



To: Vendor Network
From: Vendor Management
Date: December 12, 2014
Memo #1161: Reporting Vendor 360/I.T. Incidents (Revised and Updated Login Link)

Report all I.T. incidents through the [MCS Service desk](#). The support site includes an interface that allows Vendors/Sub-Contractors, anyone with an active Vendor 360 login, to log into a system and report and monitor I.T. incidents.

After accessing the [MCS Service Desk](#), review the “Self-Help” section for helpful tips that will generally resolve many Vendor 360 incidents.

- a. Login Credentials (Only enter username):
 - i. User Name: {Vendor 360 User Name}{Vendor Number}
 1. Example: Vendor 200 has a Vendor 360 User Name of JoeSmith = MCS Service Desk login – **JoeSmith200**
 2. Example: Vendor 200 has a sub 200-1 with a User Name of JaneSmith = MCS Service Desk login – **JaneSmith200-1**
 - ii. Password: Leave Blank. **There is NO password**
- b. Submit an Incident
 - i. Under Help Me...select “Submit an Incident”
 - ii. Enter a Summary: Should include a brief description of the incident
 - iii. Enter Details: Needs to include work order number, work order type, customer number, account number, detailed description of what they need assistance with, and contact information.
- c. Attachments/Screenshots
 - i. Once an incident is submitted it will appear in the “My Incidents” section on the main dashboard. Click on the ticket you would like to add an attachment for. Select “Add Attachment” from the left. Enter a description of the attachment (i.e. screenshot of the error message received). Then attach the file by selecting “Browse.” Then select “submit.” You will be brought back to the “Incident Details” screen, select submit.

For additional help using the MCS Service Desk, please click on the link to view a video tutorial: [MCS Service Desk](#).

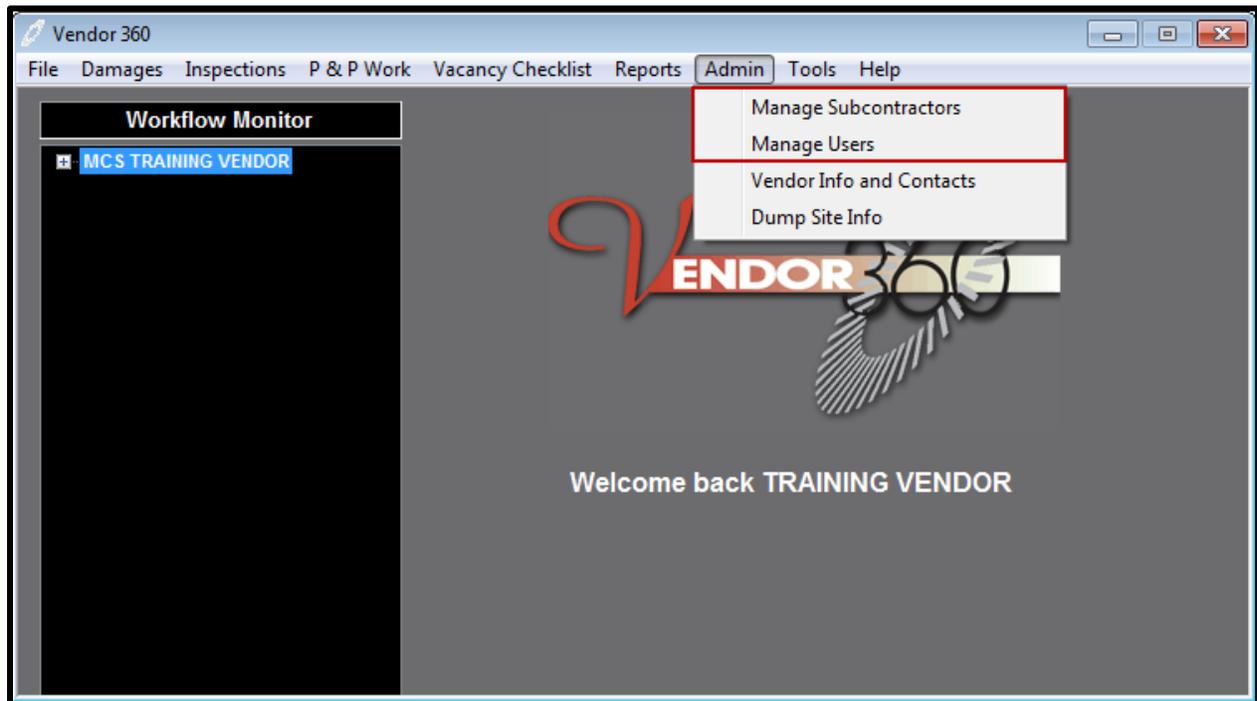
If you need to follow up on a ticket or need additional information, please email vendor.360issues@mcs360.com. Be sure to provide the Incident Number and contact information in the email.

Once the ticket has been resolved, an email with a resolution will be sent to the ticket originator only.

Vendor 360 Contact Information

Review and update all Vendor 360 contact information. The contact information in MCS Service Desk is linked to the Vendor 360 Users account. To effectively utilize the MCS Service Desk, Vendor 360 user information will need to be current and complete.

Login to Vendor 360 and go to Admin then Manage Users and Subcontractors to update users' information. This will need to be done by those with Administrative permissions.



From the Vendor 360 – Manage Users/Subcontractors form; go to all users within your organization and ensure that all fields are accurate and complete.

- **First and last name is required.** This is a compliance metric set forth and acknowledged quarterly within the MCS Compliance Certification.

Vendors are expected to ensure all users accessing MCS applications whether employees, networked subcontractors, or third parties have valid identifiers within the user profile including first and last name, contact information, address, and email. Each user is expected to hold a current and documented background check to be provided upon request. Vendors are expected to ensure at all times users accessing MCS applications are duly authorized and in compliance with the Contractor Personnel provisions contained in the Mortgage Field Services Agreement.

- **Within the Phone field do not use dashes**
- **Within the Email Address field an active and current email address for that user is required. Without an accurate email address MCS Service Desk will not deliver ticket updates and MCS will not receive incoming requests.**

If you have any questions, please feel free to contact your RVM or the I.T. Liaison at (813) 405-1045.

Sincerely,

Vendor Management
Mortgage Contracting Services
(813) 387-1100

Be sure to check out this month's [Podcast](#) for the latest MCS happenings!

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