

Willard Online Helpdesk Ticket Request

We are adopting a new system called Spiceworks for requesting repairs throughout the district. This is an alternative to using the current paper version of the Willard Helpdesk Request Form. We still plan on keeping the paper version on the Willard technology page in case it is needed. To create a helpdesk ticket online follow the steps listed below. It only takes a minute to create a request for help.

- The Willard Helpdesk is located at the following address ...
http://willardtech.willardschools.org/help_desk/tickets
- After opening the link you will be prompted to enter your email address. This is necessary in order for us to track who made the request.
- After entering your email address you will select "Click here to create a new help request" located at the bottom of the page, at which point you will enter the job needing completed.
- Lastly, once you complete entering information into the fields provided you will select the "submit" button.
- An email will be sent to the IT department, along with a confirmation that is sent to you.

Welcome to the Willard IT Help Desk [edit this](#)

System Message: Nothing set, edit to change

[Edit](#)

Your existing help requests

The following help requests are currently open and being worked on. New comments are shown with an orange dot (●). If a request has been solved or you want to remove it, click the "Close Request" button.

ID	Date Opened	Summary
● 390	02/10/09	Classroom Printer
● 380	02/09/09	Needs his and Denney's iPod setup for wireless in MS

Comments: *02/10/09 you said:* more indentations and paper krinkling
02/10/09 Mark White (IT) said: Assigned to Allen Puckett

Add Comment:

Submit

Attach File

Close Request

Administrator Tips

If you would like to require your users to log in to use the Help Desk, provide your Active Directory configuration to Spiceworks. [Setup Help Desk User Authentication.](#)

Helpful information

[Edit](#)

No helpful information has been set, edit to add content.

Other information

[View your closed help requests](#)

Create a new help request

[Click here to create a new help request](#)