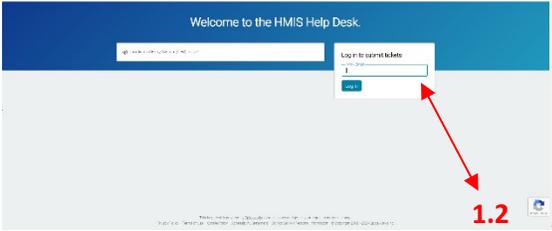
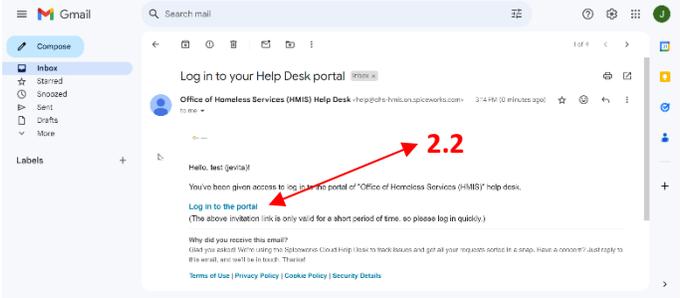




Spiceworks Quick Reference Guide Via Portal

This quick reference guide outlines the steps for configuring and using the HMIS Spiceworks Help Desk Ticket system to submit support tickets via the OHS Spiceworks Portal.

These instructions detail the process for configuring OHS Spiceworks mail portal to submit helpdesk tickets to HMIS staff for assistance with the Clarity HMIS system.

<p>1.0 Accessing Spiceworks using Portal URL</p> <p>1.1 The portal link will be provided during all onboarding PSAs, monthly PSAs, and any Teams meetings with HMIS staff.</p> <p>1.2 Accessing the link will direct you to the welcome page. Enter your email to receive your personalized portal link.</p>	<p>1.1 https://ohs-hmis.on.spiceworks.com/portal</p>  <p>1.2</p>
<p>2.0 Check email for Portal link</p> <p>2.1 You will receive your Spiceworks portal link via email.</p> <p>2.2 Click the "Log in to the portal" link to access your portal..</p>	 <p>2.2</p>
<p>3.0 In the Helpdesk Portal</p> <p>3.1 Helpdesk Portal</p> <p>3.2 Click the "Submit a ticket" button to create and submit a ticket.</p>	 <p>3.2</p>
<p>4.0 Submitting Tickets</p> <p>4.1 Enter the required information to submit your ticket.</p> <p>4.2 After entering the necessary information, click the "Submit" button to send your ticket.</p>	 <p>4.2</p>