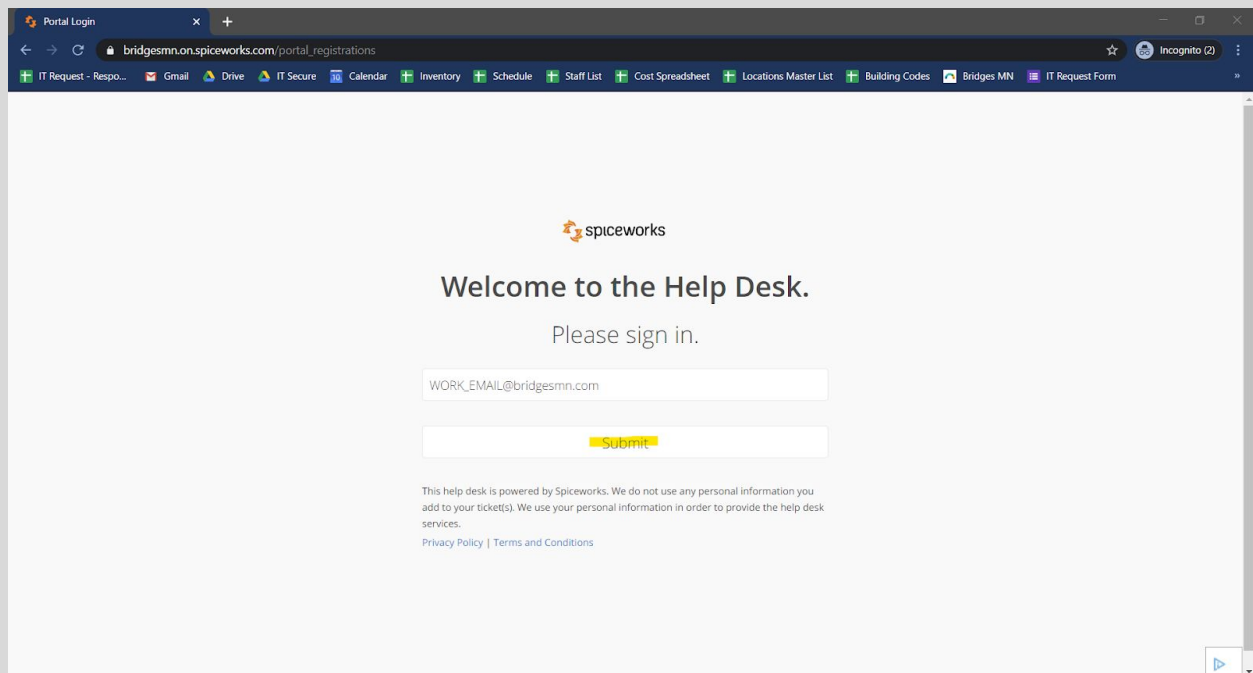# On Spiceworks IT Requests

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 bridgesmn.on.spiceworks.com/portal 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.

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.
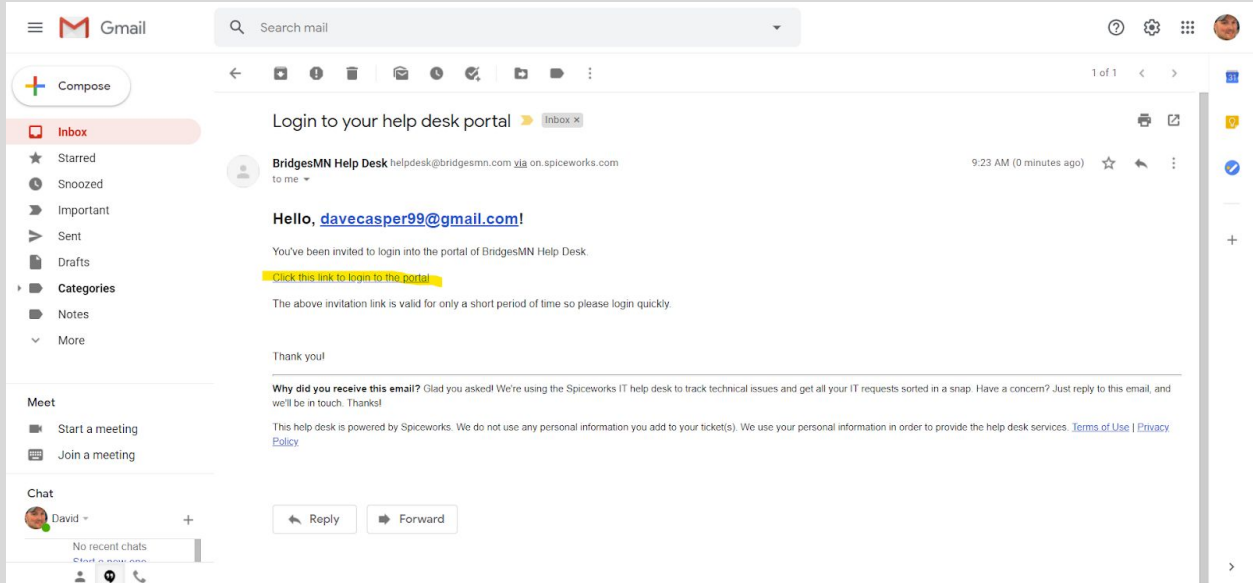
Part 3 - Submit an IT ticket/request

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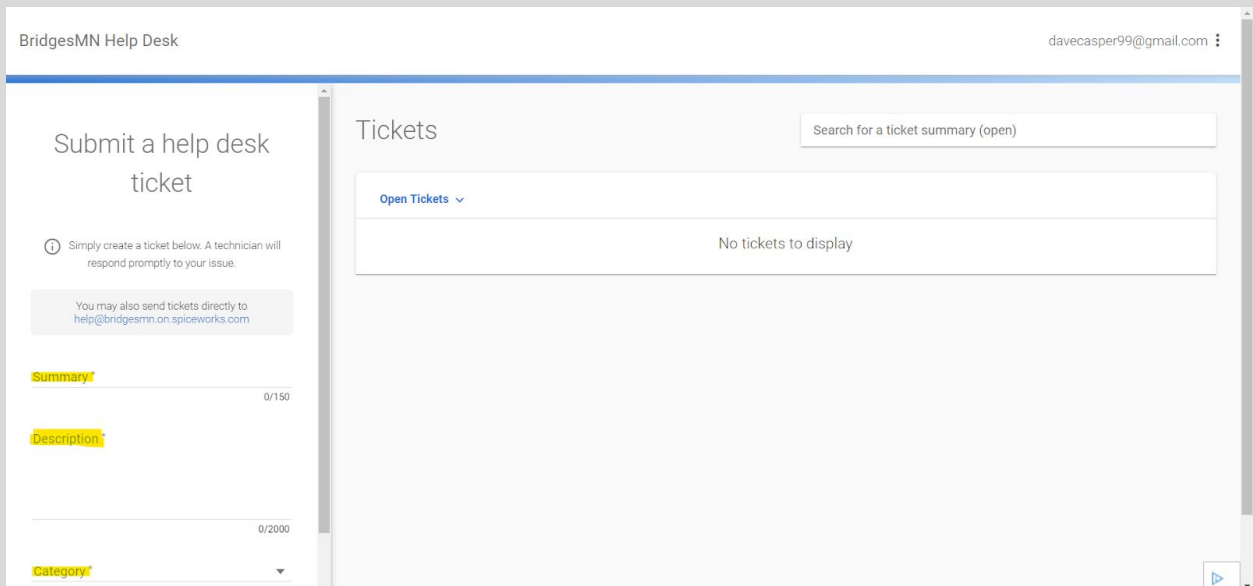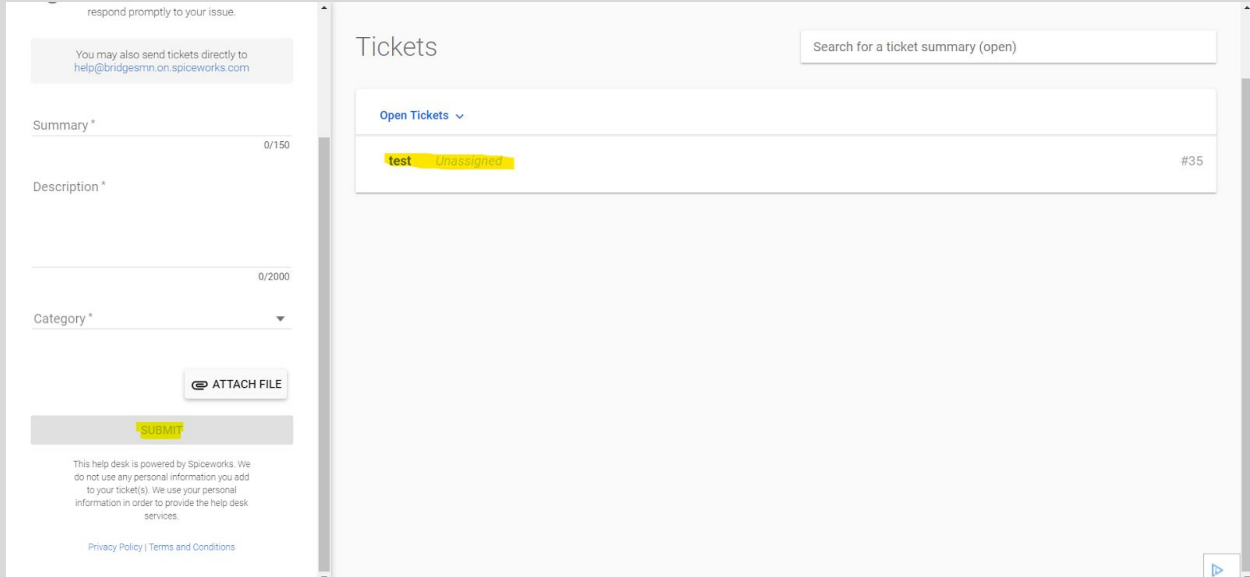
Part 4 - Add comments, view activity or close a ticket

1. Any tickets/requests that you've submitted using the Spiceworks portal and also those submitted by email to help@bridgesmn.on.spiceworks.com (helpdesk@bridgesmn.com) or help@northstarbhmn.on.spiceworks.com (helpdesk@northstarbhmn.com), 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.