



MARSHALLTOWN Software

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.