

How to open an IT Ticket

Medco Global Services

Step 1:

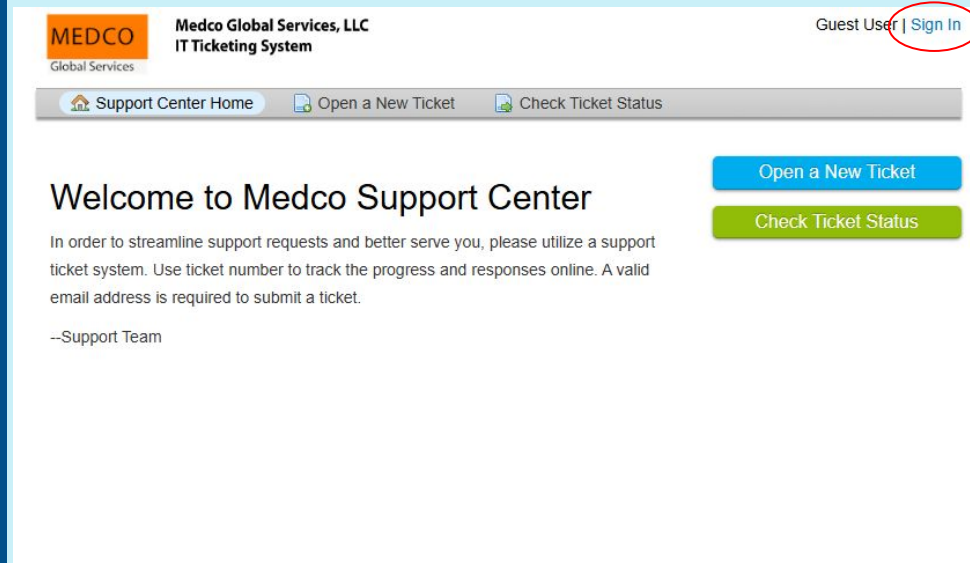
Website

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 →



Step 2:

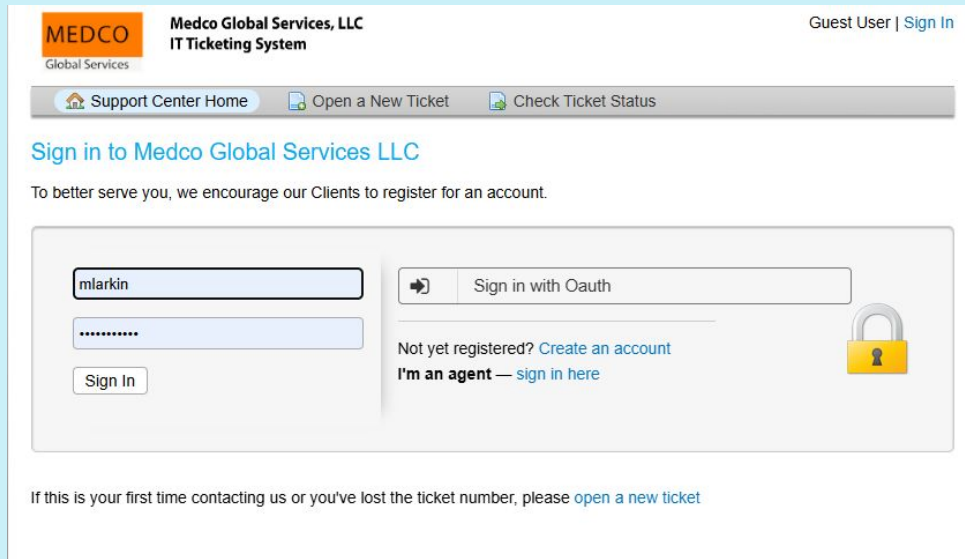
Logging In (Medco User)

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 →



The screenshot shows the login interface for the Medco Global Services, LLC IT Ticketing System. At the top, the Medco logo and company name are displayed. A navigation bar includes links for 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. The main heading is 'Sign in to Medco Global Services LLC'. Below this, a message encourages clients to register. The login form contains a username field (pre-filled with 'mlarkin'), a password field (masked with dots), and a 'Sign In' button. To the right of the password field is a 'Sign in with OAuth' button. Below the password field, there are links for 'Create an account' and 'I'm an agent — sign in here'. A yellow padlock icon is positioned to the right of these links. At the bottom, a note states: 'If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)'.

MEDCO Global Services, LLC
IT Ticketing System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Sign in to Medco Global Services LLC

To better serve you, we encourage our Clients to register for an account.

Not yet registered? [Create an account](#)
I'm an agent — [sign in here](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

Step 2:

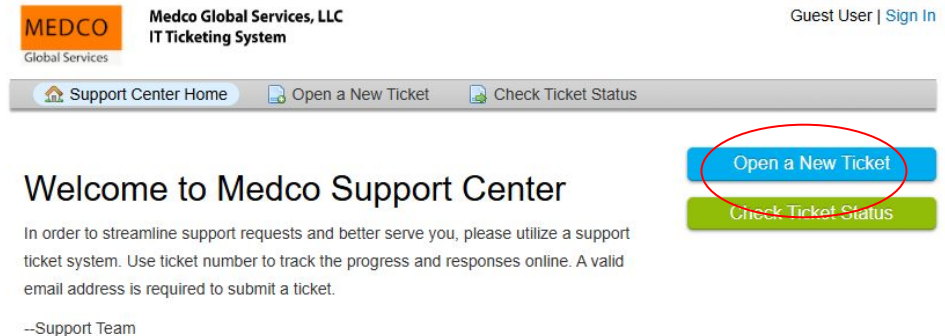
Logging In (Guest User)

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



MEDCO Medco Global Services, LLC
Global Services 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 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.

The screenshot shows the Medco Global Services IT Ticketing System interface. At the top, the Medco logo and company name are displayed. The user's profile, Michelle Larkin, is shown with links to Profile, Tickets (0), and Sign Out. A navigation bar includes links to Support Center Home, Open a New Ticket, and Tickets (0). The main heading is "Open a New Ticket". Below this, a prompt asks the user to fill in the form to open a new ticket. The form includes fields for Email (mlarkin@medcoglobalservices.com) and Client (Michelle Larkin). A "Help Topic" dropdown menu is set to "Feedback". The "Ticket Details" section prompts the user to describe their issue. The "Issue Summary" field is empty. Below the summary field is a rich text editor with a toolbar and the placeholder text "*test issue|here*". At the bottom, there is an "unsaved" indicator and a file upload area with the text "Drop files here or choose them".

MEDCO Global Services, LLC
IT Ticketing System

Michelle Larkin | Profile | Tickets (0) - Sign Out

Support Center Home Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: mlarkin@medcoglobalservices.com
Client: Michelle Larkin

Help Topic
Feedback

Ticket Details
Please Describe Your Issue

Issue Summary *

test issue|here

unsaved

Drop files here or choose them

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 (#)”

The screenshot displays the Medco Global Services IT Ticketing System interface. At the top, the Medco logo and company name are visible. The user's name, Michelle Larkin, is shown next to a profile link and a "Tickets (1)" link, which is circled in red. A "Sign Out" link is also present. Below the header, there is a navigation bar with links for "Support Center Home", "Open a New Ticket", and "Tickets (1)". A search bar and a "Help Topic" dropdown menu are also visible. The main content area shows a section for "Tickets" with a link to "Open (1)". Below this, a table displays the details of the single open ticket.

Ticket #	Create Date	Status	Subject	Department
724362	02/19/25	Open	Test problem	Support

Page: [1]

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



Medco Global Services, LLC
IT Ticketing System

Guest User | [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

Check Ticket Status


Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:

Email Access Link

Have an account with us? [Sign In](#) or [register for an account](#) to access all your tickets.



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

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