

MVDC Support

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IT Support Gets Its Own Ticketing Form

2023-11-03 - Richard Woolf - [General](#)

The [new IT ticketing system](#) is now available through our Intranet. It looks like this:



This is only for IT issues, as we will continue to use [mvdc.deskpro.com](#) for all database, maintenance, and ADP issues.

Once you click the new IT Support button, you will be prompted to set up an account similar to the DeskPro setup.

We're confident that this change will get you the IT support you need quickly from our contracted source, inTrustIT.



Use inTrust Support for the following IT issues:

- Password Reset (Outlook, Office.com, Network)
- Outlook/ Microsoft Office (other than Password Reset)
- Other Software/App Issues
- All Hardware/ Devices/ Phones/ Tablets/ Equipment
- Other IT Issues

Use [mvdc.deskpro.com](#) Support for all remaining issues, such as:

- **Database:**
- ASQ Online
- Caspio Forms/Databases
- ChildPlus
- COR
- DeskPro (Help Desk Database)
- iPhone Apps/ iPad Mobile Apps (but not iPhone/iPad device issues)
- One Call Now
- Other Database Issues
- **Maintenance**
- **Conference Room Setup**
- **Payroll (ADP)**