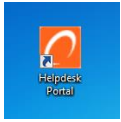


How To Use the SpiceWorks Helpdesk System

1. Double click the program icon located on your desktop as shown below:



2. Next, log in to your individual portal using your usual network account and password:

A screenshot of a web browser showing the Wynantskill UFSO Helpdesk Portal. The page has a header with the logo and a 'Not signed in' link. Below the header is a login form with fields for 'Username' and 'Password', and a 'Login' button. To the right of the login form are sections for 'Phone Numbers' (listing 'HelpDesk- 203-4600 x26') and 'Links' (listing 'District Home Page'). Below the login form is a welcome message and a 'Submit Request' button.

3. Next, you will be presented with the request submission page where you will provide the details of your request. When you are done, simply click on the **Submit Request** button and your request will be logged.

For help with an IT issue you are experiencing, please complete the form below.

Summary:

Description:

Category:

Room Number:

Urgency:

When Can Work Be Done:

Optional Attachment: No file chosen [clear attachment](#)

4. While you are in your individual portal, you will be able to view your open and closed tickets, as well as access useful links and phone numbers as they become available.

IMPORTANT NOTE: When you are done using the portal, it is recommended that you sign out using the sign out link in the upper right corner of the portal screen.