

# Service Desk Guide



## New Account/First Request Email Notification

I sent email to mp-<department>@megaplexcon.org, and got back a message starting with "[FLUFF-Jira] Welcome to the Fluff Portal service desk" – What's this about?

Many Megaplex departments use Jira Service Desks to improve the quality of, and response time to, attendee requests. See "Service Desk Accounts" below for more details.

The [Fluff Portal Service Desk](#) is a collection of several Megaplex department service desks which allow attendees and staff to request assistance from Megaplex departments. The single greatest advantage to attendees is the ability to review all open (pending) and closed requests from all departments from the time an account was created. An additional advantage is the ability to search for information, and submit requests of a specific nature; the service desk will prompt for the information needed to provide assistance, thereby reducing back-and-forth obtaining any missing data.

## Service Desk Account

### Do I need one?

In short, no, but you really should! Any conversation you have with MP can be conducted entirely through email, but there are numerous advantages to using the service desk web portal.

### How do I get one?

If you emailed a MP department (mp-<department>@[megaplexcon.org](#)) and received a reply with the subject "[FLUFF-Jira] Request Received and Support Login," an account activation link/button is included in the email. Just click on that link; all you'll need to provide is your name and select a password. The link expires in seven days, if the link expires you'll need to email [MP-it@Megaplexcon.org](#) with a reset request.

If you have yet to email a service desk, you may create a service desk account from the login page of the [service desk web portal](#). Simply click "[Sign up for an account](#)" and follow the instructions. If you previously emailed the service desk, and didn't see the account creation link, an account can not be created through this method. Please request a reset from SEI as described above.

**Note:** Megaplex staff should use their MP credentials; do not create an account using a personal email address – contact HR for additional information.

### What is it useful for?

Your service desk account will be useful for all MPdepartments using service desks. In the future, all MPservices, in addition to the service desk, will use the same account credentials.

### How do I reset my password?

Click "[Forgot your password?](#)" on the login page. (Staff: Use your alternate reset method; contact HR for details)

## Services Available

Once logged in, you may submit requests and questions, search for answers to common topics, view any open (or closed) requests, and manage your profile.