1. Decided to use spiceworks as the ticketing system software.
    a. Free to use.
    b. Cloud-hosted, no server set up and maintenance required.
    c. Familiarity
    d. Ease of Use
    e. Accessibility

2. Created a domain with the company name, which users can use to access the ticketing system.

3. Users can use harvesthaven.on.spiceworks.com/portal to access the help desk

4. After email registration, users receive an invitation link to their email and are able to submit tickets.
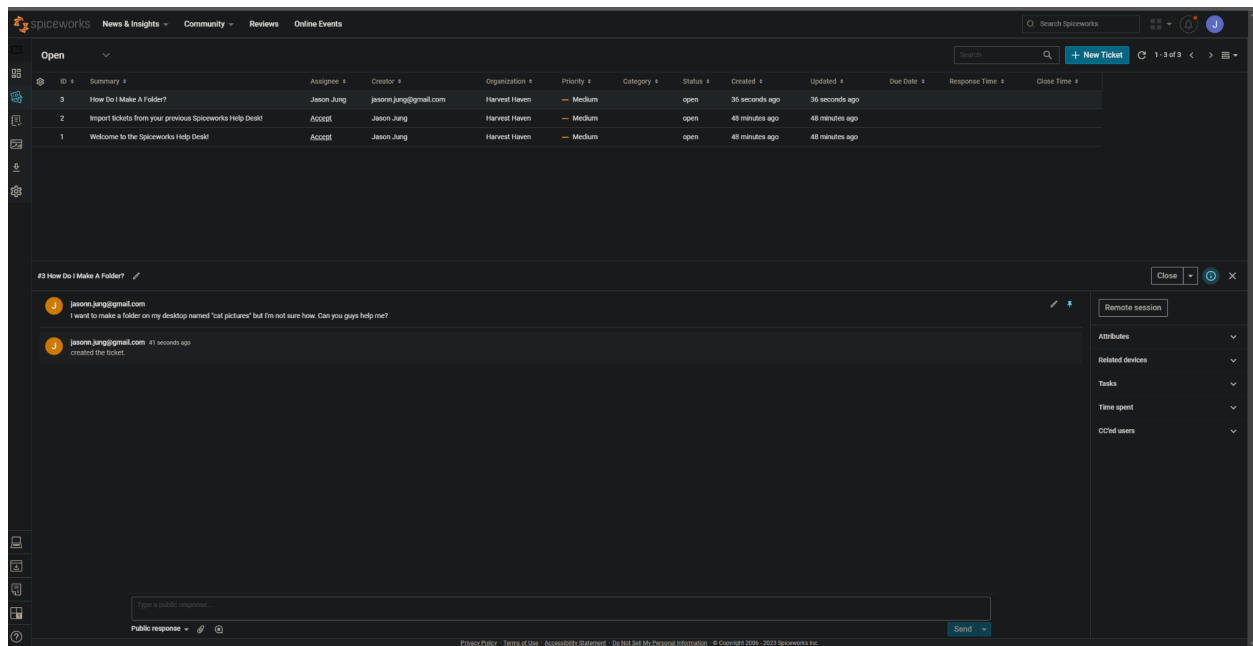
5. The technician can view the tickets on the main portal.
   a. Open, Close, Escalate, Create tickets.
   b. Send messages to the user.
   c. Leave notes for internal use.
   d. Set different priorities for each ticket.
   e. Assign tickets to technicians.