

# How to Submit an IT Help Service Ticket

## Option 1: Email

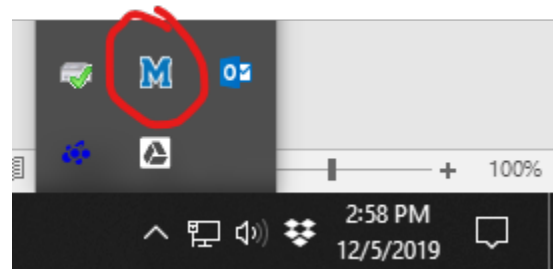
Step 1: Email [ithelp@mtsd.org](mailto:ithelp@mtsd.org)

1. In the subject line give a brief statement about the problem.
2. In the subject field describe what the problem is that you are encountering
3. Include your Name, building, and room number.

## Option 2: Using the Network Agent

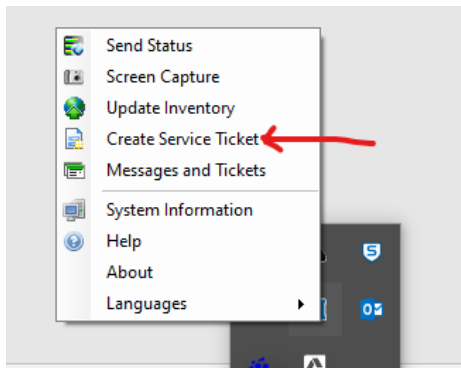
### Step 1:

Find the blue “M” agent icon in your system tray. If you do not have the “M” do not put in a ticket to install the “M”.



### Step 2:

Select – Create Service Ticket



### Step 3:

File in subject and then describe the reason for the service ticket.

1. In the subject line give a brief statement about the problem.
2. In the subject field describe what the problem is that you are encountering
3. Include your Name, building, and room number.