


Only sometimes at your desk? No problem! The top-rated Spiceworks Help Desk Mobile App has the latest ticket updates and push notifications on your phone or tablet.


Check out our [Frequently Asked Questions](#) in the [Getting Started guide](#). Then, learn how to [import existing tickets](#), or [chat with other Cloud Help Desk users](#) for best practices and assistance.

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


Spiceworks is everything IT - for free.



Your questions answered.



Your devices & tickets managed.



Your learning tracked.

Company Name [We promise not to share it. Learn more](#)

Harvest Haven

Domain [You can always change it later. Learn more](#)

harvesthaven .on.spiceworks.com

Launch Help Desk

By creating an account, you're agreeing to our [Terms of Use](#), [Privacy Policy](#) and to receive emails from Spiceworks.

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


Harvest Haven

Welcome to the Help Desk.

Log in to submit tickets

Login

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

Harvest Haven Home [+ Submit a ticket](#)  jessam.jung@gmail.com

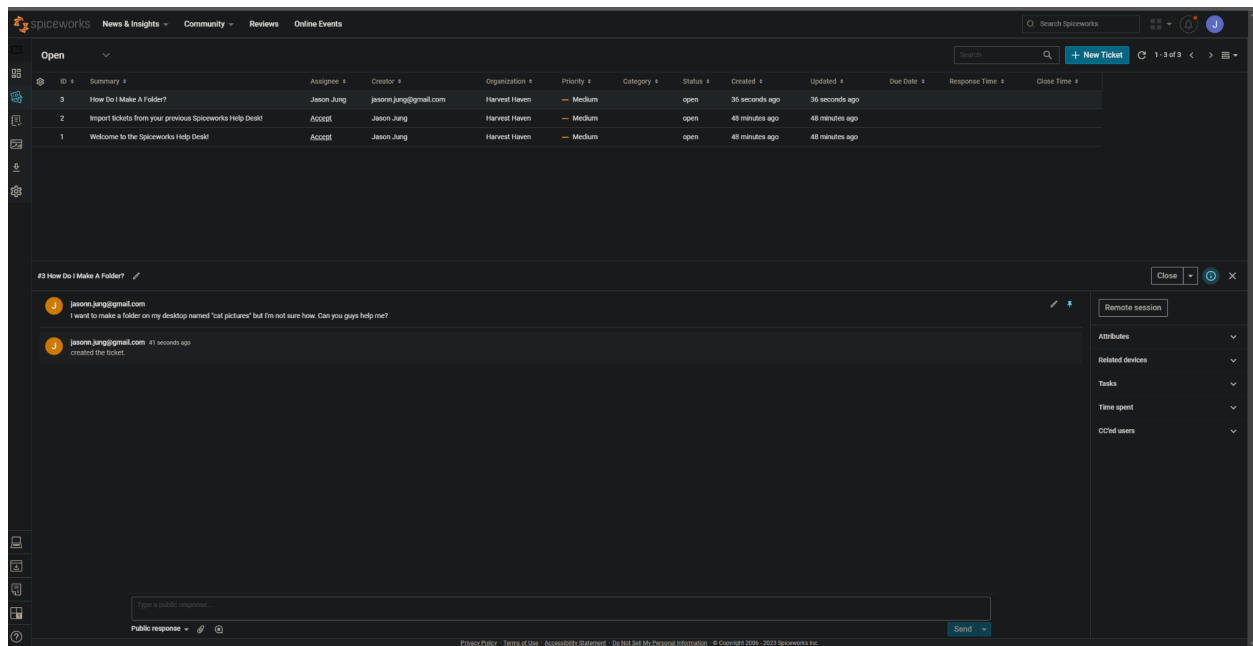
Welcome to the Help Desk.

Open Tickets

ID	Summary	Description	Assignee	Updated
You have no open tickets at the moment. Press submit a ticket if you need to request something from IT or Maintenance.				

< >

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.