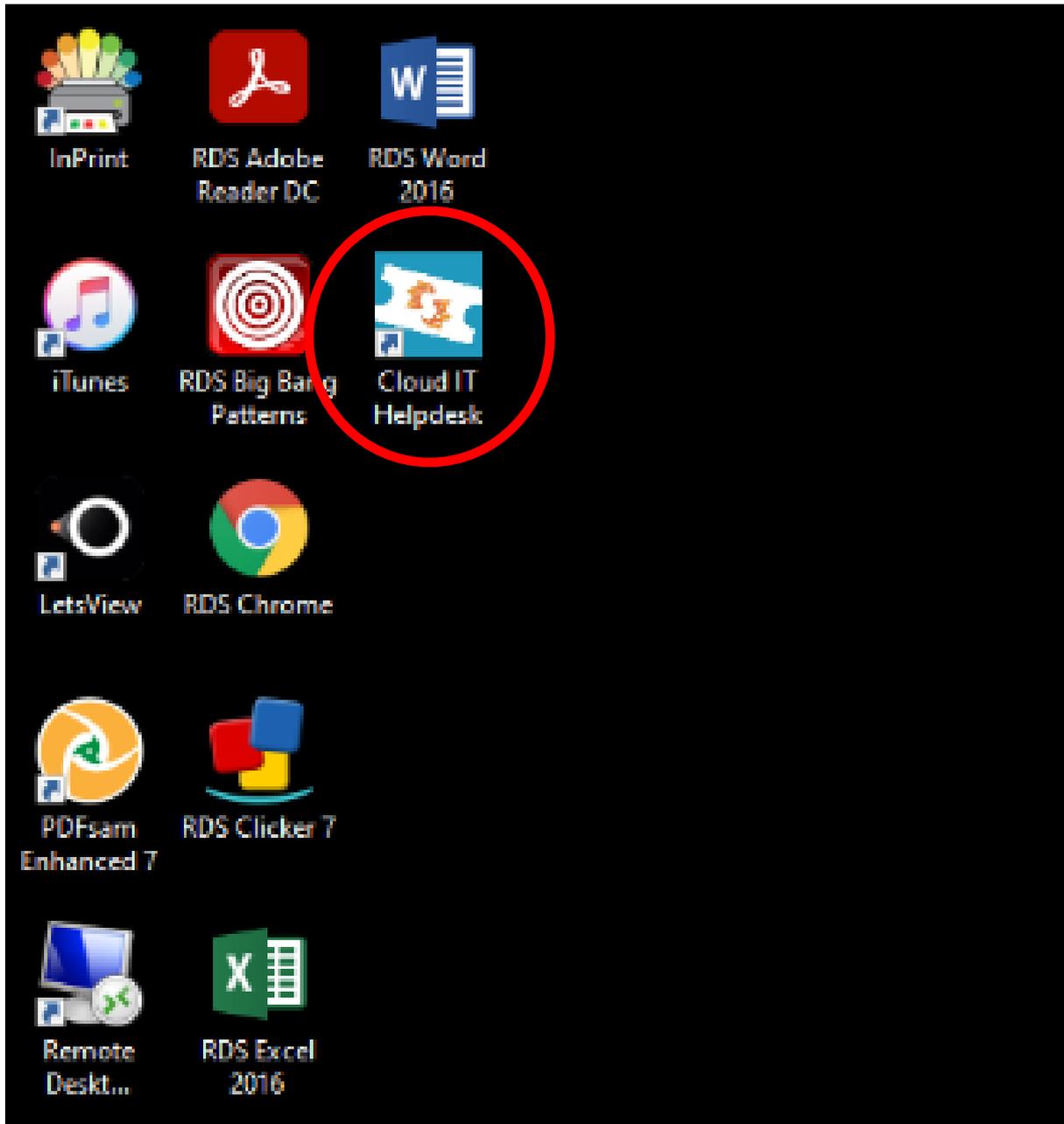
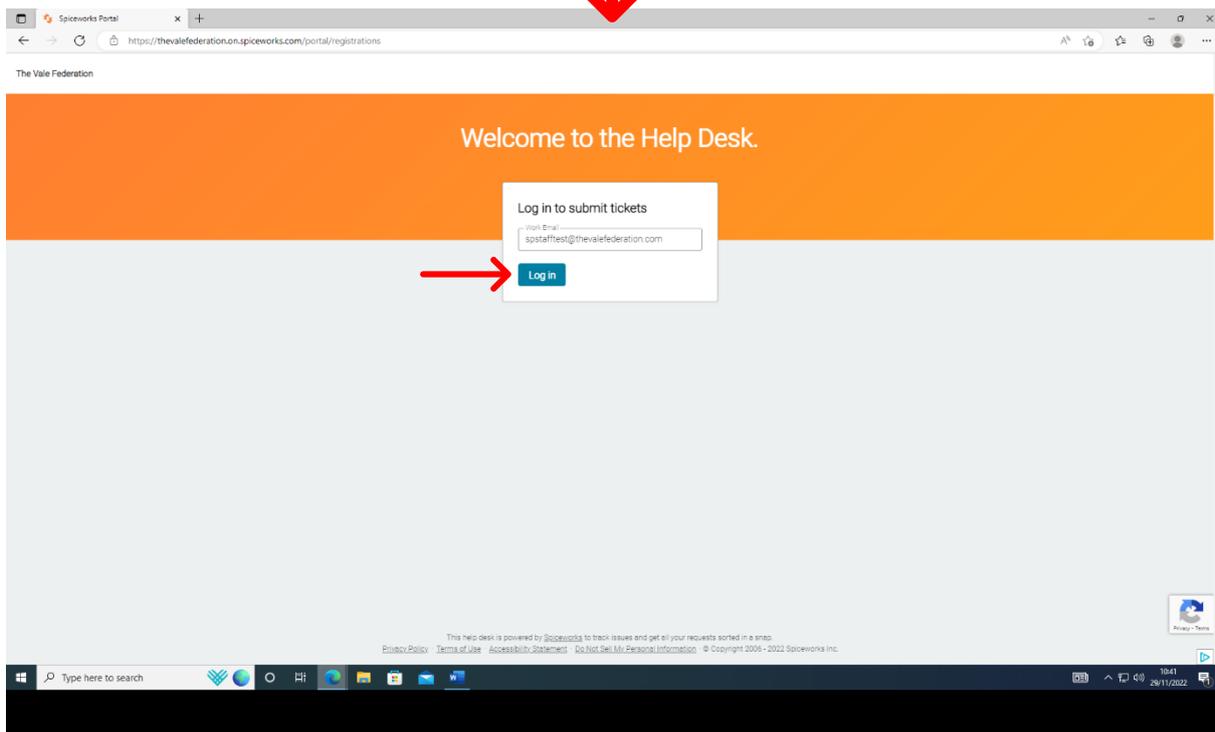
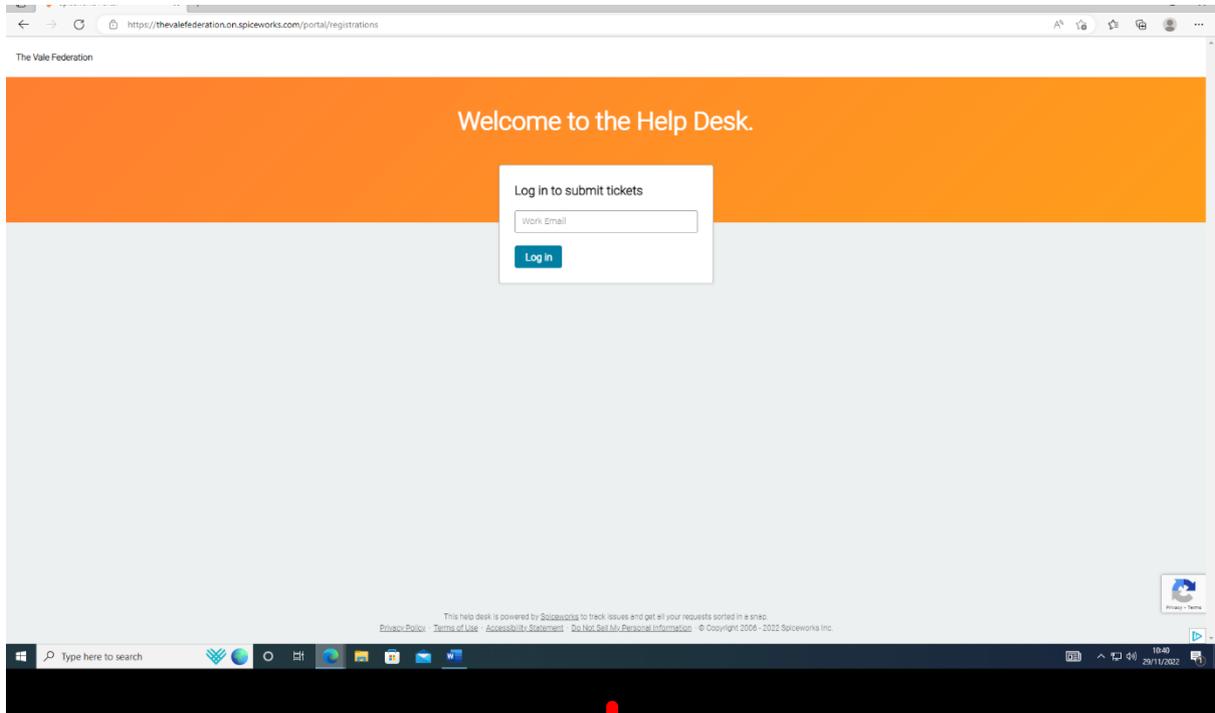


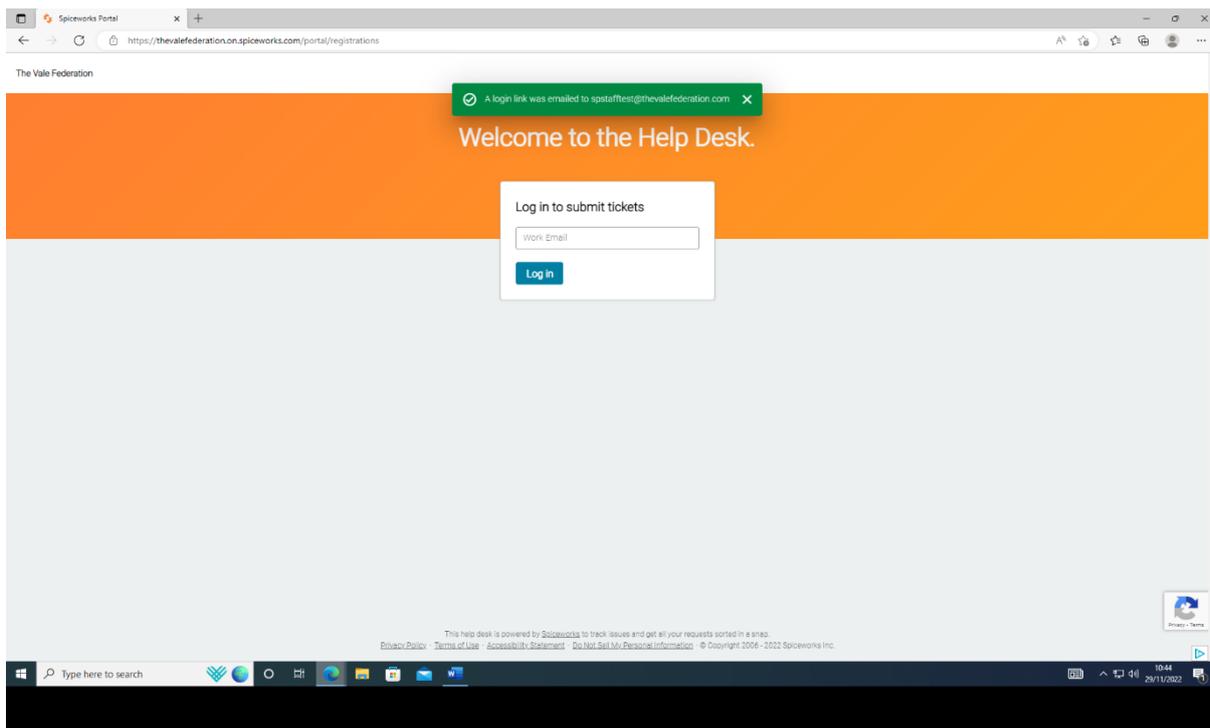
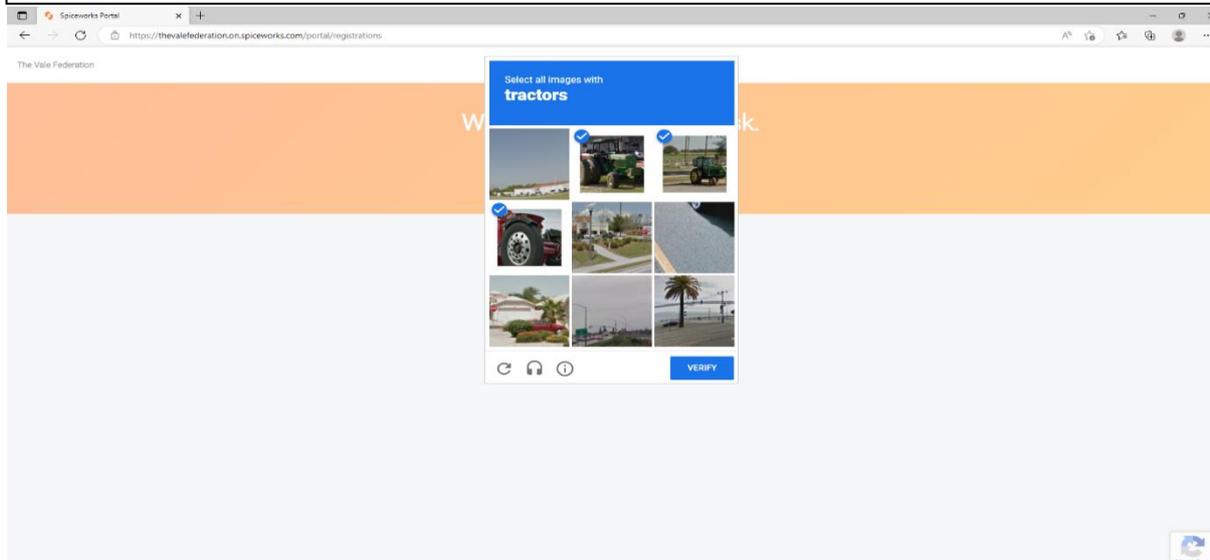
1. When you are on your computer, you will see an icon called “Cloud IT Helpdesk” on your desktop as shown below.



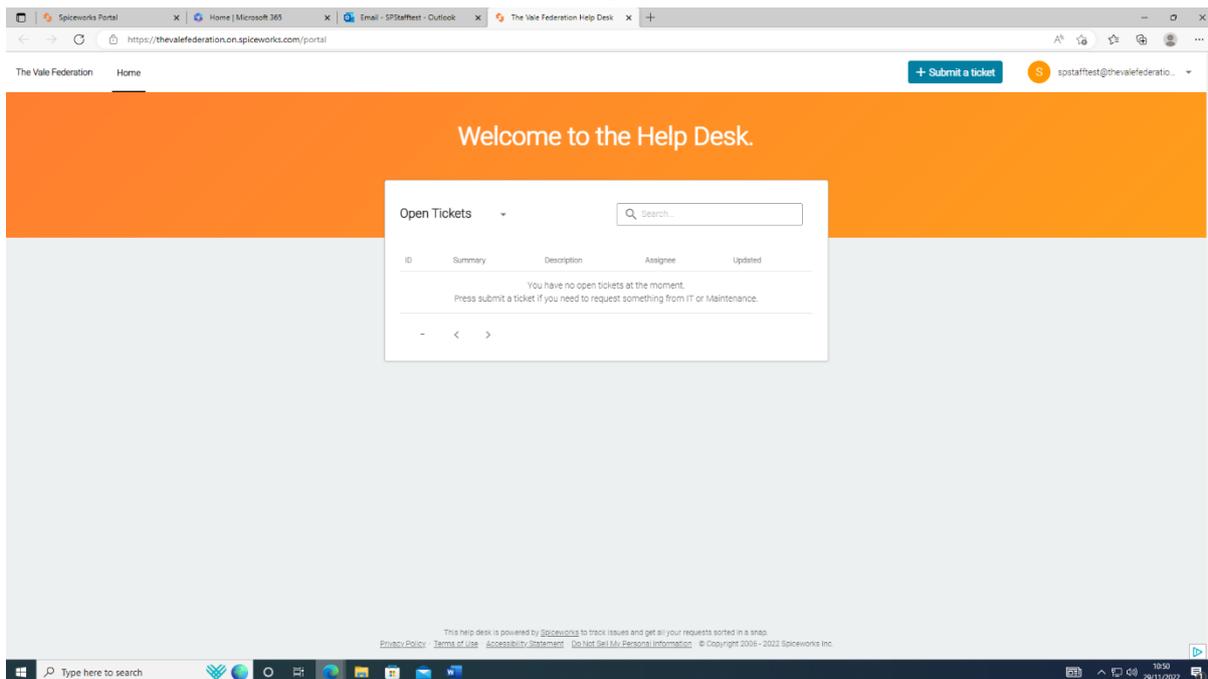
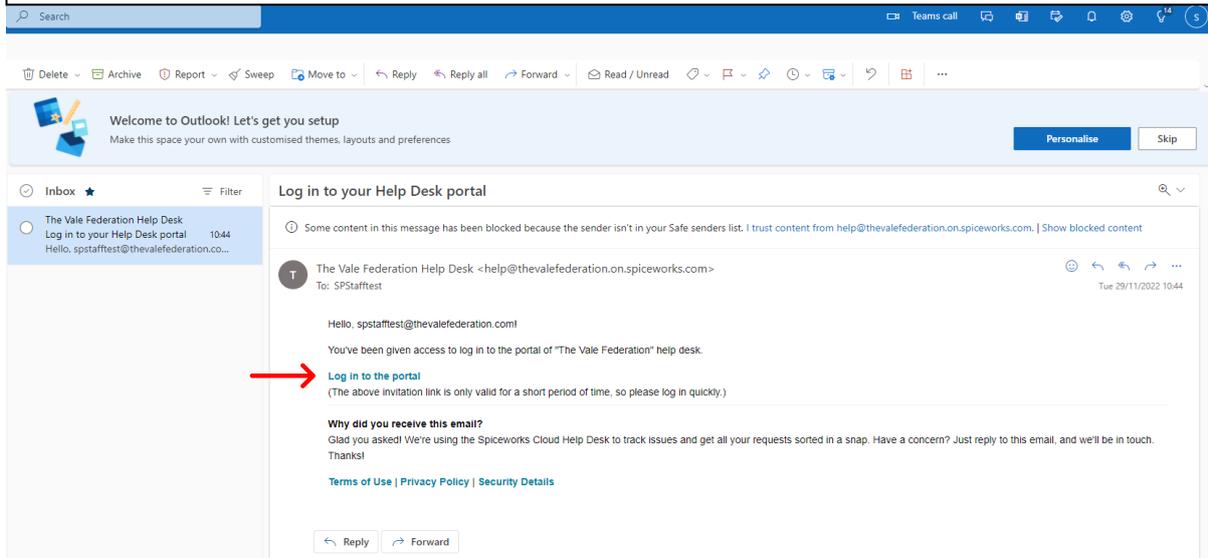
2. Once you click the icon you will be taken to the Cloud IT Helpdesk URL. Please proceed to sign in using your work email.



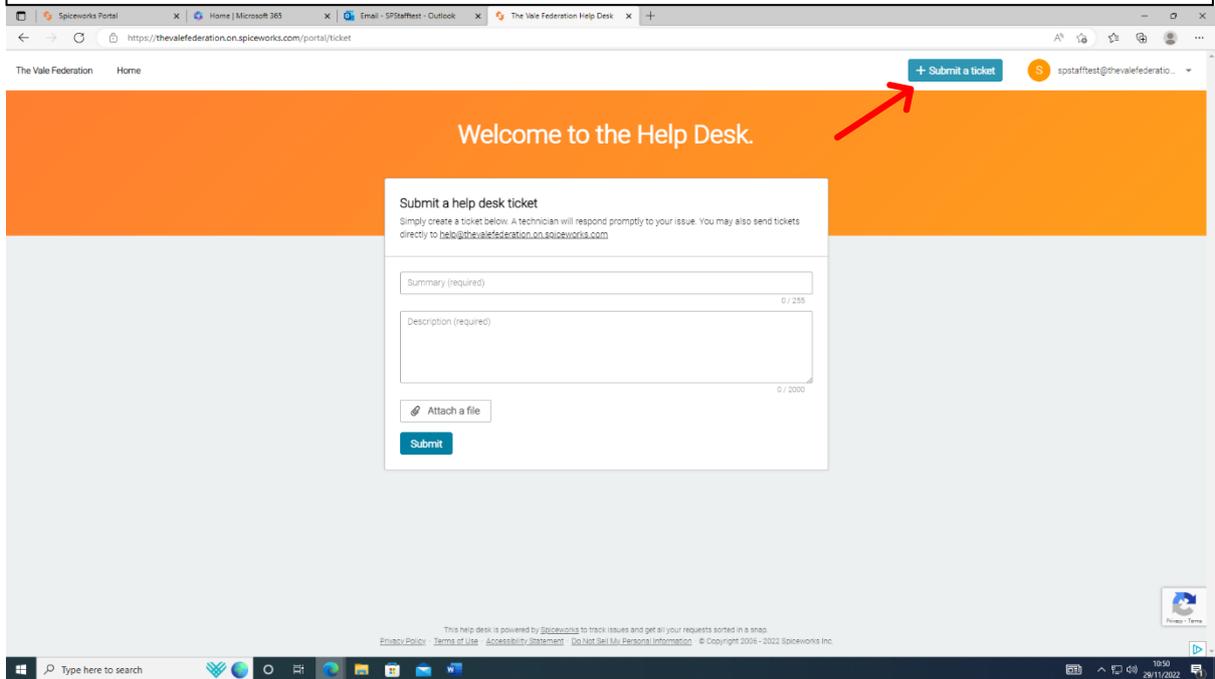
3. You may be asked to complete a verification, if so, then please read the instructions and complete it then continue.



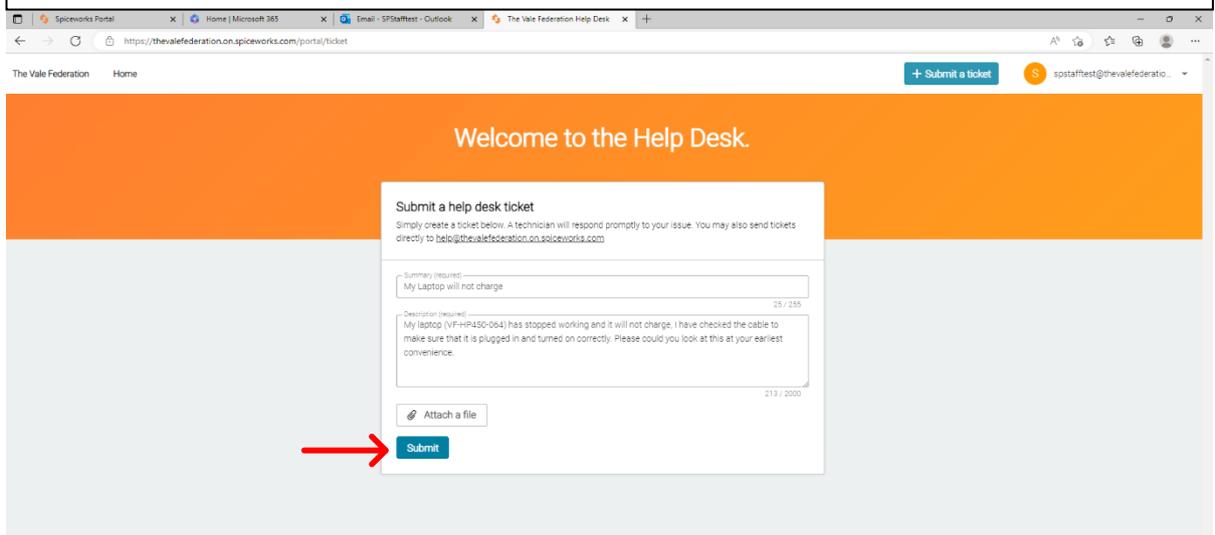
4. Now go into your emails and you should have a login email which will sign you up for the portal of the new cloud IT Helpdesk. Make sure to click the blue “Login to the portal” link in the email then you will be taken to the helpdesk website.



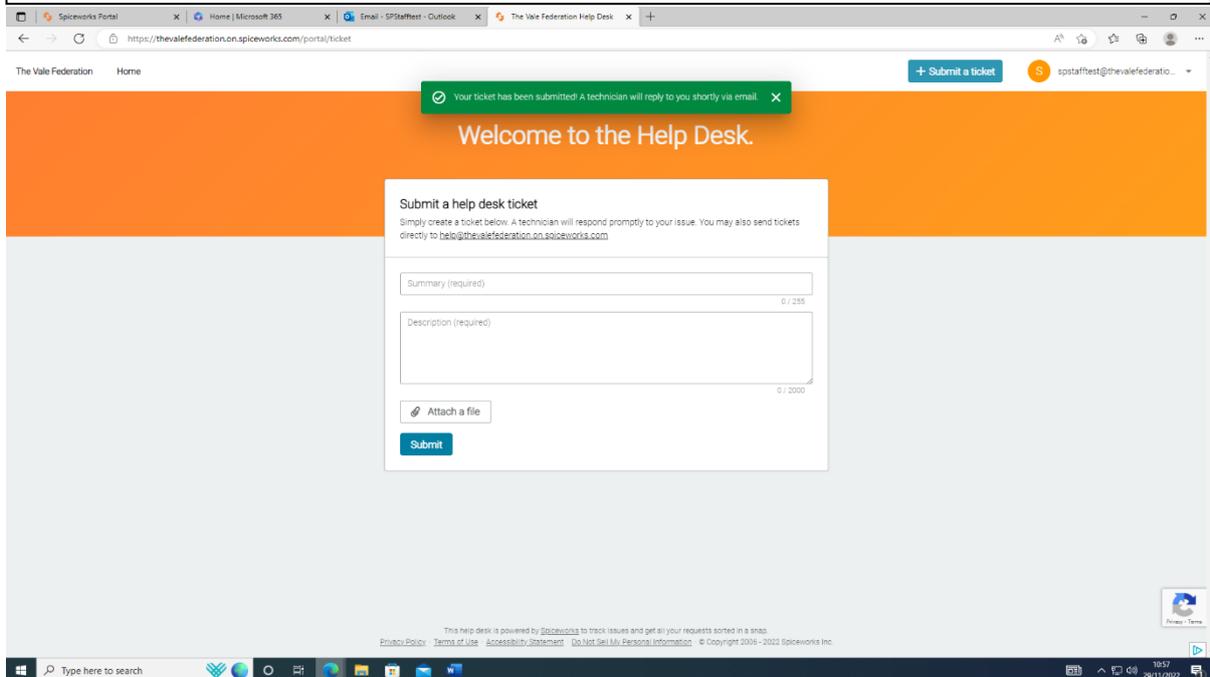
5. Now that you are on the new IT helpdesk, press “Submit a ticket” in the top right-hand corner of the screen to create a new ticket.



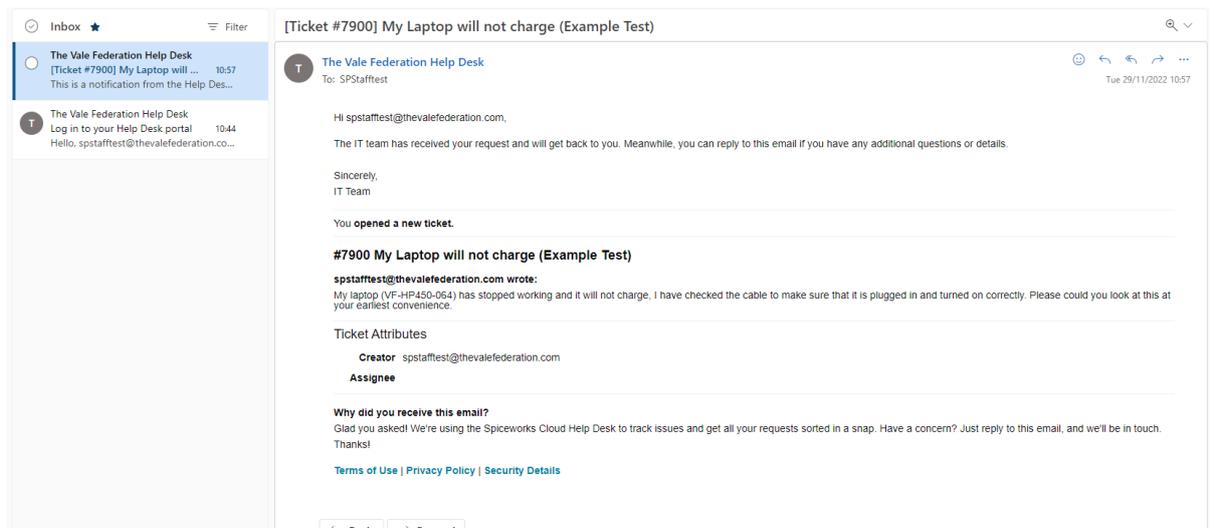
6. Now from there you can create a new ticket by typing the summary and description (Please use your room number) of your issue in the allocated text boxes and then once you have completed that press the “submit” button to send your ticket in.



7. Once you have sent the ticket in you will also receive an email confirming that your ticket has been sent in and when one of our IT technicians responds to the ticket you will also be notified via email.



The screenshot shows a web browser window displaying the Spiceworks Help Desk interface. At the top, there is a navigation bar with "The Vale Federation" and "Home" links. A green notification banner at the top center reads "Your ticket has been submitted! A technician will reply to you shortly via email." Below this is a large orange banner with the text "Welcome to the Help Desk." The main content area features a "Submit a help desk ticket" form. The form includes a "Summary (required)" text input field (0 / 255 characters), a "Description (required)" text area (0 / 2000 characters), and an "Attach a file" button. A blue "Submit" button is located at the bottom of the form. The browser's address bar shows the URL "https://thevalefederation.on.spiceworks.com/portal/ticket".



The screenshot shows an email notification from "The Vale Federation Help Desk" with the subject "[Ticket #7900] My Laptop will not charge (Example Test)". The email content includes:

- Greeting: "Hi spstafftest@thevalefederation.com,"
- Message: "The IT team has received your request and will get back to you. Meanwhile, you can reply to this email if you have any additional questions or details."
- Signature: "Sincerely, IT Team"
- Notification: "You opened a new ticket."
- Ticket Title: "#7900 My Laptop will not charge (Example Test)"
- Message from user: "spstafftest@thevalefederation.com wrote: My laptop (VF-HP450-054) has stopped working and it will not charge, I have checked the cable to make sure that it is plugged in and turned on correctly. Please could you look at this at your earliest convenience."
- Ticket Attributes section:
  - Creator: spstafftest@thevalefederation.com
  - Assignee: [Redacted]
- Footer: "Why did you receive this email? Glad you asked! We're using the Spiceworks Cloud Help Desk to track issues and get all your requests sorted in a snap. Have a concern? Just reply to this email, and we'll be in touch. Thanks!"
- Links: "Terms of Use | Privacy Policy | Security Details"