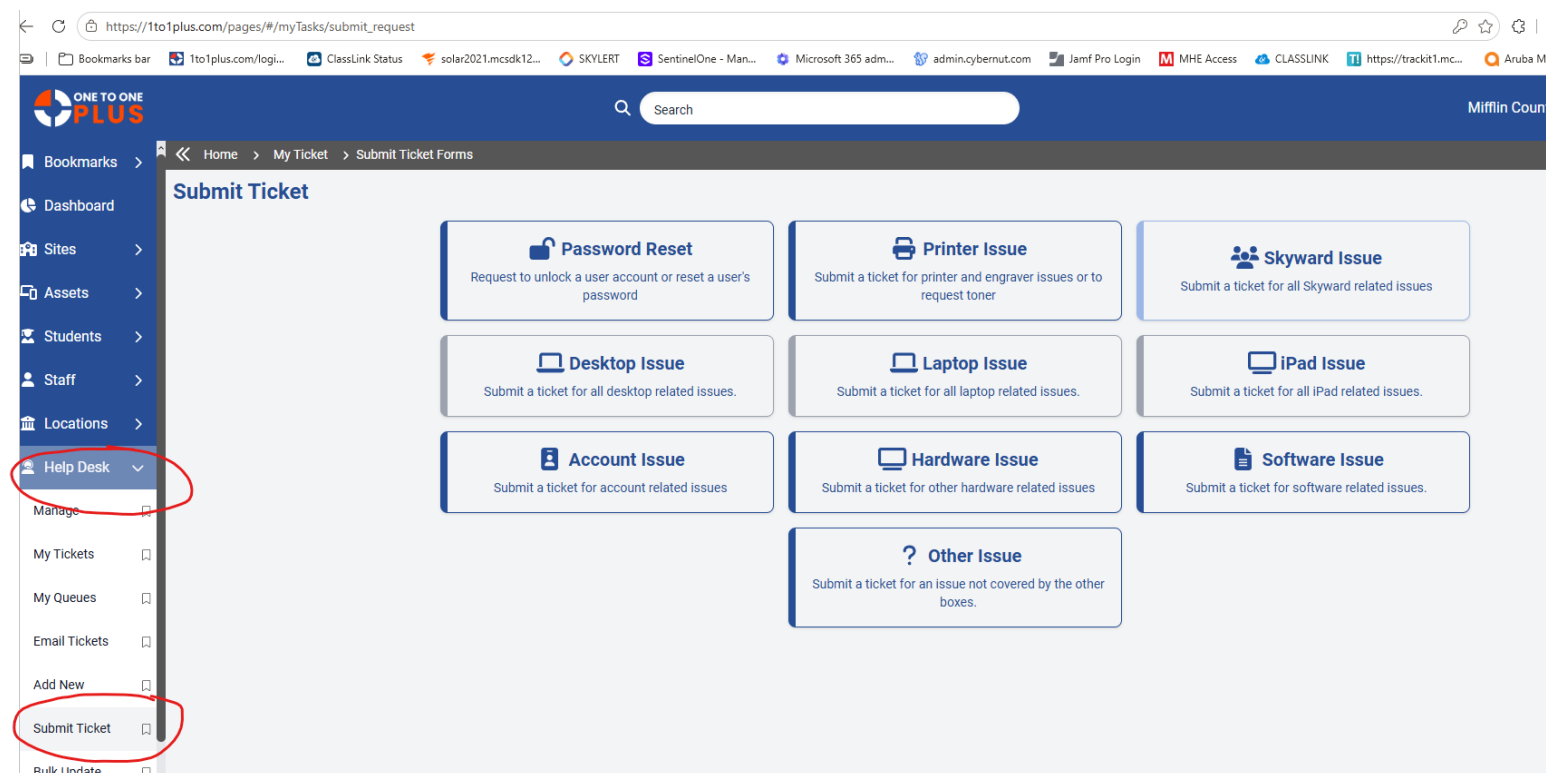


Use the shortcut on the MCSD home page, Classlink, or go to 1to1plus.com/login/Mifflin_PA

Choose “Sign in with Microsoft” and enter network credentials when prompted.

Select Help Desk...
Submit Ticket.

Select the category that best describes your request.



Keyboard (Desktop)

Description

Keyboard keys are sticking

Priority

Moderate

What asset does this affect?

Related Asset *

13

J13S8S3 (Laptop, Latitude 3330)

13STTW3 (Laptop, Latitude 3140 - 24)

Who is being affected?

Related User

Where is this occurring?

Site

LIS

Room Number

123

Attach an optional file

Click to choose files or drag here

Save

Enter as much information as you can. Fields marked with a red asterisk are mandatory.

NOTE: The “Who is being affected?” field is not necessary if you are entering a request for yourself. Staff (not students) who are added to this field will receive email updates just like you do.

After entering your information, select “Save” at the bottom of the screen. You will receive an email confirming that your ticket was entered successfully.