

SpiceWorks-End User

LOGIN

- When accessing SpiceWorks from your own computer, the system will log you in automatically.
- To log into SpiceWorks from another computer, you need to use your Siena Username and Siena Password at <http://spiceworks/portal>.

NEW TICKET

The screenshot displays the Siena Heights University Help Desk Portal. At the top left is the logo for Do (Information Technology) Siena Heights University. In the top right corner, there are links for 'whouse@sienaheights.edu', 'edit profile', and 'sign out'. Below the header, there are navigation tabs for 'Home' and '+ New Tab'. The main content area is titled 'Welcome to the Siena Heights University Help Desk Portal' and contains a form for creating a new ticket. The form includes fields for 'Subject', 'Location', 'Office Area', 'Problem Type', and 'Brief description of the Issue', each with a red asterisk indicating it is a required field. There is also a file upload section with a 'Choose File' button, 'No file chosen' text, and a 'Clear Attachment' link. A 'Submit' button is located at the bottom of the form. On the right side of the page, there is a 'Contact SHU Support' section with links for 'x7655' and 'http://spiceworks/portal', and a 'Links' section with a link for 'mysiena.sienaheights.edu'. Below these sections, there are two status boxes: 'No open help requests' and 'No closed help requests'.

The red asterisk at the end of each field indicates a required field. Your Help Desk requests will appear on the right side of the window. Each time the request is updated, a message will appear.