

## How do I log a support request?

From any page on the MCTC Website click the IT Support link on the bottom of the web page (or type <http://support.mctc.edu> in your web browser) to visit the MCTC Support web page. At this point, you can request one of two options: 1) [Open A New Ticket](#) or 2) [Check Ticket Status](#).

### Opening a new support ticket:

- Select “[Open New Ticket](#)”, this will open the support request form page containing necessary support information. Keep in mind that every box marked with an asterisk “\*” is required.
- Click on the “[Full Name](#)” text box to select it, and type in your full name.
- The [Email Address](#) box is to be filled out with your MCTC email (username@mctc.edu).
- The [Telephone](#) text box is optional (*Note: It is beneficial to have a phone number for follow up contact, however is not mandatory.*)
- Select the [Help Topic](#) dropdown box, and choose the appropriate topic.
- Select the [Subject](#) text box and type in a short, one sentence summary of your request.
- The text box labeled “[Message](#)” is where you will type out the full details of your request. (*Give as much detail as possible*)
- The [Captcha text box](#) is a security feature to prevent automated requests. Simply type the same characters that are in the image into the text box. (**Characters displayed are case sensitive**).
- The bottom three yellow text boxes are your choices of [Submit Ticket](#), [Reset](#), or [Cancel](#).

*Please check all the information you have typed before clicking the [Submit Ticket](#) buttons.*

### Checking and Editing Ticket Status

- Type your MCTC email into the [Email](#) field.
- [Ticket #](#) is the text box where you type the number assigned to the ticket. This will have been emailed to you following original ticket submission.
- Select [Check Status](#).
- Choose the appropriate ticket by clicking on the [Ticket #](#) or [Subject](#).
- Here, you will be given the option of adding a note, or uploading an extension.
- To add a note, select the [Message](#) text box. This is for updates or adding further information, not for complaints.
- If you wish to attach a document, click the [Browse](#) button. Navigate to the appropriate file, and click [Open](#).
- Select [Post Reply](#).