

**NORTH SCHUYLKILL SCHOOL DISTRICT**

Home of the Spartans



**Reference Manual:**  
**Spiceworks Help Desk**

## Reference Manual: Spiceworks Help Desk

**This manual has been developed to:**

- 1) Introduce you to Spiceworks Help Desk
- 2) Show you how to Log in
- 3) Show you how to create and submit help requests
- 4) Show you how to check help requests that have been submitted

For issues or questions on using Spiceworks, please contact [marka@northschuylkill.net](mailto:marka@northschuylkill.net)

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### Reference Manual: Spiceworks Help Desk

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**Reference Manual: Spiceworks Help Desk**  
**Introduction**

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- Spiceworks is an online helpdesk that will allow you to create and submit Help Requests (a.k.a. service tickets) for IT assistance.
- Please continue through this reference manual to learn how to Log in and use Spiceworks Help Desk.

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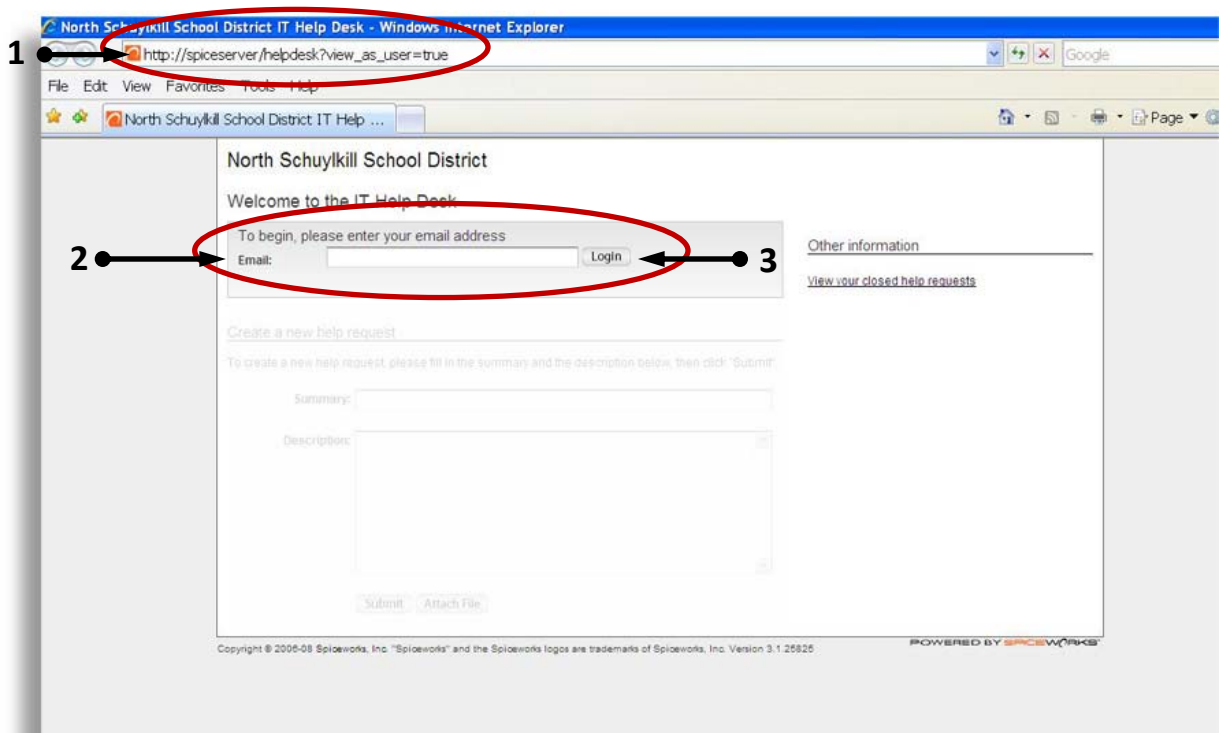
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## Reference Manual: Spiceworks Help Desk

### Part 1: How to Log in to Spiceworks

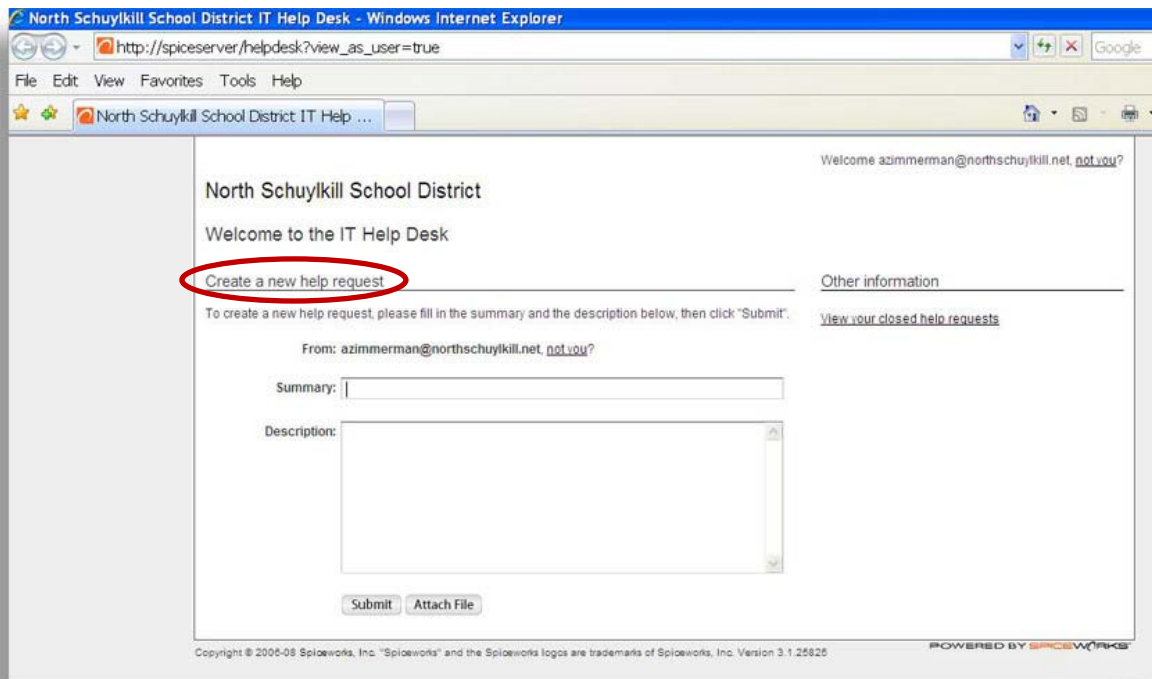
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- **Step 1:** To locate North Schuylkill's IT Help Desk, click the link on the NS website for Spiceworks, or type in `http://spiceserver/helpdesk`
- **Step 2:** To Log in, type your NS email address in the box (See **Figure 1** below).
- **Step 3:** Click the Login button (See **Figure 1** below).



**Figure 1**

- The **Create a new help request** screen opens. This is where you create your help requests (See **Figure 2** below, and continue on to Part 2 to learn how to create requests).



**Figure 2**

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**End Part 1: How to Log in to Spiceworks**  
**You have now located and logged in to the NS Help Desk**  
**Continue to Part 2 to create and submit help requests**

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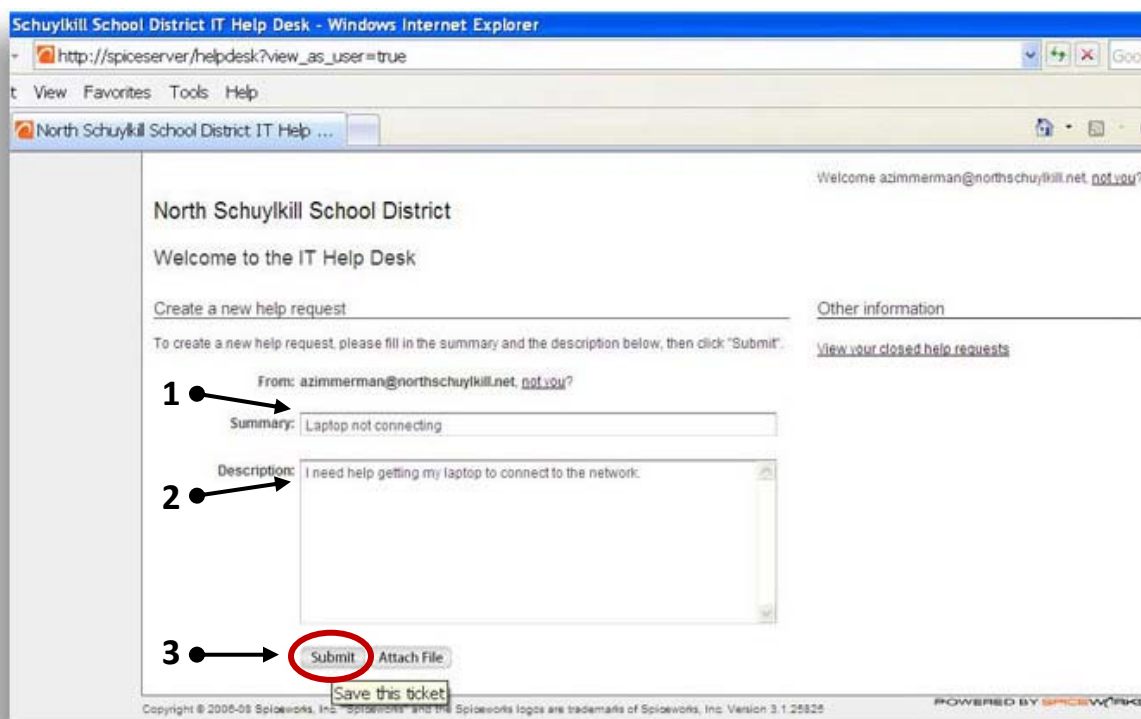
## Reference Manual: Spiceworks Help Desk

### Part 2: How to Create and Submit Help Requests

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You can create and submit help requests (a.k.a. service tickets) for IT assistance. For example, if a school laptop is not connecting to the wireless, or if you are having an issue with your classroom SMART Board, you can create and submit a help request for IT assistance.

- **Step 1:** Once you log in (see Part 1 of this manual), you will be at the **Create a new help request** screen. Type in a brief summary explanation of your IT issue in the **Summary** box (See **Figure 3** below).
- **Step 2:** In the **Description** box, type in your explanation of the issue in detail (See **Figure 3** below).
  - *Note: You can also attach a file. If you wish to do so, click the **Attach file** button*
- **Step 3:** When you are finished, click the **Submit** button (See **Figure 3** below).



**Figure 3**

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**End Part 2: How to Create and Submit Help Requests**  
**You have now created and submitted a help request**  
**Continue to Part 3 on how to check submitted help requests**

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### Part 3: How to Check Submitted Help Requests

- After you have submitted your help request (see Part 2 of this manual), **Your existing help requests** screen opens, showing that you have a help request open, which confirms that your ticket has been sent to the IT department (See **Figure 4** below).
- **Step 1:** You can also view your closed requests. Closed requests are issues that have been corrected and then closed by the IT department. To view your closed requests, click the **View your closed help requests** link on the right-hand side of your screen (See **Figure 4** below).

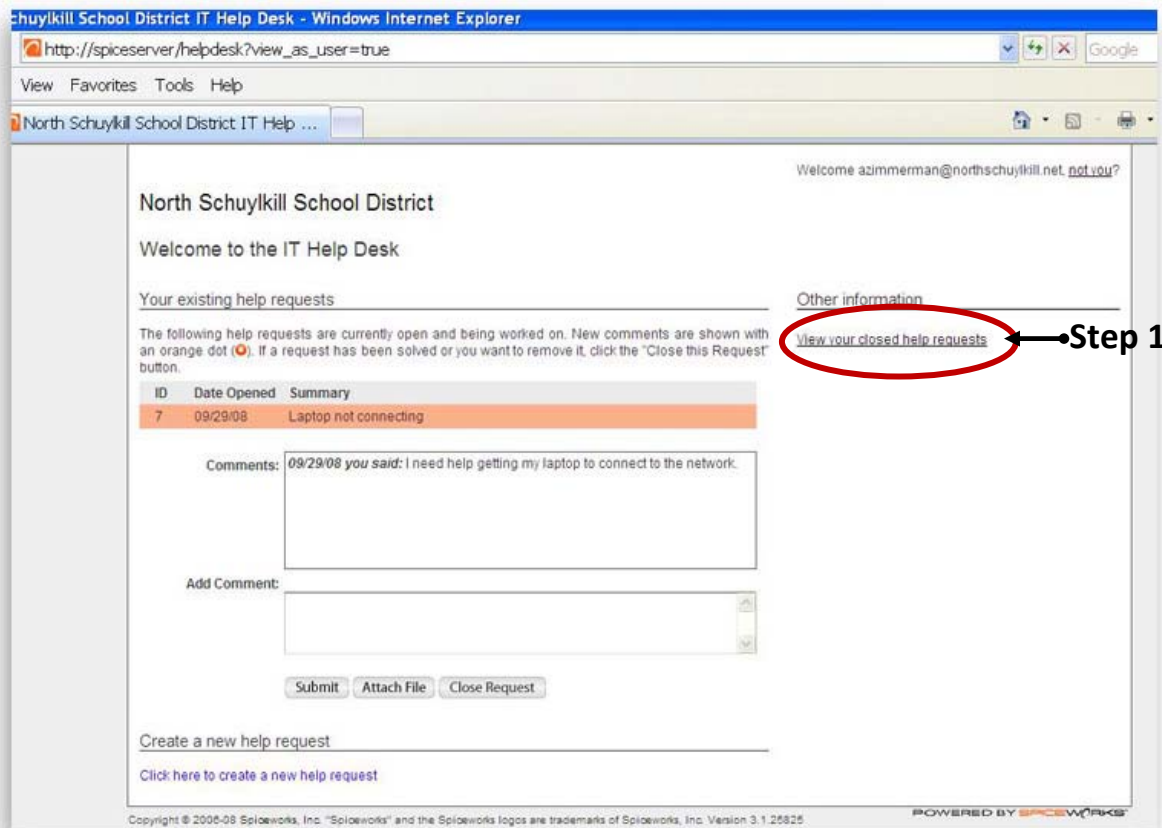
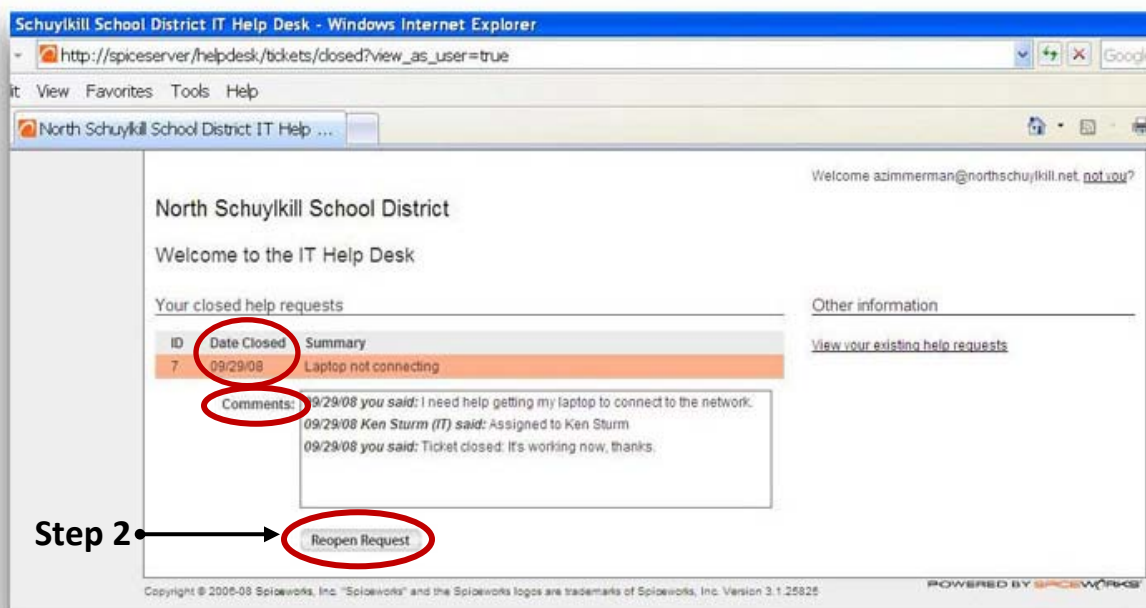


Figure 4

- **Your closed help requests** page will open after clicking the **View your closed help requests** link. The page that opens after you click this link will confirm the date your ticket was closed, with a comments box that shows a history of any comments made with the open request (See **Figure 5** below).
- **Step 2:** From the closed help requests page, you can also reopen a help request if the same issue arises or if the problem was not fully resolved. To do this, click on the **Reopen Request** button (See **Figure 5** below).



**Figure 5**

- **Step 3:** After you click **Reopen Request**, in the **Comments** box, you will see the date the ticket was re-opened. You can type in the **Add Comment** box about your ongoing issue (See **Figure 6** below).
- **Step 4:** When you are finished, click the **Submit** button (See **Figure 6** below).
  - *Note: You may click the **Attach File** button to attach a document if you wish to. If you reopened the request by accident, you can click the **Close Request** button instead of clicking **Submit**.*

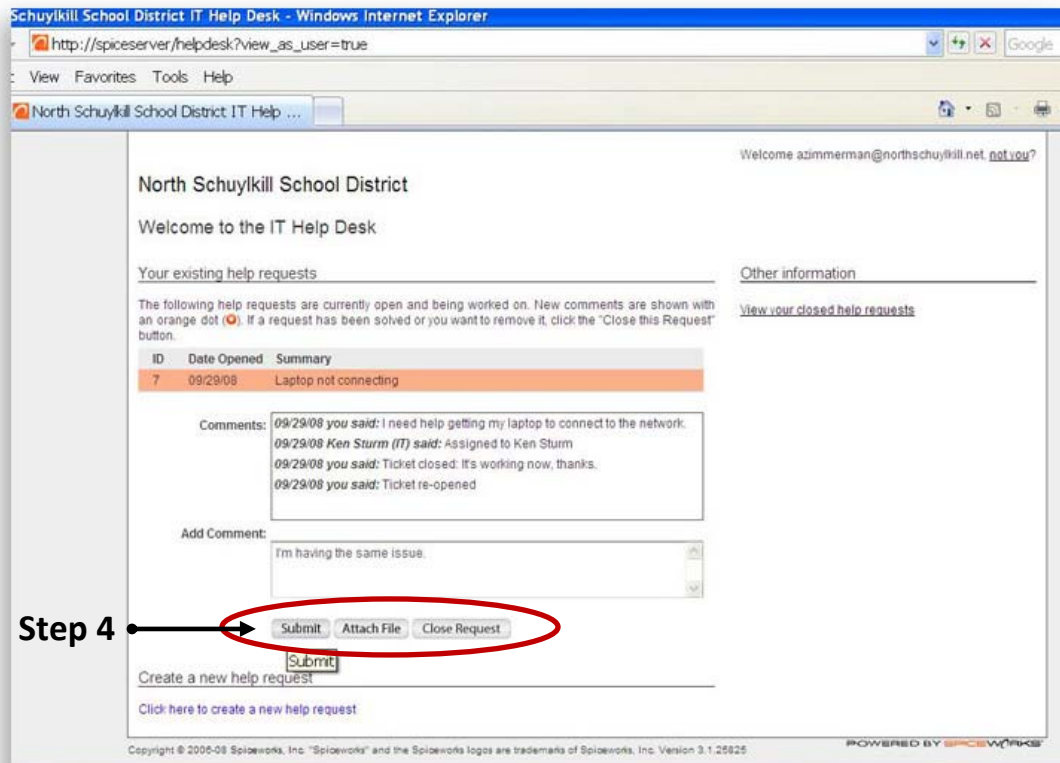


Figure 6

- **Step 5:** At any time, you can create a new help request by clicking the **Create a new help request** link at the bottom of the page (See **Figure 7** below; view Part 2 of this manual to create new help requests).

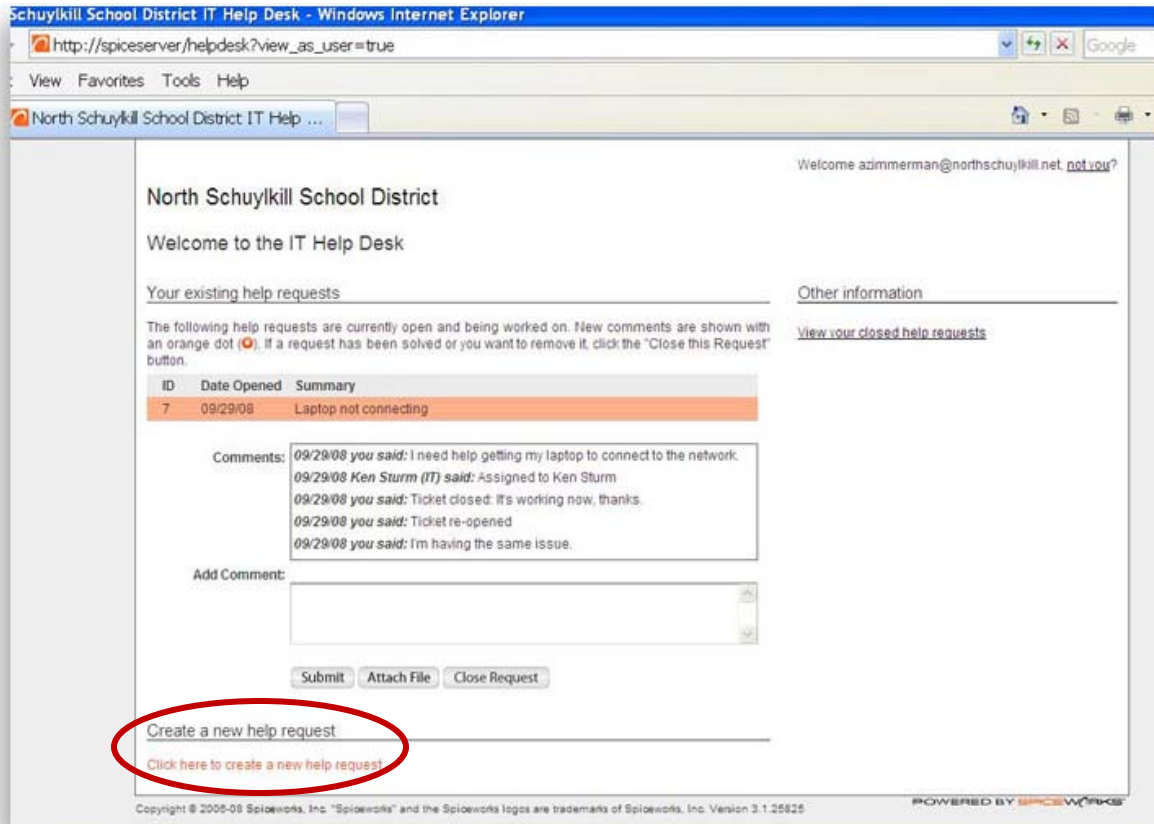


Figure 7

You have now completed this manual on Spiceworks Help Desk

End