



MC Services Help Desk Guide

This document serves as a set of guidelines as well as a guide to understand the support services provided by MC Services. The document is limited in scope in that it sets the procedure for providing help through the MC Services Help Desk.

Methods of Contact

The Help Desk acts as a central point of contact for all technical support, including hardware and software questions and troubleshooting. Clients may submit requests online by e-mailing helpdesk@mcservices.com, using the client web portal, or calling (800) 453-8106 or (262) 522-6950. To ensure timely responses, please do not contact an employee directly.

Regardless of method of contact, tickets are handled in the order they are received and based on priority. See 'Priorities and Response Time' below for more details.

Hours of Operation

Assistance is available from 8:30 a.m. to 5:00 p.m. CST, Monday through Friday, excluding Holidays or inclement weather. During regular hours of operation, requests will be responded to within 2-hours, on average, and requests should be resolved within 48 hours.

After hours support is available between 5:01 p.m. to 8:29 a.m. CST, and will be billed at our emergency rates. Requests can be made via phone by calling the phone numbers listed above.

Responsibilities of Those Making a Request

When contacting the Help Desk, users should include the following:

- Complete contact information (first & last name, department, phone number, and e-mail address)
- A clear and specific description of the problem or request, including information regarding any error messages they may have received.

Hardware Support

- Apple Devices ~ We will troubleshoot hardware for Apple devices, including servers and storage. Most hardware repairs would need to be performed by the Apple Store, AppleCare or an Apple Authorized Service Provider.
- Windows/PC ~ We will troubleshoot hardware for Windows/PC, but repair may require vendor or third-party involvement.

Software Support

Technical support will be provided on both Mac and Windows Operating Systems and Client's desired applications and services. Support is also available for wired and wireless network equipment and configurations.

Exclusions

- Windows PC hardware repair
- General application level support (i.e. How to use Adobe Illustrator, etc.)
- Phone and security systems

Priorities and Response Times

We will use the following guidelines in prioritizing requests and we strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any given time. Tickets are handled in the order they are received and based on priority.

Priority	Criteria	Target Response Time
1	Affects more than five individuals, or is mission critical and there is no workaround available. Examples: E-mail services are not functional; network printing is not available.	Will call or page technicians for immediate response.
2	Affects one to five individuals, no workaround available. Example: Personal document located on user's hard drive must be printed, but user's monitor is not functional.	Initial response within 2 working hours.
3	Affects fewer than five people, workarounds available. Example: Can't check E-mail from one computer, but can use WebMail from another computer.	Initial response within 4 working hours.
4	No affect on productivity, or unsupported software. Examples: Monitor showing b/w instead of color.	Best effort as time allows.