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:

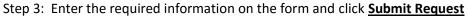
- 1. Simple method for quickly entering tickets to the IT Dept
- 2. How to track your tickets
- 3. Alternate method for entering tickets

You can access the Help Desk request system by:

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

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

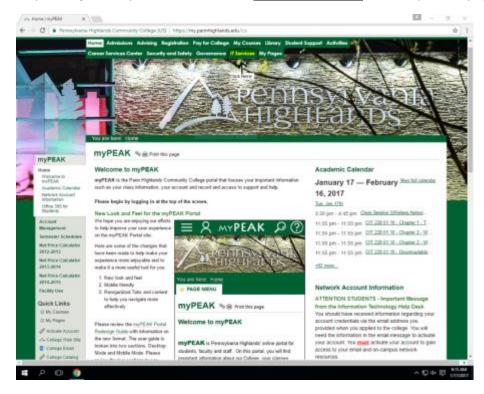
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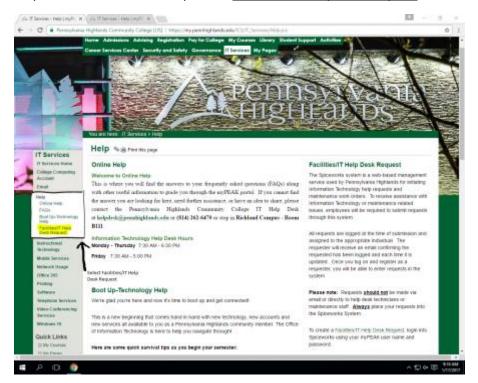
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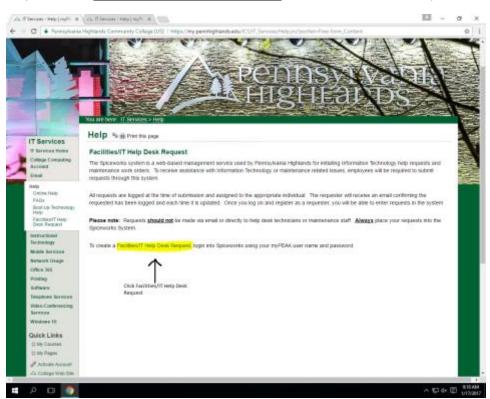
Tracking your ticket.

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.

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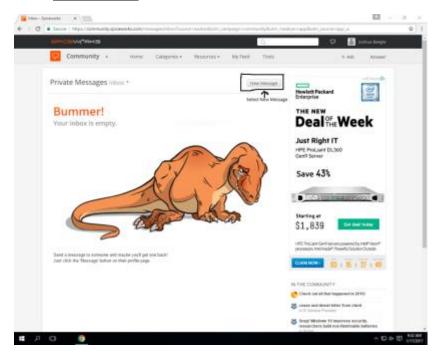
Click on the **Inbox Icon** on the top of the toolbar.

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Alternatively you can also create a ticket here as well.

Step 1:

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



Step 2:

In the <u>**To: Box</u>** type <u>helpdesk@pennhighlands.edu</u>, then in the <u>Subject</u> give a basic description of your issue e.g. MyPeak Login Issues. In the <u>Message Box</u> type a summary with a description of the problem you are experiencing</u>

