

I can't log in to the Service Desk Ticket System

The Service Desk Ticket System uses your Active Directory account. Active Directory(AD) is a shared login system and is used by several systems currently.

- Computer login
- Meeting Room Booking System (MRBS)
- Service Desk Ticket System

This list will grow over time so we encourage everyone to use it.

For all SPPS staff their account is in the following format:

eXXXXXX where XXXXXX is replaced with your employee number

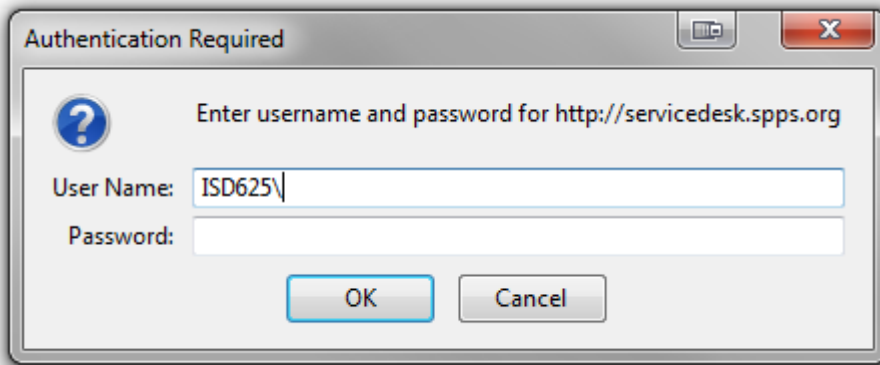
Some non-SPPS staff have been provided with Active Directory accounts and should know what they are. If you do not know your login please contact the Service Desk.

NOTE: Active Directory accounts have their passwords expire every 90 days and if your account has expired you will be unable to log into the Service Desk Ticket System.

Different Logins

Some login prompts are different from the standard prompt. Here are some examples and what to type for each one:

Standard:



At this prompt please enter:

User Name: ISD625\eXXXXXX

Password: *use the password appropriate for your account*

NOTE: If you are not logging into your computer with your Active Directory account and using Firefox for your browser you may have to enter your User Name and Password twice.

Kerberos:



The dialog box is titled "Authenticate to Kerberos". It features a keychain icon and a message: "Firefox requires that you type your Kerberos password". Below this, there are three input fields: "Name:" with the value "e123456", "Realm:" with a dropdown menu showing "ISD625.SPPSMN.INT", and "Password:" which is currently empty. A checkbox labeled "Remember this password in my keychain" is unchecked. At the bottom, there is a gear icon for settings, and "Cancel" and "OK" buttons.

At this prompt please enter:

Name: eXXXXXX

Realm: ISD625.SPPSMN.INT

Password: *use the password appropriate for your account*

3 Line:



The dialog box is titled "Enter Network Password" and includes a key icon. It prompts the user to "Please type your user name and password." The "Site:" field is pre-filled with "servicedesk.spps.org". There are three input fields: "User Name", "Password", and "Domain" (pre-filled with "ISD625"). A checkbox labeled "Save this password in your password list" is unchecked. "OK" and "Cancel" buttons are at the bottom.

At this prompt please enter:

User Name: eXXXXXX

Password: *use the password appropriate for your account*

Domain: ISD625