

New Help Desk Ticketing System:

The Medication Administration Training Program at Temple Harrisburg is offering a new help desk system.

Our goal is to not only make it easier to submit support requests to us but for us to also be able to manage your requests in a much more efficient way, ensuring everyone receives our support as quickly as possible. We now have a new help desk portal that will allow you to easily submit and check the status of your help requests.

Often there is a lot of back and forth between the help desk and the client as you attempt to explain or we attempt to clarify the problem that you have experienced with Medication Administration. The portal allows you to fill in information that we most often need, right at the beginning of the call.

Now, instead of leaving a generic phone call or sending a general email, you can go to our portal, select the category which best outlines the problem and then you can fill in the blanks. This new process should allow us to address help desk issues more quickly. It will reduce missed information because it wasn't clear in the voicemail message.

The best way to access the help desk and complete a ticket is by going to:

<https://matp.on.spiceworks.com/portal>

We are excited to release a new help desk process that will allow you to more easily and completely submit support requests.

Medication Administration Training Program Help Desk

Submit a help desk ticket

Simply create a ticket below. Please fill in as much information as possible. A representative will respond as soon as possible. (often via email but sometimes by phone)

You may also send tickets directly to help@matp.on.spiceworks.com

Your Email (Enter your email address here)

Select a category

Select name of program where problem exists:

Include the best primary phone number to reach you (Use format: 999-999-9999)

Include the best secondary phone number to reach you (use format: 999-999-9999)

Include student full name, email address and user name if applicable

Include any error message you receive

Issue Summary (write a brief summary of the problem)

Describe your issue (write a detailed description of the problem)

(More details, next page)

(if you are a trainer having trouble with student grades, logins, etc.)

Submit

Attach File

(click here to attach a file – such as a screen shot of the error, forms, etc.)

Select a category : General category that describes your problem (there are more categories):

Select a category

DestinyOne: Create/Update Profile
General Medication Administration Question
Practicum Observer Question
Student Course: Course/Exam Reset Request
Student Course: Initial Assessment / Annual Practicum
Student Course: MAR Review / Observations
Student Course: Other Problem
Student Course: Password reset/question or need
Student Course: Questions about using Paper Exam (not requests)
Student Course: Student access to course
Student Course: Student access to Multiple Choice exam issue
Student Course: Student access to Written Doc. Exam issue
Student Course: Student enrollment issue
Student Course: Student log on issue
Student Course: Trainer can't access student grades
Train the Trainer: Agency/Entity/Role Designation issue
~~Train the Trainer: Can't access Lesson 12~~

Select Name of Program where problem exists:

(if you need grades reset, for example, do the grades need to be reset in the Medication Administration student course or in the Train-the-Trainer course? You can select this from the drop down)

Select name of program where problem exists:
Medication Administration (Student Course)
Train-the-Trainer
Practicum Observer

*Please note: If you feel you haven't received an email response, please check your Spam Folder.

11/11/2016