



## MJ Network Solutions Support and Contact Information

**Our goal as your IT Support Department is to get you back to work as soon as possible. We can be contacted through the following channels for support.**

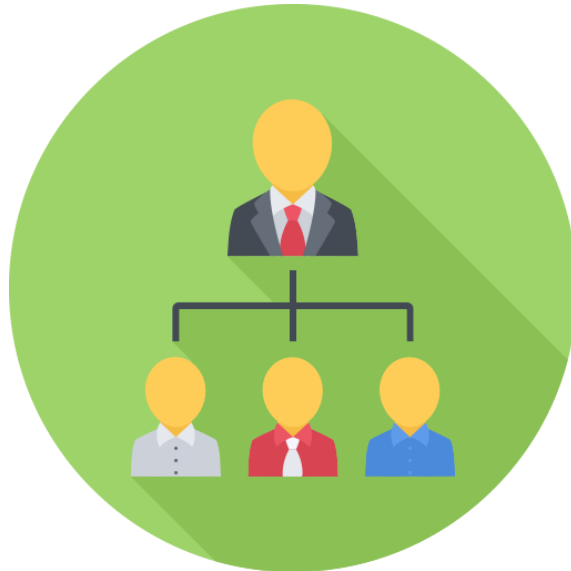
Phone: 1-800-760-7136 (follow prompts)

Email: [support@mjnshosting.com](mailto:support@mjnshosting.com)

MJNS Remote Support: [support.mjnshosting.com](http://support.mjnshosting.com) (instructions below)

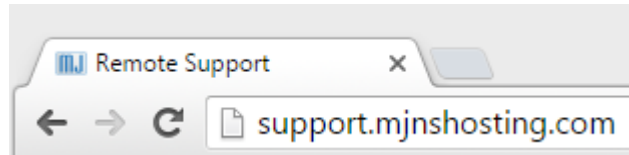
MJNS Ticketing System: [tickets.mjnshosting.com](http://tickets.mjnshosting.com) (instructions below)

- Your MJNS Ticketing User:
- Your MJNS Ticketing Pass:



**MJNS Remote Support:**

1. In the browser address bar type: support.mjnshosting.com



2. Once the page is loaded you will see the following. Click on the blue download button under the "Customer Download" heading that says "Download Remote Support".

CUSTOMER DOWNLOAD



Download Remote Support

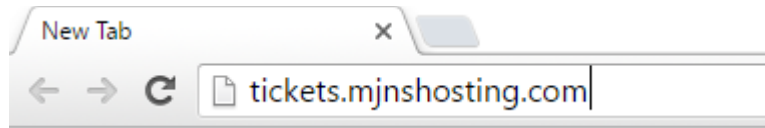
All Downloads

3. Once it has been downloaded. Choose "Run" and Yes or Ok to allow for administrative changes to be made. Read the disclaimer and "Accept". You will be connected to our Remote Support Queue and a representative will assist you.



### MJNS Ticketing System:

1. In the browser address bar type: tickets.mjnshosting.com



2. You will be redirected to a log in page where you can enter in your company ticketing credentials. This information can be attained from your company's technical point of contact. If not shown on the first page.

A screenshot of a login page for JIRA Service Desk. The page has a light gray background. The main content is enclosed in a white box with a thin gray border. At the top of the box is the heading 'Login'. Below the heading are two input fields: 'Username' and 'Password'. The 'Username' field has a blue border and a cursor. Below the 'Password' field is a blue 'Log in' button. Underneath the button is a checkbox labeled 'Keep me logged in' which is checked. Below the checkbox is a link that says 'Forgotten your password?'. At the bottom of the white box, there is small text: 'JIRA Service Desk (3.3.0-OD-1000.213.0) · Atlassian'. Below the white box, centered, is the Atlassian logo.

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3. You will be greeted with the ticket entry page. Here you can select a request type such as "Report a system problem" or "Get IT help". The type does not have to be exact unless specified by your organization. For example we will select "Report a system problem".

A screenshot of the MJNS Ticketing System Help Center interface. At the top left is the MJ logo and the text 'Help Center MJNS Ticketing System'. Below this is a welcome message: 'Welcome! You can raise a IT request from the options provided.' A search bar contains the text 'What do you need help with?'. On the left side, there is a vertical list of categories: '1. Common Requests', '2. Logins and Accounts', '3. Computers', '4. Applications', and '5. Servers and Infrastructure'. On the right side, there are three options with icons: 'Report a system problem' (warning icon), 'Get IT help' (question mark icon), and 'Request a new account' (person icon with a plus sign).

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4. Once a request type has been selected. You can enter a short summary, detailed description, attach a file or screenshot, and select an urgency level. Finally click create to put the ticket in the queue for review/resolution.

 [Help Center](#) / [MJNS Ticketing System](#)  
**Report a system problem**

Summarize the problem


Description *(optional)*

Attachment *(optional)*

 Drag and drop files, paste screenshots, or  
[browse](#)

Select a system *(optional)*

How urgent is this? *(optional)*

Medium 

[Create](#) [Cancel](#)