

MIDRANGE DYNAMICS

Accelerating change & Innovation on IBM i

MCIS has adopted a new change management system, which in turn, has eliminated the ExpressDesk and Help Ticketing System. The new software is Midrange Dynamics, also referred to as MDWorkflow. MCIS uses this software to manage internal projects, but it has been extended to the county users to create and track issues reported to MCIS. This guide will assist counties with creating new help tickets and user requests. Searching existing tickets will be published in a separate document.

Accessing

Log in

The User-ID will be the same one used for ExpressDesk, however, the password has changed and will be individual to each user. Passwords are set to expire with the first sign-in and a new one will be required. Once established, please make a note of your credentials and keep in a safe place.

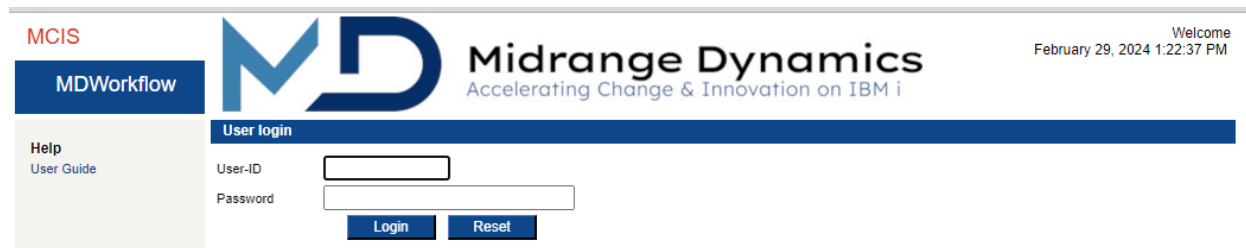
Some User-IDs may have changed, and new users to the system will be issued a UserID. Contact MCIS for this information.

Link

The link to MCIS MD Help Desk and Knowledge Base is located on the MCIS website www.mcis.cog.mn.us. Select the desired User Group (Assessor, Auditor, Payroll, Records, MIS) then click on the Contact Support tab, then Help Tickets.



The link will supply the User login screen.

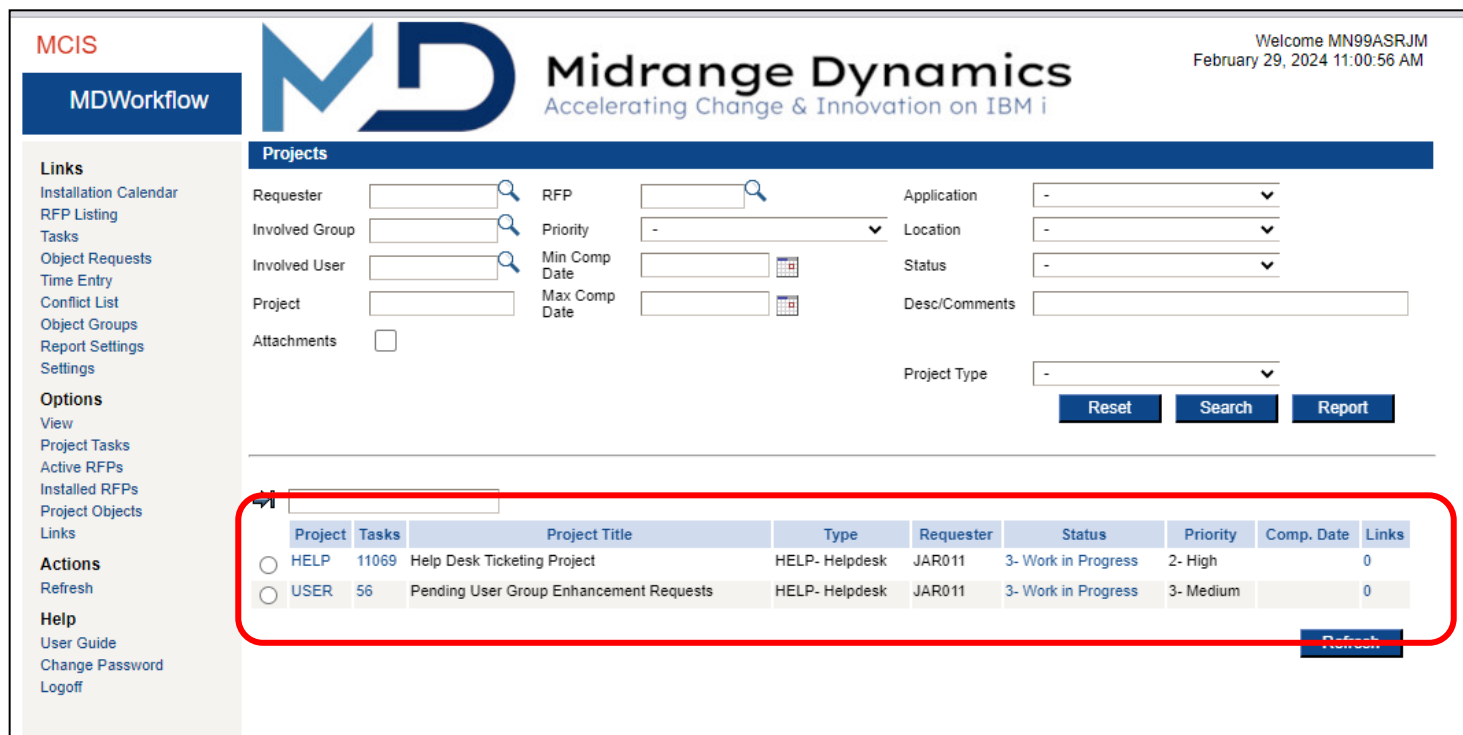


Type in the User-ID and Password that was provided to you, then select **Login**. The password is set to expire on first sign in so the next screen will prompt for a new password.

In addition to being case *sensitive*, the password requirements follow the same rules as the IBM i. Refer to [Password Requirements](#) in Appendix A.

The next screen to display will be the Projects page, or the home page, and it will look similar to the following image.

The focus on this screen is the project listings in the lower portion – HELP and USER. All other areas on this page can be ignored.



MCIS **MD** **Midrange Dynamics**
Accelerating Change & Innovation on IBM i

Welcome MN99ASRJM
February 29, 2024 11:00:56 AM

MDWorkflow

Links
Installation Calendar
RFP Listing
Tasks
Object Requests
Time Entry
Conflict List
Object Groups
Report Settings
Settings

Options
View
Project Tasks
Active RFPs
Installed RFPs
Project Objects
Links

Actions
Refresh

Help
User Guide
Change Password
Logoff

Projects

Requester RFP Application

Involved Group Priority Location

Involved User Min Comp Date Status

Project Max Comp Date Desc/Comments

Attachments ☐

Project Type

Project	Tasks	Project Title	Type	Requester	Status	Priority	Comp. Date	Links
☐ HELP	11069	Help Desk Ticketing Project	HELP- Helpdesk	JAR011	3- Work in Progress	2- High		0
☐ USER	56	Pending User Group Enhancement Requests	HELP- Helpdesk	JAR011	3- Work in Progress	3- Medium		0

HELP

Select the HELP project task to enter a system issue. This is anything tax, payroll, hosting, or tech related to help you continue with your workflow.

USER

Select the USER project task for system enhancements or special requests. These are items that will typically be introduced and discussed at the next user group meeting.

PROJECT SELECTION

When choosing the project to work with, you must select from the TASKS column. Refer to the image above. If **HELP** is the selection choice, click where the number **11069** is located.

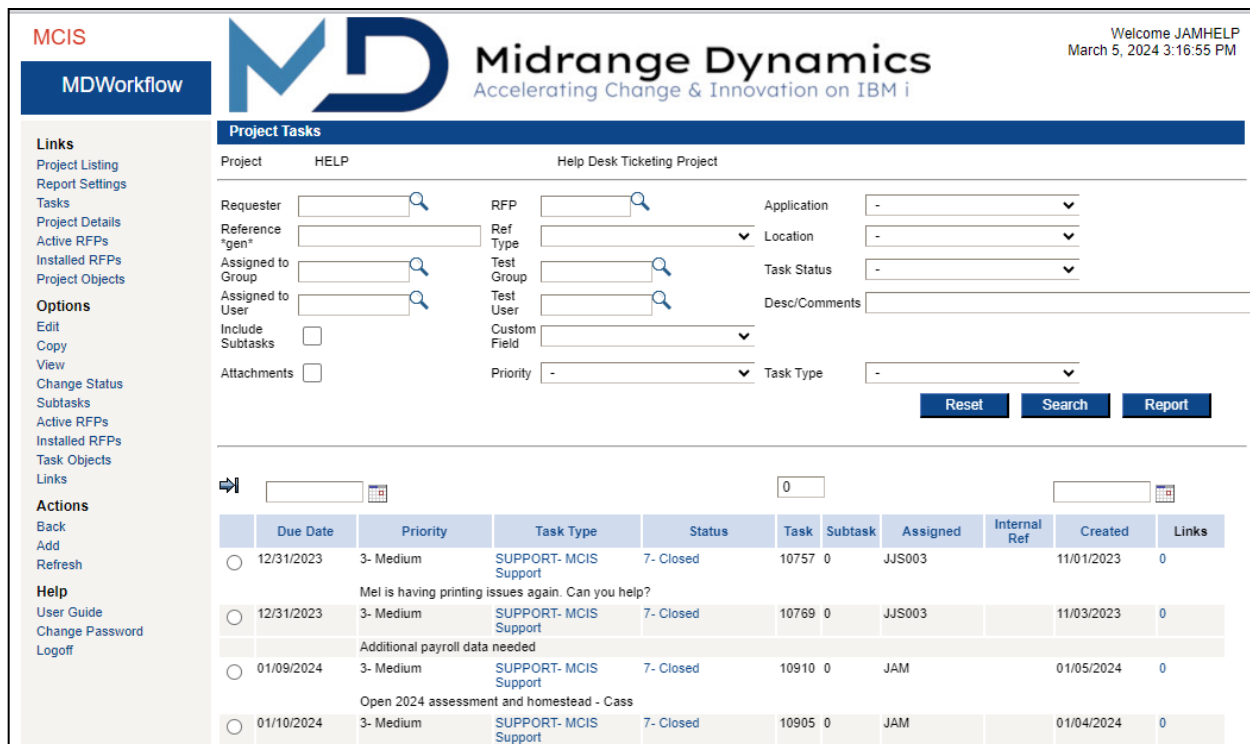
If choosing to review or enter a user task, click where the number **56** is located.

NOTE: AS TICKETS ARE ADDED TO THE DATABASE, THE TASK NUMBERS WILL CHANGE.

CREATING TICKET

Start by selecting the HELP project task on the home page (the number in the task column).

The next screen to display will include a listing of existing help tickets in the lower portion and the top portion will be a display of blank fields, most of which can be ignored.



MCIS **MD** **Midrange Dynamics**
Accelerating Change & Innovation on IBM i

Welcome JAMHELP
March 5, 2024 3:16:55 PM

MDWorkflow

Project Tasks

Project: HELP Help Desk Ticketing Project

Requester: [] RFP: [] Application: [-]
Reference: [] Ref Type: [] Location: [-]
Assigned to Group: [] Test Group: [] Task Status: [-]
Assigned to User: [] Test User: [] Desc/Comments: []
Include Subtasks: [] Custom Field: []
Attachments: [] Priority: [-] Task Type: [-]

[Reset] [Search] [Report]

	Due Date	Priority	Task Type	Status	Task	Subtask	Assigned	Internal Ref	Created	Links
☐	12/31/2023	3- Medium	SUPPORT- MCIS Support	7- Closed	10757	0	JJS003		11/01/2023	0
			Mel is having printing issues again. Can you help?							
☐	12/31/2023	3- Medium	SUPPORT- MCIS Support	7- Closed	10769	0	JJS003		11/03/2023	0
			Additional payroll data needed							
☐	01/09/2024	3- Medium	SUPPORT- MCIS Support	7- Closed	10910	0	JAM		01/05/2024	0
			Open 2024 assessment and homestead - Cass							
☐	01/10/2024	3- Medium	SUPPORT- MCIS Support	7- Closed	10905	0	JAM		01/04/2024	0

On the left side of this screen is a section of links. Only a few of these options are intended for the county to use. The ones to take note of are highlighted below. They are all self-explanatory except Project Listings. That option will take user back to the home screen.

Links

➡ Project Listing

Report Settings

Tasks

Project Details

Active RFPs

Installed RFPs

Project Objects

Options

Edit

Copy

View

Change Status

Subtasks

Active RFPs

Installed RFPs

Task Objects

Links

Actions

➡ Back

➡ Add

Refresh

Help

User Guide

➡ Change Password

➡ Logoff

For the next section, refer to the 'Add' option on this page.

ADD

Click on Add to start the process of creating a ticket.

Notice that several of the fields are prepopulated:

- Project (HELP)
- Requester (YOU)
- Creation Date (CURRENT)
- Task Type (SUPPORT)
- Priority (3-Medium)
- Creation Time (CURRENT)

Add Task			
Project	HELP	Help Desk Ticketing Project	
Requester	JAMHELP	Jina McNamara (helpdesk)	
Creation Date	03/05/2024	Creation Time	16:14:55
Task Type	SUPPORT- MCIS Support	Ref	
Summary			
Priority	3- Medium		
Due Date		Due Time	
Task Links	0		

Summary is the first field to address. This is a *brief* but *specific* description of the issue. The text in this section will be especially helpful later for search criteria.

For example, refer to the 2 images below. On the left is a basic description 'Query help' vs. the more descriptive summary on the right. The summary on the left may hold the answer to a question, but each one will have to be opened to review. The summary on the right is specific to the question.

Support			
Query Help Needed			
3- Medium	SUPPORT- MCIS Support	7- Closed	
Query Help			
3- Medium	SUPPORT- MCIS Support		
Query Help			
3- Medium	SUPPORT- MCIS Support		

Support			
Query Help Needed - Auditor queries not working - see HELP 019H			
3- Medium	SUPPORT- MCIS Support	7- Closed	
Query Help. Trying to list the full legal description.			
3- Medium	SUPPORT- MCIS Support	7- Closed	
Query Help for Solid Waste Assessment Count			
3- Medium	SUPPORT- MCIS Support	7- Closed	

Priority will determine the queue placement. Review the options and choose the one that best fits.

1. Critical

System failure, cannot access system or continue working - Respond NOW

2. High

System failure, able to work but needs attention NOW

3. Medium

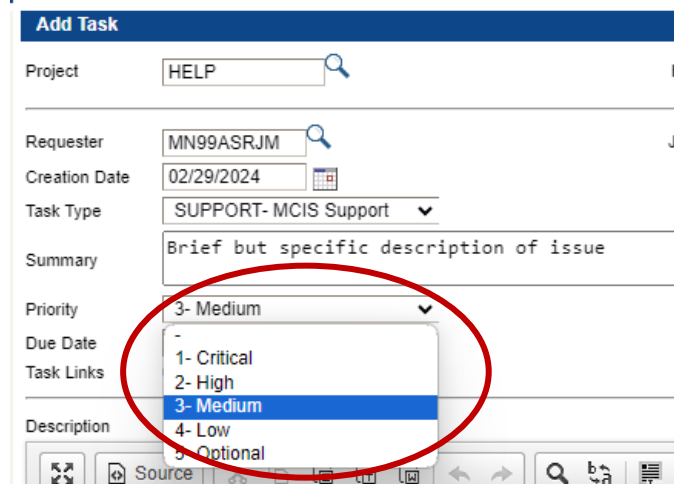
Needs attention soon (default)

4. Low

Needs attention but can wait

5. Optional

At your convenience



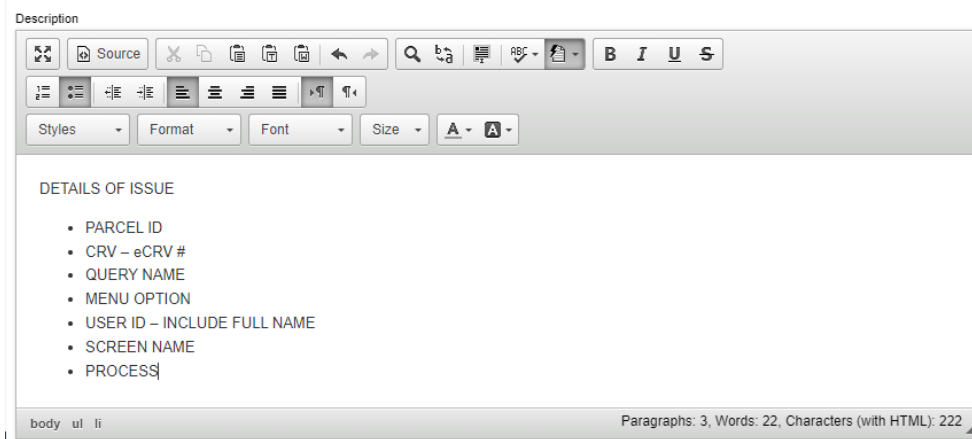
Due Date and **Due Time** are optional but are available if a user has a deadline to meet.

* Use the calendar icon to select the date.

Description is the next field and can be a critical section. The **more detail** that is included here will allow MCIS to begin the research process immediately. This, in turn, will offer a quicker response time.

Please include all the information available to allow MCIS to get a clear picture of what is being reported or requested.

Referring to the image below, notice the tools available in the upper portion. Feel free to format the description how you like, but as a side note, MCIS will not be concerned with anything other than the details. To save time, simply typing the issue will suffice the ticket request.



The next section will direct the ticket to the right department and staff person. Refer only to the field descriptions in red: Department, Tax business process, Area or System, County; these are required fields. Use the drop down to make the selection.

- **Department:** Always choose your specific department. MCIS will make any changes to this internally if necessary.
- **Tax business process:** Navigate to your department then choose the option that best relates to your issue. Many processes are shared between Assessor and Auditor, such as eCRVs. For shared types of processes, review the ALL options. This is for tax tickets only.
- **Area or System:** Select the area you typically work with. Assessor/Auditor would typically select Tax System. Payroll would select Payroll. County IT would select Hosting or MCIS related IBMi or Tech Question. If necessary, MCIS will change this field internally.
- **County:** Select your county

When all the fields are complete, click on the **Save** button in the lower right corner, or the link under the Actions heading in the left navigation.

Assign to Group	HELP_EMAIL	Helpdesk email upon ticket open
Assign to User		
Test Group		
Test User		
Hours estimated	0.00	Hours actual .00
Cost estimated	0.00	Cost actual .00
Department		(maximum entries to select: 1)
Tax business process		(maximum entries to select: 1)
Task Informational Status		(maximum entries to select: 1)
Area or System		(maximum entries to select: 1)
County		(maximum entries to select: 1)
Knowledge base category	Blank	(maximum entries to select: 1)
		Back Save

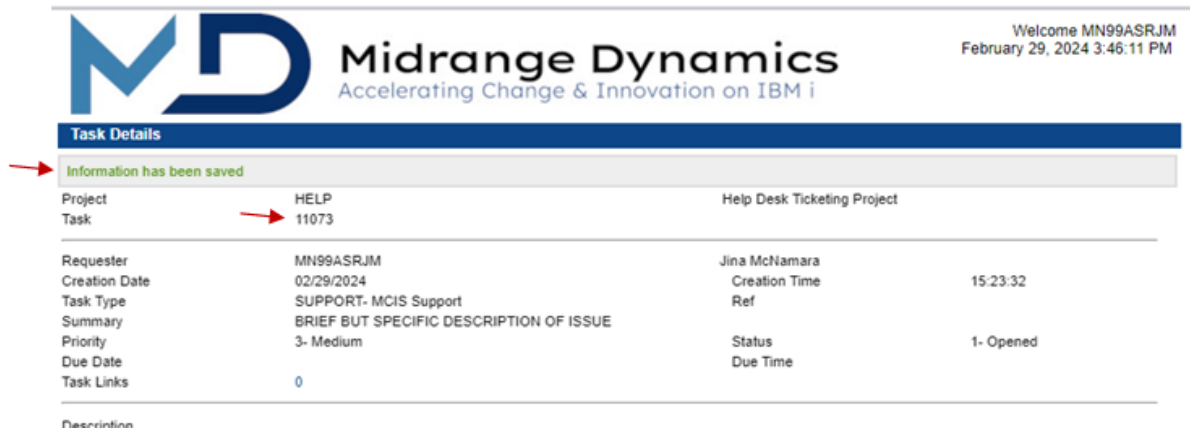
Once the ticket has been created it can no longer be edited. However, if additional comments need to be added, scroll to the bottom of the ticket and second from the last button is 'Add Comment,' enter text, then select Save.

Comments				
Date	Time	by User	Comments	
Add Comment				

Status History				
Date	Time	Status	User ID	User Name
02/29/2024	15:46:11	1- Opened	MN99ASRJM	Jina McNamara

[Full History](#)

The screen will blink then return to the same screen, however, if you refer to the top of the screen, there is green text indicating the information has been saved along with an assigned task number. This is the ticket number you can refer to.



Task Details

Information has been saved

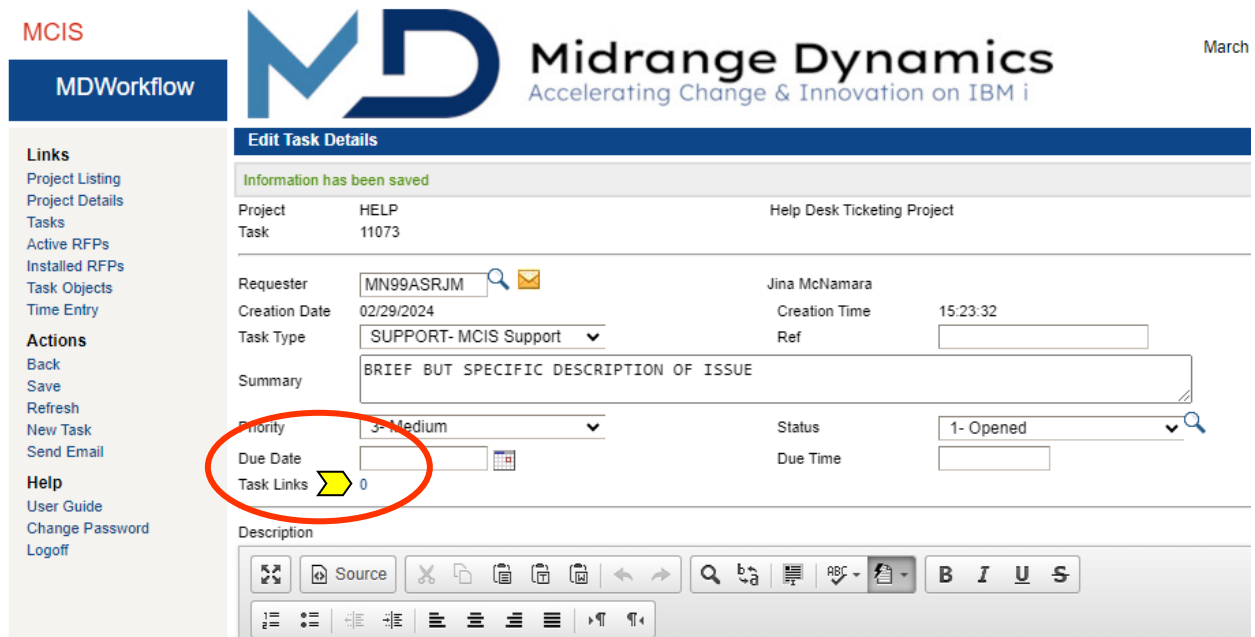
Project	HELP	Help Desk Ticketing Project	
Task	11073		
Requester	MN99ASRJM	Jina McNamara	
Creation Date	02/29/2024	Creation Time	15:23:32
Task Type	SUPPORT- MCIS Support	Ref	
Summary	BRIEF BUT SPECIFIC DESCRIPTION OF ISSUE		
Priority	3- Medium	Status	1- Opened
Due Date		Due Time	
Task Links	0		

Description

ATTACHMENTS

Now that the ticket has been created, any attachments can be added.

Click on the blue 0 for Task Links located under the Due Date (upper section, lower left).



MCIS **Midrange Dynamics** March

MDWorkflow

Links

- Project Listing
- Project Details
- Tasks
- Active RFPs
- Installed RFPs
- Task Objects
- Time Entry

Actions

- Back
- Save
- Refresh
- New Task
- Send Email

Help

- User Guide
- Change Password
- Logoff

Edit Task Details

Information has been saved

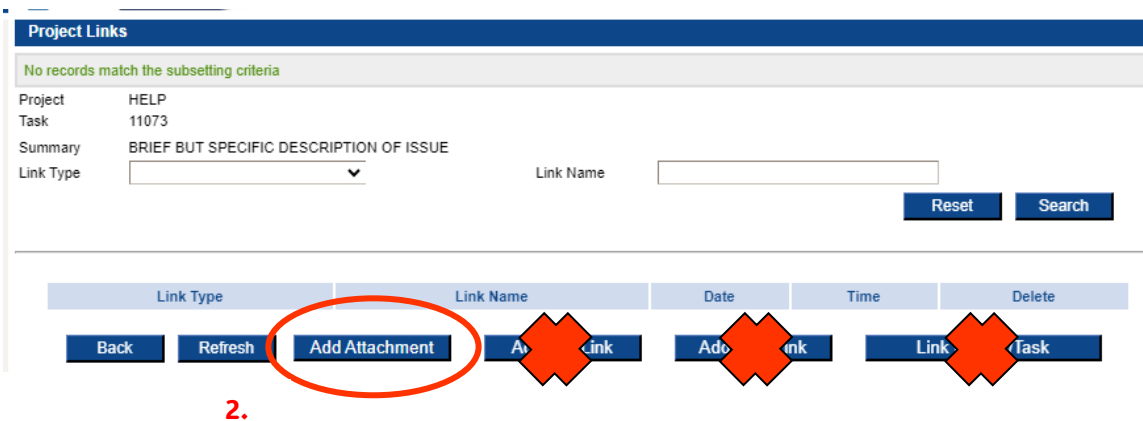
Project	HELP	Help Desk Ticketing Project	
Task	11073		
Requester	MN99ASRJM	Jina McNamara	
Creation Date	02/29/2024	Creation Time	15:23:32
Task Type	SUPPORT- MCIS Support	Ref	
Summary	BRIEF BUT SPECIFIC DESCRIPTION OF ISSUE		
Priority	3- Medium	Status	1- Opened
Due Date		Due Time	
Task Links	0		

Description

Source

Rich text editor toolbar: Bold, Italic, Underline, Strikethrough, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Find, Replace, Spell Check, etc.

1. Save the document to attach to a designated county folder.
2. On the ticket attachment screen, select 'Add Attachment'
 - a. Click to 'Choose File'
 - b. Navigate to the folder/document on your PC
 - c. Double click on the document
 - d. Click 'Add Attachment' to the right of the file upload
3. Add as many attachments as you would like by repeating step 2.
4. Use the back button to move back a screen, select Project Listing to return to the home page, or Logoff to close the application.



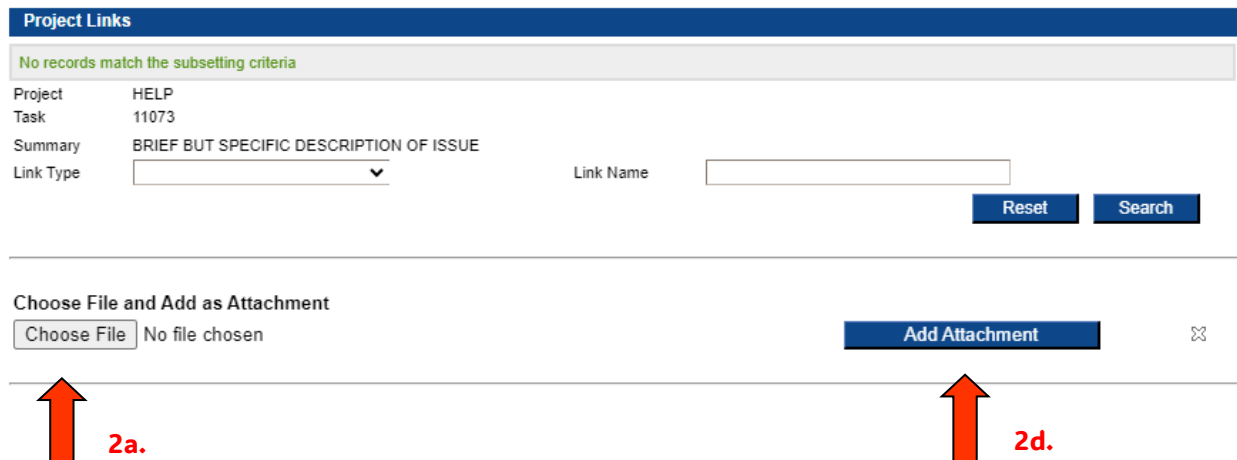
Project Links

No records match the subsetting criteria

Project: HELP
Task: 11073
Summary: BRIEF BUT SPECIFIC DESCRIPTION OF ISSUE
Link Type: Link Name:

Link Type	Link Name	Date	Time	Delete
Back	Refresh	Add Attachment	Add Link	Link Task

2.



Project Links

No records match the subsetting criteria

Project: HELP
Task: 11073
Summary: BRIEF BUT SPECIFIC DESCRIPTION OF ISSUE
Link Type: Link Name:

Choose File and Add as Attachment

No file chosen

2a. 2d.

Contact MCIS with any questions, comments, or improvement ideas for this document.

*** END MD_CREATING HELP TICKETS ***

Appendix A

Password Requirements

-
- *Password Expiration = *NOMAX*
 - *Limit Adjacent digits = Allowed*
 - *Limit characters = *None*
 - *Limit Repeating characters = Can be repeated*
 - *Password Level = 0 (meaning 1 to 10 characters)*
 - *Maximum Length = 10*
 - *Minimum Length = 5*
 - *Require Digit = Required*
 - *Duplicate Password Control = 5 (meaning cannot be the same as last 10)*