Unicenter Service Desk v11 (USD)
Training Materials for Analysts

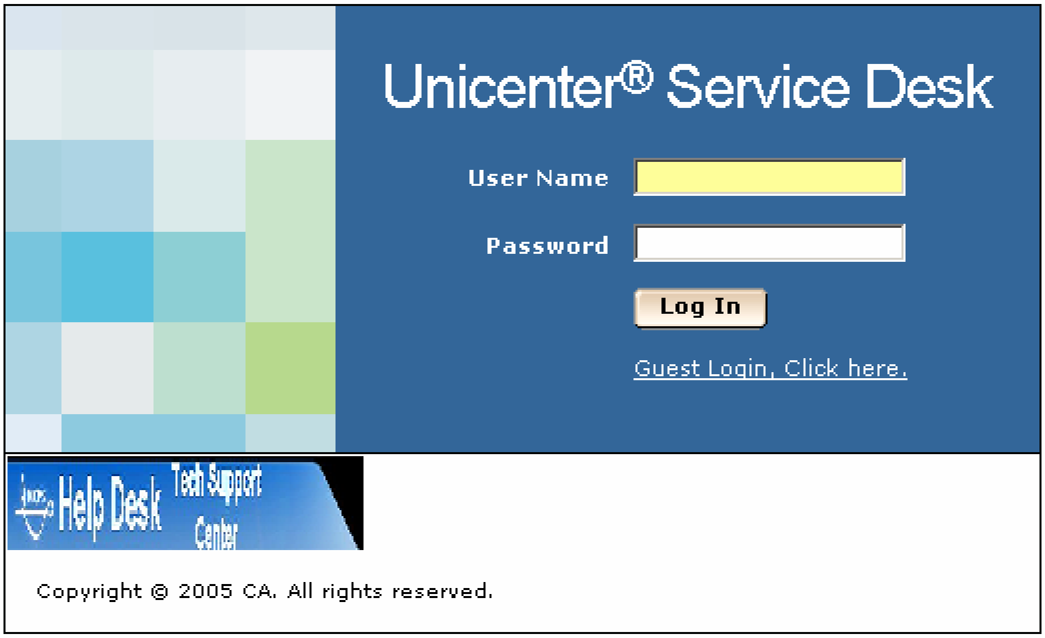


Table of Contents

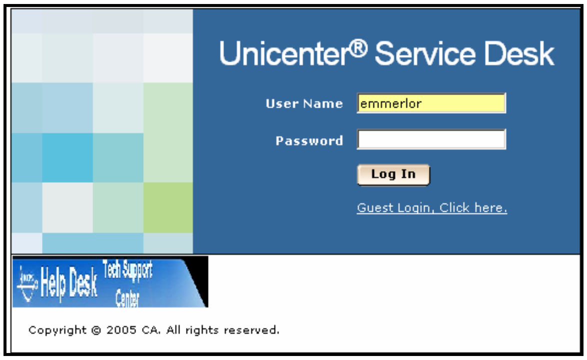
Introduction

Welcome to the MCPS Unicenter Service Desk (USD). USD is an online application that can be used by all MCPS staff to request technology assistance. Analysts (Help Desk, ITSS, and second-level supports) will use USD to open, transfer, manage, respond to, and close technology requests. Analysts can also use USD and its search tools to track technology requests. Communications with customers can be associated with a request and documented using the manual email function.

Logging In as an Analyst

NOTE: Users will only have access to USD Online from an MCPS location. Users will **NOT** have access to USD at home.

1. Go to the MCPS website: http://www.montgomeryschoolsmd.org/
2. Click on **Staff.**
3. In the Technology column, locate the **Unicenter Service Desk link**.
4. Click on the **Unicenter Service Desk link** to login to the site.



USD Login Screen

5. Use your Outlook **username** and **password** to login. The Help Desk Tech Support Center home page will display.

USD Home Page

Reading the Scoreboard

There are different ways to view requests using the Scoreboard. Analysts may view requests assigned to themselves, requests assigned to their group, and/or search for requests.

My Requests

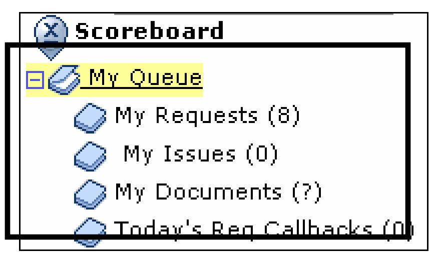
The Scoreboard shows the current requests for the analyst.

1. Look at the Scoreboard region on the left of your screen and locate the My Queue menu.

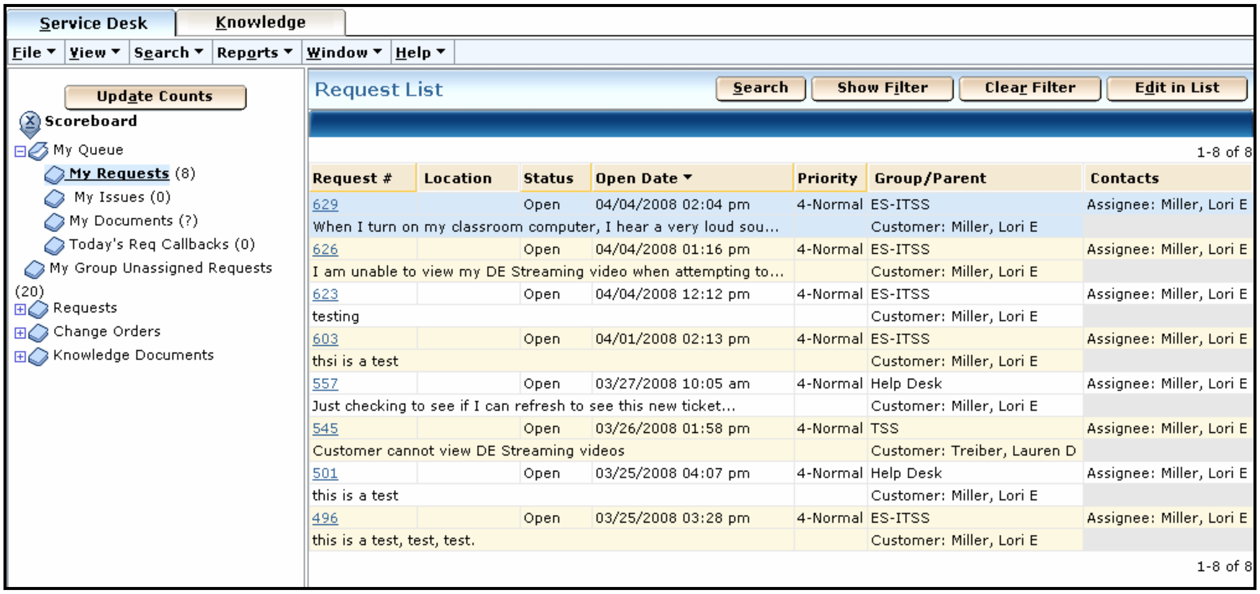
Scoreboard Region

2. Click on the **+ symbol** to the left of My Queue. The menu will expand.

3. Click on the **My Request**s link. A list of assigned tickets will display.



My Queue Expanded Menu



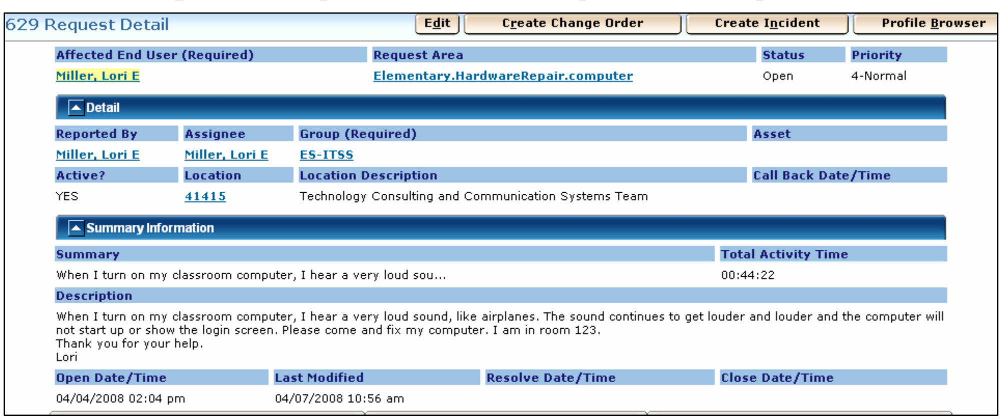
Analyst's Assigned Requests list

The **Headers** will display the following:

Column Name	Description
Request #	Request Number
Location	Allows request to be tracked by specified location of problem
Status	Request is either open (active), closed (inactive), being researched, or work in progress.
Open Date	Date request was created
Priority Level	4 is Normal, 3 is High, 2 is VIP, and 1 is Emergency
Group/Parent	Group is the group to which the request is assigned. If there is a parent request for the problem, it will be listed there
Contact	Assignee

NOTE: Some of the Headers are sortable.

4. Click on a **Request #** to open and view the request. The Request Detail will display.

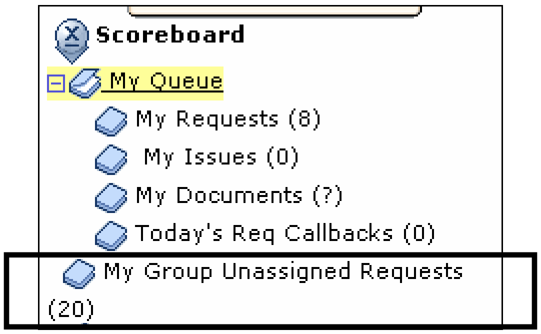


Request Detail

Viewing "My Group Unassigned Requests"

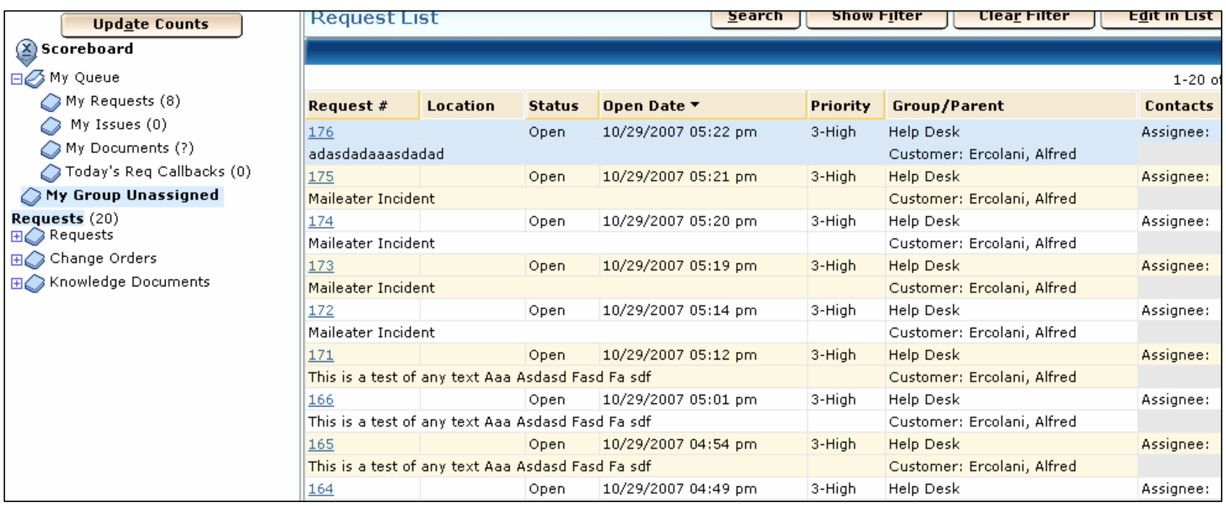
All analysts will be able to access **Group Unassigned Requests** in order to view requests not yet assigned to anyone in the group that the analyst belongs to. For example, an ES ITSS may choose to view the **Group Unassigned Requests** at the end of the work day to check for any unassigned requests from end-users from their schools that have not yet been assigned by the Help Desk.

1. Look at the Scoreboard region on the left of your screen.



My Group Unassigned Requests link

2. Click on the **My Group Unassigned Requests** link. The Request List for the group will display.



Request List for group

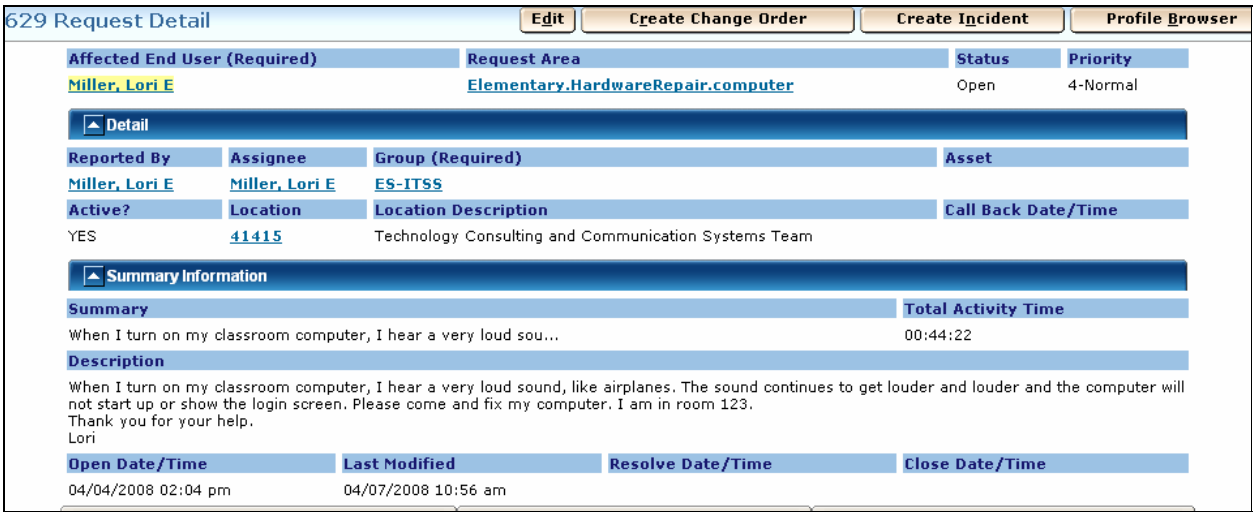
3. **Headers** display the following:

Column Name	Description
Request #	Request Number
Location	Allows request to be tracked by specified location of problem
Status	Request is either open (active), closed (inactive), being researched, or work in progress.
Open Date	Date request was created

Priority Level	4 is Normal, 3 is High, 2 is VIP, and 1 is Emergency
Group/Parent	Group is the group it's assigned to and Parent is if there is a parent request for the problem, it will be listed there.
Contact	Assignee

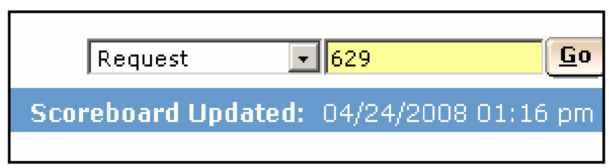
NOTE: The location should match the end-user's school number or department number.

4. Click on a **Request #** to open and view the request. The **Request Detail** will display.



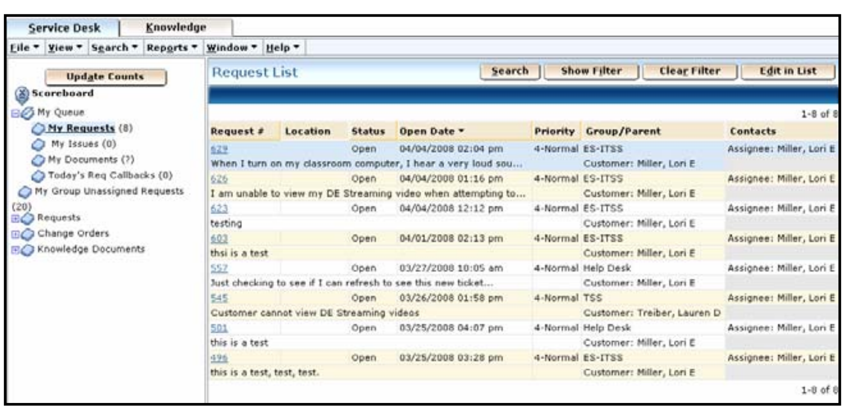
Request Detail

5. Type in a request number in the top right corner next to Request to do a quick search by the request number and click the **Go** button.



Searching by Request Number

NOTE: Group/Parent Header: This is a system used by the Help Desk. It is not currently used by other analysts.



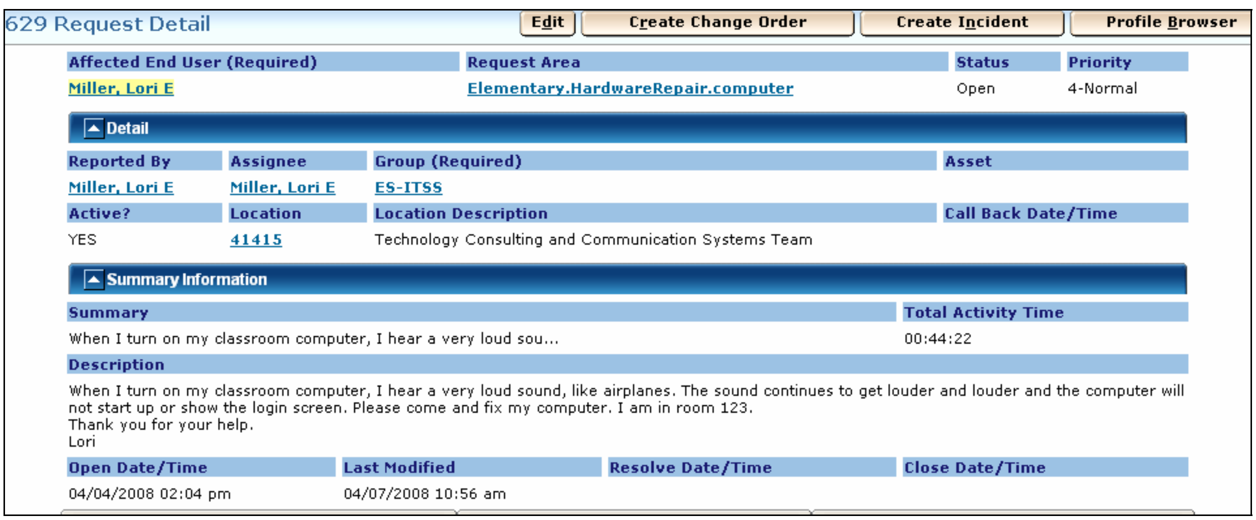
Request List for Analyst

6. The **Headers** will display the following:

Column Name	Description
Request #	Request Number
Location	Allows request to be tracked by specified location of problem
Status	Request is either open (active), closed (inactive), researching, and work in progress.
Open Date	Date request was created
Priority Level	4 is Normal, 3 is High, 2 is VIP, and 1 is Emergency
Group/Parent	Group is the group it's assigned to and Parent is if there is a parent request for the problem, it will be listed there.
Contact	Assignee

NOTE: The location should match the requester's school number or department number.

7. Click on a **Request #** to open and view the request. The Request Detail will display.



Creating a New Request

There are different ways to create New Requests. One of the ways is to use Profile Browser, which is explained below.

Using the Profile Browser

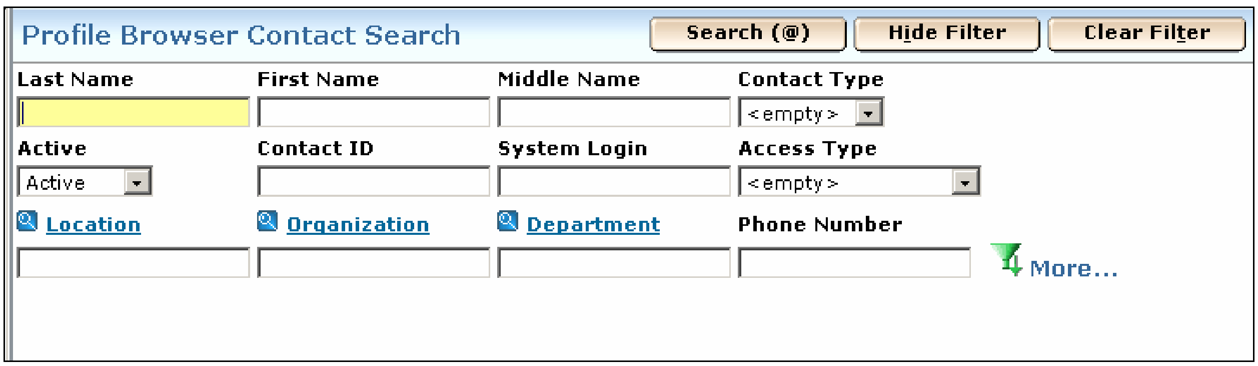
The quickest and easiest way to create a new request is to use the Profile Browser. Using the Profile Browser will allow you to add information much more efficiently, since many of its fields will automatically populate with information pulled in from the Profile Browser Contact Search.

Scenario: The ITSS receives an email from a teacher requesting support to fix a TV that will not display the DE Streaming video in full screen. The ITSS will create a new request using the Profile Browser.

1. Click the **View** menu from the USD home page.

View Menu

2. Select **Profile Browser**. The Profile Browser Contact Search window will display.



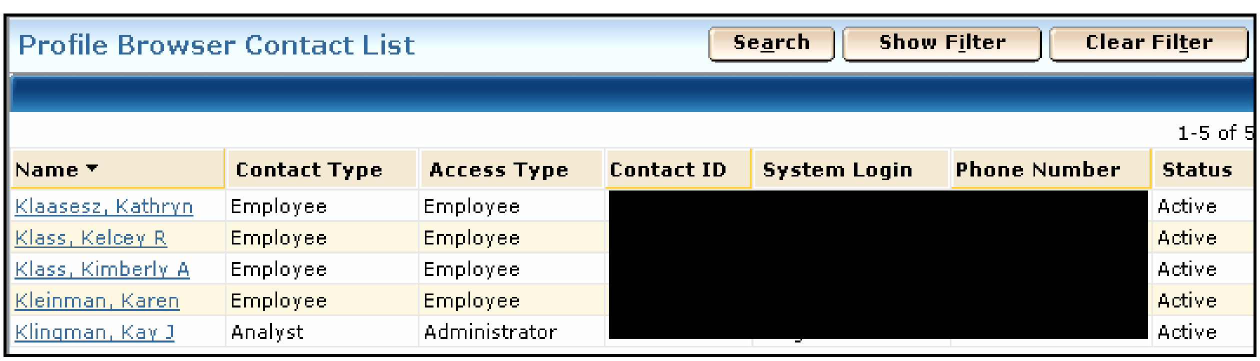
Profile Browser Contact Search Window

3. Click in the **Last Name** field and type the end user's last name.

NOTE: If unsure of the spelling of the last name, type in a few letters of the last name and click the tab key for a list of contact names.

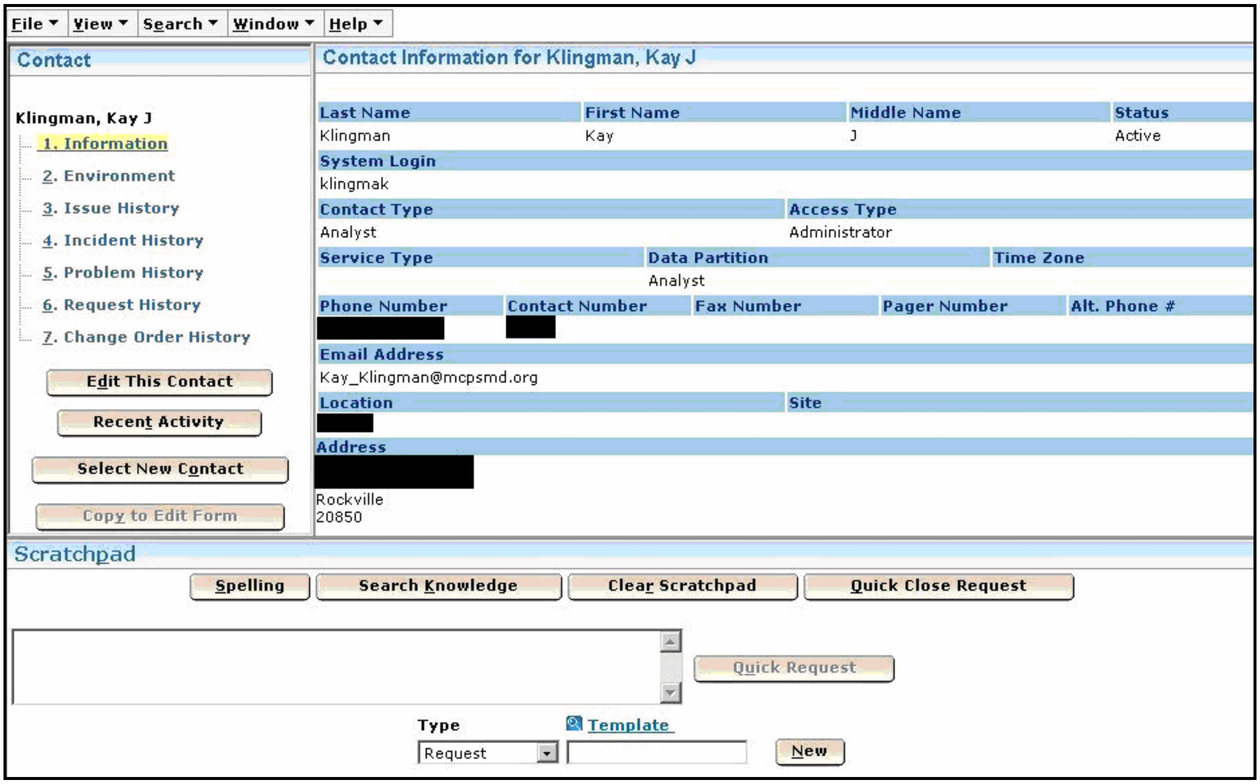
4. Click in the **First Name field** and type the user's first name.

5. Click on the **Search** button. The Profile Browser Contact List window will display.



Profile Browser Contact List

6. Click on the **name** of the contact. The Contact Information window will open.



Contact Information window

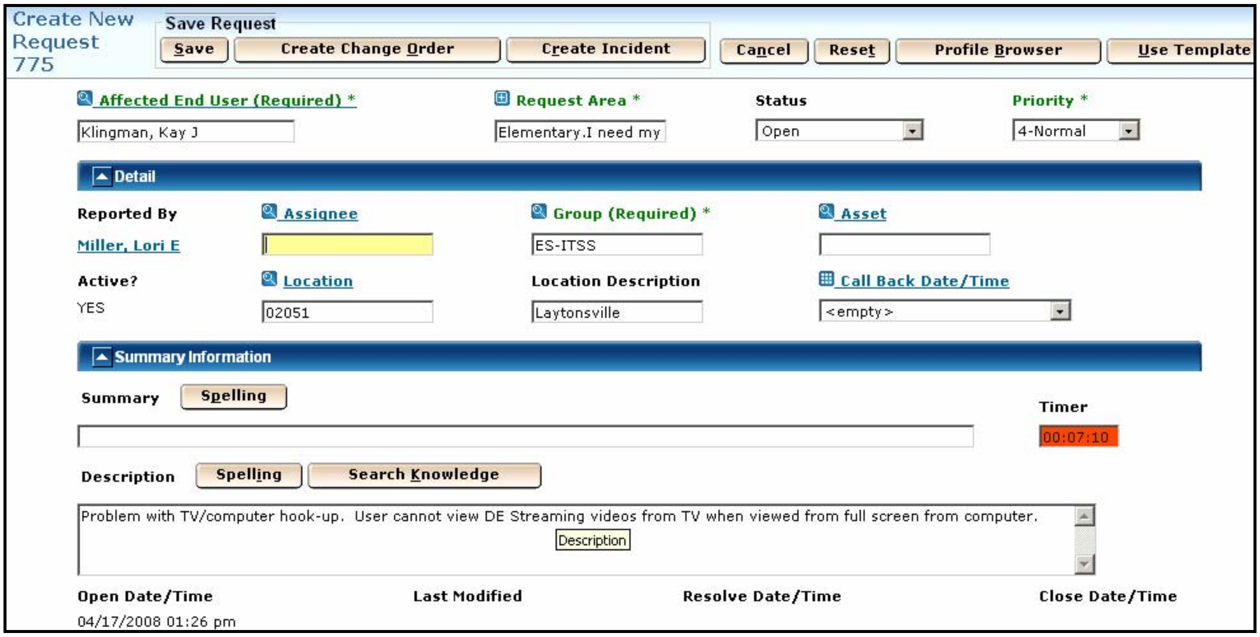
7. In the **scratchpad region** at the bottom of the window, type the issue details.

NOTE: Click on the **Spelling** button to check spelling in the Scratchpad.

Scratchpad Region

8. Click the **New button**.

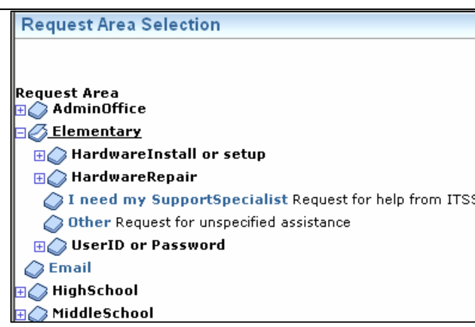
9. The Contact Information for the end user will populate in the request.

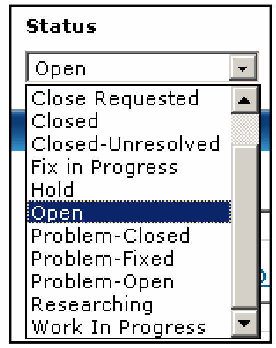
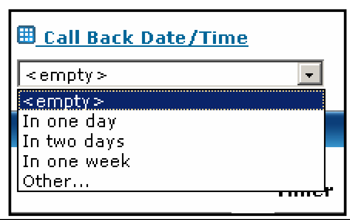


Create New Request Page

NOTE: The Affected End User, Location Description, Summary, Description Field, and Assignee will populate. The fields with an asterisk are required fields. If you are **NOT** the person assigned to resolve this request, delete your name as the Assignee under the Assignee field.

10. Fields are described below:

Field Name	Description
Affected End User	Will auto-fill with the end user's name
Request Area	Click in the field to select the customer's request area from the Request Area Selection. 

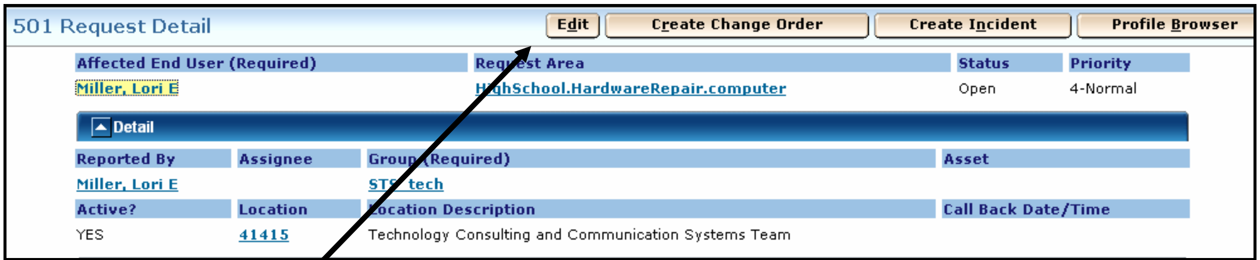
Status	Will default to Open, but can be changed by using the drop down menu. 
Priority	Will always default to 4-Normal and can be changed by an analyst using the drop down menu.
Assignee	Analyst to whom the request is to be assigned.
Group	Click the Group heading to select the assigned analyst's group from the list. 
Location and Location Description	Will auto-fill with the customer's school # and school name
Call Back Date/Time	Select an option if a call back is necessary using the drop down menu. 
Summary	Will auto-fill with a few words from the Description field.
Description	Will auto-fill with what is entered in the Scratch Pad region on the Create a New Request screen.

11. Click **Save.**

Adding Properties to a Request

Properties must be added when hardware replacement for printers or computers is requested.

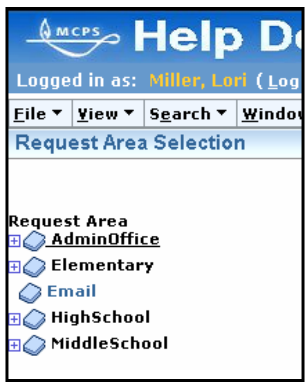
1. Open a Request.



Open Request

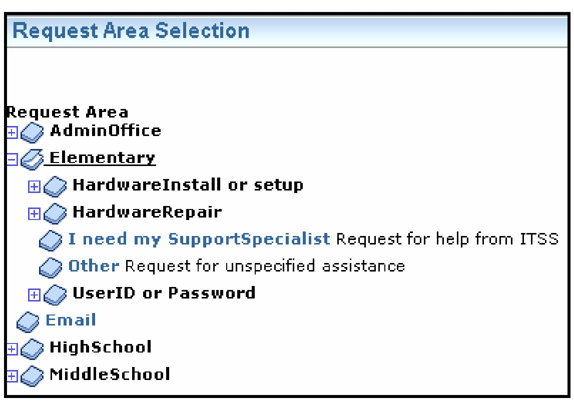
2. Click the **Edit button**.

3. Click on the **Request Area** field heading. The Request Area menu will display.



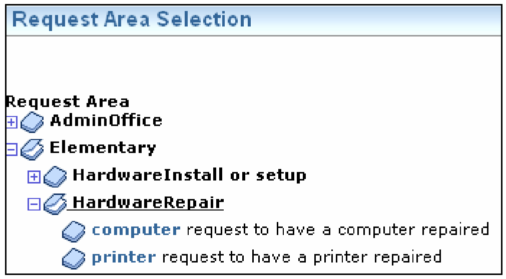
Request Area menu

4. Expand the **Request area** that corresponds with the end-user's location by clicking the plus sign to the left of the Request Area name.



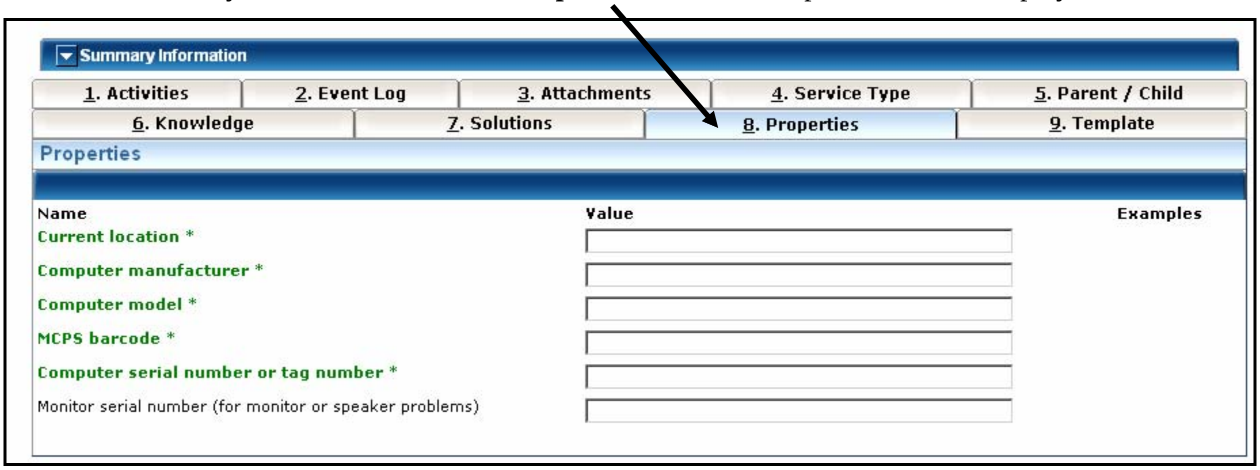
Expanded Request Area menu

5. Expand the **Hardware Repair link.**



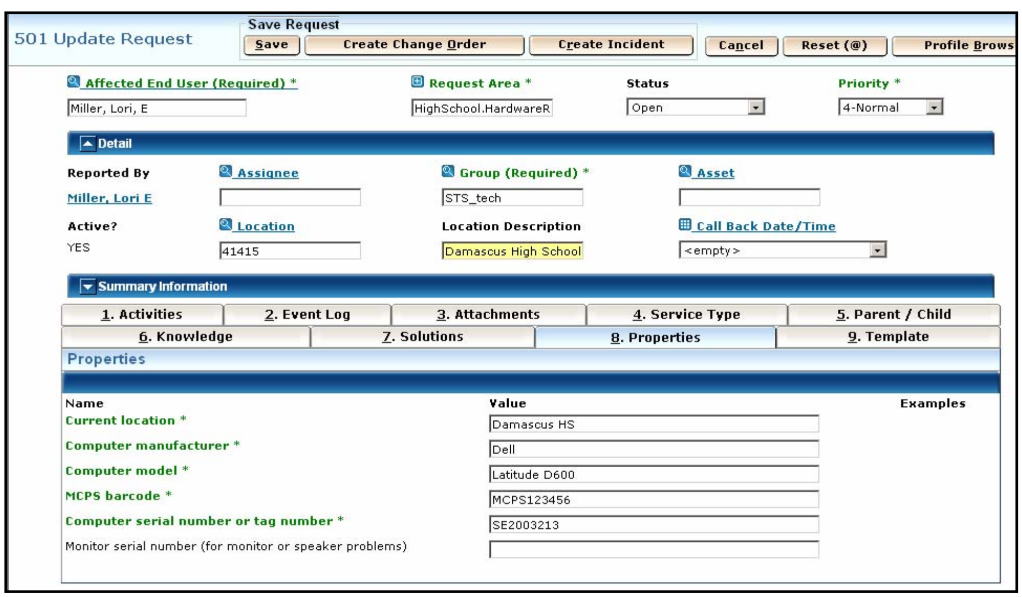
Expanded Hardware Repair menu

6. Select the **hardware** (computer, printer) that corresponds to the request. The Request Area field will populate with this information.
7. In the Summary Information, click the **Properties tab**. The Properties tab will display.



Properties Tab

8. Fill in the fields in the Properties Summary Information Area. These fields include: Computer manufacturer, Computer model, Current location for computer, serial number and barcode.



Adding Properties in the Summary Information

NOTE: Viewing Assets will help analysts who have limited information regarding the hardware. For example, if the analyst is missing the barcode or serial number, viewing the Asset will allow the analyst to access the missing hardware information.

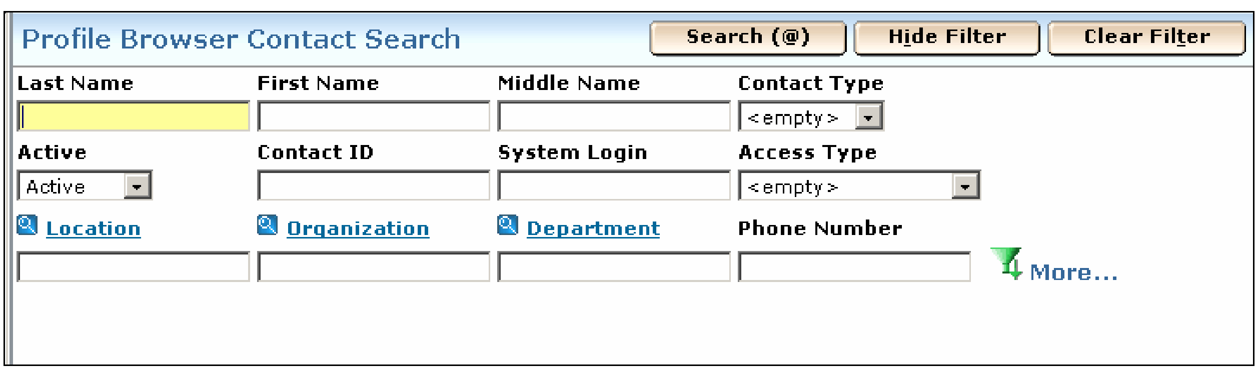
Viewing a Request History for a Contact

Viewing the Request History of the End-User will allow the analyst to gain background information regarding request history. The analyst will be able to view any open, or closed request information as well as the assignee information. This information may help to quickly identify additional information that may be needed to resolve the request.

1. Click the **View** menu from the USD home page.

View Menu

2. Select **Profile Browser**. The Profile Browser Contact Search window will display.



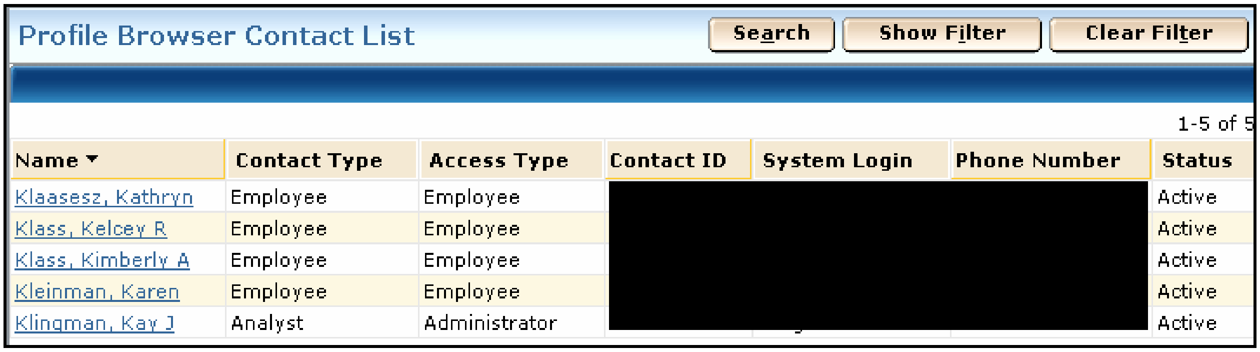
Profile Browser Contact Search Window

3. Click in the **Last Name** field and type the end user's last name.

NOTE: If unsure of the spelling of the last name, type in a few letters of the last name and click the tab key for a list of contact names.

4. Click in the **First Name** field and type the end-user's first name.

5. Click on the **Search** button. The Profile Browser Contact List window will display.



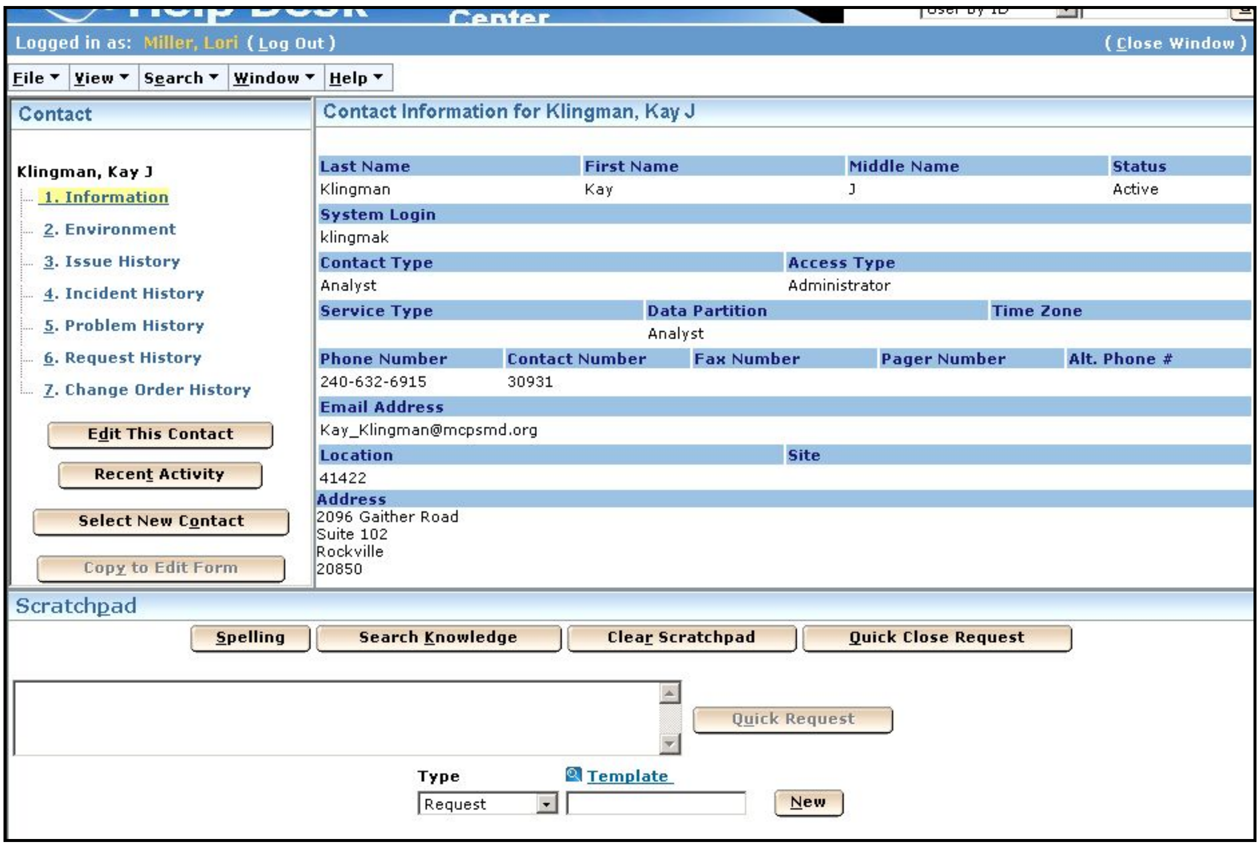
Profile Browser Contact List   Search   Show Filter   Clear Filter

1-5 of 5

Name	Contact Type	Access Type	Contact ID	System Login	Phone Number	Status
Klaasesz, Kathryn	Employee	Employee	[redacted]			Active
Klass, Kelcey R	Employee	Employee				Active
Klass, Kimberly A	Employee	Employee				Active
Kleinman, Karen	Employee	Employee				Active
Klingman, Kay J	Analyst	Administrator				Active

Profile Browser Contact List

6. Click on the **name** of the contact. The Contact Information window will open.



Contact Information window

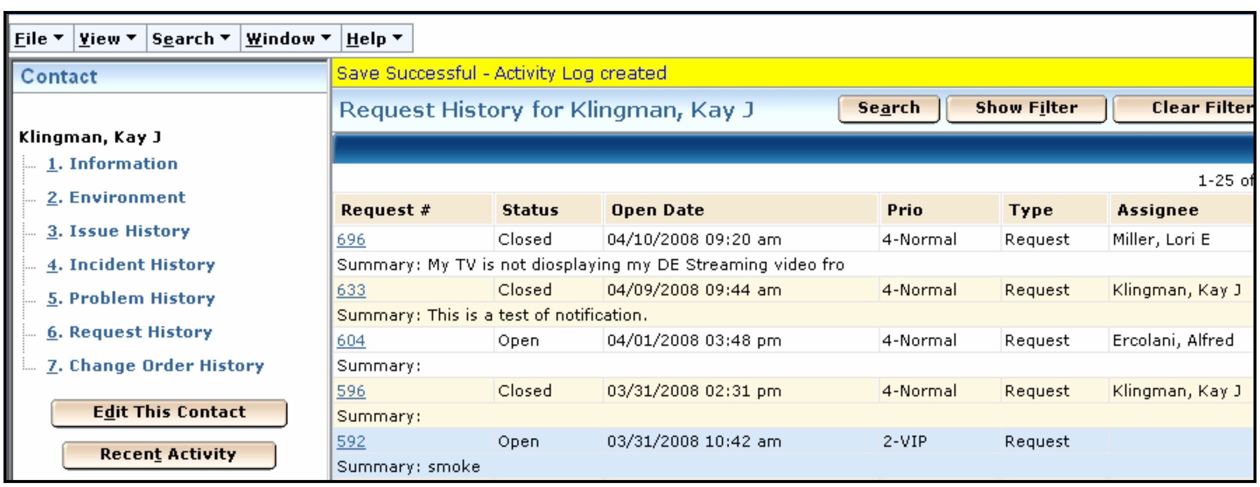
7. Click the **Request History** link in the Contact region on the left of the screen. The end-user's Request History will display.

End-user Request History

Viewing Notification History

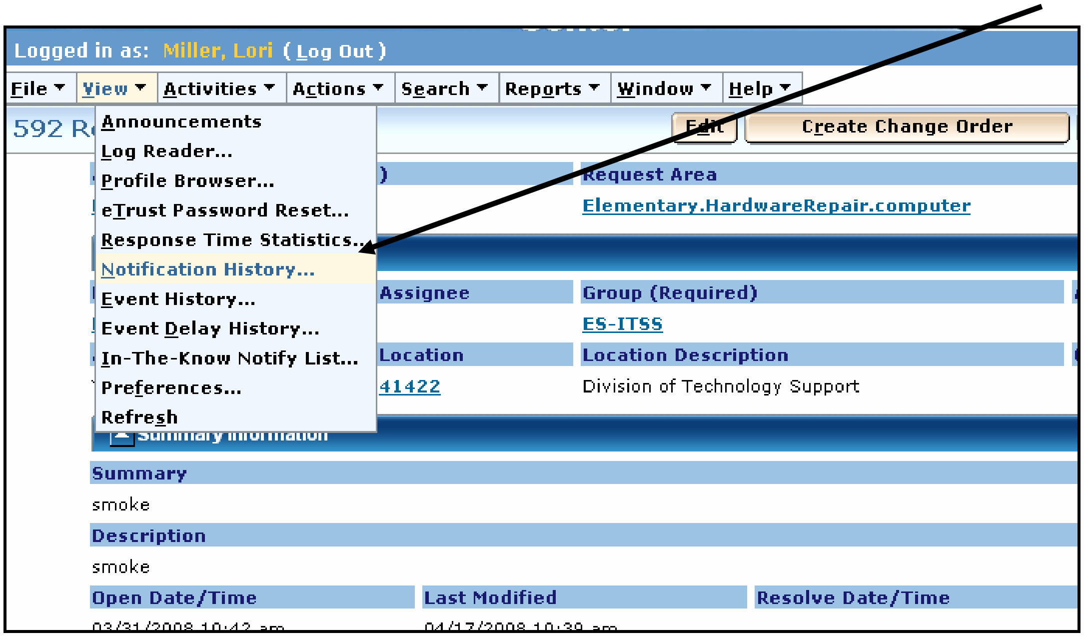
Analysts can view the Notification History of an end-user to get background information on an on-going request.

1. From the Request History, click on the request # of the request to be opened. The request information will display.



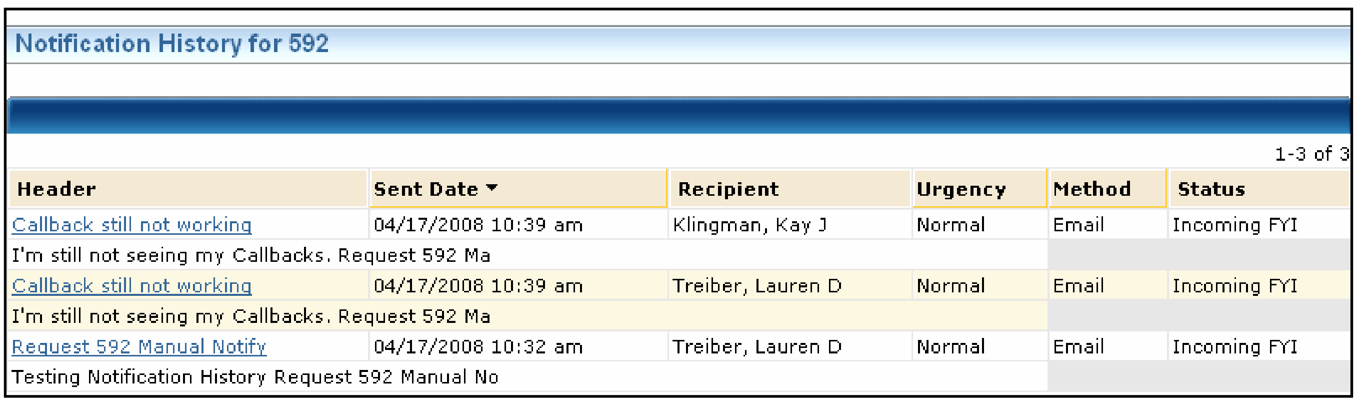
Customer Request History

2. From the **Request Detail** page, click on **View** and choose **Notification History**.



Request Detail

3. The Notification History information will display.



Notification History for 592

1-3 of 3

Header	Sent Date	Recipient	Urgency	Method	Status
Callback still not working	04/17/2008 10:39 am	Klingman, Kay J	Normal	Email	Incoming FYI
I'm still not seeing my Callbacks. Request 592 Ma					
Callback still not working	04/17/2008 10:39 am	Treiber, Lauren D	Normal	Email	Incoming FYI
I'm still not seeing my Callbacks. Request 592 Ma					
Request 592 Manual Notify	04/17/2008 10:32 am	Treiber, Lauren D	Normal	Email	Incoming FYI
Testing Notification History Request 592 Manual No					

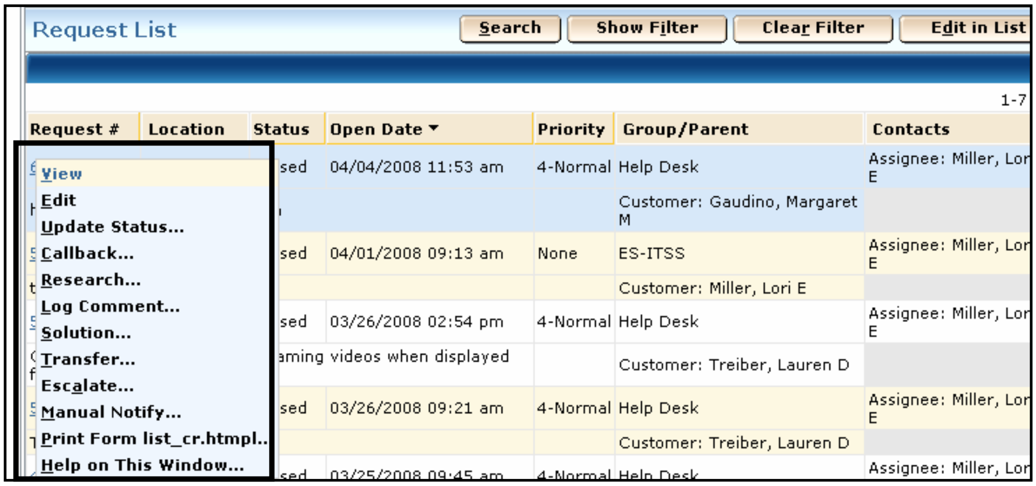
Notification History for Request#

Responding to and/or Updating Requests

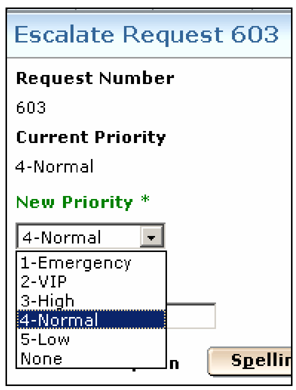
There are different ways to view requests using the Scoreboard. Users may view requests assignment to themselves

Changing the Priority Level of a Request

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.

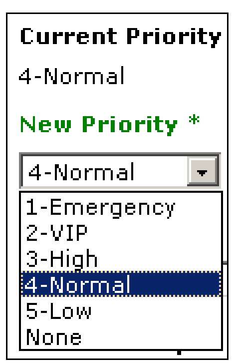


2. Select **Escalate**. The Escalate Request Window is displayed.



Escalate Request window

3. Select the **priority level** from the drop-down menu in the New Priority field.



Priority Options

4. Click **Save**.

Changing the Status of a Request

NOTE: The End-user will receive an auto-notification message via Outlook when the status of the request is updated.

1. Open the **Request Detail** window.

Request Detail Window

2. Click the **Activities** menu on the Navigation bar.

Activities Menu

3. Select the activity to be updated. The following table explains each:

Field Name	Description
Update Status	Allows analyst to choose Close, Research, Fix in progress, or Hold a request
Callback	Analysts can use callback as a reminder to call customer back. All callbacks can be stored and viewed.
Research	Additional information is needed, possibly from vendor, customer, or another analyst.
Transfer	Allows analyst to transfer request to another analyst.
Escalate	Allows analyst to escalate request to a higher priority for resolution
Log Comment	Allows analyst to give additional information regarding request.
Manual Notify	Allows analyst to send email to customer regarding request. Allows analyst to send email to another analyst or second-level support or technology

	consultant. Provides a history of all transactions attached to the request.

4. Click **Save** after updates have been made.

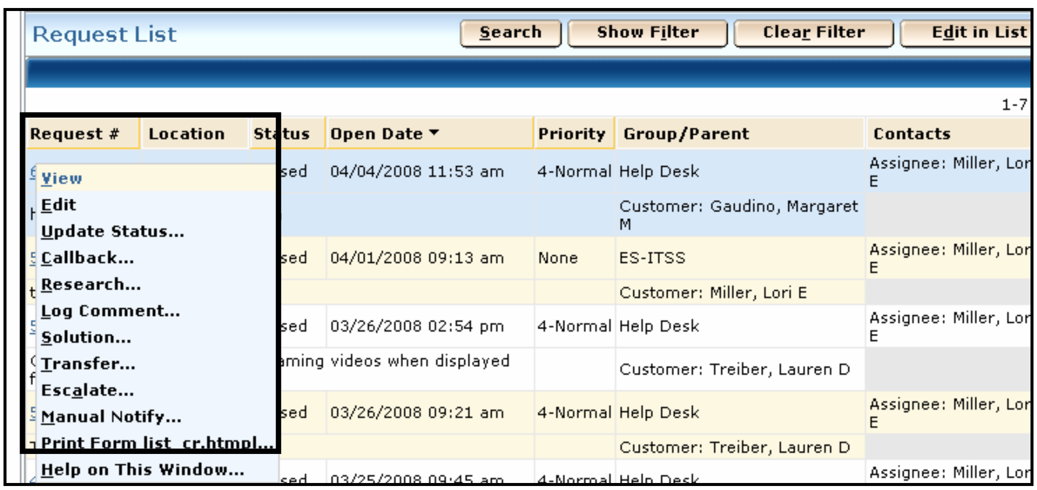
NOTE: A shortcut to update the status of a request is to right click on the Request # from the Request List and choose the activity from the drop down menu.

Adding and Viewing Assets

Analysts may use Assets to view missing information for a hardware replacement, such as barcode or serial number. This does NOT take the place of Properties since Assets will not provide the Current Location or Requested Location for the hardware.

Adding an Asset

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.

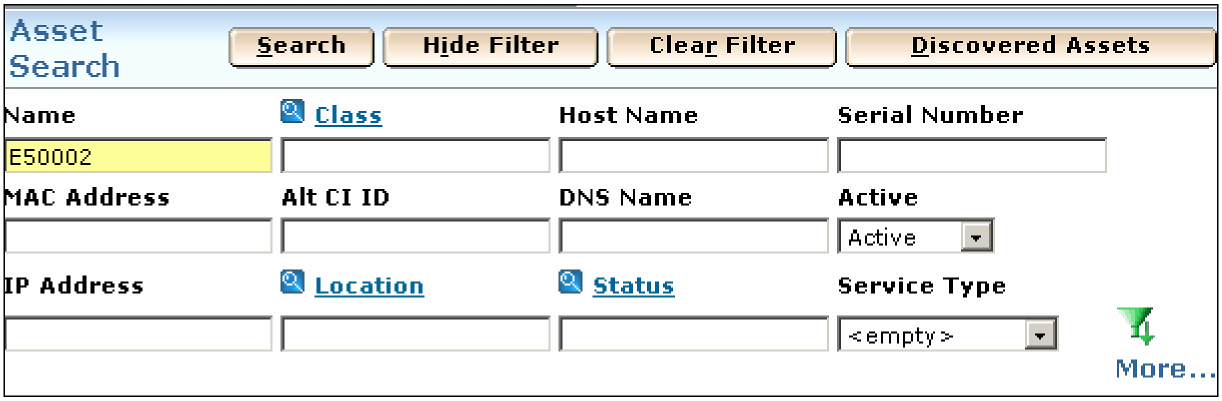


2. Select **Edit.** The Update Request window is displayed.

Update Request window

3. Click the **Asset field heading**.

4. In the **Name** field, type in the barcode number or the serial number of the hardware.

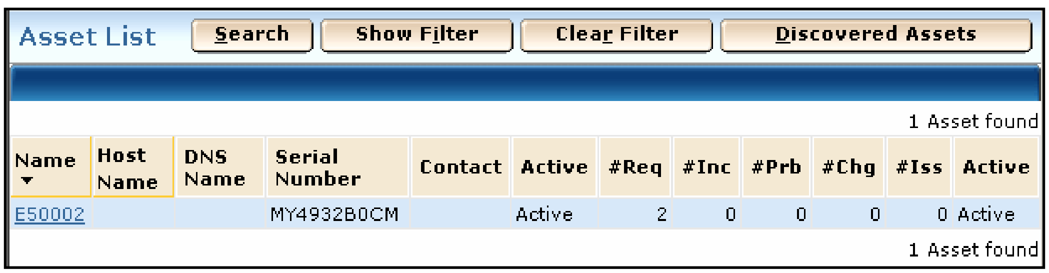


Asset Search Window

5. Click the **Search** button.

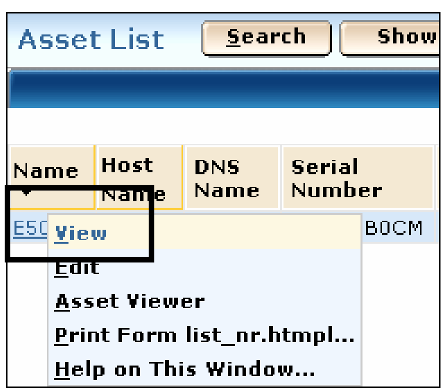
6. The **Asset Search** list will display.

7. Click the **name** of the asset.



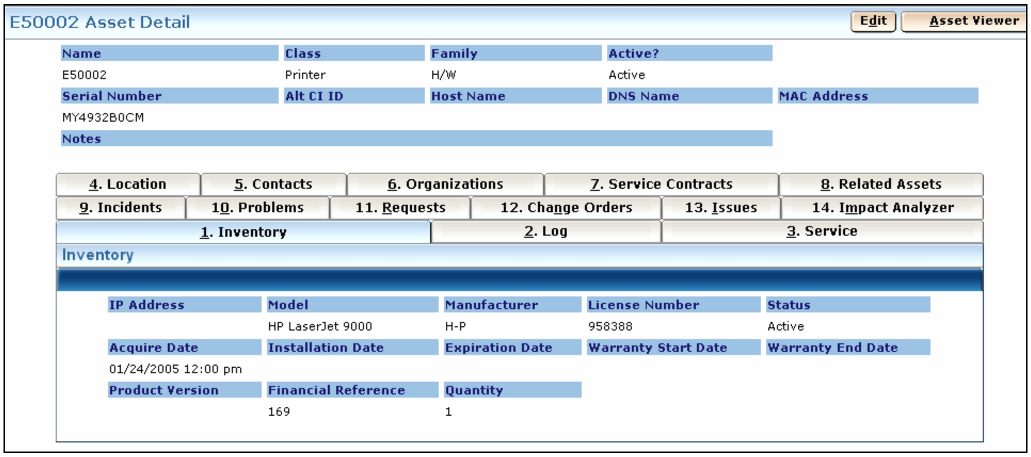
Asset List Window

1. Right-click on the **Asset Name** in the Asset List.
2. Choose **View** in the Right-click Menu.



3. The Asset information will display the **Asset Detail** field.

NOTE: The analyst can view the missing information, such as the barcode, serial number, model or manufacturer, and add it to the Properties tab.



Viewing the Asset Detail for a Ticket

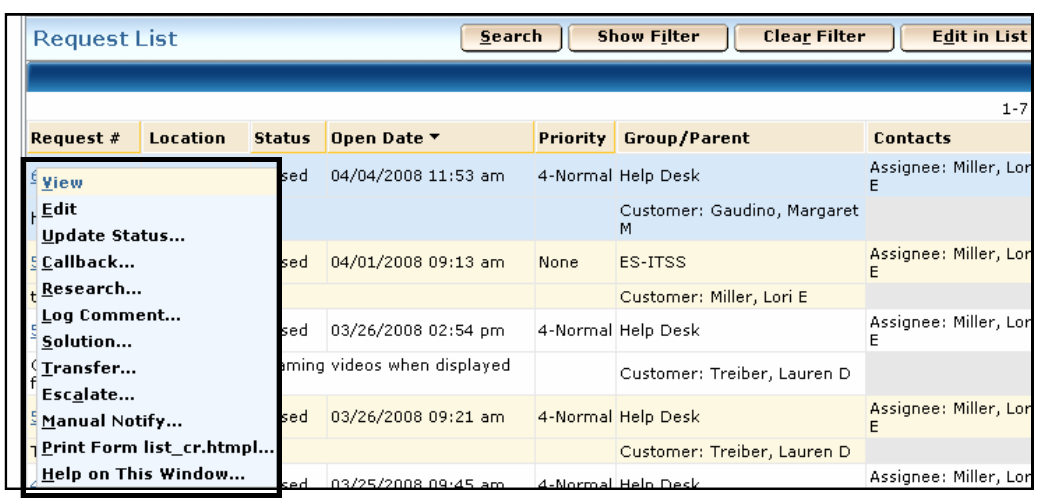
8. Click **Save.**

Update Request Window via Asset Information

Viewing an Asset

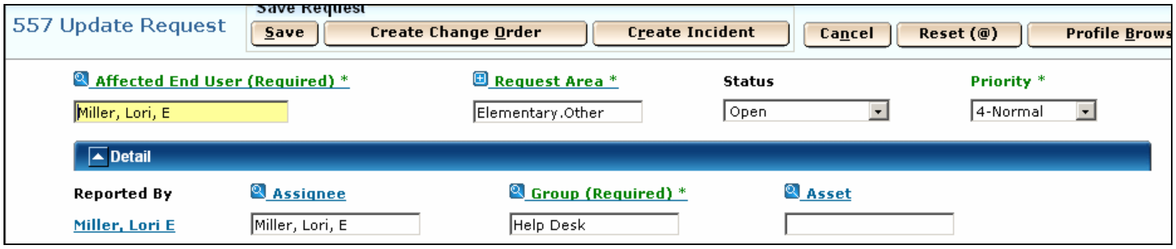
If the analyst needs to view hardware details they can view this information from the asset details.

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.



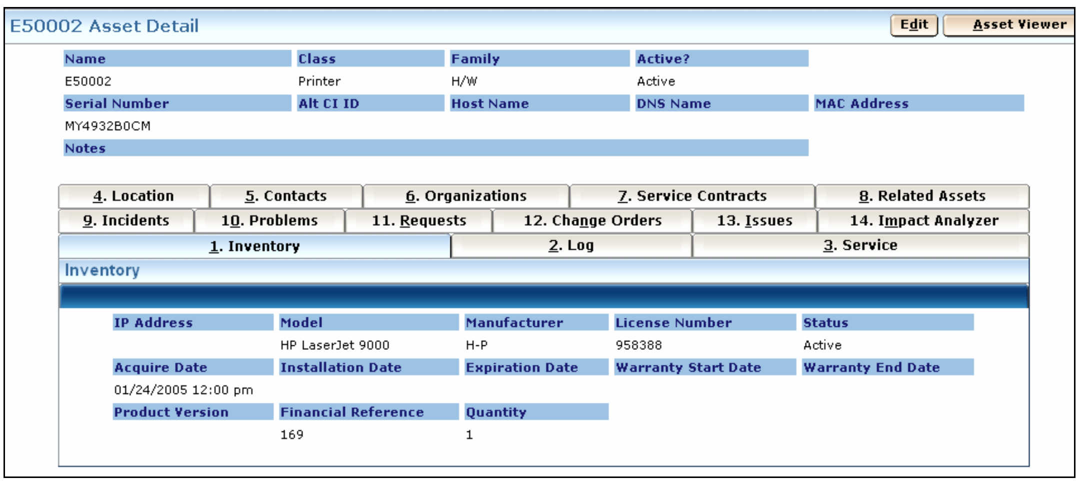
Asset details

2. Select **Edit.** The Update Request window is displayed.



Update Request Area

3. **Click** on the Asset.
4. The Asset information will display the Asset Detail.

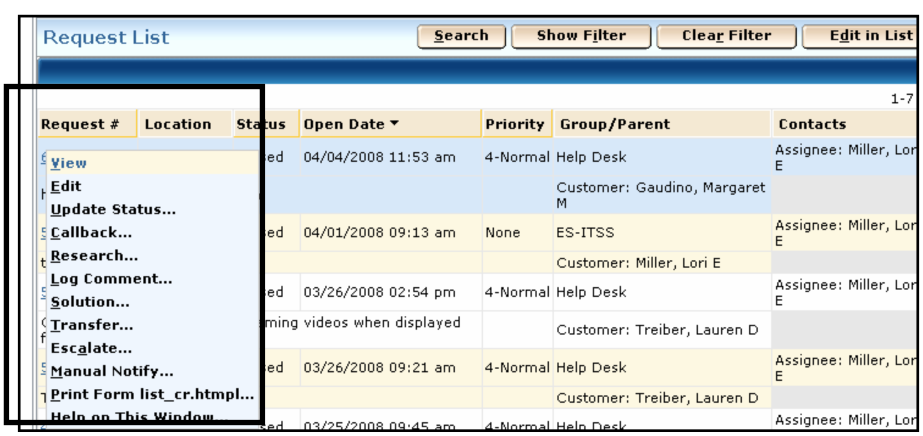


Viewing the Asset Detail for a Ticket

Manual Notifications

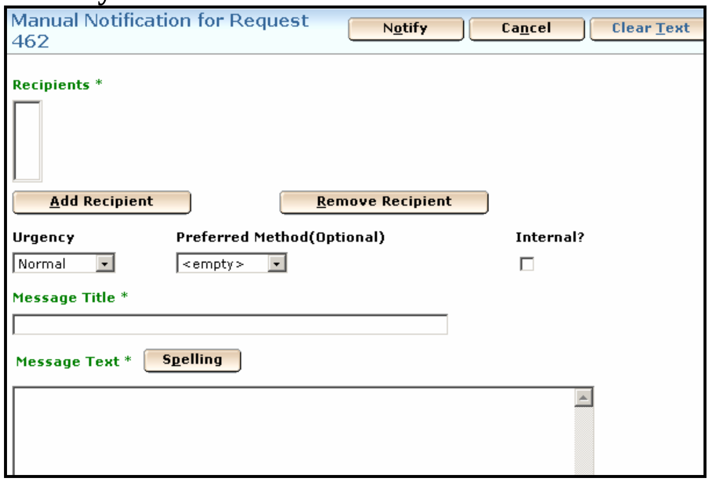
Manual Notifications are used when you want to send an email and associate it with the request. Examples: Correspondence with the end-user for follow-up questions, contact another analyst, or second level support for additional info, or contact a principal for confirmation of rights. The sent message is logged in the Activities tab so there is a record of what was sent to whom.

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.



Request List with right-click menu

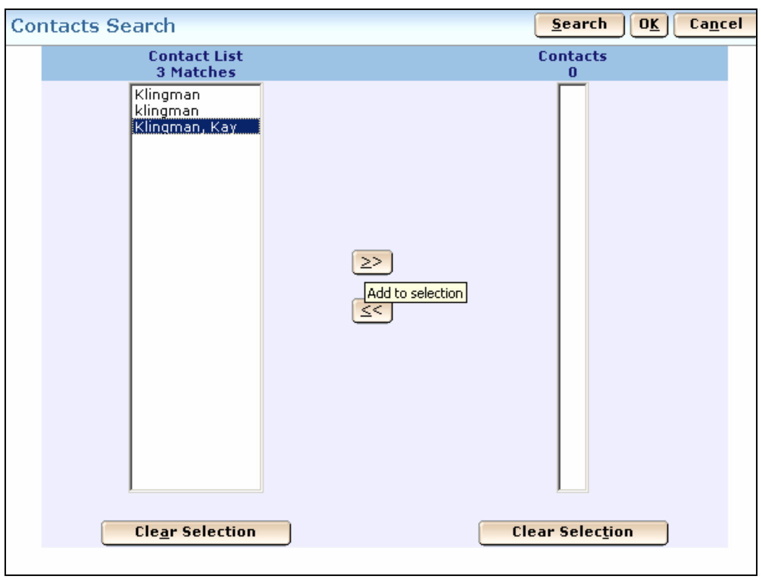
2. Select **Manual Notify** from the menu. The Manual Notification for Request will display.



Manual Notification for Request Area

3. Click the **Add Recipient** button.

4. Type the **name of the recipient** for your manual notification.



Contact Search Area

5. Select the recipient from the list.

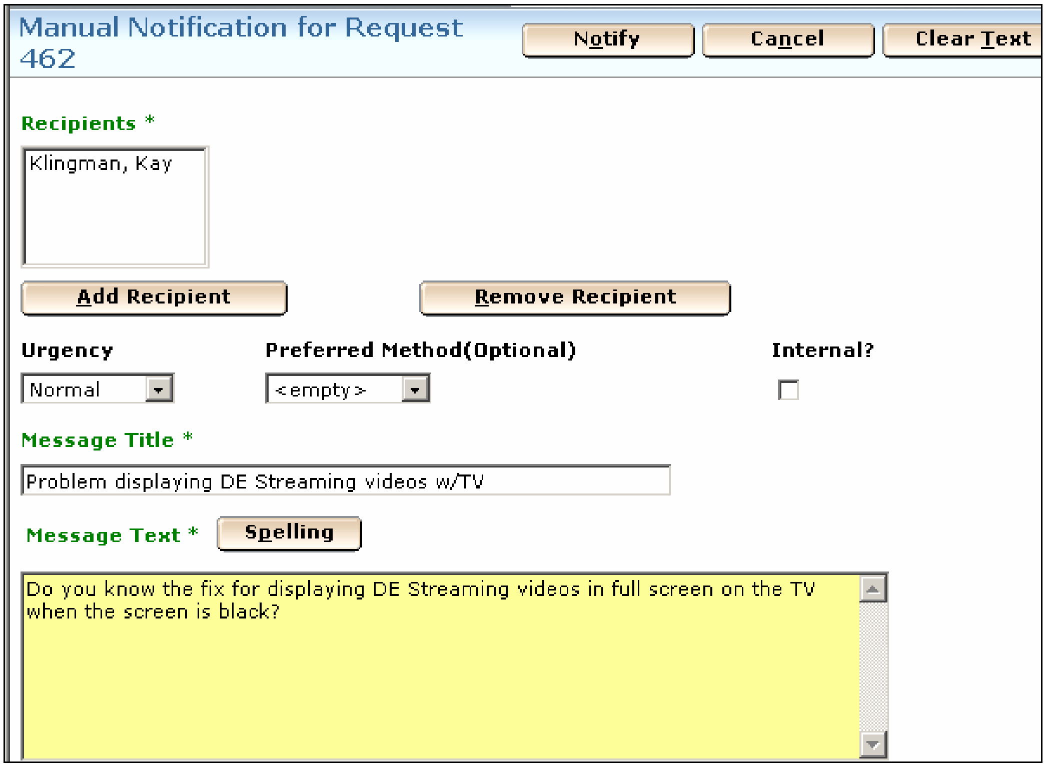
6. Click the  **arrow symbol**.

7. Click the **OK** button.

8. Type the **Message Title** and **Message Text**.

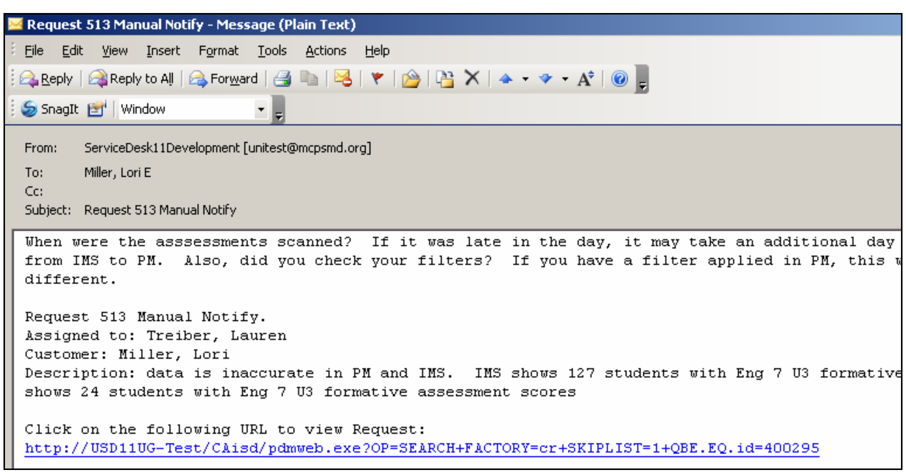
9. Click on the **Clear Text** button to delete text from the manual notification.

10. Click the **Notify** button to send your Manual Notification.



Manual Notification Message Example

NOTE: The Manual Notification will be sent automatically to the recipient in Outlook, including a link to view the Request.



Manual Notification via Outlook Example

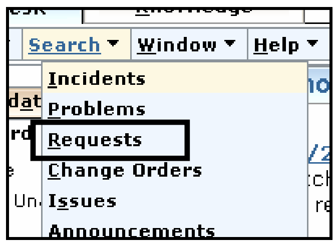
Searching for a Request

An analyst can search for a request using a variety of search filters.

1. Click the **Search** button on the navigation bar.

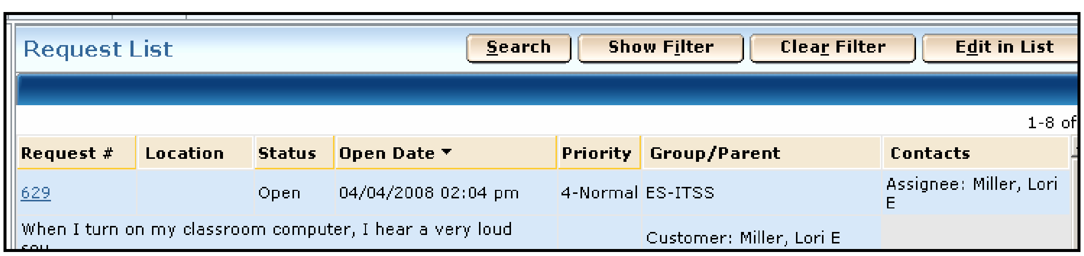
Navigation bar

2. Select **Requests**. The Request List screen will display.



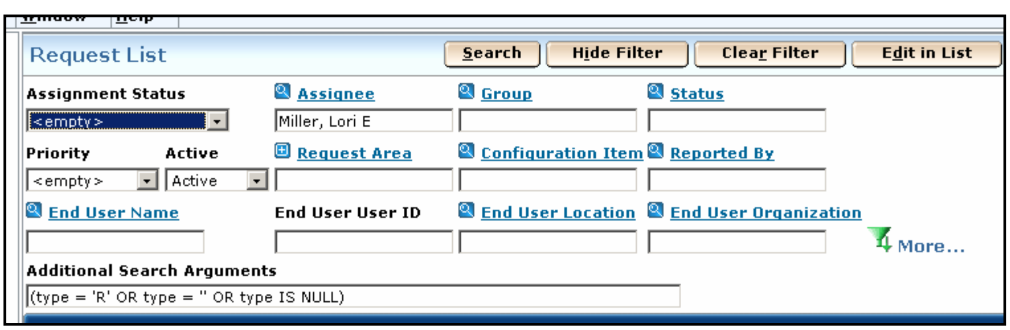
Requests Selection

3. Click on the **Show Filter** button.



Request List

4. The Search filter region is displayed.



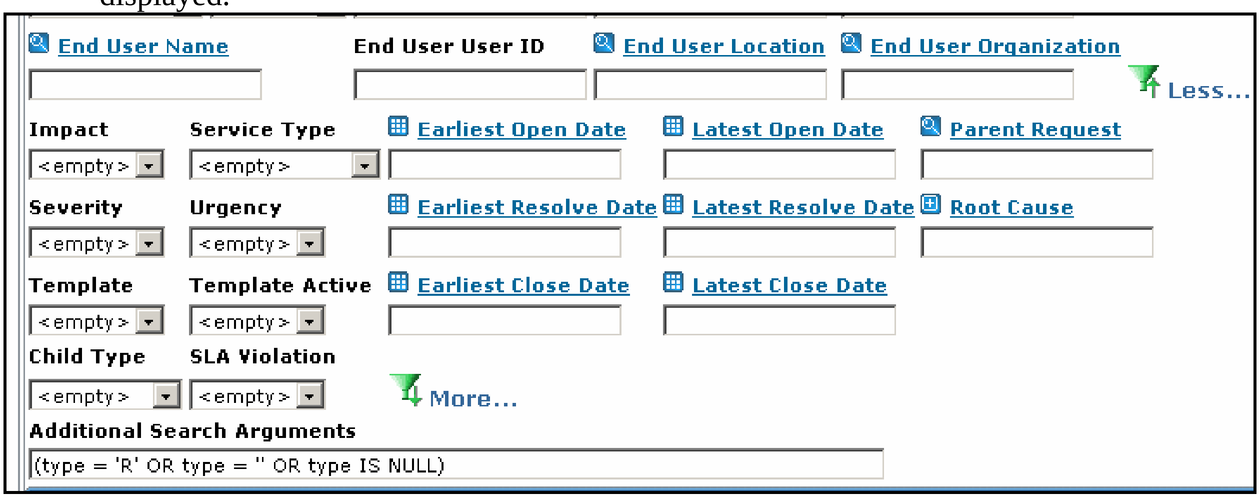
Search filter region

5. Enter the search criteria; you can enter as many criteria as you want.

Field Name	Description
Assignment Status	Determines if the request is assigned or unassigned to an analyst.
Assignee	Person who assigned the request
Group	Group to which the request is assigned
Status	Determines if the request is active or inactive.
Priority	4 is Normal, 3 is High, 2 is VIP and 1 is Emergency
Active	Defines the request as closed or open.
Request Area	Category
Configuration Item	Asset
Reported by	End-User or Analyst that created the initial request
End User Name	Name of the person having difficulty
End User ID	End-User ID of the person having difficulty
End User Location	Location of the person having difficulty
End User Organization	Organization of the person having difficulty

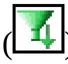
NOTE: Activated wildcard search: Analysts can enter a few letters without entering the wildcard % symbol. When the Tab key is tapped the result will be as if the wildcard % was used. An example would be kli for klingman in the End User Name field.

6. Click the **More button** ( ) to view additional search filters. The date filters are displayed.



Additional search filters

NOTE: Users can use the data parameters when searching for closed requests, such as the **Earliest Open Date** and **Latest Open Date**.

7. Click the **More button** () to view additional search filters. The summary and description filters are displayed.

More search filters

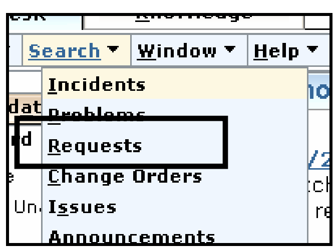
NOTE: Users can use the wildcard % search to look for requests containing specific words. Users can also search by request summary to find solutions to similar issues.

Viewing a Closed Request

An analyst can retrieve information from previously closed requests.

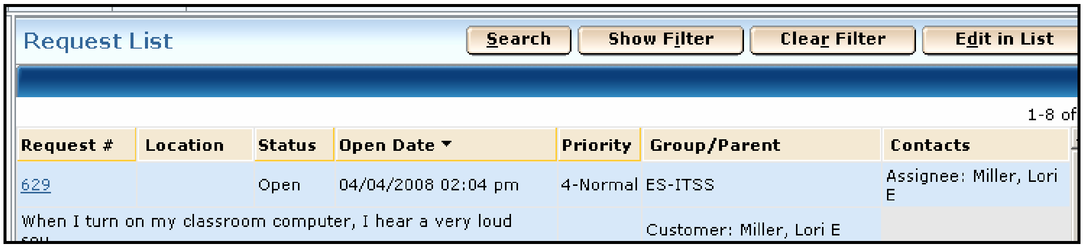
1. Click the **Search** button on the navigation bar.

Navigation bar



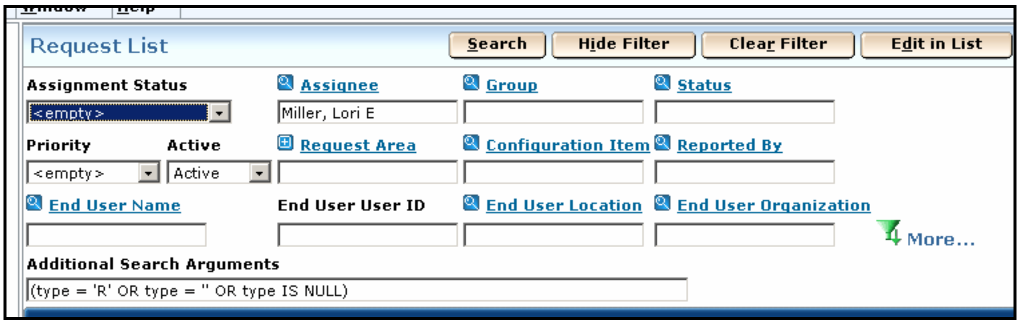
Requests Selection

2. Select **Requests**. The Request List screen will display.



Request List

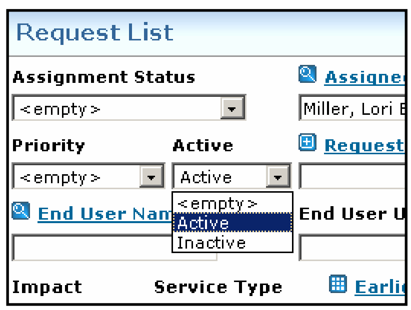
3. Click on the **Show Filter** button. The Search filter region is displayed.



Search filter region

4. Click the **drop down arrow** in the Active field. A list of selections is displayed.

5. Select **Inactive**.

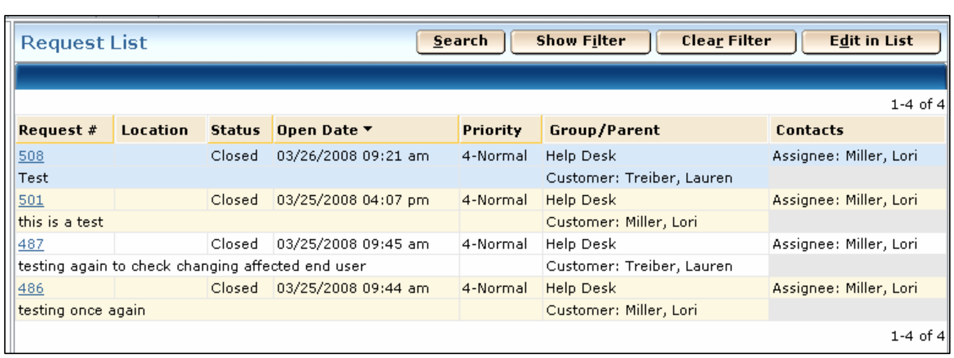


Active field menu

6. Click the **Search** button. The Request List is displayed and only the closed tickets are listed.

Search button

7. Click on a Request number to view the request detail.



Request List for Closed Tickets

Personalizing Responses

Analysts can save time by creating personalized responses for requests that require similar information to resolve the problem or request additional information from an end-user. Some groups, such as the Help Desk will use Global Personalized Responses for certain kinds of requests. Global Personalized Responses will be created by the USD administrator. The Global Personalized Responses will be accessible to all analysts.

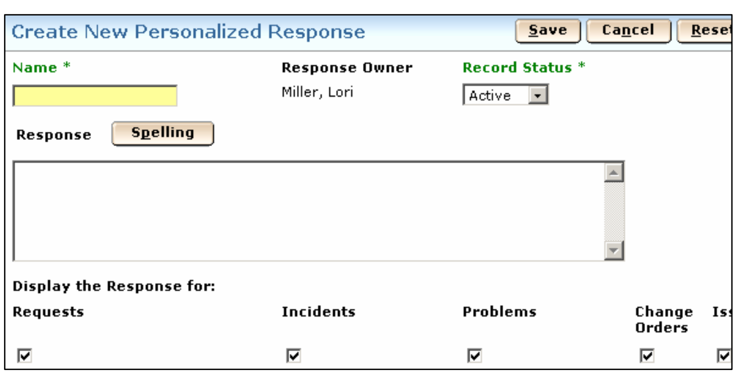
NOTE: Make the name unique. Do **not** use a generic name when naming the personalized response. For example, include initials or a number in the name.

Creating a New Personalized Response

1. Click the **File** menu. A menu is displayed.

File Menu Bar

2. Select **New Personalized Response.** The Create Personalized Response window will open.



Create New Personalized Response Window

3. Click in the **Name** field and type in a name.

NOTE: Choose a name that corresponds to the response. Remember to include initials or a number in the name to identify the personalized response as your own.

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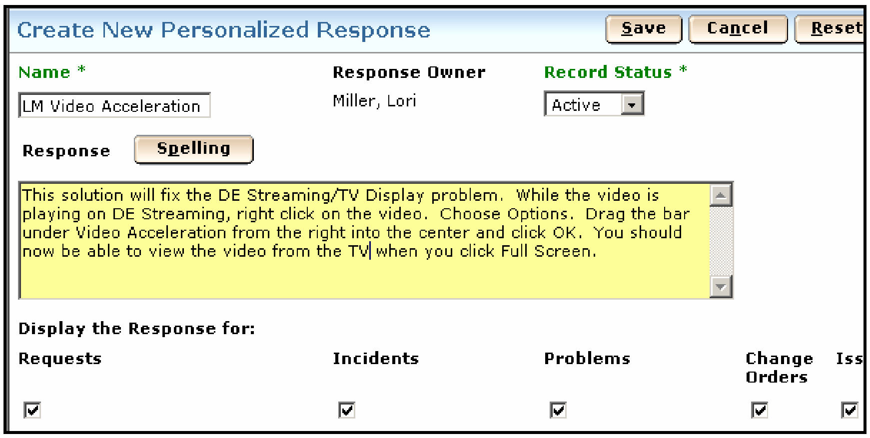
4. Click in the **Response** field and type in a response.



New Personalized Response Example

5. Click **Save.**

Accessing the Personalized Response or Global Personalized Response

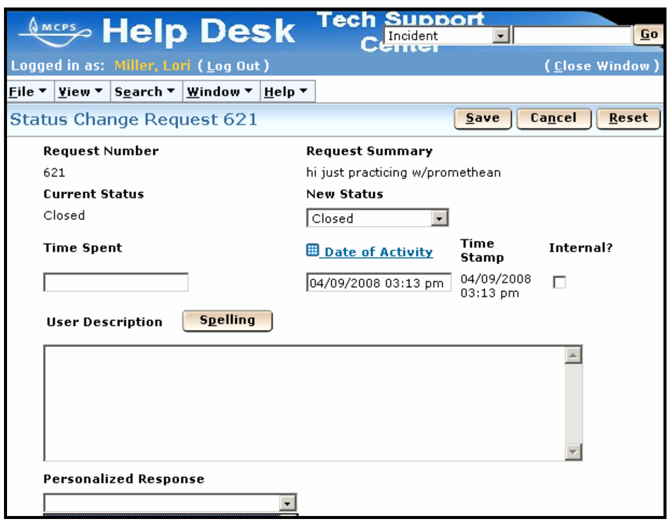
1. Open the **Request Detail** window.

Request Detail Window

2. Click the **Activities** menu on the Navigation bar.

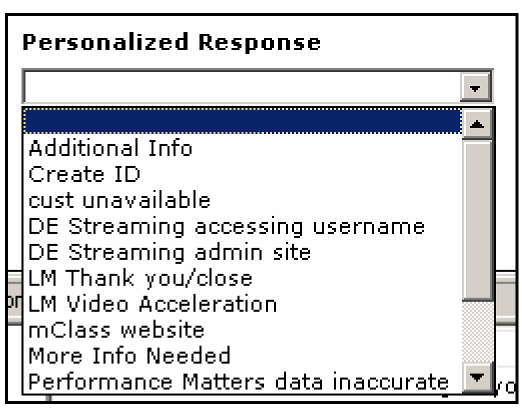
Activities Menu

3. Select **Update Status**. The Status Change window is displayed.



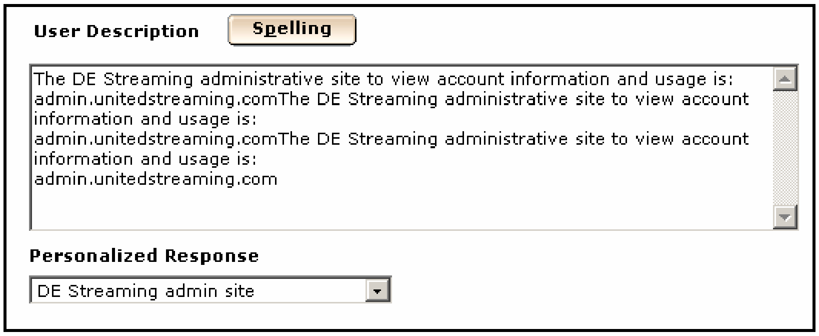
Status Change Window

4. Click on the drop-down menu under **Personalized Response** and select an appropriate response.



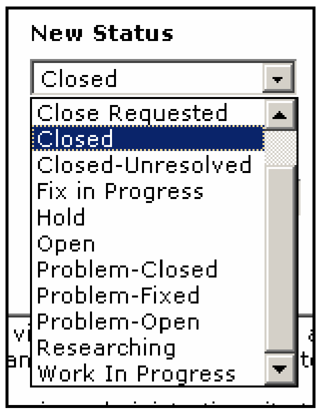
Personalized Response list

5. Click in the **User Description field**. The response will display inside the user description field.



User Description field

6. Click the drop down menu for **New Status** and update the status of the request.

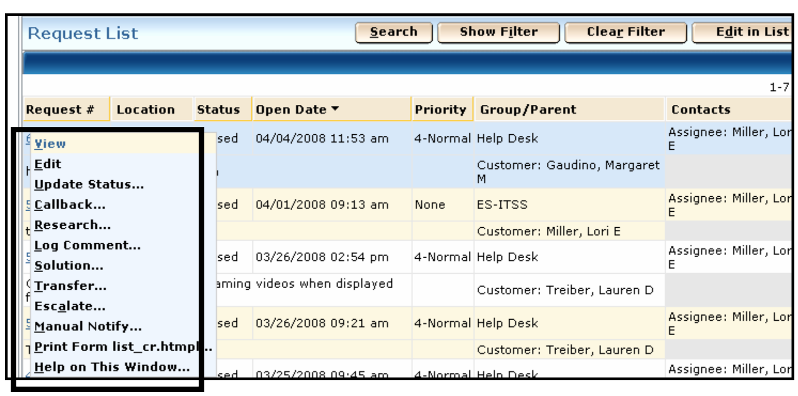


Status field

7. Click **Save**.

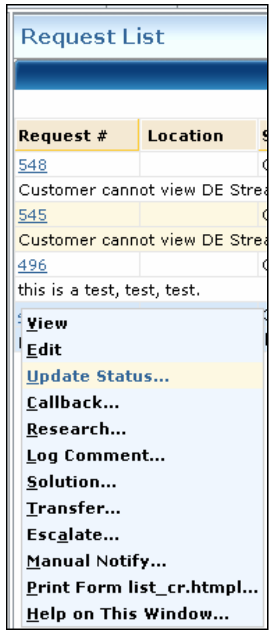
Closing a Request

1. From the request list, right click on the **request #** of the request to be opened. A menu is displayed.



Request List with right-click menu

2. Right-click on the **Request #** to be closed. The Right-click menu will display.



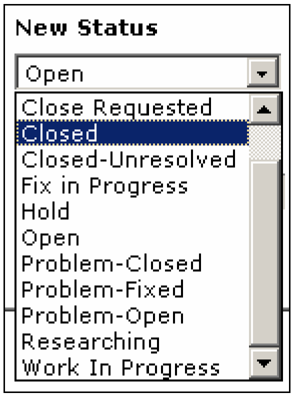
Right-click Menu for Ticket Number

3. Choose **Update Status**. The Status Change Request window will display.

4. Type in the solution to the problem in the **User Description** field.

Status Change to Close Request

5. Click on the **drop-down menu** under New Status.



New Status Drop Down Menu

6. Select **Closed**.

7. Click **Save**.

Printing Forms

You can print a report of your requests. This report function is available for individual request detail.

1. Go to the window on which you want to report.

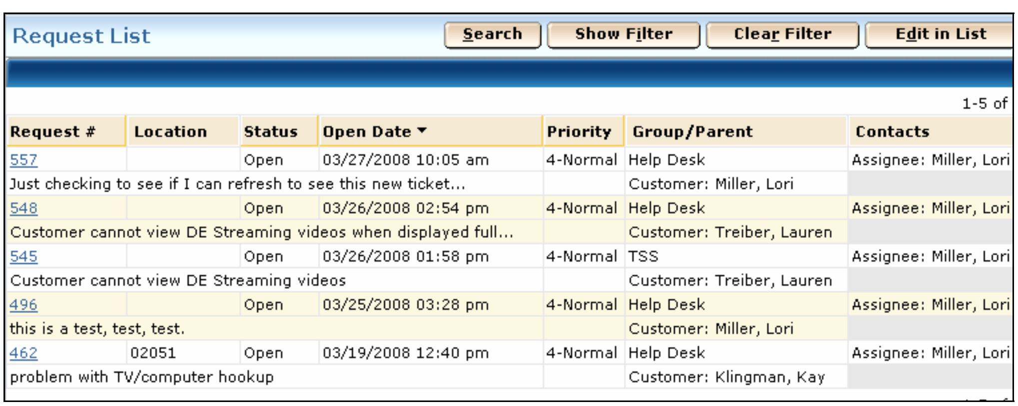
2. Click **File** on the navigation bar.

3. Select **Print Form.**

File Menu

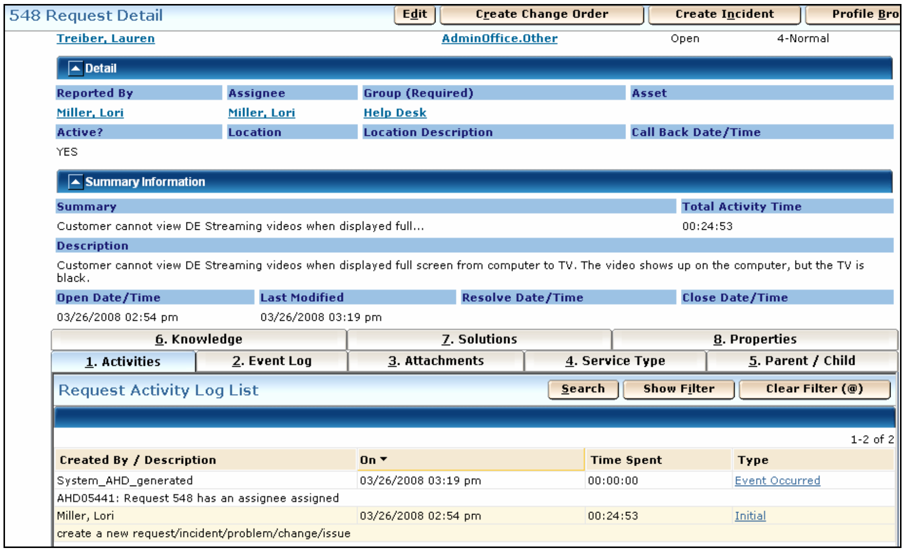
4. Click **Print** when the Print window displays.

The **Request List window** prints the information provided on the Unicenter summary screen (see below):



Request List Window

The **Request Detail report** provides all the details on each request in the report (see below):



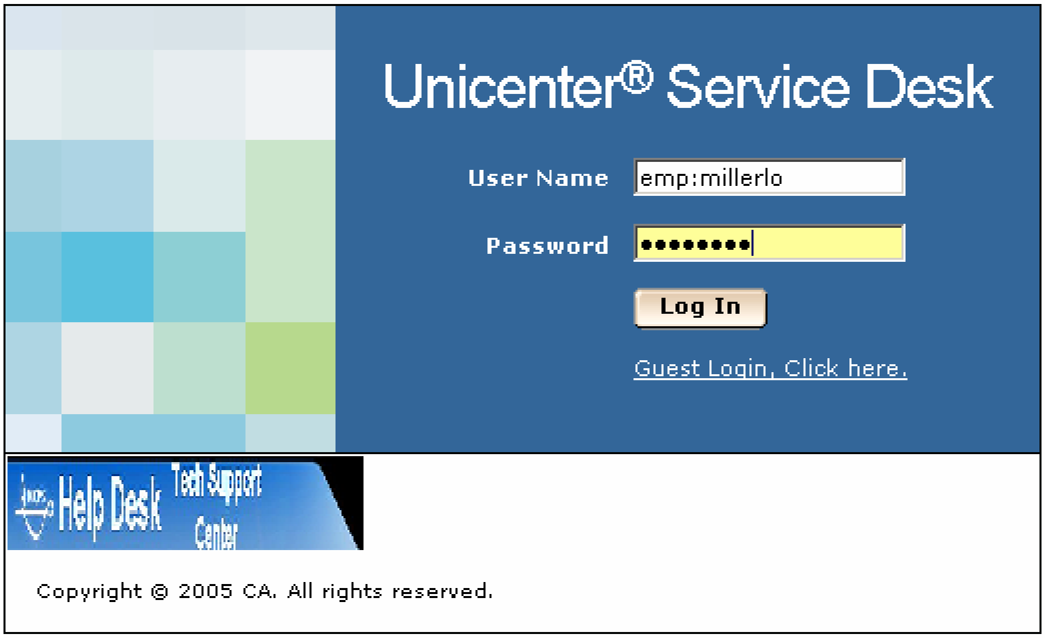
Request Detail Report

Logging Out

1. Click the **Log Out** link on the upper center area next to the Analyst's name.

Log Out link

Logging In to USD as an Employee



1. Type **emp:** before your Outlook username.

2. Type in your Outlook password.

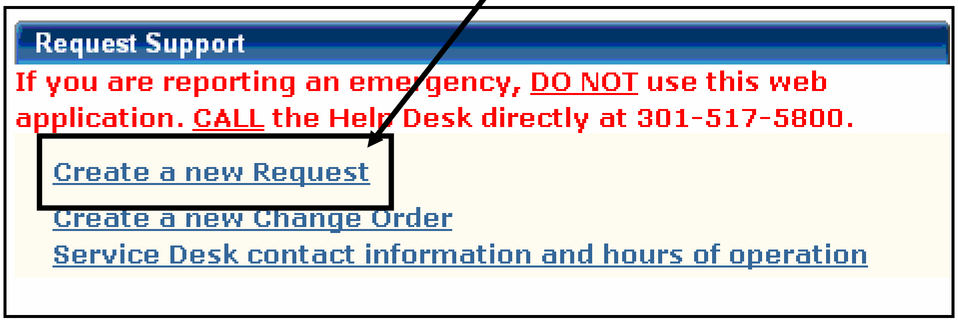
NOTE: End-Users will only put in the username and password. End-Users will **NOT** need to add **emp**: before the Outlook username.

---

3. Click the **Log In** button. The Unicenter Service Desk home page will display.

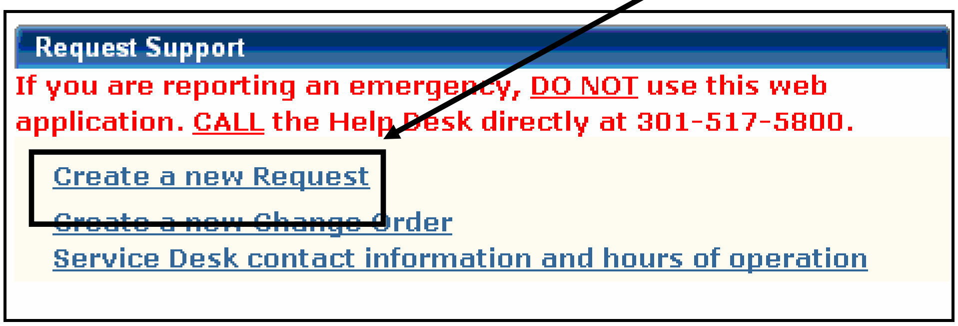
Employee Interface Home Page

4. Under the Request Support area, click on the **Create a new Request** link. The Unicenter Service Desk home page will display.



Creating a New Request

1. To create a request, under the Request Support area, click on the **Create a new Request** link.



2. The Request Detail window will open and the Request will have a Request number assigned to it.

Request Detail Window

The following table describes the fields in the Request Detail window:

Field Name	Description
Reported by	Automatically populates with the ticket creator's name.
Phone Number	Automatically populates with the ticket creator's work phone number. To change the phone number, click in the field and type the correct information.
Email Address	Automatically populates with the ticket creator's email address.
Priority	This field will default to 4-Normal. Employee will not be able to change the priority level. Only an analyst is able to change this field.
Request Area	This is a required field. Here you will identify the work location and type of problem you are reporting.. See steps below.
Request Description	Allows analyst to give additional information regarding request.

To change the Request Area field:

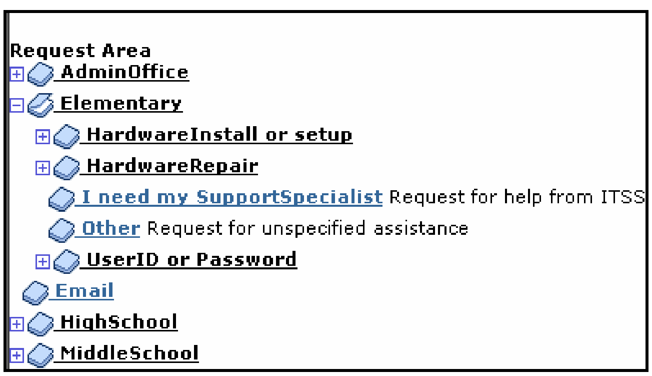
1. Click on the **Request Area** button to choose the Area for the request.

NOTE: Choosing the correct Request Area will ensure that your request is sent directly to the group that can most quickly resolve your problem.

---

2. Under Request Area, click on the **symbol** to expand the menus.

3. Select the **areas** that matches your location and type of problem.

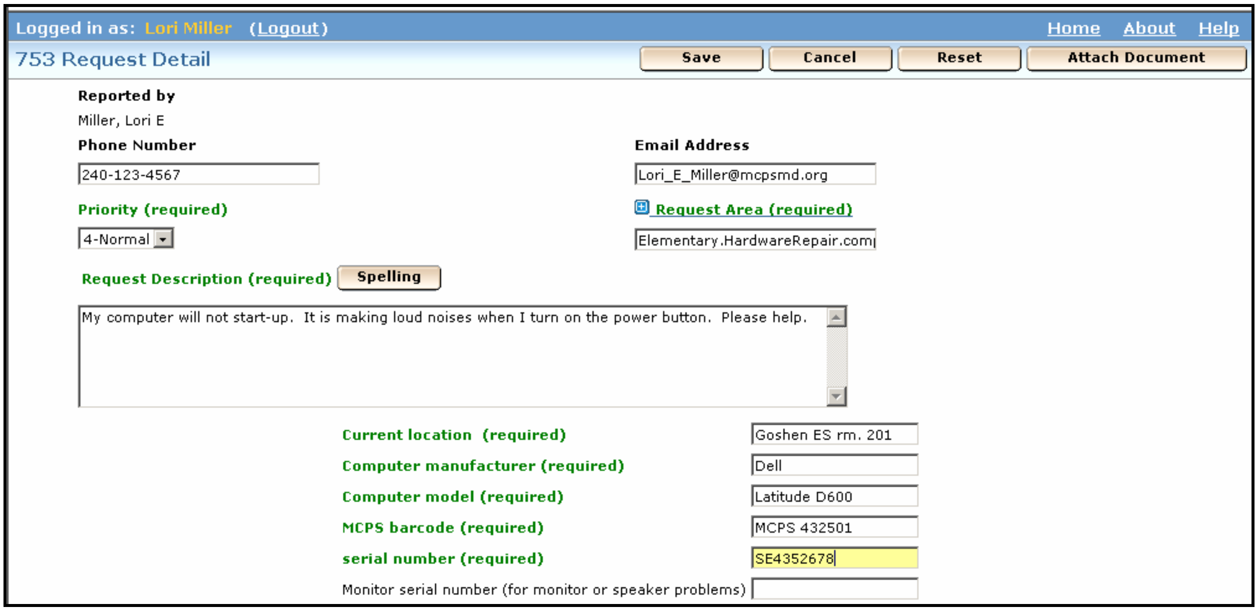


Request Area Selection

4. If your request is not related to a computer/printer problem, click **Other.**
5. If your request is related to a computer or printer, click on the **symbol** to expand the Hardware Repair link and choose the hardware that corresponds to your request.

Hardware Repair Request Area Selection

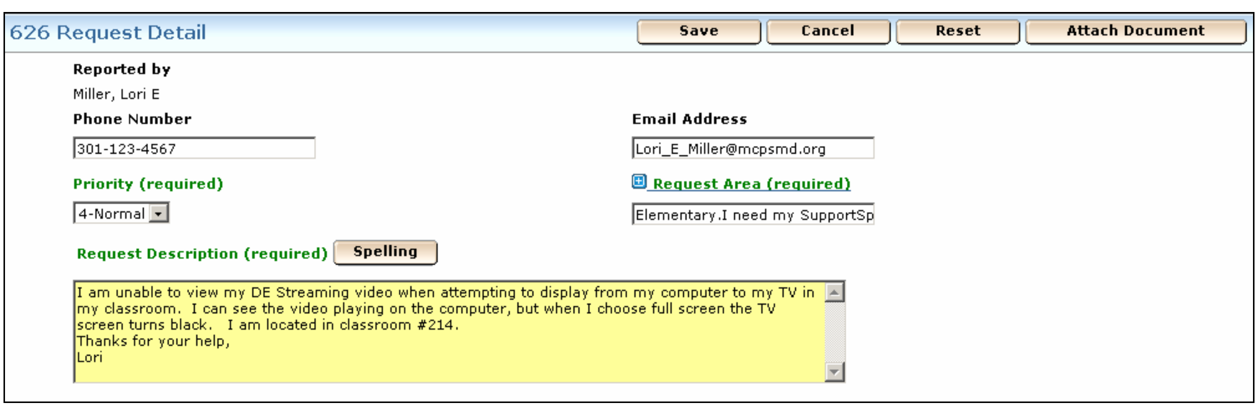
6. Five required fields will display under the Request Description.
7. Fill in the **Request Description** field with specific details about the problem.
8. If requesting Hardware support, you must provide the following information in the appropriate fields:
    - Current location
    - Computer manufacturer
    - Computer model
    - MCPS barcode
    - Serial number



Request Detail Window

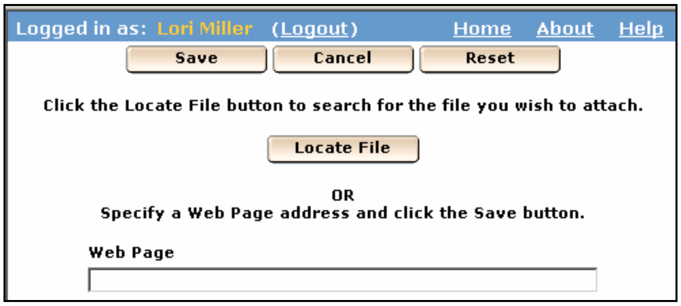
NOTE: Include your classroom number in your request description.

9. Click on the **Spelling** button to check your spelling.
10. Click the **Attach Document** button to upload and attach pictures or other information related to the problem.



Request Detail Window

11. Click on the **Save** button to save your request. This will also send your request to the appropriate analyst for resolution.



Attachment Window

Viewing My Request

1. Under **Look up my existing Requests**, click on the **You have ( ) My Requests** link.

Employee Interface Home Page

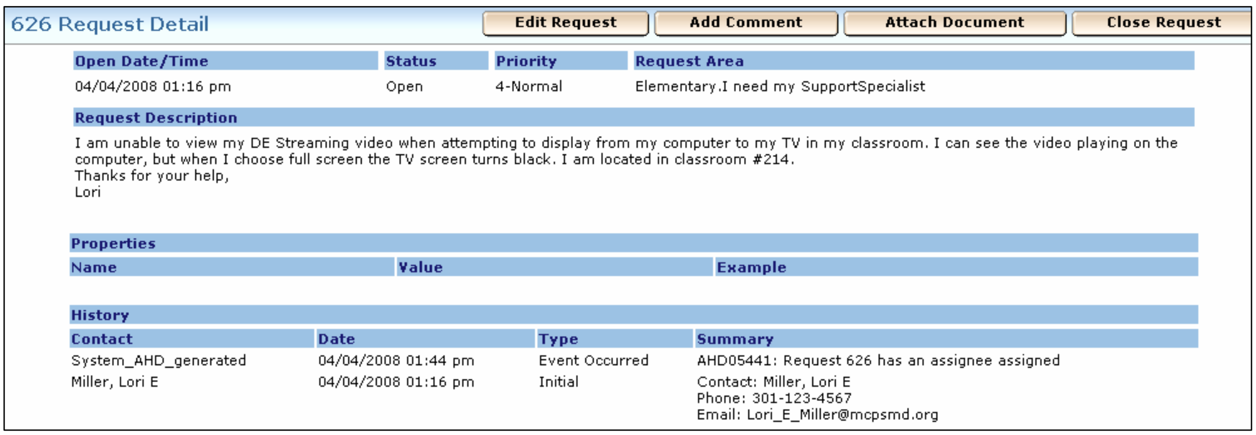
2. The **My Requests** window will display.

3. Click on a **Request number** to view the details of each request.

Request #	Status	Open Date	Priority	Group	Contacts
626	Open	04/04/2008 01:16 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: I am unable to view my DE Streaming video when att					
623	Open	04/04/2008 12:12 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: testing					
603	Open	04/01/2008 02:13 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: thsi is a test					
557	Open	03/27/2008 10:05 am	Prio: 4-Normal	Help Desk	Assignee: Miller, Lori E
Description: Just checking to see if I can refresh to see this					
545	Open	03/26/2008 01:58 pm	Prio: 4-Normal	TSS	Assignee: Miller, Lori E
Description: Customer cannot view DE Streaming videos when disp					
501	Open	03/25/2008 04:07 pm	Prio: 4-Normal	Help Desk	Assignee: Miller, Lori E
Description: this is a test					
496	Open	03/25/2008 03:28 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: this is a test, test, test.					

Viewing Request List for End-User

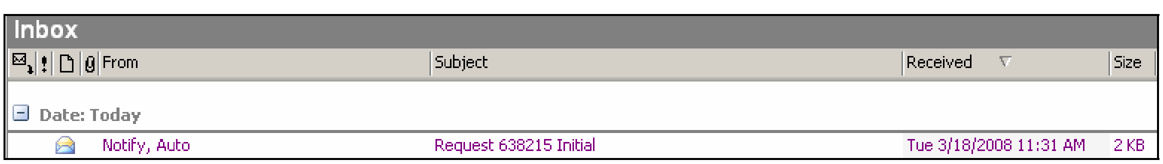
4. The **Request Detail** will display.



Viewing Request Detail for End-User

Auto Notifications

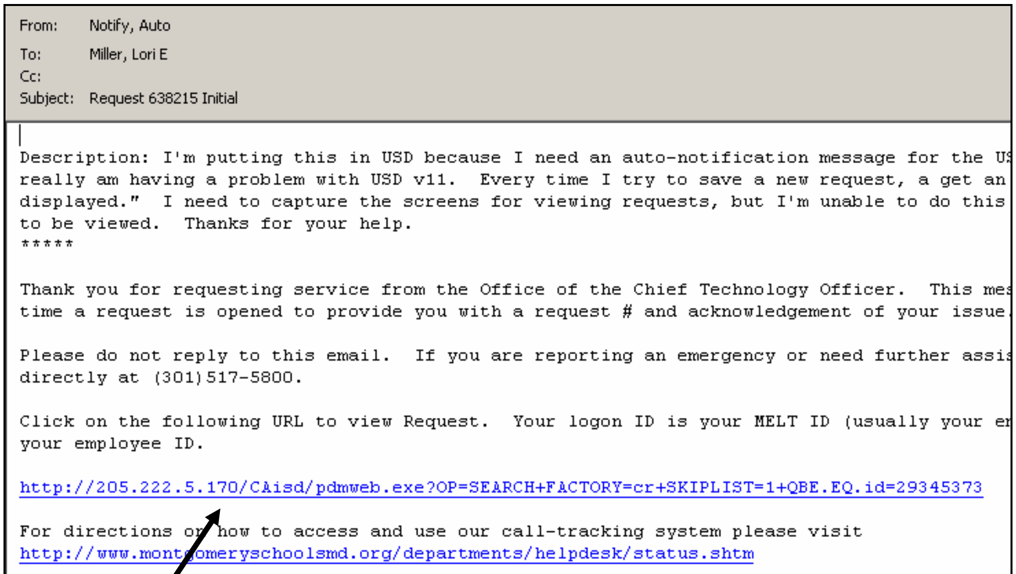
NOTE: You will receive auto notifications via Outlook each time your request is created, updated, escalated, or closed. You should review the auto notification, since the analyst often includes comments when adding information regarding your request.



Auto Notify example message via Outlook

1. Open your **Outlook Inbox** to view your Auto Notification messages.

2. Click on the **Notify, Auto** message to view the comments regarding your request.



From: Notify, Auto
To: Miller, Lori E
Cc:
Subject: Request 638215 Initial

Description: I'm putting this in USD because I need an auto-notification message for the US
really am having a problem with USD v11. Every time I try to save a new request, a get an
displayed." I need to capture the screens for viewing requests, but I'm unable to do this
to be viewed. Thanks for your help.
*****

Thank you for requesting service from the Office of the Chief Technology Officer. This mes
time a request is opened to provide you with a request # and acknowledgement of your issue.

Please do not reply to this email. If you are reporting an emergency or need further assis
directly at (301)517-5800.

Click on the following URL to view Request. Your logon ID is your MELT ID (usually your em
your employee ID.

http://205.222.5.170/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=29345373

For directions on how to access and use our call-tracking system please visit
http://www.montgomeryschoolsmd.org/departments/helpdesk/status.shtm

Auto Notification Message via Outlook

3. Click on the **link** provided in the email message to log in to USD to view your request information.