# **On Spiceworks IT Requests**

How-to-guide

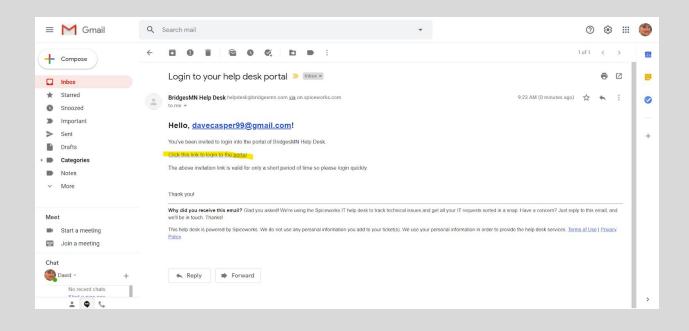
## Part 1 - Submit your work email address

- 1. Open the Google Chrome web browser on your laptop.
- 2. Open a new tab.
- 3. Bridges staff please enter <u>bridgesmn.on.spiceworks.com/portal</u> into the address bar..
- 4. Northstar staff please enter northstarbhmn.on.spiceworks.com/portal instead.
- 5. Press the Enter key.
- 6. Enter your work email in the space provided.
- 7. Click the Submit button.

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#### Part 2 - Verify your work email address

- 1. Go to your work Gmail account. (mail.google.com)
- 2. Click on the Spiceworks Helpdesk email to open it.
- 3. Click on the Open Portal link in the email.



## Part 3 - Submit an IT ticket/request

- 1. Give your ticket a title by typing something in the space provided for Summary.
- 2. Type a description of the issue in the space provided. Please be as detailed as possible.

- 3. Choose a category that most closely resembles your issue/question.
- 4. When finished, please scroll down and click on the Submit button.
- 5. Your ticket should now be showing in the right window.

BridgesMN Help Desk		davecasper99@gmail.com
Submit a help desk	Tickets	Search for a ticket summary (open)
ticket	Open Tickets 🗸	
Simply create a ticket below. A technician will respond promptly to your issue.		No tickets to display
You may also send tickets directly to help@bridgesmn.on.spiceworks.com		
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respond promptly to your issue.	<b>^</b>	
You may also send tickets directly to help@bridgesmn.on.spiceworks.com	Tickets	Search for a ticket summary (open)
Summary *	Open Tickets 🗸	
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This help desk is powered by Spiceworks. We do not use any personal information you add to your ticke(s). We use your personal information in order to provide services.		
Privacy Policy   Terms and Conditions		

## Part 4 - Add comments, view activity or close a ticket

- Any tickets/requests that you've submitted using the Spiceworks portal and also those submitted by email to <u>help@bridgesmn.on.spiceworks.com</u> (<u>helpdesk@bridgesmn.com</u>) or <u>help@northstarbhmn.on.spiceworks.com</u> (<u>helpdesk@northstarbhmn.com</u>), will appear in your Open Tickets list.
- 2. Click on a ticket to open it.
- 3. From here, you can add comments, view activity or close a ticket.

BridgesMN Help Desk		davecasper99@gmail.com
Submit a help desk	Tickets	Search for a ticket summary (open)
ticket	Open Tickets 🗸	
Simply create a ticket below. A technician will respond promptly to your issue.	test Unassigned	#35
You may also send tickets directly to help@bridgesmn.on.spiceworks.com	Activity	
Summary * 0/150	test	ASSIGNEE Unassigned CATEGORY Other Issue CREATED July 13, 2020
Description *	a few seconds ago	CREATED July 13, 2020
0/2000	Enter a comment	
Category*		