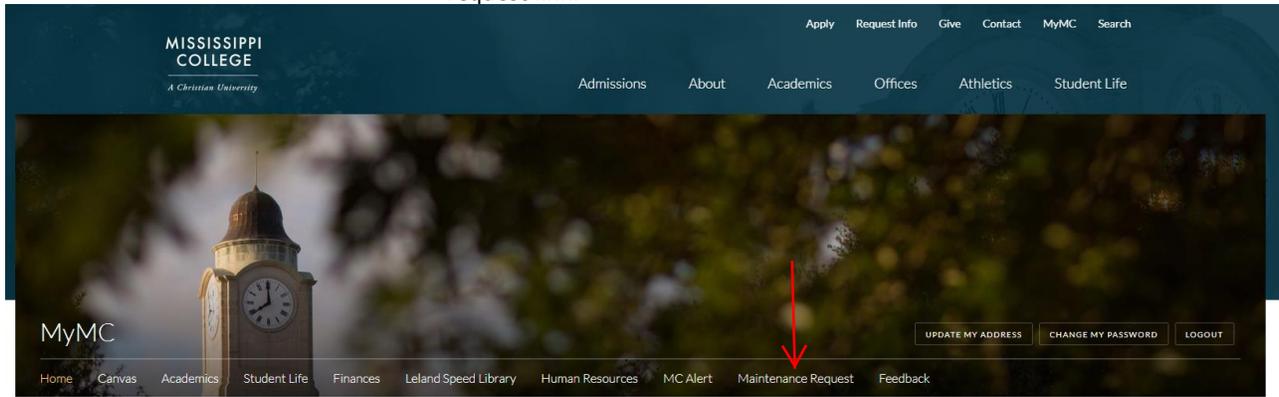
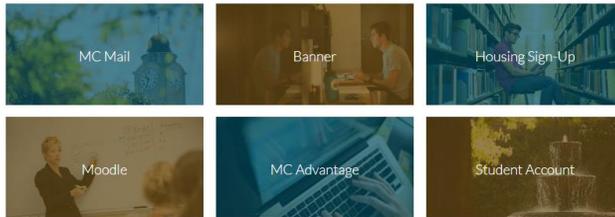


Launching iSD

1. On your MC network PC, Launch your web browser and login to your MYMC web page. On this page, select the maintenance request link.



Launch Pad



Faculty And Staff

- > Internal Resources
- > Summary Class List
- > Midterm Grades
- > Final Grades
- > Student Information Menu
- > Faculty and Advisors Menu
- > Degree Works (Catalog 2016 Forward)
- > Pay Stub
- > Tax Forms
- > Employee Menu

Calendar

This will take you to the Physical Plant web page. Under maintenance requests, select the, (I AM AN MC EMPLOYEE) link.



Maintenance

Renovation & Construction

Campus & Grounds

Building Services

Recycling Program

Other Services

Customer Satisfaction

Emergency Repairs

Call 601.925.3245 during regular hours (7:00 a.m. - 4:00 p.m. weekdays) and Campus Security at 601.925.3834, thereafter. The Campus Safety dispatcher will relay your request to the maintenance duty person on call. Calls to any other number will slow our response to the immediate problem.

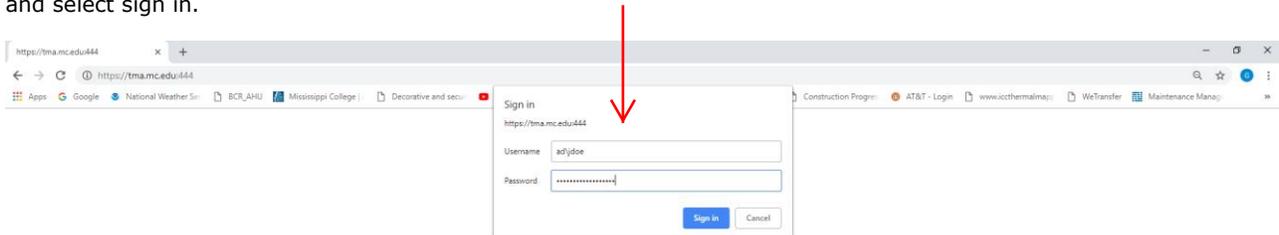
Maintenance Requests

To submit a maintenance request, please select one of the following:

I AM AN MC EMPLOYEE

I AM AN MC STUDENT

This will open a user Sign in field. Enter your MC Username with ad\ preceding it, enter your MC password and select sign in.



This will take you to the iServiceDesk home page.

iSD Home Page

The home page is the main activity center where you can request work and reports as well as view the informational pages.

Site Menu

- Home
- Work Request**
Submit a Request
Query Request
- Work Order**
Query a Work Order
- Key Request**
Submit a Request
- Minor Capital Project Request**
Submit a Request
- Other Options**
Please select from list
GO
- Material Request**
Catalog Search
View My Cart
Checkout
- Search by Number**
Work Order
[Search Button]

About TMA /ServiceDesk v6.1.0

TMA iServiceDesk

Welcome to TMA iServiceDesk

TMA iServiceDesk is TMA's web-enabled interface that provides a user-friendly web forum to submit, query, and report on work requests. Requesters can be kept informed via e-mail or can query the status of their request or work order throughout the entire process.

Additional functionality of TMA iServiceDesk includes the following:

- Submit work requests
- List open and complete work orders
- Query for selected work requests and work orders
- Check status of work requests and work orders
- Post a user-defined facility news page
- Display emergency procedures and links to other sites
- Submit material requests via a standardized material request form including the ability for the user to designate where materials are to be delivered **
- Access an online catalog of supplies and materials **
- Access, complete, and submit client satisfaction surveys for in-house technicians or contractors *
- Submit project requests *
- Submit key requests
- Run selected reports directly from the browser without having to log in to the TMA application
- Make use of single user ID and Password (LDAP)

By using TMA iServiceDesk's open and modifiable HTML, you can create custom pages. iServiceDesk provides users with the ability to publish selected data to thousands of end users or clients at one facility or around the world.

* TMA Enterprise only
** TMA Enterprise and TMA WorkGroup only

Submitting a Work Request

To submit a Work Request, follow these steps:



1. Click the *Submit a Request* link in the Site Menu to open the *Submit your Request* page.

2 . iServiceDesk

Submit your Request

Facility: [Dropdown]
Building: [Dropdown]
Area: [Dropdown]
Name: [Text]
Phone #: [Text]
E-mail Address: [Text]
Repair Center: [Dropdown]
Account #: [Text]
Tag Type: [Dropdown]
Tag #: [Text]
Department: [Dropdown]
Request: [Text Area]

[Browse...] No file selected.
[Submit]

If this is an emergency please contact at 1111-123

2. Type or select your facility name in the *Facility* field. Note: The location fields (*Facility*, *Building*, and *Area*) must be completed in order.

3. Type your name in the *Name* field.
4. Add your *Phone #* and *E-mail Address*.
5. Select the *Repair Center* and any elective information needed.
6. Type your *Request*. Please give as much information as needed.
7. Click the *Submit* button on the window to send the request.

Reminder: Emergency contact information displays on the Physical Plant Web page. If this is an emergency, please use that information rather than waiting for the request to be processed.

After the request is sent, a request number is issued. The number is sent to the user and displayed on the web page.

Request # 10743

Current Status: Pending

Facility: Main Campus
Building: Administration Building
Floor:
Location ID: [01-101](#)
Area Description: 101-Classroom
Tag #:
Item Description:
Requestor: Roma Pelli
Requestor Phone: 918-555-4567
Requestor Email: r.pelli@abc.com
Accept Date:
Work Order #:
Reject Date:
Reject Reason:

Requested Action: A/C not working

Important

Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.

This number is the reference used to query the status of your request. The Request # displays on the Tab for this window as well as a heading strip, which also displays a print page link.

Request # 10743 for 01-101

[print page](#)

3. iServiceDesk

If needed, use the *Browse* button (above the *Submit* button) to attach a document or drawing relevant to the request. Once a file is selected, the file name displays to the right of the *Browse* button. The document becomes available as a *Linked Document* in WebTMA to those who review your request. The button may have a different label depending on your browser.

After a request has been submitted to TMA, the maintenance staff reviews the request and either accepts or rejects it. You can check the status without waiting for a response from the maintenance department.



Your WebTMA System Administrator has the option to use *Admin > E-mail Settings* to send an automatic reply to notify you when the request is submitted or status updates such as work order number or reason for rejection. In addition, you will receive emails from the system as to your work request status, such as, parts on order, technician completion of work request and a final email when the request is finished and closed in the system.