Technology Assistance Process

The purpose of this process is to get you the best and fastest response to your technology needs.

For any technology support, you should begin with the LHRIC Service Desk, which we oversee–this is a group of tech specialists waiting to help. The specialists will either help you on the spot, or route your issue to the correct team, including both Robert Jacoby and Alan Lewitan. Often they will want to screen share with you–which is an excellent way of troubleshooting.

Since we all handle different aspects of the system, **utilizing the Service Desk will get you to the right person fastest**.
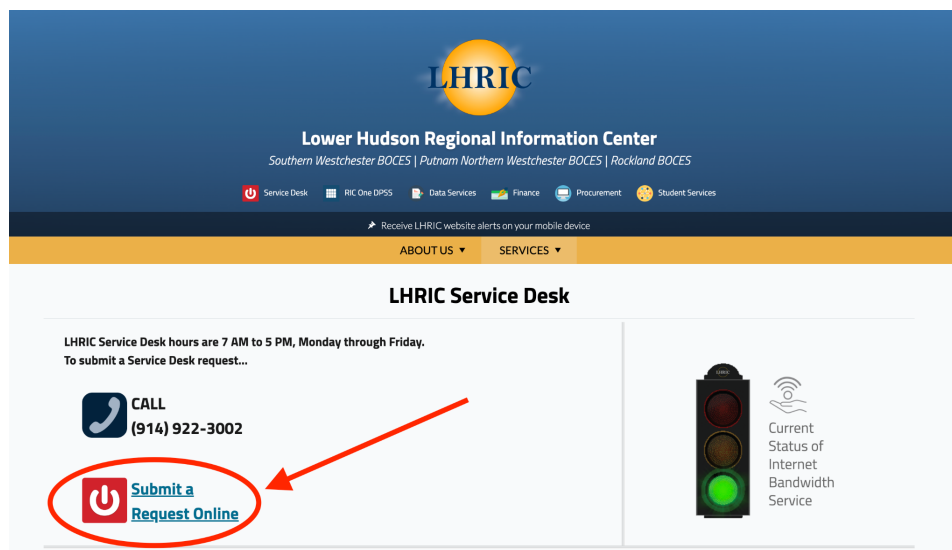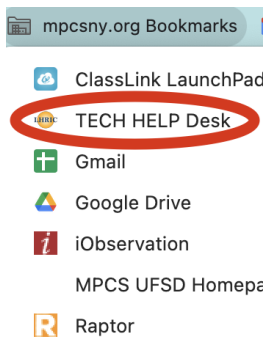
You can:

- Call **(914) 922-3002** and explain the problem over the phone

   OR

- Go to the "TECH HELP Desk" link in your mpcsny.org Bookmarks folder to submit a ticket–just click "Submit a Request Online."
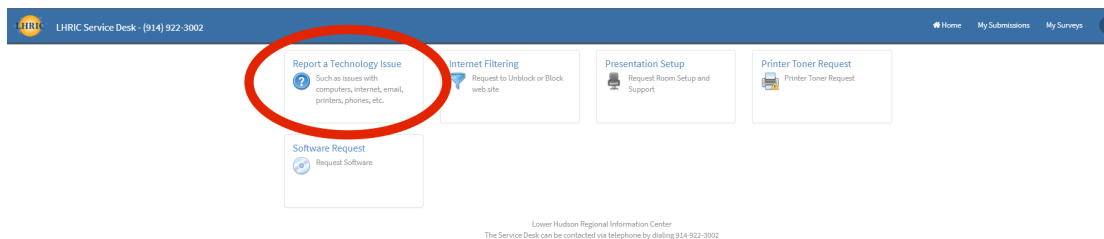   https://www.lhric.org/groups/41769/managed_it/service_desk

General Technology Issues

For any technology issues (e.g. password resets, computer hardware issues, etc.), please use the TECH HELP Desk and choose "Report a Technology Issue."

Printer/Copier Toner

If you notice a printer or copier has run out of toner, please use the TECH HELP Desk and choose "Printer Toner Request."
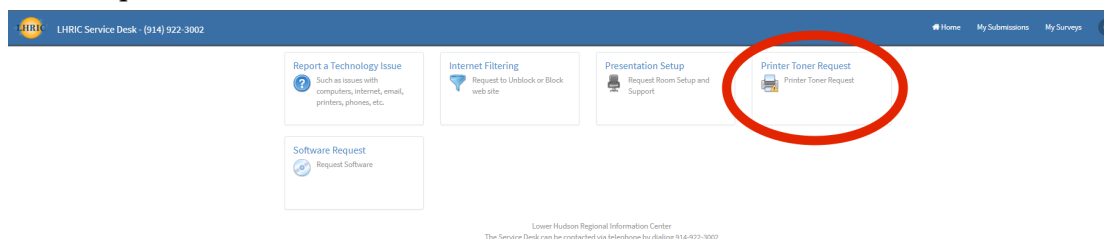
You can also utilize the "Internet Filtering" option for blocked websites, or the "Software Request" if you need a particular piece of software installed.

Any internal requests can go to TechHelp@mpcsny.org, which sends an email to both Robert Jacoby and Alan Lewitan. Please don't email requests individually in case one of the two are not available. Again, this will ensure that you get help as fast as possible!