How to open an IT Ticket

Medco Global Services

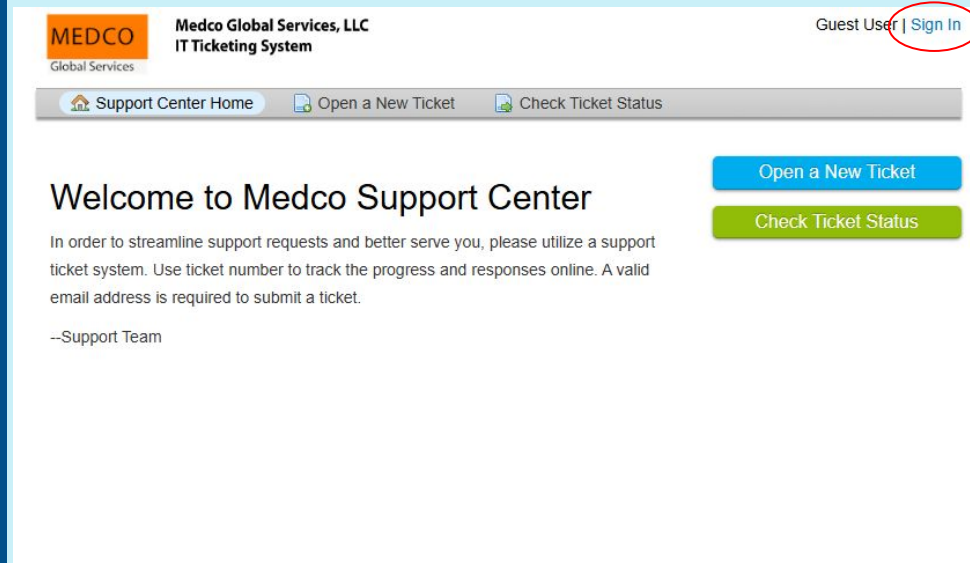# Step 1:

Visit the IT Support Portal

Go to the https://support.medcoglobalservices.com

From there, go to "Sign In" on the top right corner

Should see something like this →

MEDCO Global Services

Medco Global Services, LLC
IT Ticketing System

Guest User | Sign In

🏠 Support Center Home   📄 Open a New Ticket   📄 Check Ticket Status

Welcome to Medco Support Center

In order to streamline support requests and better serve you, please utilize a support ticket system. Use ticket number to track the progress and responses online. A valid email address is required to submit a ticket.

--Support Team

Open a New Ticket
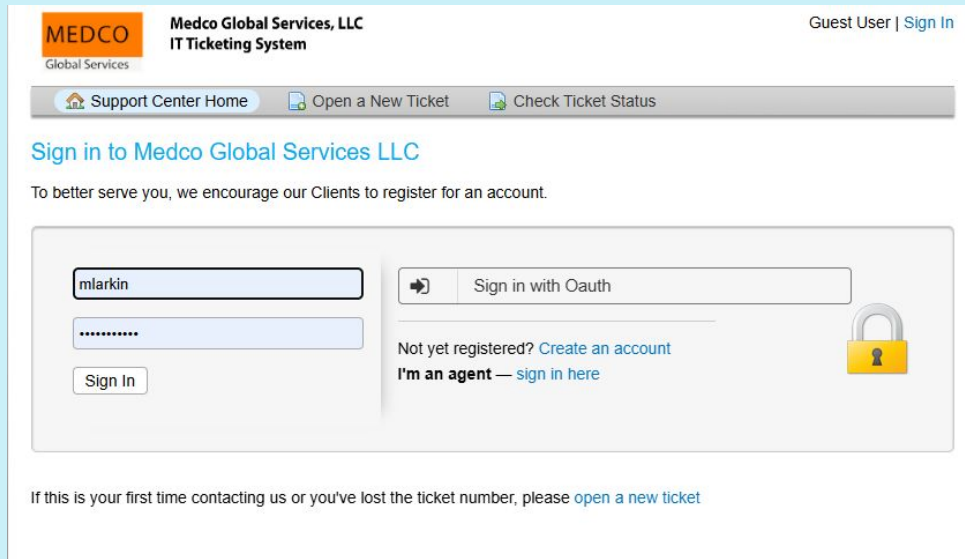
Check Ticket Status

Step 2:

Logging In (Medco User)

Log in to Your Account

Use your Medco email credentials to sign in securely.

Like your email, your username follows the format of your first initial + last name. Do not include @medcoglobalservices.com

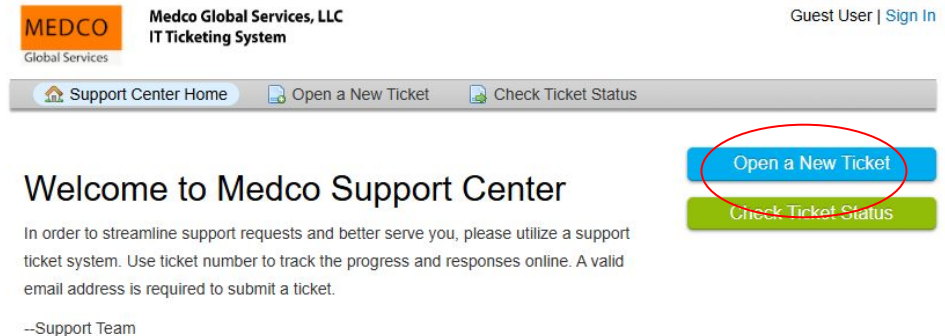Should see something like this →

Step 2:

Logging In (Guest User)

Guest User Submission

While you can still submit a ticket as a guest user, it is highly discouraged for Medco employees to do so.

Submitting a ticket under "Guest User" should only be done if you:

- Forgot login credentials
- Are permitted temporary access
- Other urgent situations where you can't access the system

Step 3:

Creating your ticket

Upon logging in, you should see your profile and a drop down asking you to select a "Help Topic." Click on the option that applies to your issue the best

Include a title to the "Issue Summary" box

Provide a clear and detailed description of your issue. Include:

- **The problem you're experiencing**
- **Any error messages**
- **Attached Files/Screenshots (if helpful)**
- **The urgency level (e.g., high, low, or medium)**

After reviewing your information, click "Create Ticket" to send your ticket to IT Support.

Step 4:

Ticket Status

If you submitted your ticket with your Medco log-in, you can always check the status of your ticket at any time by going on the top right corner and pressing "Tickets (#)"

Step 4:

Ticket Status

You will also receive a confirmation email containing your ticket number sent to your Medco email address.

It will have an access link as well

Support Ticket Opened [#724362]

Helpdesk
Today, 12:04 PM
Michelle Larkin ⌄

Reply all | ⌄

Dear Michelle,

A request for support has been created and assigned #724362. A representative will follow-up with you as soon as possible. You can view this ticket's progress online.

Your Medco Global Services LLC Team,
Support Department

If you wish to provide additional comments or information regarding the issue, please reply to this email or login to your account for a complete archive of your support requests.
CONFIDENTIAL: This email and its contents are the property of Medco Global Services, LLC. It is confidential and intended solely for the use of the individual or entity to whom it is addressed. If you have received this email in error, please notify the system manager. If you are not the named addressee, you should not disseminate, distribute, or copy this email. Please notify the sender immediately by email if you have received this message by mistake and delete it from your system.

Step 4:

Ticket Status

If you submitted your ticket as a "Guest User," you can check your status by clicking "Ticket Status" from the home page. From there, you will have to input your email and ticket number

IT Support Help Options

We're always here to help!

- You can always email helpdesk@medcoglobalservices.com or call the Help IT Desk at (443)-283-8104 option 2, especially if it's an urgent issue
- But it's highly recommended to submit a ticket through Medco's IT Ticketing System Portal to ensure a more efficient tracking of your request