



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**

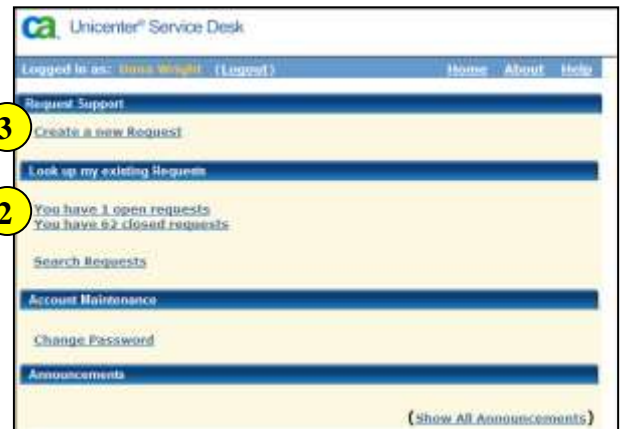


Use the Home button at any point in the process to stop the request. Only SAVE will send the request. You may change your password.

1. Login

Home Screen displays.

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



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

- To open a new request, **Click** Create a new request.

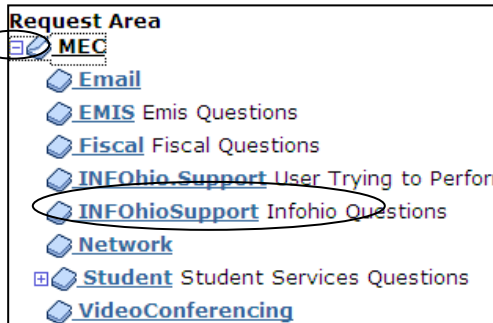
Create New Request screen displays.

To send a request.

- Click** – “Click here to select Request Area.”

Request Area screen displays.

- Click** on MEC directory box + sign.
- Click** on MEC.Infohio Questions.



- Type** your subject in the Request Summary box.
- Type** your message in the Request Description.
- Click** Attach Document if adding a document.
- Click** Save to send your request.
- Click** OK on the successful message.
- Click** the Home button to return to the main screen or logout.

