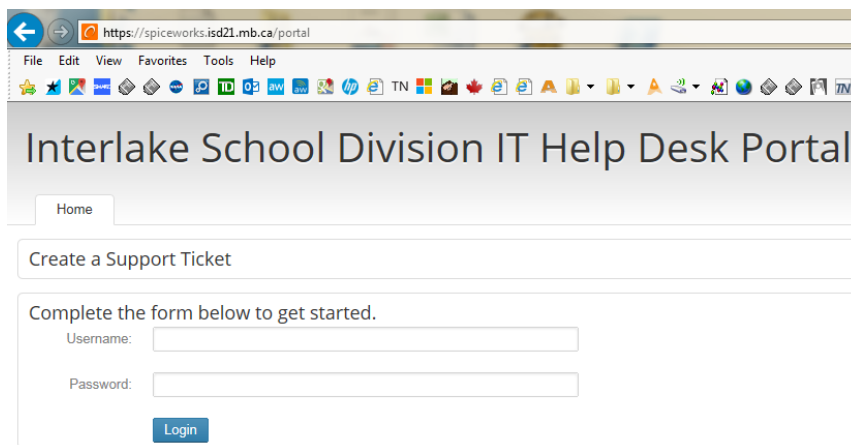


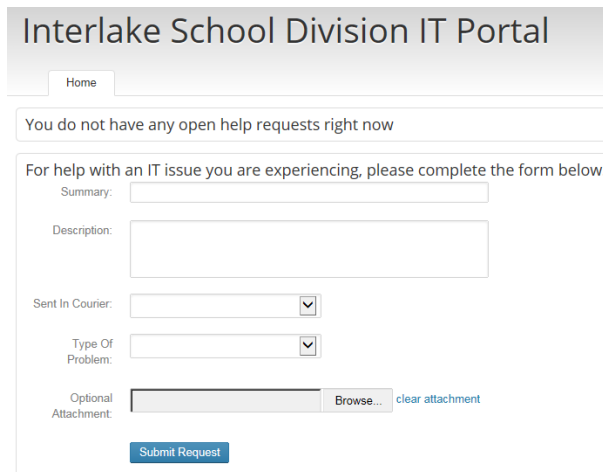
Creating a Spiceworks support ticket to be sent to ISD IT department

1. Gather the following information before entering a support ticket into the system
 - The asset tag# of the computer that requires support. The asset tag information will be on a sticker located on the chassis of a desktop computer or on the bottom of a laptop computer.
 - Symptoms of the problem as best you can describe. (No power to device, message displayed stating no logon server available, device will not connect to wireless network etc..)
2. From your web browser go to the following URL <https://spiceworks.isd21.mb.ca>
3. Enter in your ISD username and password into the text field, then select the Login button



The screenshot shows a web browser window with the address bar displaying <https://spiceworks.isd21.mb.ca/portal>. The page title is "Interlake School Division IT Help Desk Portal". Below the title is a "Home" button. The main heading is "Create a Support Ticket". Below this, it says "Complete the form below to get started." There are two input fields: "Username:" and "Password:". Below the password field is a blue "Login" button.

4. In the Summary text field, enter in a name for the ticket (audio not working, cannot print etc.)
5. In the Description field enter in the details of the issue
6. Click Submit Request



The screenshot shows the "Interlake School Division IT Portal" with a "Home" button. Below the header, it says "You do not have any open help requests right now". The main heading is "For help with an IT issue you are experiencing, please complete the form below." The form has the following fields:

- Summary:
- Description:
- Sent In Courier:
- Type Of Problem:
- Optional Attachment: [clear attachment](#)

At the bottom of the form is a blue "Submit Request" button.

7. The support ticket will be sent to the ISD IT department and will be accepted by a technician for action to be taken to resolve the issue.