

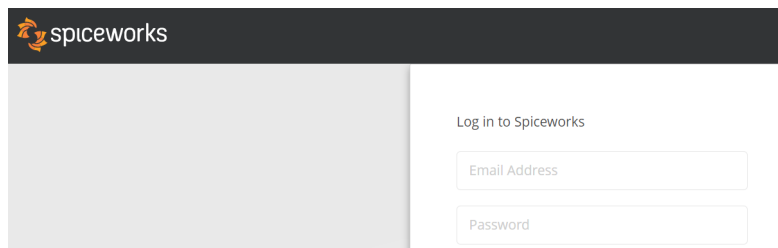
# Submitting, Viewing, and Reassigning a SpiceWorks Ticket Technology Coordinators


SPICEWORKS IS NOW CLOUD-BASED AND LOOKS SLIGHTLY DIFFERENT.




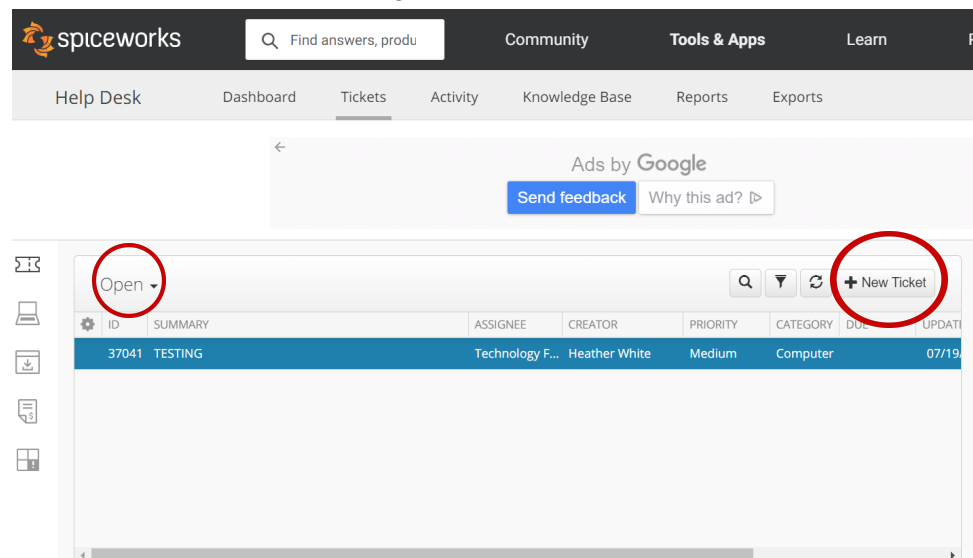
Log into your Tech Coordinator Spiceworks account. You can access it from [Staff → Quick Links](#) on [www.lpsb.org](http://www.lpsb.org) or this [LINK](#).

SpiceWorks for  
Tech  
Coordinators



Open tickets assigned to your through your site will be displayed in the  ticket box.

You may add a ticket from this screen as well, using the  .



You can close a ticket using



#37041

Close Mute Remote Session

Submitted by Heather White on Monday, July 19th 2021 at 1:57 pm

### TESTING

This is a test.

Priority Medium	Due Date Unspecified
Assignee Technology Facilitator	Category Central Office
Time Spent Unspecified	Last Activity 16 minutes ago

OR

you can reassign the ticket to the Help Desk.

#37041

Close Mute Remote Session

Submitted by Heather White on Monday, July 19th 2021 at 1:57 pm

### TESTING

This is a test.

Priority Medium	Due Date Unspecified
Assignee Technology Facilitator	Category Central Office
Time Spent Unspecified	Last Activity 16 minutes ago

- ACES Technology
- FRES Technology
- FSES Technology
- FSHS Technology
- FWES Technology
- GCES Technology
- Help Desk
- HOHS Technology
- Jared Harper
- JPES Technology
- JPJH Technology
- Keith Houpy
- Technology Facilitator

You can view activity, get details of the ticket, add tasks, and add related devices. You can also attach files (screenshots, etc.)

Activity Details Tasks Related

Public Response Internal Emails will be sent based on your notification settings

Note on your settings

Type a response to all users...

Append Attach File

Show: All

**Technology Facilitator**  
a few seconds ago

I have viewed this test.

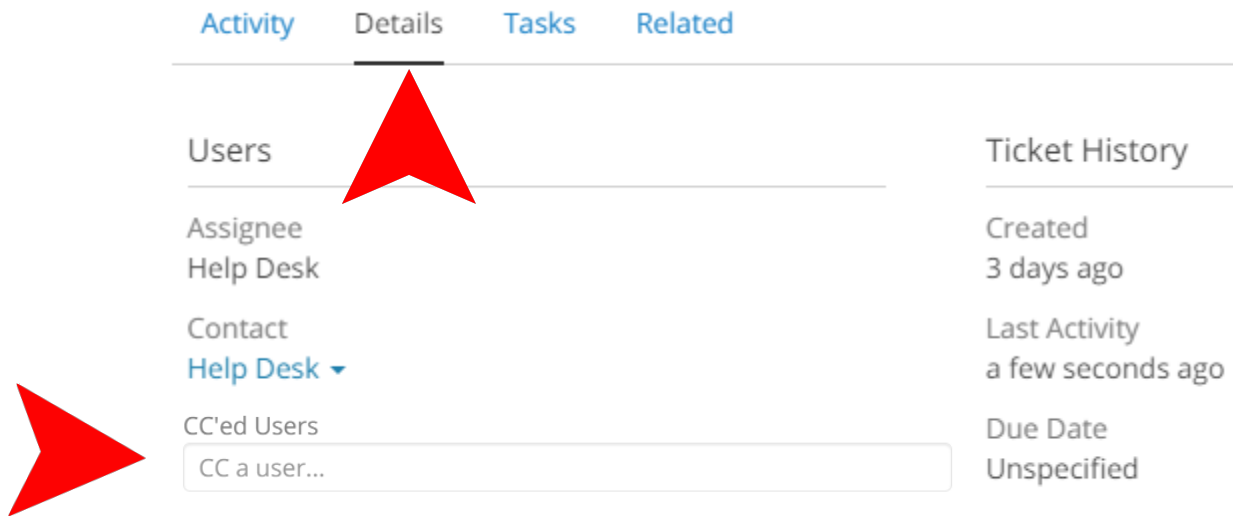
**Help Desk** changed assignee from Help Desk to Technology Facilitator - 25 minutes ago

**Heather White** created the ticket "TESTING" 27 minutes ago

This is a test.

NOTE: Once a ticket has been reassigned to the Help Desk, you will not be able to view that ticket through the Tech Coordinator account. You will still have an email record to review, but will not receive any notifications about the ticket (See TIP below to correct this). If a teacher used his/her account to submit a ticket, that person will still receive updates and notifications regarding the ticket.

TIP: If you add your technology coordinator account to the ticket's CC field, you will be able to see the ticket even after assigning it to the Help Desk.



The screenshot shows a ticket management interface with four tabs: Activity, Details, Tasks, and Related. The 'Details' tab is selected and underlined. A red arrow points to this tab. Below the tabs, the 'Users' section is visible, containing 'Assignee Help Desk', 'Contact Help Desk' (with a dropdown arrow), and 'CC'ed Users' with a text input field containing 'CC a user...'. A second red arrow points to this input field. To the right, the 'Ticket History' section shows 'Created 3 days ago', 'Last Activity a few seconds ago', and 'Due Date Unspecified'.

Activity	Details	Tasks	Related
	<b>Users</b>		<b>Ticket History</b>
	Assignee Help Desk		Created 3 days ago
	Contact Help Desk ▾		Last Activity a few seconds ago
	CC'ed Users <input type="text" value="CC a user..."/>		Due Date Unspecified