

## How Do I submit Service Desk Ticket?

Open your web browser (Internet Explorer, Firefox, Safari)  
Preferred Browsers for the ticket system are: Windows Internet Explorer and Mozilla Firefox

Open: <http://connect.spps.org>

Click on Service Desk link on bottom left side of the blue diamond outlined in yellow.



You will be redirected to the page below.

[Home](#) >

### SPPS Service Desk

#### ***Your single contact for all SPPS IT services:***

This is the place to submit a ticket to get your technology related problem fixed.

SPPS Staff can now fill out their own Service Request Tickets online!

Click the link below to log into the ticket system

### [Submit Service Desk Tickets Here](#)

For automatic login please use Firefox or Internet Explorer

Log in using the following:

**username: isd625username** (username is usually eXXXXXX where X=your employee number)

**password: your regular password to go with the username**



Please review the login information before you click the submit ticket link.

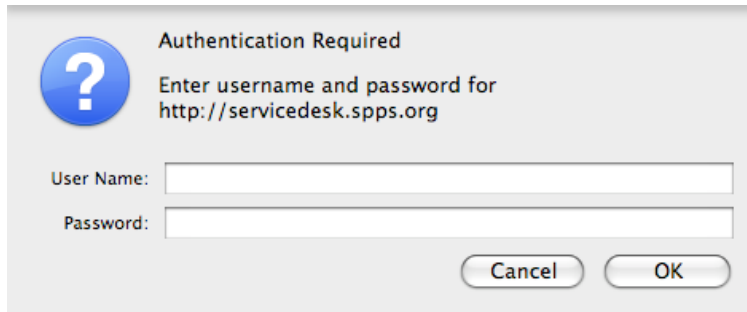
Click here to submit  
"Service Desk Ticket"



## Logging In

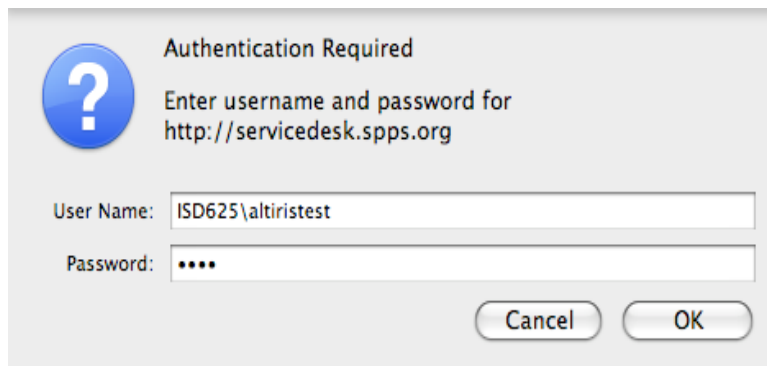
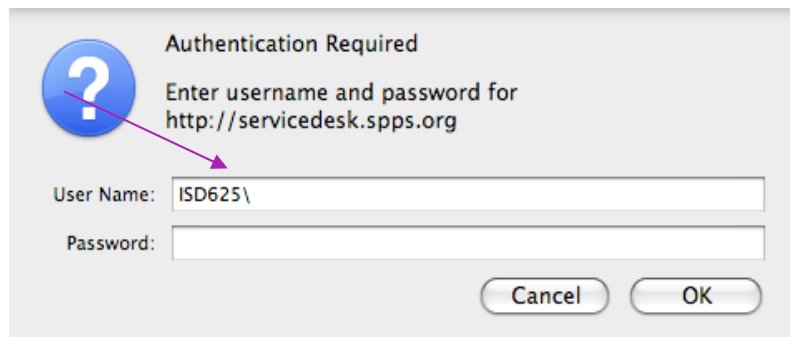
Automatic Authentication/Login is setup for Firefox.

In case you have to manually log in follow these instructions:



A window similar to this will pop up for manual authentication.

- **User Name:** MUST always have the ISD625\  
have the ISD625\  
have the ISD625\
- Note you MUST use a back slash which is located above the right enter/return key on the keyboard



Log in using the following:  
**username:**  
**isd625\username** (*username* is usually eXXXXXX where X=your employee number)  
**password: your regular password to go with the username**

NOTE: This is your Active Directory account; if you change your Active Directory password on your computer it will change for this site as well.

## Profile Creation

First time users will be direct to the create user account.

- Complete the form
  - Email - used to update you on the progress of you ticket.
  - Name
  - Work Phone
  - Cell Phone – optional but helpful for the Field Tech if you are a mobile user
  - Employee ID (optional)
- Click the OK button to save you information

**Saint Paul PUBLIC SCHOOLS** Create user account

Contact:  
E-mail:

Name:

Work Phone:

Cell Phone:

Employee ID:

**Cell Phone and Employee ID optional**

You will only have to do this the first time you login to the ticketing system.

Once your Profile is saved you will be direct to the next window “Welcome to the Service Desk”

## Creating a new Ticket

**Saint Paul PUBLIC SCHOOLS** WELCOME TO THE SERVICE DESK

Please keep your email contact information updated

Name: Jane Doe E-mail: jane.doe@spps.org Work Phone: 651-603-4357  
Cell Phone: 651-605-5558

Common Requests:

[Create a new Ticket](#) ← Click here to create a new ticket  
Report an incident or request a service from the Service Desk.

Search for services containing:

[Managerial Tickets](#)

[Service Desk Tickets](#)

Modified

To create a ticket click the [Create a new Ticket](#) link.

The new ticket form will open.

Make one ticket per issue. This expedites your service.

You only need to fill in the following three items:

- Ticket Title - should be a description of issues.
- Location - Choose your location or the location of the issue. NOTE: Location is not the same as program.
- Description - give as much detail as you can include your room number and details about the issue as appropriate.

Click the OK button to submit/save your ticket.

NOTE: once the ticket is saved you will receive an email with the ticket number

**Saint Paul PUBLIC SCHOOLS** WELCOME TO THE SERVICE DESK

Name: Jane Doe  
E-mail: jane.doe@spps.org  
Work Phone: 651-603-4357  
Ticket Title: Email last name change  
Location: 1930 Como  
Description: I got married over the summer and have a new last name. My new name is Jane Doe-Smith

OK

Complete and click ok to submit service ticket

**Saint Paul PUBLIC SCHOOLS** WELCOME TO THE SERVICE DESK

[Edit](#)

Ticket Number: 33938  
Ticket Title: New printer not set up  
Status: Requested By Web  
Modified: 1/6/2011 2:04:03 PM  
Attachments:

History:  
1/6/2011 2:04:03 PM - Guest - Create  
We have a new network printer that needs to be setup for the whole second floor staff members

You are now shown the ticket you submitted. From here you can review your submitted ticket. You may either click the **Edit** button to add anything you may have forgotten or click the **house** to go to your home page to log off

On your user home page find the key with tag and click on the key to **Logout**.

**Saint Paul PUBLIC SCHOOLS** WELCOME TO THE SERVICE DESK [Logout](#)

Please keep your email contact information updated

Name: Jane Doe E-mail: jane.doe@spps.org Work Phone: 651-603-4357  
Cell Phone: 651-605-5558

Common Requests:

[Create a new Ticket](#)  
Report an incident or request a service from the Service Desk.

#	Title	Status	Created	Modified
> 33938	New printer not set up	Requested By Web	1/6/2011 2:04:03 PM	1/6/2011 2:04:03 PM