

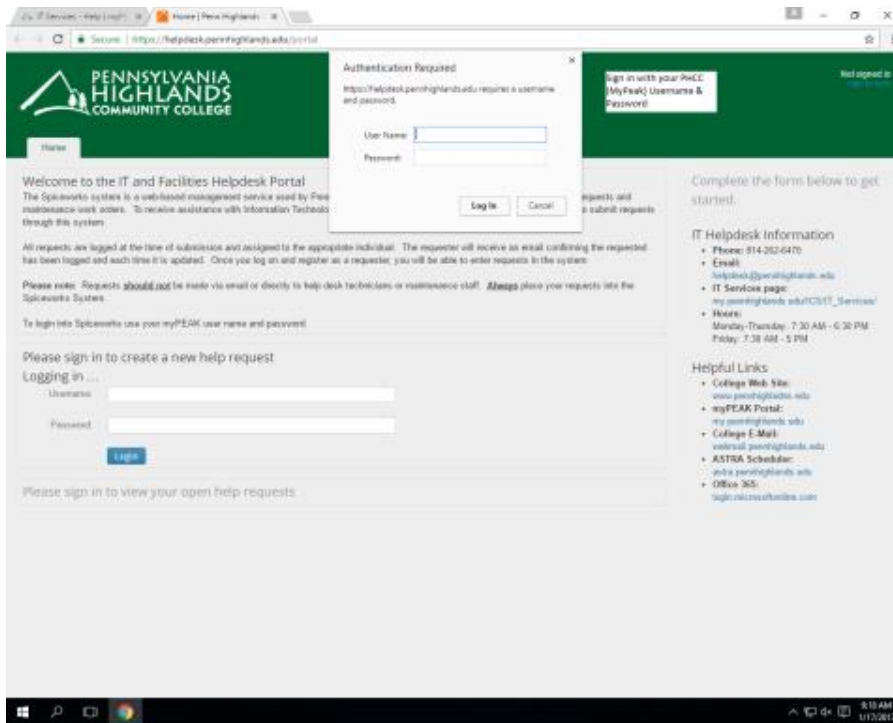
The new help desk software (SpiceWorks) provides a quick and easy method to submit tickets to the Information Technology (IT) department. The information below provides the following info:

1. Simple method for quickly entering tickets to the IT Dept
2. How to track your tickets
3. Alternate method for entering tickets

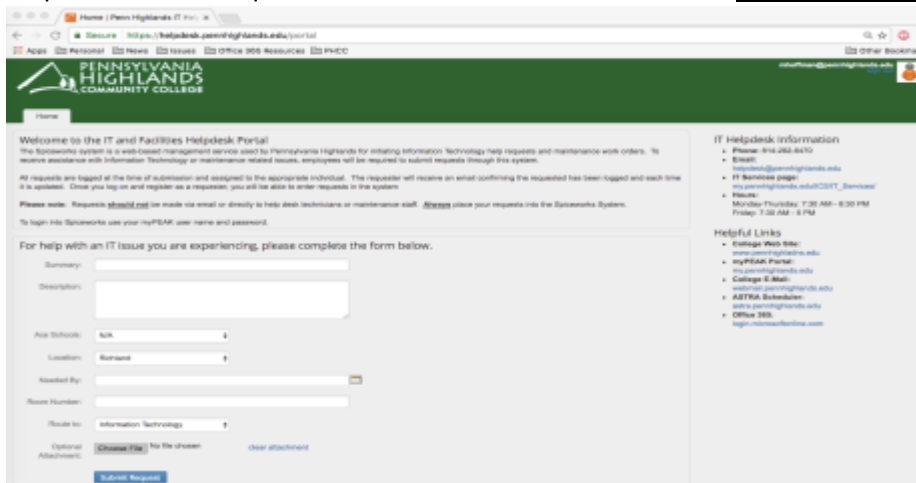
You can access the Help Desk request system by:

Step 1: Navigate to <https://helpdesk.pennhighlands.edu>

Step 2: Login into the system with your MyPeak username and password

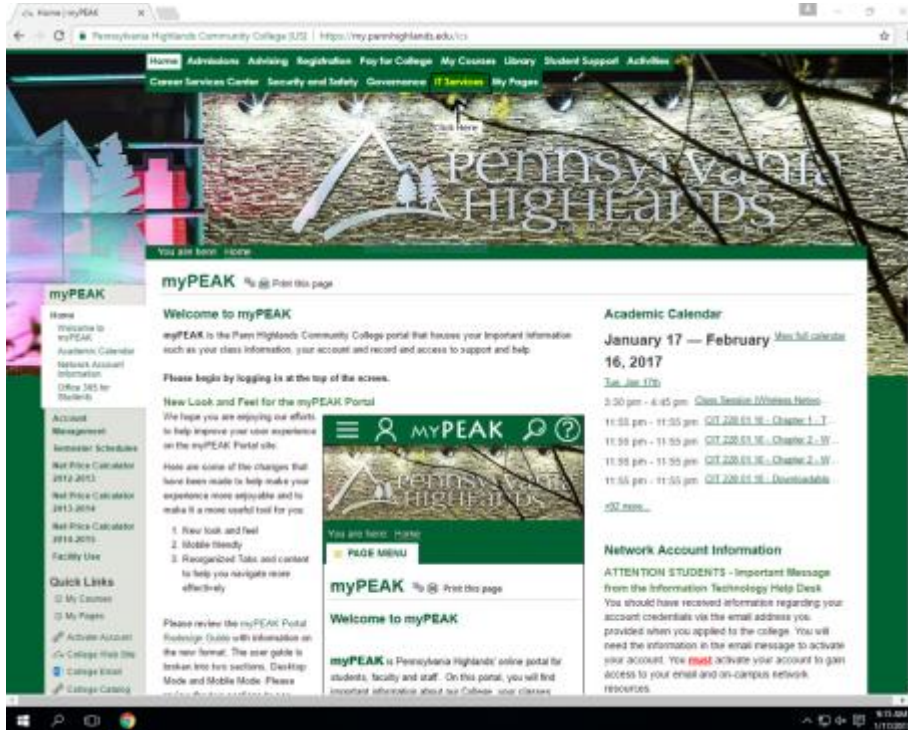


Step 3: Enter the required information on the form and click **Submit Request**

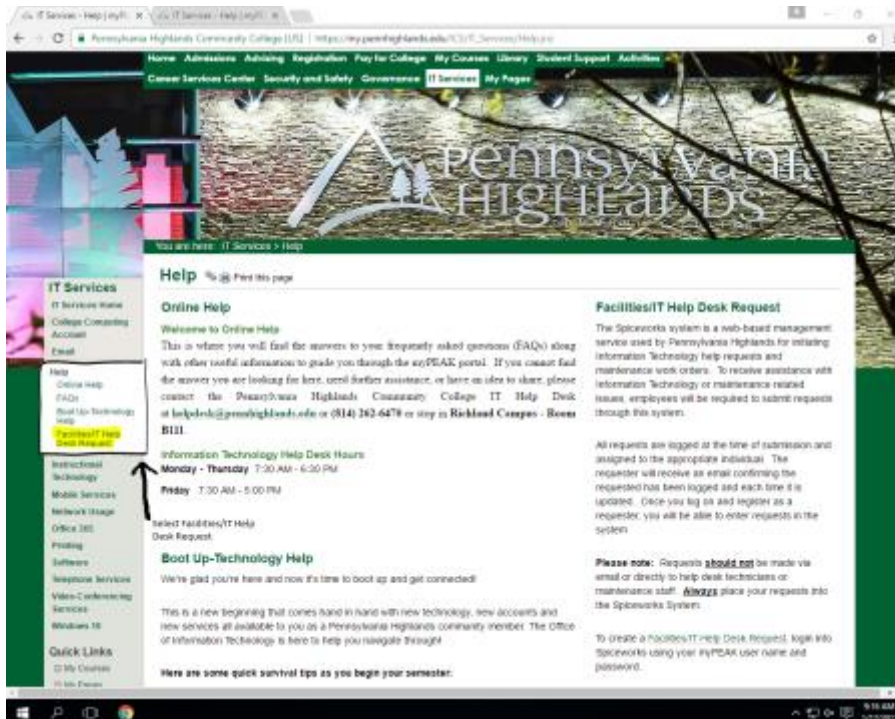


## Tracking your ticket.

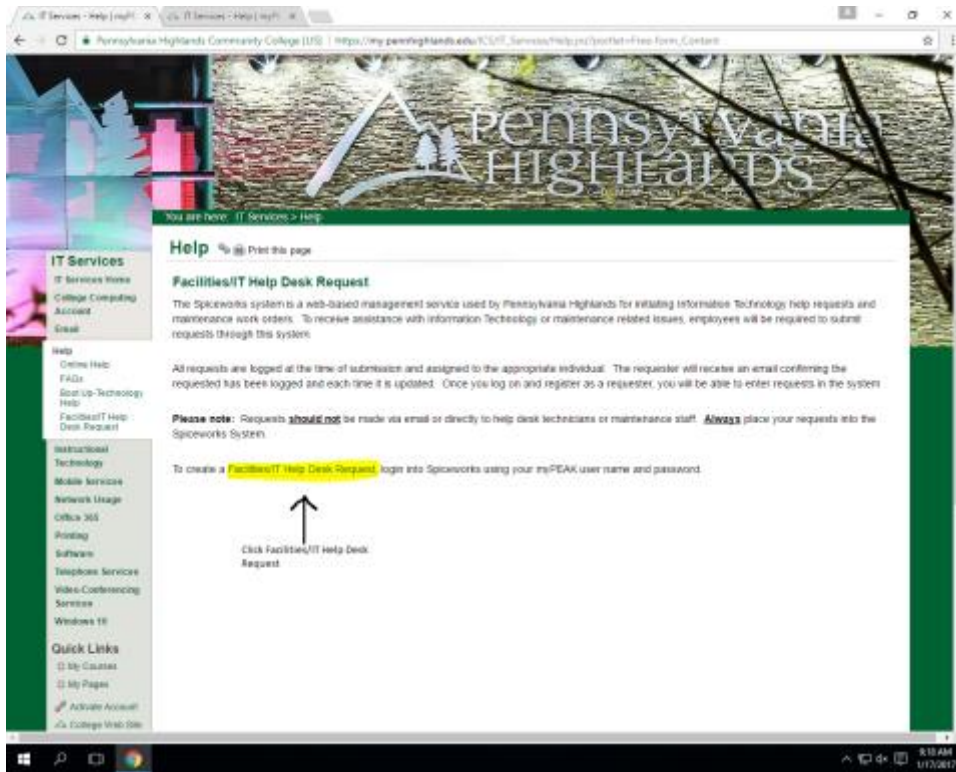
Step 1: Log into MyPeak and select the **IT Services Button** at the top of the page.



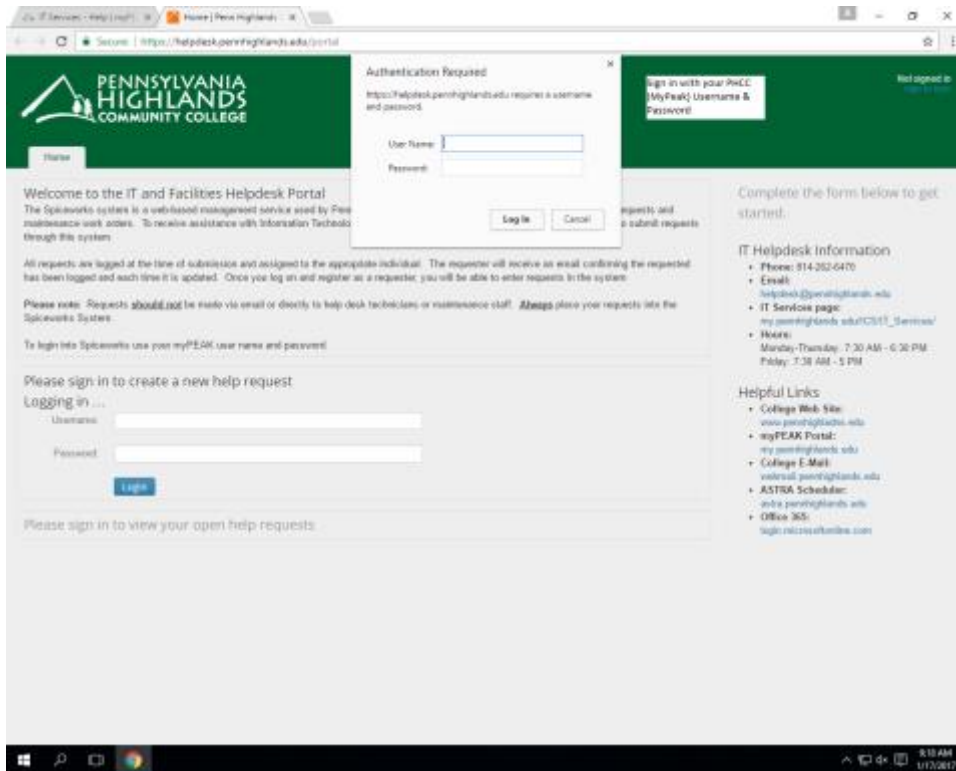
Step 2: Select under the Help Menu **Facilities/IT Help Desk request**.



Step 3: Select **Facilities/IT Help Desk Request** to be redirected to the Spiceworks portal.

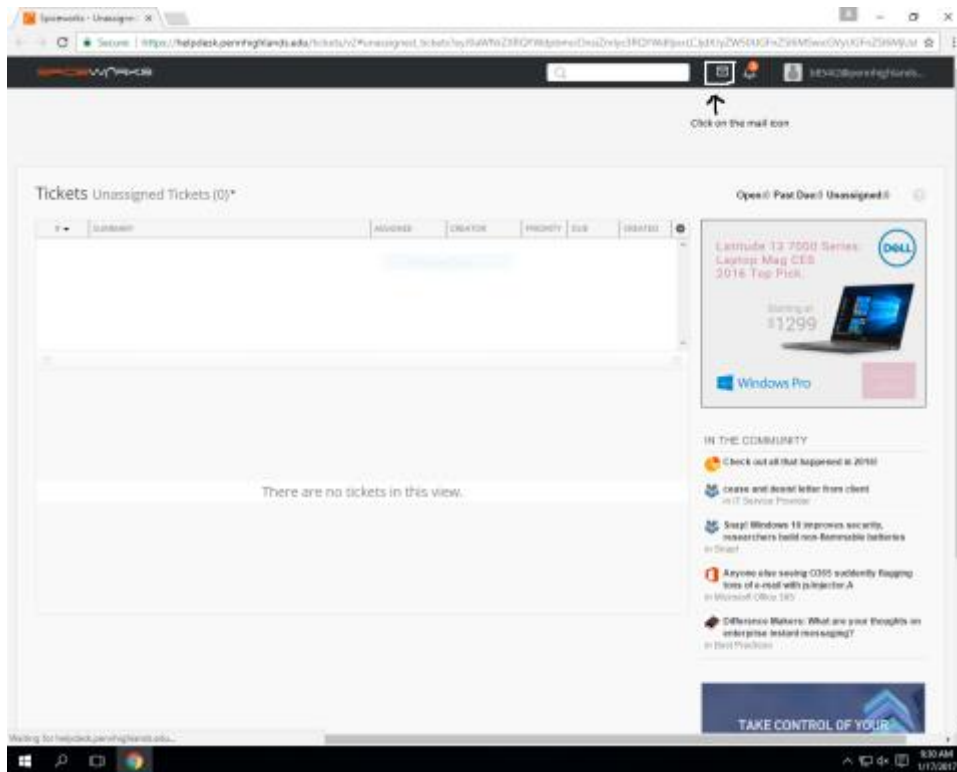


Step 4: Log into Help Desk System with your **MyPeak Username and Password**.



Step 5:

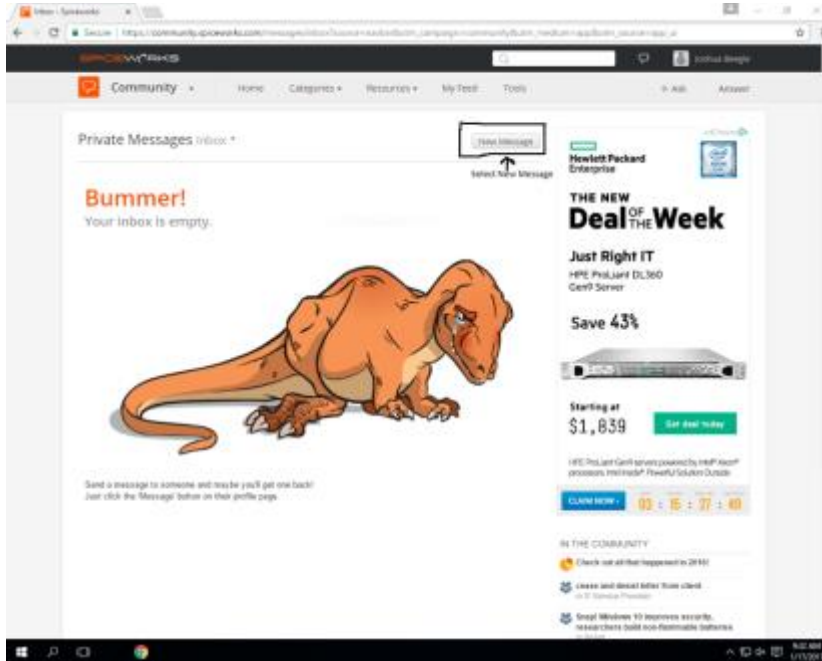
Click on the **Inbox Icon** on the top of the toolbar.



Alternatively you can also create a ticket here as well.

Step 1:

Select **New Message** to create the ticket.



Step 2:

In the **To: Box** type [helpdesk@pennhighlands.edu](mailto:helpdesk@pennhighlands.edu), then in the **Subject** give a basic description of your issue e.g. MyPeak Login Issues. In the **Message Box** type a summary with a description of the problem you are experiencing

