



LCPS Online Technology Ticket System Instructions

Submitting Technology Trouble Tickets Through SpiceWorks:

1. Log On to SpiceWorks:

<http://lcps-apps:8080/portal>

****Employees will use their county network login to access this link. (EX: coronanp; and their password) ** This is NOT the employee's email user name and password. Click Login. IMPT: This is a local network trouble ticket system that can only be accessed on devices on county premises. Spiceworks cannot be accessed from home.**

Your Company Portal

Home

Please sign in first

Username: coronanp

Password: [masked]

Login

Phone Numbers

- Important IT phone numbers
- And other important numbers

Links

- Spiceworks Application
- Other important company links can go here

LCPS IT Helpdesk Portal

Complete the form below to get started.

Please sign in to view your open help requests

Please sign in to create a new help request

2. Review profile information at the top of screen and scroll down to input a ticket.

Your Company Portal

Home

upload photo

Eddie Profile for Natalie Coronas

First Name: Natalie

Last Name: Coronas

Office Phone: [input field]

Cell Phone: [input field]

Title: Assistant Principal

Start Date: 07-01-2015

Save Cancel

LCPS IT Helpdesk Portal

Completed IT Help Requests

View your completed IT help requests for help

Natalie, check the status of your open help requests below.

- Printer Pickup
Ticket #5 - opened on 07-20-2016 @ 10:42 AM

For help with an IT issue you are experiencing, please complete the form below.

Summary: [input field]

Description: [input field]

3. Input Trouble Ticket Via The IT Helpdesk Portal

- a. Under Summary – **Input Title of Issue AND School/location (KES, VES, LMS, CHS, SBO, ALT)**
- b. Provide a brief description of the issue.
- c. Click Submit Request –A confirmation that a request has been submitted will be sent to the employee’s email.

The screenshot displays a web browser window with the URL `lcpss-apps:8080/portal`. The page is titled "Edit Profile for Natalie Coronas" and contains the following fields:

- First Name:
- Last Name:
- Office Phone:
- Cell Phone:
- Title:
- Start Date:

Below the profile form is a section titled "LCPS IT Helpdesk Portal" with the message: "You do not have any open help requests right now".

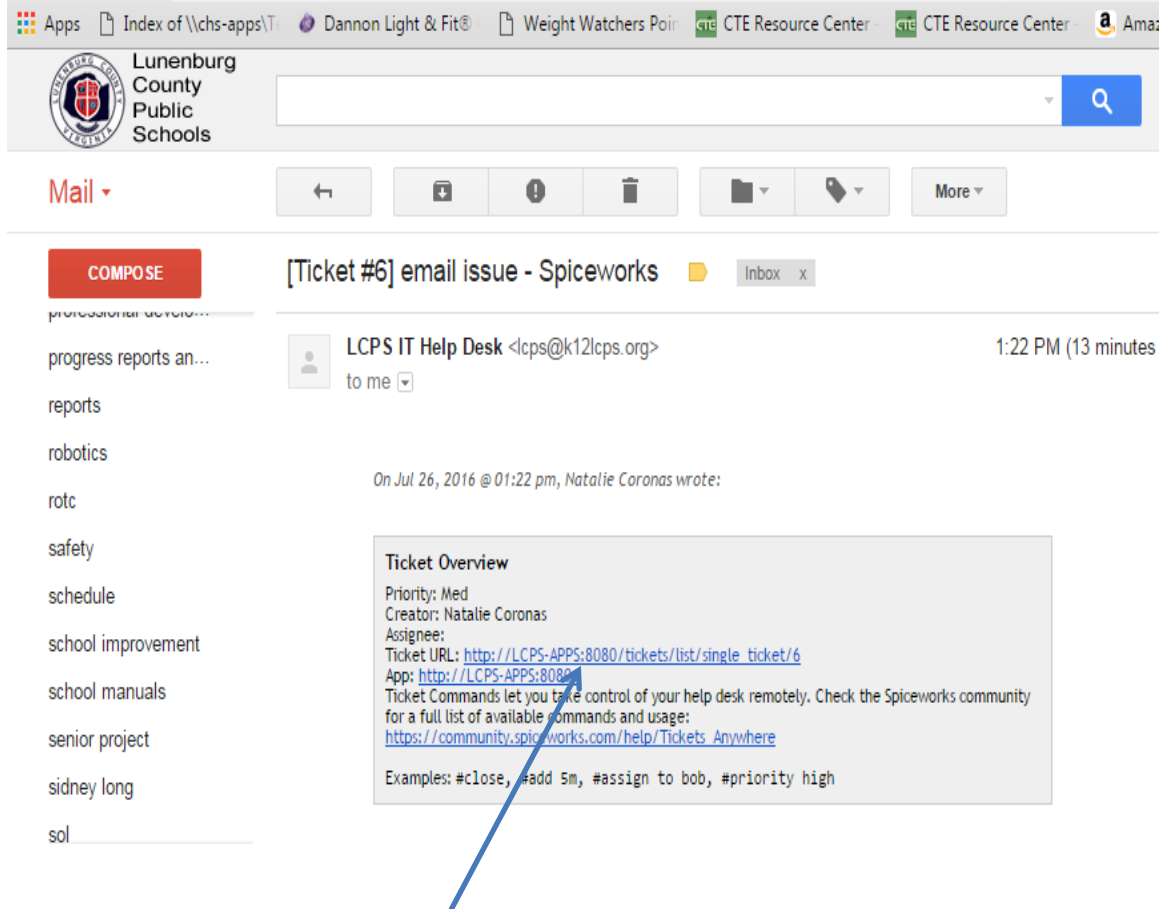
Underneath, a message reads: "For help with an IT issue you are experiencing, please complete the form below." This is followed by a form with the following fields:

- Summary:
- Description:
- Optional Attachment: No file chosen [clear attachment](#)
-

Three blue arrows point to the Summary, Description, and Submit Request fields. On the right side of the page, there is a sidebar with a "Completed IT Help Requests" section and a link to "View your completed IT help requests for help with a recurring problem."

Closed Tickets/Clearing A Ticket:

Once the ticket has been cleared, the IT staff will close the ticket and employees will receive a confirmation email. The confirmation email will contain a Ticket URL which may be accessed if needed.



The screenshot shows an email client interface for Lunenburg County Public Schools. The email subject is "[Ticket #6] email issue - Spiceworks". The sender is "LCPS IT Help Desk <lcps@k12lcp.org>" and the time is "1:22 PM (13 minutes)". The email content includes a "Ticket Overview" box with the following information:

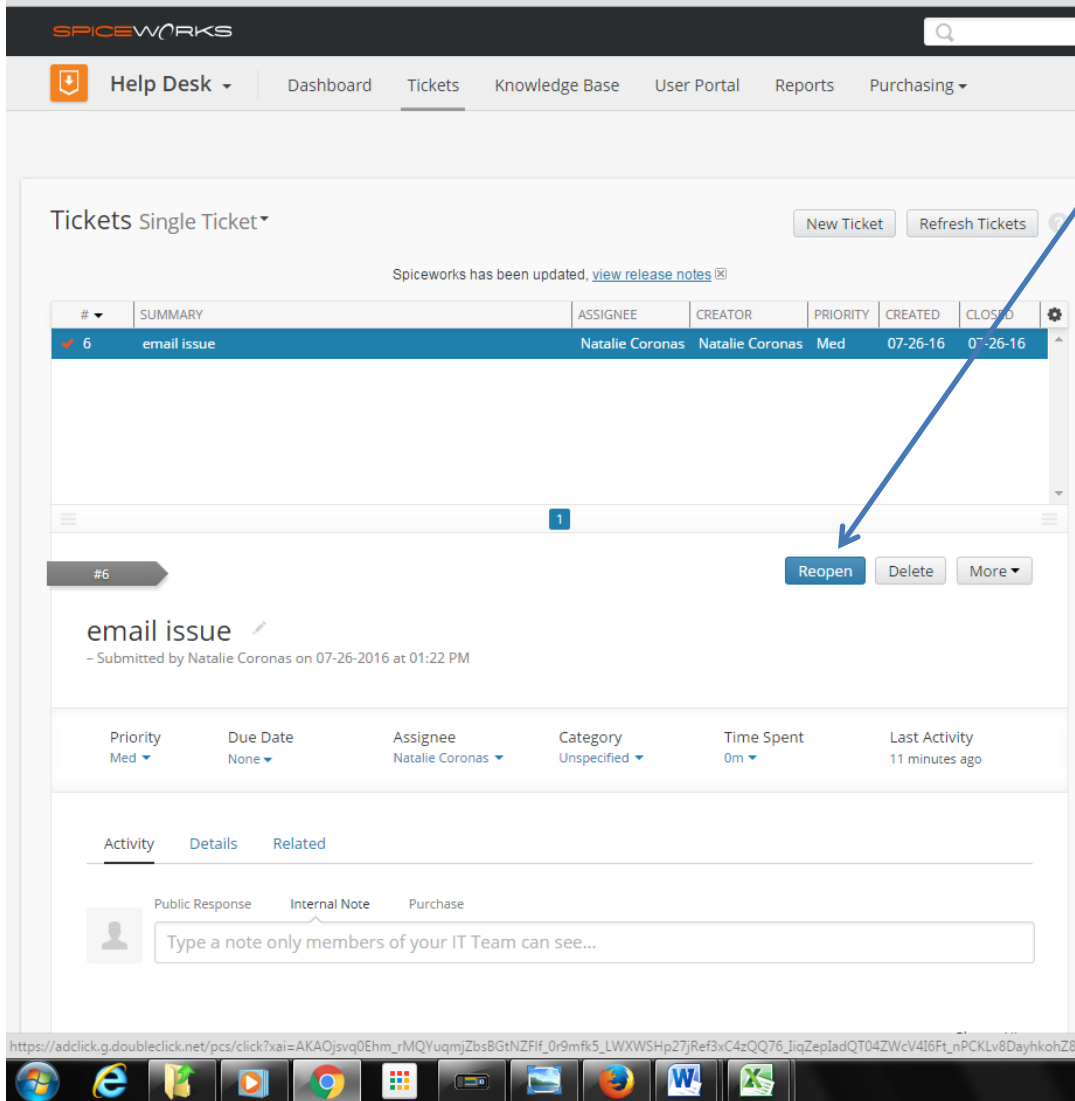
- Priority: Med
- Creator: Natalie Coronas
- Assignee:
- Ticket URL: http://LCPS-APPS:8080/tickets/list/single_ticket/6
- App: <http://LCPS-APPS:8080/>
- Ticket Commands let you take control of your help desk remotely. Check the Spiceworks community for a full list of available commands and usage: https://community.spiceworks.com/help/Tickets_Anywhere
- Examples: #close, #add 5m, #assign to bob, #priority high

A blue arrow points from the "Ticket URL" in the overview box to the text in the summary box below.

Once a ticket has been **closed** by IT staff, a confirmation email will be sent to the employee who submitted the ticket. If the ticket needs to be reopened for any reason, an employee can click the ticket URL to see the ticket that was submitted and any corresponding communication.

Reopening a Closed Ticket

Select the Ticket URL link that was sent in the email confirmation. Select reopen ticket and supply any needed additional information.



The screenshot displays the Spiceworks Help Desk interface. At the top, the navigation bar includes 'Help Desk', 'Dashboard', 'Tickets', 'Knowledge Base', 'User Portal', 'Reports', and 'Purchasing'. The main content area is titled 'Tickets Single Ticket' and features a table of tickets. A blue arrow points to the 'Reopen' button in the actions menu for the selected ticket.

#	SUMMARY	ASSIGNEE	CREATOR	PRIORITY	CREATED	CLOSED
6	email issue	Natalie Coronas	Natalie Coronas	Med	07-26-16	07-26-16

email issue
- Submitted by Natalie Coronas on 07-26-2016 at 01:22 PM

Priority: Med, Due Date: None, Assignee: Natalie Coronas, Category: Unspecified, Time Spent: 0m, Last Activity: 11 minutes ago

Activity | Details | Related

Public Response | Internal Note | Purchase

Type a note only members of your IT Team can see...