

Hello!

It seems like we are doing more and more college business online these days. Our office and classroom hours are constantly evolving as well. Therefore, Information Systems is introducing a new website that gives you the ability/option to report technical problems online (<http://itsbroken.mclennan.edu>). This online system gives you the option to report and track your technical request. With this new system, your request will be posted directly in a database that will not get lost or misplaced. Please feel free to use this system for any type of technical request you might have. As always, please email or call me if you have questions. For now, we are only sending this to MCC faculty. In the near future, we might make this available to staff and students. Please read the information below or click the “Click Here” button to view the video-cast for detailed instructions on how to use this new system.

Click the icon below to view the video TechTip and click open



## Submitting Technical Problems Through IssueTrak

### TechTip: IssueTrak

In order to properly report a technical issue, you **can** submit the problem to IssueTrak. To get there, simply open up a browser and type the URL below in the address bar:

<http://itsbroken.mclennan.edu>

You will then be able to report all technical issues you may be experiencing.

\*It is important that we know all technical issues that occur in the classrooms. By allowing you to sign into IssueTrak and report all problems, we are able to log, track, and respond in a timely manner. Please use this to report technical problems that you might have in the classrooms, or in your office. ( i.e.: projection system down, vcr not working, cd-rom broken, printer not working, fax machine problems, phone not working, etc.)

Logging In:

User name: first initial full last name

Password: same as email (eight characters)

How it works:

1. After opening IssueTrak, you will see “My Issues” on the left hand side of the screen.
2. Click “submit issue”, and below is what will then come up

- **Subject-** please make it brief but detailed (*i.e. for monitor problems, type in something like “monitor won’t come on”*)
- When filling out the “**full description**” of the problem, \* PLEASE MAKE SURE YOU PUT IN THE LOCATION OF THE EQUIPMENT. Including: building, office/room #, and what computer, printer, etc. is having issues. Please describe in detail what problem is occurring. (*i.e.: the monitor in HPE, room 102 will not turn on. I have tried rebooting and checked the electrical connections, but nothing happens. The light is on, but the screen is black*)
- The “**Issue Type**” box is very important. Click on the drop down arrow at the right end of the box. Choose according to your problem:
  1. Hardware- physical components of the computer (monitor, keyboard, phone problems, etc.)
  2. Software- internal problems (Microsoft Office, Adobe Acrobat, or other programs)
  3. Media Technology- technology such as projectors, screens, televisions, DVD/VCR player, etc.
- After entering all the correct information, you will click “submit issue”

*You are then free to log out.*