

Email: <https://www.google.com/gmail/about/>

Helpdesk: <http://svhd-01.cusd223.org/otrs/customer.pl>

Skyward Student: <http://209.175.156.34/scripts/wsisd.dll/WService=wsFAplus/seplog01.w>

Skyward Finance: <https://skyfin.meridian223.org:444/scripts/cgiip.exe/WService=wsFin/seplog01.w>

Your **username** is your first initial and last name. All initial passwords are set to meridian223.

In order to access the Helpdesk, you first need to log in to your computer. Once the computer password is changed, the newly created password will also be your Helpdesk password. Your Helpdesk and computer username/password will be the same after the password change.

Computer Login

1. Enter username and password.
2. If this is your first time logging in you will be prompted to change your password.



3. Enter in a new password that is at least 6 characters long.

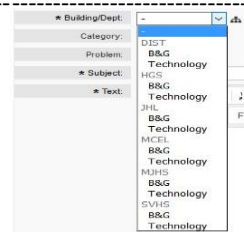
Email Login



1. Click on "Sign in"
2. Enter username (followed by @mail.meridian223.org) and password

Helpdesk Login/Submitting a ticket

1. Enter username and password.
2. Click on Tickets -> New Ticket
3. Click on Building/Dept.
4. Select either B&G or Technology depending on the issue.
5. Select appropriate category, select problem, enter subject, and write a description of the issue in the Text box
6. After clicking on submit your submitted ticket along with other open tickets, will appear in the "Open" tab.
7. Once the ticket is completed it will automatically be moved to the "All" tab.



MCUSD Helpdesk	
Tickets	FAQ
All (11) Open (3) Closed (8)	
2017080156000053	My room door will not close properly - This is a B&G test ticket.
2017080156000044	My phone does not work - My phone has no dial tone at all.

Skyward Login

1. Enter username and password. If this is your first logging into Skyward you will be asked to change your password. The password has to be at 6 characters long and include one number.

