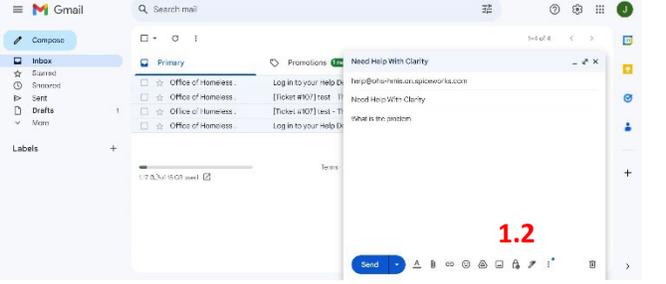
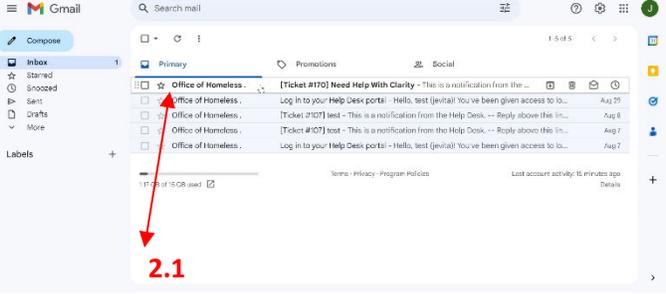
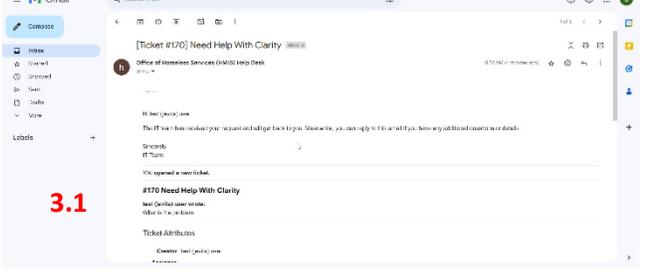




## Spiceworks Quick Reference Guide Via Email

This quick reference guide details the steps for submitting a Spiceworks helpdesk ticket via email

These instructions outline the process for sending Spiceworks helpdesk tickets via email to HMIS staff for assistance with the Clarity HMIS system.

<p><b>1.0 Sending Spiceworks Ticket via Email</b></p> <p>1.1 The email address help@ohs-hmis.on.spiceworks.com will be shared during all onboarding PSAs, monthly PSAs, and any Teams meetings with HMIS staff.</p> <p>1.2 Use the provided email address to send your Spiceworks HMIS helpdesk ticket.</p>	<p><b>1.1</b> help@ohs-hmis.on.spiceworks.com</p>  <p><b>1.2</b></p>
<p><b>2.0 After Email is sent</b></p> <p>2.1. You will receive a Spiceworks email when the ticket is assigned</p> <p>2.1 Any update to this ticket will come via emails</p>	 <p><b>2.1</b></p>
<p><b>3.0 In the Helpdesk Email</b></p> <p>3.1 Helpdesk Email Address</p> <p>3.2 HMIS will use this email to contact you with updates on your request.</p>	 <p><b>3.1</b></p>