

Magic Merlin Self-Service NEW USERS

Contact any ITS-TSD IT Specialist and they will create a ticket. The work order will be sent to the Magic Merlin Administration Team to request a User ID and password.

Create a favorite Web Page using your browser and the URL:

<https://merlin.sc.egov.usda.gov/help>

Your System Information

Computer System

Brand: _____

Model: _____

Serial Number: _____

Printer

Brand: _____

Model: _____

Serial Number: _____

Cell Phone/Mobile Device

Brand: _____

Model: _____

Number: _____

*Security Hot Line
Number
1-888-926-2373*



Report Computer Loss or Theft!

... Immediately to the 7X24 Security
hotline number:

1-888-926-2373

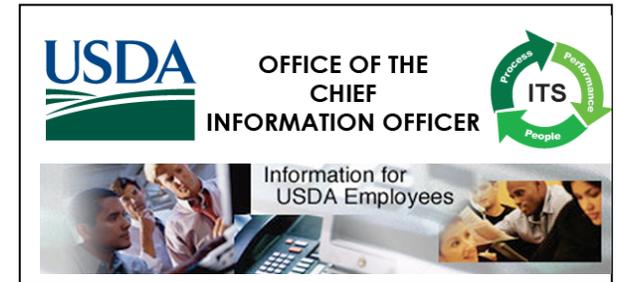
Effective Monday, May 7, 2007 a toll-free hotline number for reporting lost or stolen government-issued information technology equipment such as: laptop computers, personal data assistants, cell phones, and removable storage media is available to all employees, contractors, and business partners.

:When calling, be prepared to answer questions on the loss or theft, including:

- *Who, what, when and where*
- *What type of information was stored on the equipment*
- *Specifically state if sensitive information (PII*) was stored*



Make sure you report loss/theft within one hour after event. Remember that timely reporting is a responsibility that we all share.



**ID/OR Group
ITS-TSD
Team**

**Providing
IT Support to You:
When & Where
It is Needed**

*Committed
To Excellent
Customer Service*

ITS-Technical Support Division (TSD) Mission:

The OCIO/ITS Technical Support Division (TSD) provide FSA, NRCS, and RD professionals with local support at over 3,000 Service Center Agency offices across the country. We are the field staff of the ITS support team, a customer-driven IT service provider that listens and responds to the needs and requirements of our customers.

ITS Services Provided:

- ⇒ Hardware and software support for offices and end users
- ⇒ Server Administration
- ⇒ Equipment inventory and tracking
- ⇒ Suspicious e-mail monitoring
- ⇒ Virus prevention and removal
- ⇒ Physical facilities, moves, and renovations
- ⇒ New users
- ⇒ Data Management
- ⇒ Telecommunications, phones, faxes, internet connections



At Your Service

How to Contact Us:

1. **Your ITS-TSD Team.** Contact your Technical Support Division team specialists by phone, in person, e-mail, or other convenient method (see listing for local support team members).
2. **Desktop Icon.** A TSD icon is on your desktop toolbar that can be used. Help is just a click away!



3. **Magic Merlin Self-Service Help Desk**

You can create your own service ticket with *Magic*. Service Center Agency employees use <https://merlin.sc.egov.usda.gov/helpdesk/sslogin.asp>

to register as *Magic* users, where you can report your problem online. Your closest Technical Support Division representative will be contacted “*auto-magically!*”

4. **ITS Service Desk.** You can leave a message at 1-800-457-3642.

Help us to help you: Please be available when the technician arrives so we can provide all users with timely quality customer service. Also, please be aware - TSD can not load personal software or hardware.

Additional information is available at Getting ITS Help

http://www.ocio.usda.gov/ocio/its_ep/its_get_help.html

ID/OR Group

Group Manager:

MARGARET CUMMINGS

1201 NE Lloyd Blvd, Suite 900

Portland, OR 97232

Telephone (503) 414-3316

Fax (503) 414-3030

Email:

margaret.cummings@or.usda.gov

TSD Staff-ID

Tom Bakken

Moscow, ID

208-882-4960 x104

TSD Staff-OR

Mary Powell

Portland, OR

503-414-3315

TSD Staff

Rose Glass

Pocatello, ID

208-237-4628 x117

TSD Staff

Fred Smith

Tangent, OR

541-967-5925 x 101

TSD Staff

Pennie McHenry

Boise, ID

208-685-6975

TSD Staff

Cliff Turik

Portland, OR

503-414-3251

TSD Staff

Nancy Myler

Boise, ID

208-685-6976

TSD Staff

Jill Wyatt

Pendleton, OR

541-278-8049 x133

TSD Staff

Dana Schrader

Boise, ID

208-378-5612

TSDStaff

Rich Bachert

Tualatin, OR

503-692-3688 x224

TSD Staff

Lynann Stewart

Boise, ID

208-378-5680

TSD Staff

Vacant Position

Location: (1) OR