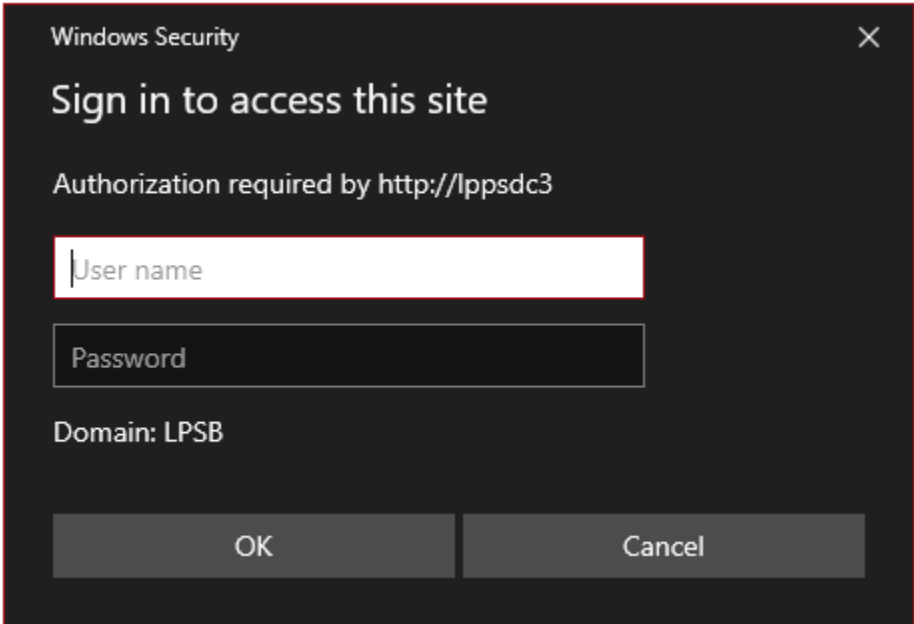


How to submit a ticket in SpiceWorks

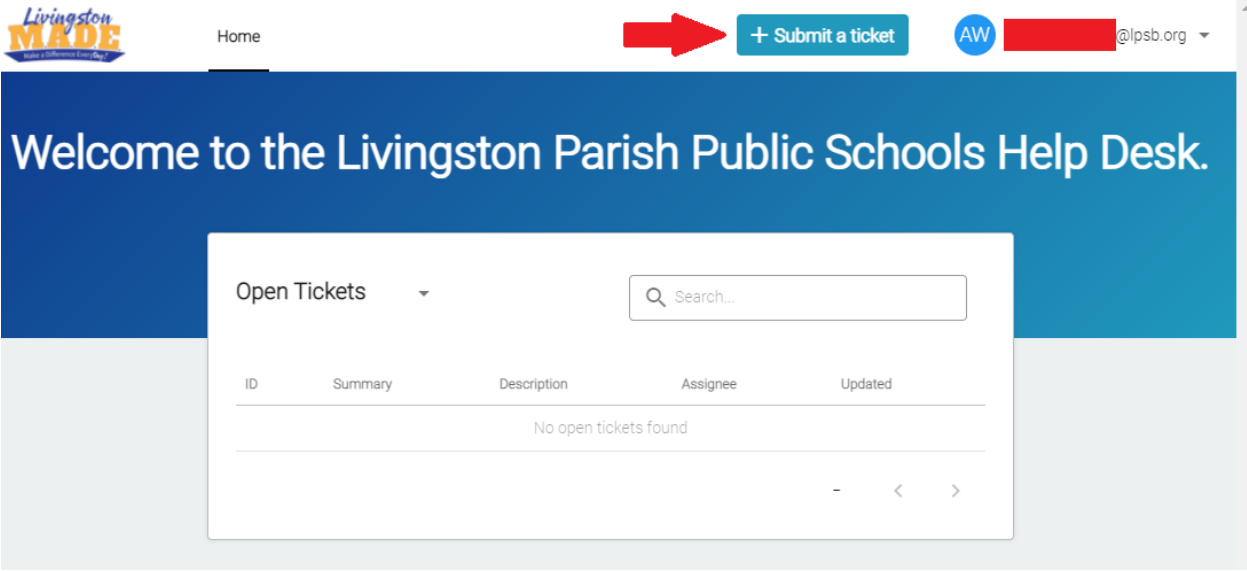
Spiceworks is changing to a Cloud version, and we are migrating from our current version as a result.

Technology Coordinators will have an additional set of instructions for logging in and working with tickets, but other users will now be able to enter tickets using the ticket portal. Here's what it looks like.

Go to [Livingston Parish Public Schools Help Desk \(spiceworks.com\)](http://lppsdc3.spiceworks.com) (lpps.on.spiceworks.com) and you will see a prompt to sign in. Use your computer login (Active directory username and password).



This should bring you to the Welcome page for the ticket portal. From here you can Submit a new ticket and check the status of tickets you've submitted.



Click on the **+Submit a Ticket** button to start a new ticket.

Submit a help desk ticket

Simply create a ticket below. A technician will respond promptly to your issue. You may also send tickets directly to help@lpps.on.spiceworks.com

Summary (required)

36 / 150

Description (required)

157 / 2000

Category (required)

Location (required)

Room Number

4 / 150



Click **Home** to see your open tickets. You can add notes and stuff.

The screenshot shows the top navigation bar with the Livingston MADE logo, a 'Home' button circled in red, and a '+ Submit a ticket' button. Below is a blue header with the text 'Welcome to the Livingston Parish Public Schools'. The main content area features a 'Open Tickets' dropdown menu and a search bar. A table lists one open ticket with the following details:

ID	Summary	Description	Assignee	Updated
36984	Computer is on fire (example ticket)	I tumultuously typed text totaling twenty-two times ...	Help Desk	less than 1 minute

At the bottom right of the table, it shows '1-1 of 1' and navigation arrows.

They can add notes or close their tickets from here as well.

The screenshot shows the ticket details page. At the top left is a back arrow and the title 'Computer is on fire (example ticket)'. Below is a user profile for 'AW' with a redacted name and a timestamp of '3m ago'. The user's message reads: 'I tumultuously typed text totaling twenty-two times the text I'd typically type. Then, my computer caught on fire. The flames are yellow. The smoke is black.' Below the message is a text input field containing 'Nevermind. It burned down.' and a 'Send' button. On the right side, there is a 'Ticket Details' section with a 'Close ticket' button. The details are as follows:

Assignee	Help Desk
Category	Computer
Status	Open
Created	July 12, 2021
Location	Central Office
Room Number	9001

That's pretty much all there is to it. Let me know if you have any questions.