North Huron Ticket Submission Guide

There are now going to be three different methods that you will be able to use to submit a Help Ticket for either, IT, Maintenance or Transportation. This guide will attempt to assist you in the process. We have made every effort to keep this as simple as possible, but as with anything new, there are going to be questions and uncertainty.

The program that we are using to replace the old system is Spiceworks. A cloud-based system that utilizes a central ticket system using emails that become part of the ticket. This system will also allow you to re-open a closed ticket just by simply replying to the email that you receive, stating that the ticket had been closed.

The methods are going to be listed in order of preference, just to be able gather all of the pertinent information when the ticket is created. This should allow for a faster response time to the issue.

METHOD 1 – Client Portal

This method is the Spiceworks Client Portal. Access to the Portal is from the North Huron Website or from the links listed below. **Access for the use of this portal is for those that are part of the North Huron domain only.** On the bottom of the North Huron Home Page, you will see "Subpages (2): Help Desk School Calendar". Left click one time on the Help Desk link and it will take you to the Help Desk page. On this page, you will see three options:
1) IT Support
2) Building & Facilities Maintenance
3) Transportation

Each link will bring up the proper portal page for you to fill out and submit. You will notice that there is an asterisk, *, next to some of the fields. This means that those fields are required. If you see a down arrow to the right of the field, there are options for you to choose. The Summary* field is just a brief overview of what is needed. The Description* field is for as much detail you can provide that is not already being asked by the other fields on the form.

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The best browsers for use with the portal are Google Chrome or Mozilla Firefox.

If you do not wish to use the website page to create a ticket, you may access the portals with the following links:

IT Support –
https://nhit.on.spiceworks.com/portal

Building & Facilities Maintenance –
https://nhmaintenance.on.spiceworks.com/portal

Transportation –
https://nhtransportation.on.spiceworks.com/portal

Method 2 – Submit an Adobe Form

A form has been created for each department, IT, Maintenance and Transportation. Each of forms are located in the Shared Folder under Support Requests. If you go to use one of these forms and you receive a message that the file is in use, it means that someone is filling out a ticket and has not submitted it yet. Once they have completed their ticket, the form will be available for use again. This is fixable by programming a file lock to prevent that, but I did not want to dedicate the time towards that until I see if this became an issue.

ADOBE READER:
This method utilizes the Adobe Reader, which will need to be set as your default .PDF reader. When the PC operating systems converted to Windows 10, Adobe was the default, but there is a good possibility that the change will not be in place for each user that logs onto the PC. The forms will not display properly in any other .pdf reader. To verify if Adobe Reader is the default, you will:

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1) Left click on the Windows button on the bottom left of the screen
2) Left click on Settings (the sprocket icon just above the power icon)
3) Left click on Apps
4) Left click on Default apps on the left side of the screen
5) Scroll down and left click on Set defaults by app
6) Left click on Adobe Acrobat Reader DC (or something similar)
7) Left click on the Manage button
8) If .pdf shows anything other than Adobe Acrobat DC (or similar), left click on the app that is showing and select Adobe Acrobat DC. If Microsoft Edge was the default, another box will appear trying to get you to stay with Edge, left click on Switch anyway.
9) Left click on the "X" to exit the Default apps screen

SUPPORT REQUESTS FOLDER:

When the PCs were converted, a Support Request folder is on your desktop. If that folder is missing, you can create a shortcut by:

1) Left click on the File Explorer icon on the Task Bar
2) Left click on the Shared Folder
3) Scroll down to the Support Requests folder and Right click on it
4) Left click on Send to
5) Left click on Desktop (create shortcut)

CREATING THE TICKET:

Each of the three tickets is comprised of drop down fields, date fields and text fields. If you miss putting information in a required field, the form will not submit, and will show you the field that needs information. Each of these forms has a ticket number field. This is nothing more than the current date and current time. On the bottom of the form is a Print Button, Reset Button and a Submit Button. Print allows you to print the completed form off before sending it. Reset will clear all of the fields to blank. Submit will create a draft email that you will send from your Gmail account. When you click the submit button, you will see the following set of screens.
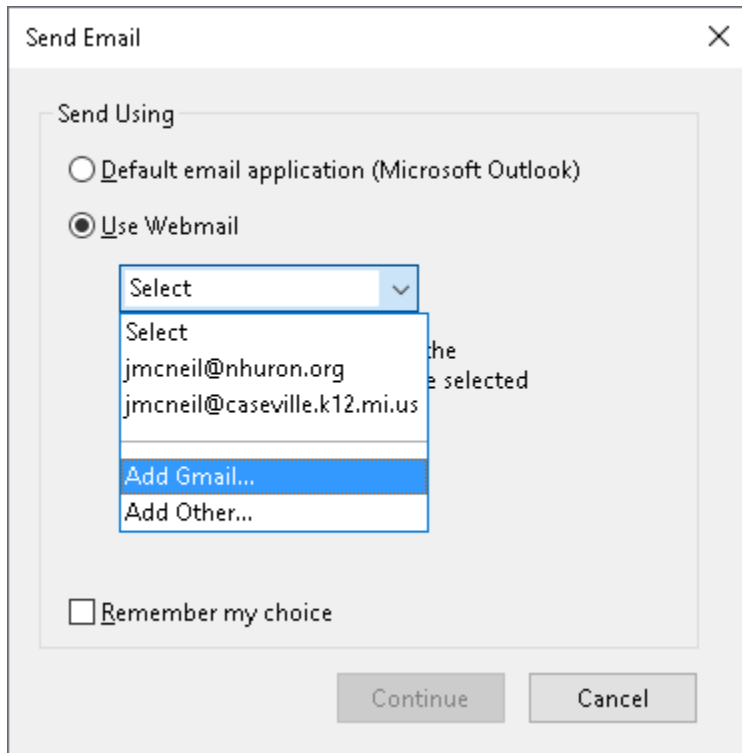
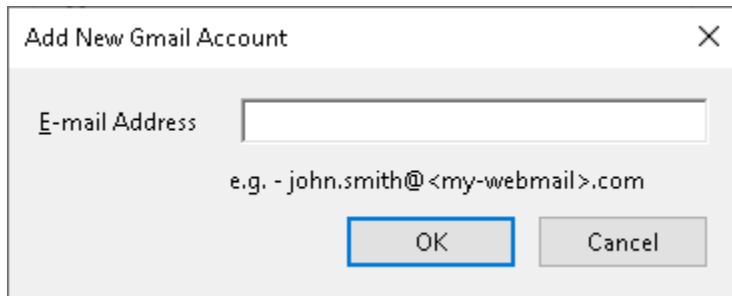# North Huron Ticket Submission Guide

This is the first screen to appear.

1) You will choose Use Webmail, and select Add Gmail.
2) If you would rather not see this screen every time, left click on the Remember my choice box to place a check in it before clicking on the Continue button.
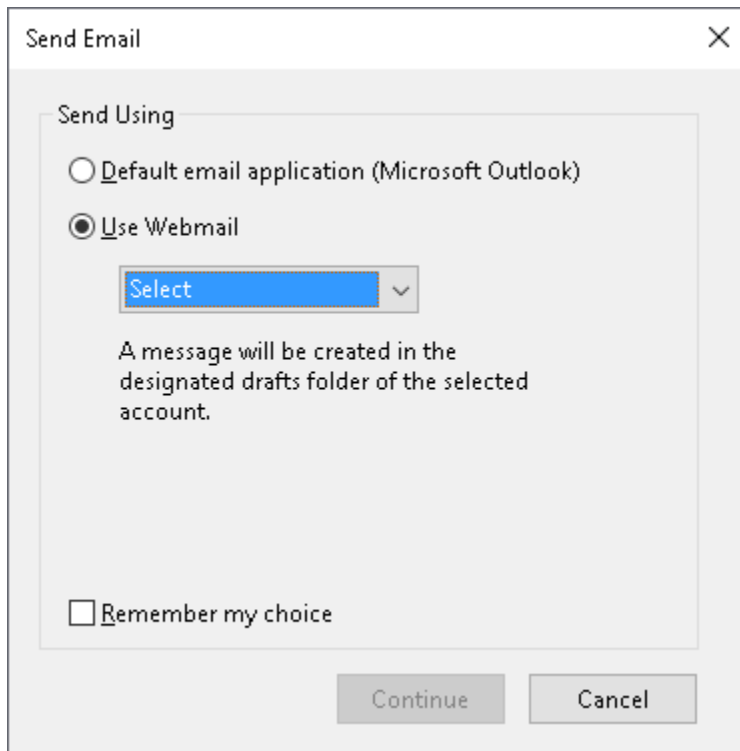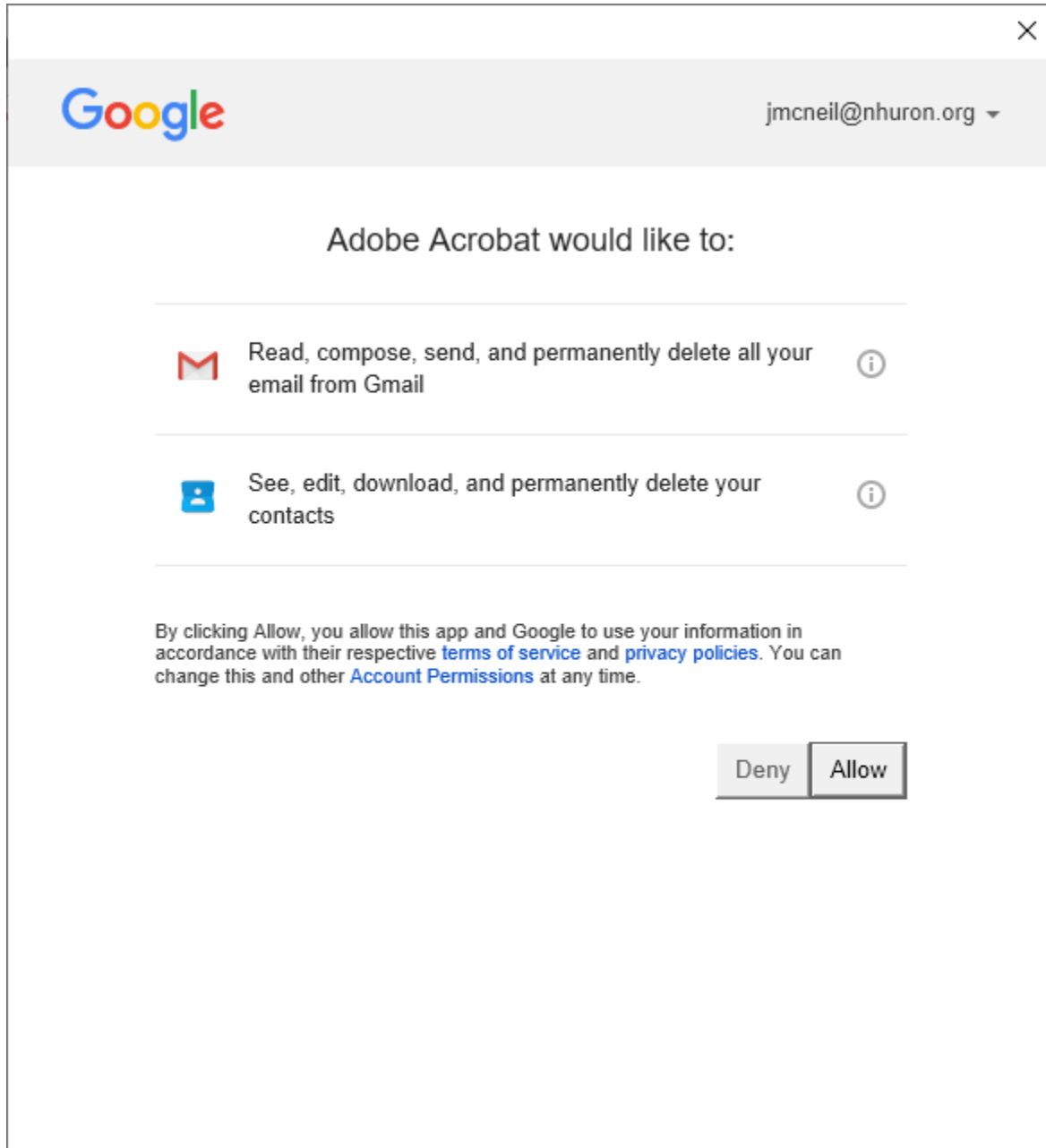
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When this box appears, enter your North Huron email address and left click OK

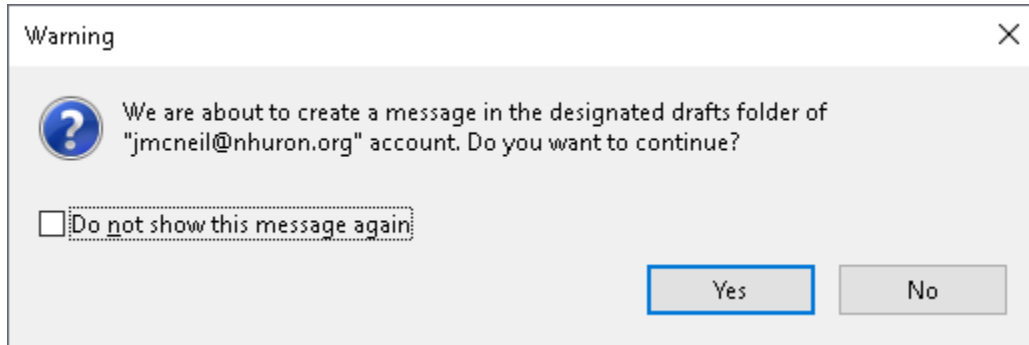# North Huron Ticket Submission Guide

You will now see the following screen. This is a Google security screen to make sure that you really want to do this.
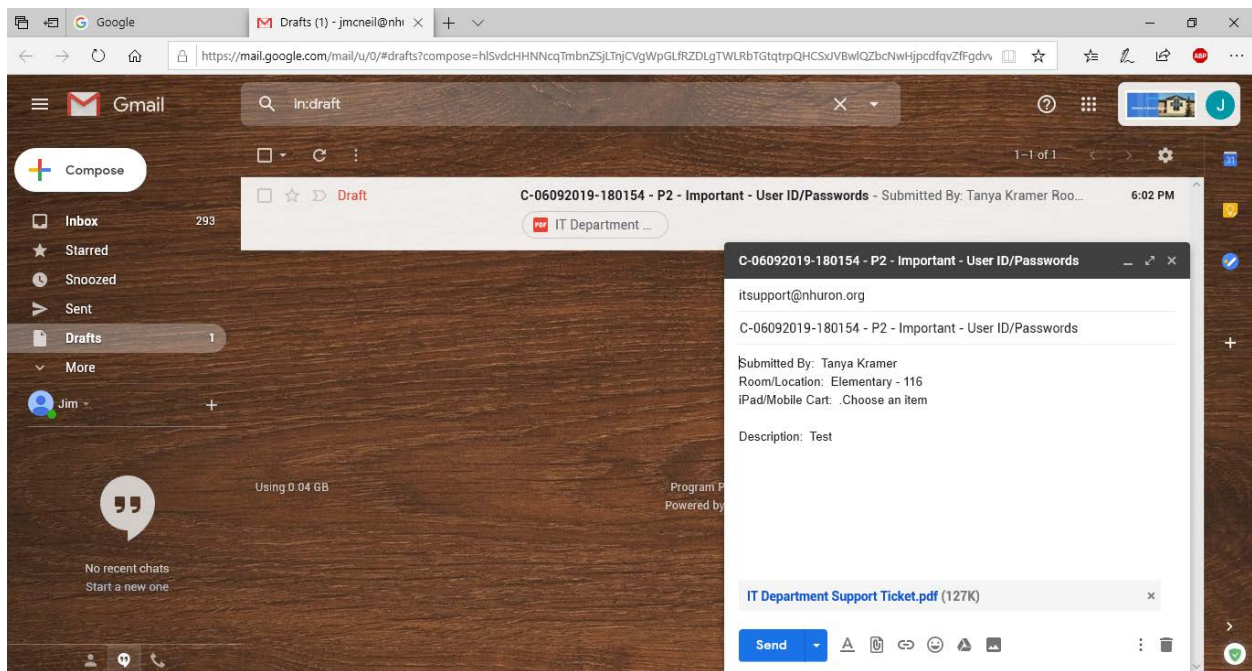
Left click on the Allow button

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You will now see the following. This tells you that it is going to create the email. The email has not be sent at this point. Again, if you do not wish to see this screen every time, left click on the box next to do not show this message again to place a check mark in the box, and then left click Yes


If you have your email account open, the process will take you directly to your drafts folder and show you the email produced. If everything is correct, click the Send button to complete the ticket creation.
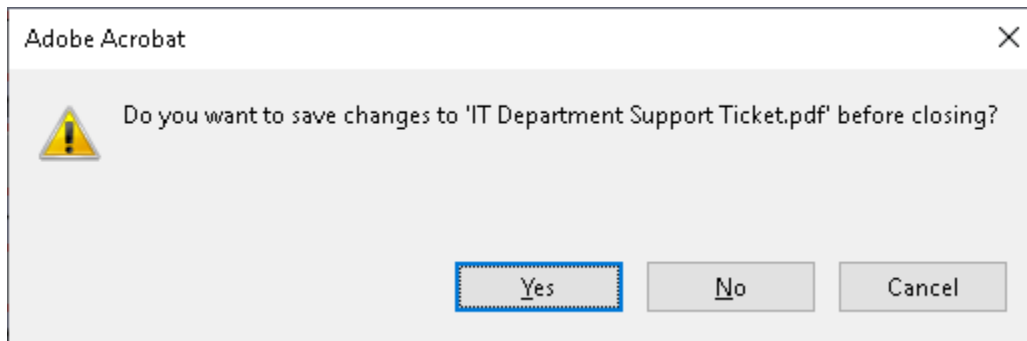
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If your email account was not open, you will sign in to your email. You will then need to go to the Drafts folder, open the email that is there and left click on the Send button to complete the ticket submission.
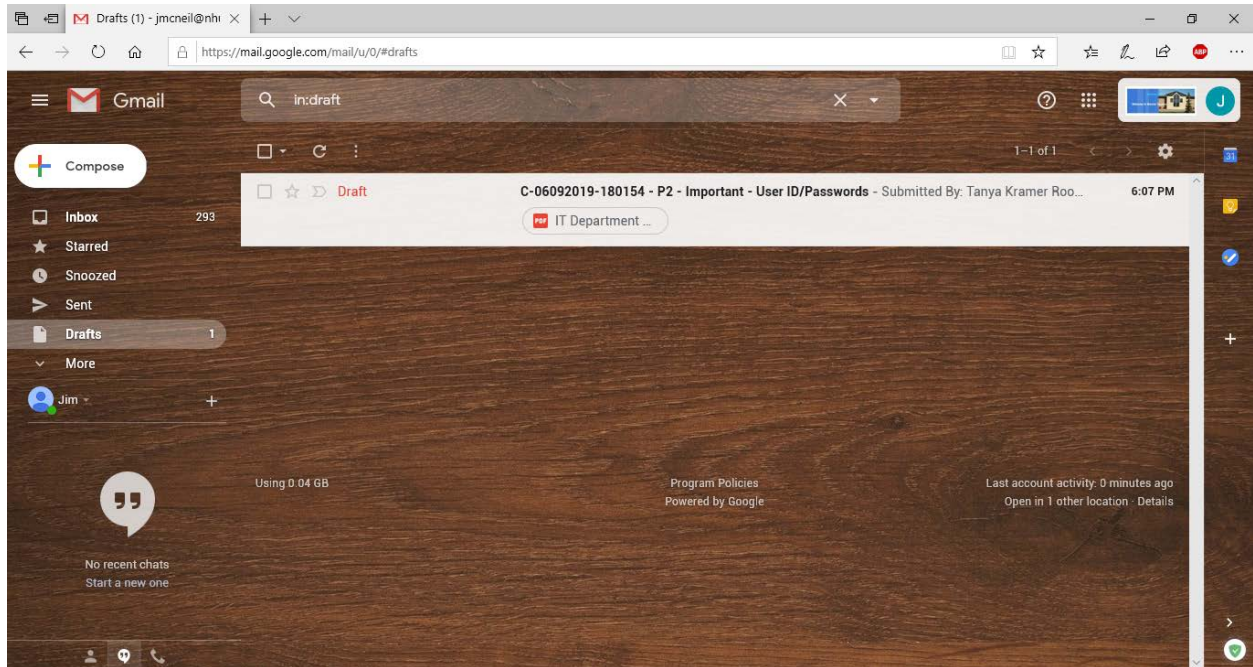
When you go to close the Adobe form, you see this screen. You will want to left click on the No button. You do not want to save the changes. If you accidentally do click on yes, do not panic. That is the reason the Reset Button is on the form.

Method 3 – Email Only

If you do not have access to either Method 1 or Method 2, you can submit a ticket using just email.

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You will need to be very specific with the information that you provide in order to better process your request.

The email addresses that you will need to use are below. You may want to put these in your phone contacts in case of emergency.

IT Support –

help@nhit.on.spiceworks.com

Maintenance –

help@nhmaintenance.on.spiceworks.com

Transportation –

help@nhtransportation.on.spiceworks.com