



Magnolia Fire Department

MEMORANDUM

No. 2025-02

Date: 4/10/2025

To: All

From: Emergency Preparedness Captain

Subject: Requesting IT Assistance

Effective today, the form linked below will be used to request any password resets.

www.magnoliafire.org/mfd-password-reset-request/

This form can also be found on department issued iPads, officer phones, and desktops computers.

In addition, we are implementing a more structured process for reporting IT issues to ensure faster and more efficient resolution:

For hardware-related issues (e.g., monitor not working, mouse or keyboard problems, speaker issues): PS Trax Alert must be created to document and track the issue.

For network outages: PS Trax Alert must be created to document and track the issue as well as contacting the on-duty battalion chief. This will allow for troubleshooting to begin quicker and appropriate steps to be followed to timely resolution.

Bryan Perry
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Magnolia Fire Department
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