



*"Optimizing your mobile ERP system"*

## MT Mobility Help Desk

### **Procedure to create registrant**

**Step 1:** Using your internet browser, proceed to <https://mtmobility.freshdesk.com>

**Step 2:** On the MT Mobility Help Desk homepage, click on Sign up in the top right corner of the web page

**Step 3:** Enter full name (first & last), email and text quiz

**Step 4:** Click on Register

*Note: An activation link will be sent to your email inbox.*

**Step 5:** Go to email inbox and open MT Mobility user activation email

**Step 6:** Click on the link to activate account and select password

**Step 7:** Create a Password; proceed with Retype Password

**Step. 8:** Click on Activate & Log in

### **Create new support ticket**

**Step 1:** On the MT Mobility Help Desk homepage, click on New Support ticket

**Step 2:** Enter information for Requester

*Note: Requester must be your email address.*

**Step 3:** Enter Subject

*Note: A subject must be entered to submit a support ticket.*

**Step 4:** Enter Description

*Note: A description must be entered to submit a support ticket.*

**Step 5:** Click on Submit

### **Check status of support ticket**

**Step 1:** On the MT Mobility Help Desk homepage, click on Check ticket status

**Step 2:** View the status of your current open and/or pending support tickets

*Note: You can sort tickets by 'date created'.*

*Note: A requester will receive email notification for major updates to a support ticket.*

If you have any questions while completing your MT Mobility Help Desk ticket please contact MT Mobility Support.