Using the MCTC Support Site

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 summery 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.