Help Desk instructions

Procedure to create registrant
Step 1: Using your internet browser, proceed to https://mtmobility.freshdesk.com
Step 2: On the MARSHALLTOWN Software Help Desk homepage, click on Sign up in the top right corner of the web page
Step 3: Enter full name (first & last), email and text quiz
Step 4: Click on Register
   
   Note: An activation link will be sent to your email inbox.
Step 5: Go to email inbox and open MARSHALLTOWN Software user activation email
Step 6: Click on the link to activate account and select password
Step 7: Create a Password; proceed with Retype Password
Step 8: Click on Activate & Log in

Create new support ticket
Step 1: On the MARSHALLTOWN Software Help Desk homepage, click on New Support ticket
Step 2: Enter information for Requester
   
   Note: Requester must be your email address.
Step 3: Enter Subject
   
   Note: A subject must be entered to submit a support ticket.
Step 4: Enter Description
   
   Note: A description must be entered to submit a support ticket.
Step 5: Click on Submit

Check status of support ticket
Step 1: On the MARSHALLTOWN Software Help Desk homepage, click on Check ticket status
Step 2: View the status of your current open and/or pending support tickets
   
   Note: You can sort tickets by ‘date created’.
   
   Note: A requester will receive email notification for major updates to a support ticket.

If you have any questions while completing your MARSHALLTOWN Software Help Desk ticket please contact MARSHALLTOWN Software Support.