



MONTGOMERY COUNTY FIRE AND RESCUE SERVICE  
MONTGOMERY COUNTY, MARYLAND

## INFORMATION BULLETIN

**NUMBER 14-03**  
**April 29, 2014**

**SUBJECT: IT Help Desk**

Effective immediately, the Fire Rescue Help Desk will no longer be accepting incoming phone calls, messages or emails for service. Telephone number 240-777-2287 will no longer be functional. The FireHelp email address will be blocked to incoming messages.

If you experience an Information Technology (IT) problem, you should obtain assistance by contacting the County's Department of Technology Services Help Desk via any of the methods listed below:

- Phone at 240-777-2828 or,
- Email at [HELPIT@montgomerycountymd.gov](mailto:HELPIT@montgomerycountymd.gov) or,
- Through the self help portal at <http://ship.mcgov.org>

The County IT Help Desk provides Tier-1 level support and can quickly resolve most basic IT problems and issues. County IT Help Desk staff will gather as much information as possible about the problem and create tickets for all calls for service. Any problem that cannot be resolved at their level will be escalated to Fire Rescue IT staff for resolution.

This Information Bulletin does not pertain to Telecommunication devices (radios, telephones, station alerting.) The process for obtaining assistance with those devices is unchanged. Please see the Attachment A, the amended FRS Help Desk Operations Plan for complete details.

Issued by Division Chief Diane Zuspan