



Office of Information Technology

Welcome to the Manhattanville Support Center available 24/7/365

You can submit a Support Request via our ticketing system.

User Account

- If you are an **existing Mville Student, Faculty or Staff** member your account is already set up and ready for use. **Your username is your full Mville email address and your password is your first name.**
- **New students** can select the "My Support" tab and select "Create a new account".

To submit an Online Ticket
Click on the My Support Tab and sign in.

- The ticket entry page will appear to enter ticket detail information.
- You can preview the ticket entry, then click on "**Finish**" to submit the ticket.
- Email notifications are sent whenever updates are made to the **Support Request Ticket**.
- You can also review the status of previously submitted Support Requests.
- Expect a 12-24 hr. response time for submitted tickets.

Ticket #	Date Created	Summary	Issue Type	Issue Sub-Type	Status	Last Updated
You do not have any Tickets						

10 Records per Page

Ticket Status Legend:	
Open	Ticket has not been addressed yet.
Work In Progress	Ticket has been assigned to a technician and is in process.
Need More Info	We require additional information in order to solve your issue.
Reopened	The ticket requires a revision for the solution posted.
Solution Suggested	A solution has been suggested for your issue.
Closed	This ticket has been closed.

The Support Portal also provides you with the ability to search our **Knowledge Base** and **Downloads** of frequently asked questions and support documents