



26 August 2013

* The below user notes provide guidance and/or additional supporting information for recently provided GCSS-MC system updates.

Help Desk Toll-Free Phone Number Change

Background:

GCSS-MC Operations Management will be transitioning to a new toll-free number in order to continue to upgrade the support provided to the GCSS-MC User Community. This change will take effect **17 September, 2013 at 1100 GMT.**

Important User Information:

- ❖ **NEW** Help Desk #: **1-855-458-4532*** (replaces 1-888-266-1003)
- ❖ Current DSNs will remain: 647-0190 (Global) & 622-4000 (Pacific)
- ❖ The location for establishing trouble tickets via the Remedy Web Submitter will remain available: <https://gdscnola.sscno.nmci.navy.mil/webcontrolpanel.jsp>

Friendly Reminders:

GCSS-MC User Steps to Issue Resolution:

- 1) Self-help via Remedy Knowledge Base (<https://gdscnola.sscno.nmci.navy.mil/searchkb.jsp>) or e-desktop reference and training courses (https://gcssmc-ssso.csd.disa.mil/gcssmc_portal/training.html)
- 2) Reach out to fellow users and/or UUAM
- 3) Contact GCSS-MC Help Desk via phone, e-mail, or Remedy web submitter (NOT via iSupport)

Help Desk E-mail Address:

The GCSS-MC e-mail address, m_quan_mcsc_gcss_helpdesk@usmc.mil, is still not functioning due to an error that is being handled outside of the Program Office.

Until information is provided that the address is functional once again, please contact the GCSS-MC Help Desk via e-mail at spawards.fcm@navy.mil.

**This change will be reflected on the GCSS-MC Portal splash page*