



IT Service Request

Mastria Auto Group

There are several ways to get support:



- **Call directly for password emergencies:**
 - 617 – 500 – 1700



- **Submit a ticket online using the web form (Preferred method):**
- mastriapeople.com/itsupport or <http://MISAlliance.com/itsupport/>
- You will also have an icon appear on your desktop where you can also submit a ticket.



- **Send an email to the service queue address:**
- it@mastria.com or services@misalliance.com
 - Please include the issue and contact information



- **For MIS Alliance to provide a timely response, don't email new requests directly to an engineer.**
 - They may be out of the office or assigned to a project when your email is sent.



- **Always log off your machine every night – but leave it on.**
 - Leaving your computer on when you go home helps our staff do several things. First, we will keep your machine running at an optimal performance with a scheduled maintenance routine. Next, we will update all the items that should be updated so they aren't a distraction for you during the day.