



Metropolitan Educational Council

MEC Help Desk System

Address: <http://helpdesk.usd.oecn.k12.oh.us> (Bookmark this link) OR
Go to www.mecdc.org/libsvcs.htm and click on Create Help Desk Ticket.

- username: your full email address
- password: your **Workflows school code IN ALL CAPS**

Unicenter ServicePlus Service Desk

1 Username:

Password:

Login Reset

Use the Home button at any point in the process to stop the request. Only SAVE will send the request. You may change your password.

1. Login

Home Screen displays.

2. To view or add to a request, click on open or closed requests. Click on the request number.

Unicenter Service Desk

Logged in as: Dana Wright (Logout) Home About Help

Request Support

3 Create a new Request

Look up my existing Requests

2 You have 1 open requests
You have 62 closed requests

Search Requests

Account Maintenance

Change Password

Announcements

(Show All Announcements)

1 request found.

Request #	Status	Modified Date
817048	Open	10/22/2008 10:59 am
Prio: None	This is a test help desk request.	

3. To open a new request, Click Create a new request.

Create New Request screen displays.

To send a request.

4. Click – “Click here to select Request Area.”

Request Area screen displays.

5. Click on MEC directory box + sign.

6. Click on MEC.Infoohio Questions.

Unicenter Service Desk

Logged in as: Dana Wright (Logout) Home About Help

1084349 Request Detail 10 Save Cancel Reset Attach Document 9

Reported by: Wright, Dana

Phone Number: 614-873-4642

Email Address: wrightda@alder.k12.oh.us 4

Priority (required): None

Highest = Priority 3, Medium = Priority 4, Lowest = Priority 5

Request Summary (required) Spelling 7

Request Description (required) Spelling 8

Request Area

MEC

- Email
- EMIS Emis Questions
- Fiscal Fiscal Questions
- INFOhio.Support User Trying to Perform
- INFOhioSupport Infohio Questions
- Network
- Student Student Services Questions
- VideoConferencing

7. Type your subject in the Request Summary box.

8. Type your message in the Request Description.

9. Click Attach Document if adding a document.

10. Click Save to send your request.

11. Click OK on the successful message.

12. Click the Home button to return to the main screen or logout.

Unicenter Service Desk

Logged in as: Dana Wright (Logout) Home About Help

Request Support

Request 1083314 created. Click here to view.

Create a new Request

Look up my existing Requests

You have 2 open requests
You have 61 closed requests

Search Requests

Account Maintenance

Change Password

Announcements

Windows Internet Explorer

Save Successful - Request 1083314 created

11 OK