

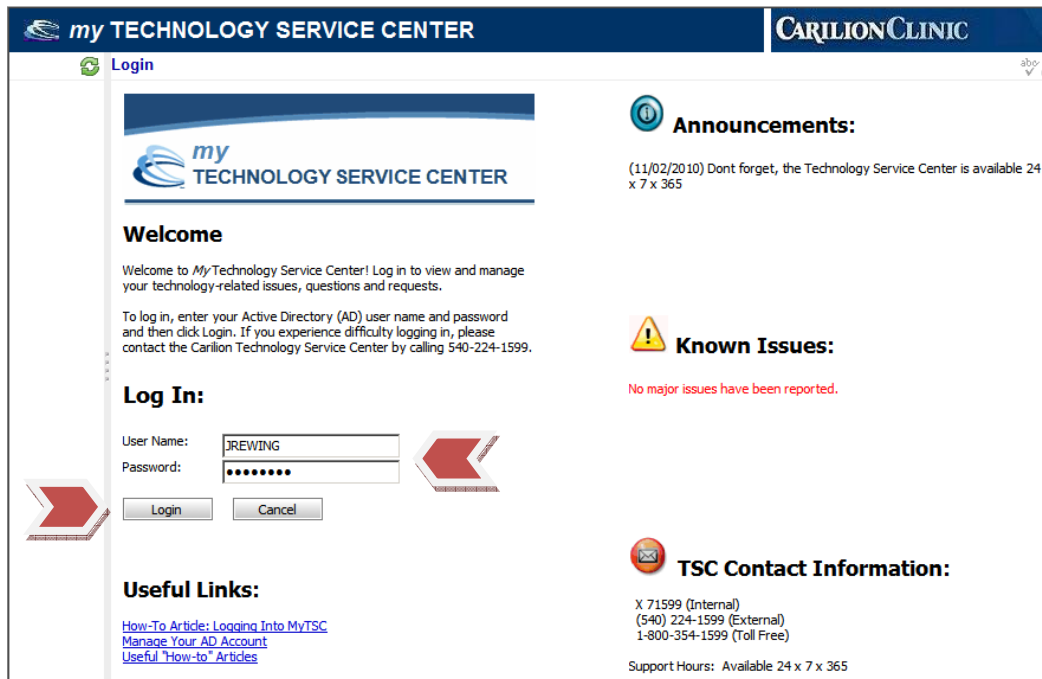
1.

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-issued **user name** and **password** and then click **Login**.



The *Home* screen appears. In the *Menu* section on the left side of the screen, click **My Open Requests**.

3.

my TECHNOLOGY SERVICE CENTER

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 *My* Technology 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 *My* Technology 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 *My* Technology 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 *My Open Requests* screen appears. Click the **request number** of the desired request you wish to update.

4.

my TECHNOLOGY SERVICE CENTER

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Interaction ID	Open Date/Time	Description
SD10848	11/08/10 12:34:03	Please process request.
SD10850	11/08/10 13:47:17	Request new desktop phone template
SD10879	11/18/10 16:01:38	Getting error message "cannot open file" when attempting to open word document.
SD10881	11/19/10 10:50:24	ejfkdjkdjdfj
SD10901	11/30/10 13:38:43	no additional comments provided

Records: 20 Count Go to page: Go Page: 1 of 1

5.

The selected request appears. Click the **Update** button at the bottom of the screen.

Request SD10848

Home
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Related Changes		
ID	Status	Description
C1000377	initial	Please process request.

Related Catalog Items			
Catalog Item	Requested For	Quantity	Status
Add Software	MUNSEY,STEVEN R	1	submitted
Add Software	MUNSEY,STEVEN R	1	submitted

Update Back

6.

The *Update* screen appears. Type the desired **update** in the *Update* field, attach any additional files and then click **Save**.

Request SD10848

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Interaction ID: SD 10848

Primary Contact Information

Name: MUNSEY,STEVEN R
Phone Number: * 5404004432

Update Information

Update: *
Please contact me before you have fulfilled the request. I have attached some additional information.

Add File...

File Name	Size	Remove
Secure32 Project Plan Checklist.doc	606720 bytes	remove

Back Save

The *Request* screen re-appears and displays the update in the *History* field. Additionally, the update will be visible to the TSG staff member assigned to the request. You have successfully updated a technology-related request using *My Technology Service Center*!

End



The screenshot shows the 'my TECHNOLOGY SERVICE CENTER' interface. At the top, there is a navigation bar with the Carilion Clinic logo and the user 'SRMUNSEY' logged in. A notification banner states 'Request SD10848' and 'Interaction SD10848 has been updated.' The main content area is divided into two columns: 'Request Detail' and 'Contact Information'. The 'Request Detail' section includes fields for Interaction ID (SD10848), Status (Open - Linked), Open Time (11/08/10 12:34:03), and Service (Other - See Description). The 'Contact Information' section includes fields for Contact Name (SRMUNSEY), Department, Phone, Extension, E-mail (SRMUNSEY@carilionclinic.org), Location, and Floor. Below these sections are 'Title' and 'Description' fields, both containing the text 'Please process request.' A left-hand navigation menu lists options such as Home, Manage My AD Account, Report an Issue, Submit a Request, My Saved Requests, My Open Requests (highlighted), My Closed Requests, Find a Request, Useful 'How-to' Articles, and Logout.



Helpful Information

- **Email notifications:** You may receive an email notification if the ticket associated with your submission is updated by the TSC or needs your attention. You will receive an email notification once your request has been fulfilled and closed.
- **What's the status?** Save yourself a phone call to the TSC! You can check the status of any request 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** requests you have reported to the Technology Service Center.
 2. *My Closed Requests:* View all **closed** requests you have reported to the Technology Service Center.