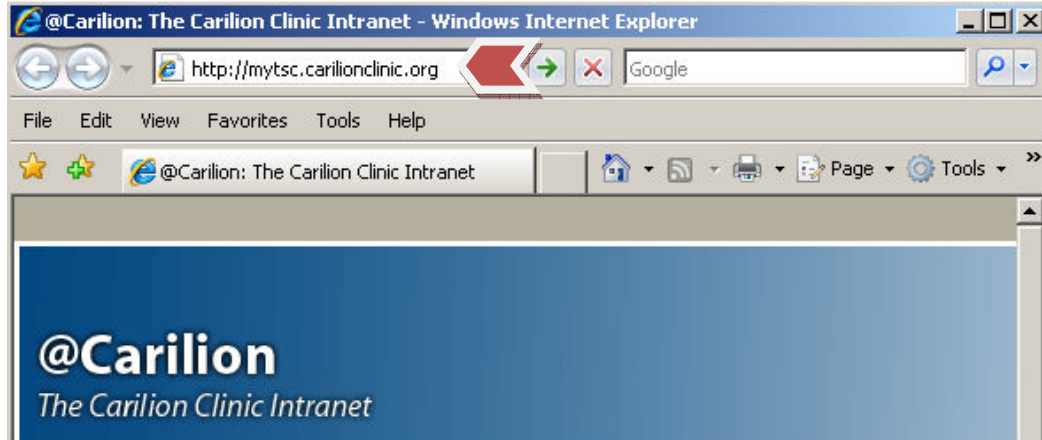


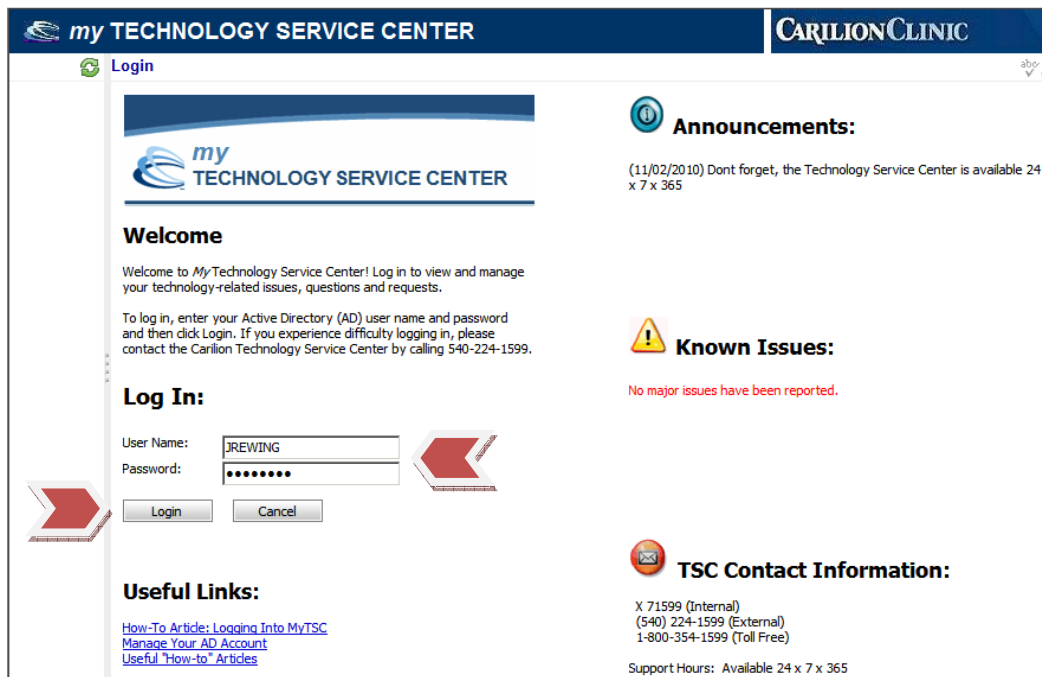
1.

Using your *Internet browser*, navigate to **http://mytsc.carilionclinic.org**.



2.

The *My Technology Service Center* login screen appears. In the *Log In* section, type your Carilion-provided Active Directory **user name** and **password** and then click **Login**.



The *Home* screen appears. In the *Menu* section on the left side of the screen, click **Report an Issue**.

3.

my TECHNOLOGY SERVICE CENTER | CARILIONCLINIC | User:SRMUNSEY Logout

Main Menu: SRMUNSEY

Home
 Manage My AD Account
Report an Issue
 Submit a Request
 My Saved Requests
 My Open Requests
 My Closed Requests
 Find a Request
 Useful "How-to" Articles
 Logout

Welcome to *MyTechnology Service Center*! Use the links provided on the left side of your screen to view and manage your technology-related issues, questions and requests.

Using *MyTechnology Service Center*, you can:

- Manage My AD Account**- Reset or change your Active Directory (AD) password, unlock your AD account or access the Carilion corporate directory.
- Report an Issue**- Report your technology-related issue or question to the Technology Service Center.
- Submit a Request**- Submit a request for access, service, etc. to the Technology Service Center.
- My Saved Requests**- View and submit your saved requests for technical services to the Technology Service Center.
- My Open Requests**- View the open requests and issues you have submitted to the Technology Service Center.
- My Closed Requests**- View the closed requests and issues you have submitted to the Technology Service Center.
- Find a Request**- Search for a request or issue you have reported to the Technology Service Center.
- Useful "How-to" Articles**- Access helpful "how-to" articles for various Carilion technology services (such as Exchange, Spark IM, MyTSC and more).
- Logout**- Logout of *MyTechnology Service Center*

Announcements:
 (11/02/2010) Dont forget, the Technology Service Center is available 24 x 7 x 365

Known Issues:
 No major issues have been reported.

TSC Contact Information:
 X 71599 (Internal)
 (540) 224-1599 (External)
 1-800-354-1599 (Toll Free)
 Support Hours: Available 24 x 7 x 365

The *Technology Assistance Reporting Application (TARA)* screen appears. Follow the on-screen **instructions**, answering the questions on each screen of the five-step process.

Note: All questions marked with an asterisk (*) are required.

4.

my TECHNOLOGY SERVICE CENTER | CARILIONCLINIC | User:SRMUNSEY Logout

Wizard: Technology Assistance Reporting Application

Home
 Manage My AD Account
 Report an Issue
 Submit a Request
 My Saved Requests
 My Open Requests
 My Closed Requests
 Find a Request
 Useful "How-to" Articles
 Logout

Technology Assistance Reporting Application

Hi, my name is TARA and I am here to help you submit your request for technology-related assistance. Let me start by asking you a few questions. Please keep in mind that any fields marked with an asterisk (*) are required.

Click **Next** to begin...

< Previous Next > Finish Cancel

The last screen of the *Technology Assistance Reporting Application (TARA)* appears and displays the ticket number associated with your submission. Click **Finish**.

5.

The *Home* screen re-appears. You have successfully reported a technology-related issue or question using *My Technology Service Center*!

End



Helpful Information

- **Before you submit...** Before you report your technology-related issue or question to the Technology Service Center, be sure to check the *Announcements* and *Known Issues* sections of *MyTSC*. You may find that the issue you are submitting has already been reported to the TSC.
- **Email notifications:** You will receive an email notification containing information about your submission after you report an issue or question using *MyTSC*. You may also receive an email notification if the ticket associated with your submission is updated by the TSC or needs your attention. Finally, you will receive an email notification once the reported issue or questions is closed.
- **What's the status?** Save yourself a phone call to the TSC! You can check the status of any issue or question you have submitted to the Technology Service Center using *MyTSC*. Using the menu on the left side of the screen, simply click the desired option:
 1. *My Open Requests:* View all **open** issues or questions you have reported to the Technology Service Center.
 2. *My Closed Requests:* View all **closed** issues or questions you have reported to the Technology Service Center.
- **Need to update a ticket?** Forget to include information in your original submission? Want to add additional information to an issue or question you have submitted to the Technology Service Center? Follow these instructions to update an open ticket using *MyTSC*:
 1. On the left side of the screen, click **My Open Requests**. A list of open tickets appears.
 2. Click the desired **ticket number** link in the *Interaction ID* column. The selected ticket appears on your screen.
 3. At the bottom of the screen, click **Update**. The *Update* screen appears.
 4. Type the desired **information** in the *Update* field and then click **Save**. The ticket number screen re-appears and the update is saved.