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Log In

EPL Web Ticketing

Welcome to the Edmonton Public Library web ticketing system. Please login to manage or create tickets!

Trouble logging in?

[Click here for help.](#)

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Announcements

Whitemud Branch Wifi Outage: The wireless internet at the Whitemud branch has been down since Thursday, December 1st. This is a known issue that IT is currently working to solve.

Make sure you logout: Be careful to logout of your account when you finish working on a public computer!

Christmas Day IT Outage: On December 25th, IT services will not be available for the entire day due to Family Day. Please plan accordingly!

My Tickets

Laptop Screen Flickering	Submitted 12/17/2016
One of the Desktops...	Submitted 12/16/2016
Laptop screen crack	Closed
Wifi down!!!	Submitted 12/01/2016
TV screen has a stran...	Closed
Computer wont stop b...	Closed

Branch Tickets

Laptop Screen Flickering	Submitted 12/17/2016
Trouble with wireless	Submitted 12/17/2017
Need an AVI Cable	Submitted 12/16/2017
One of the Desktops...	Submitted 12/16/2017
Desktop image stuck	Submitted 12/16/2017
Internet down on some...	Submitted 12/15/2017
laptop won't start	Submitted 12/13/2017
desktop Cracked	Submitted 12/9/2017
Help! laptop won't sto...	Submitted 12/8/2017

Frequent Questions

Having trouble connecting to Wifi? [Click here](#) for an easy to use guide on connecting to the wireless internet at an Edmonton Public Library branch.

Monitor problems? If you are experiencing trouble with screens not correctly displaying, please make sure that you double check all cables are firmly attached before contacting IT.

Have you tried turning it off and on again? Sometimes simply restarting a computer can solve IT problems. If you're having a technical issue please try rebooting before contacting IT.

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Branch Tickets

[New Ticket](#)

Ticket Name	Date	Status
Laptop Screen Flickering	12/17/2016	Open
Trouble with wireless	12/17/2016	Open
Need an AVI Cable	12/16/2016	Closed
One of the Desktops plugs is frayed	12/16/2016	Open
Desktop image stuck	12/16/2016	Closed
internet down on some PC's	12/15/2016	Closed
laptop won't boot	12/13/2016	Closed
desktop Cracked	12/9/2016	Closed
Help! laptop won't stop restarting	12/8/2016	Closed
Television needs setup	12/8/2016	Closed
VCR required	12/7/2016	Open
DVD player wont start	12/7/2016	Closed
Laptop screen cracked	12/6/2016	Closed
can't connect to EPL.ca	12/4/2016	Closed
Wifi down!!!	12/1/2016	Closed
PA System wont stop squeeeking	11/27/2016	Closed
trouble with software	11/25/2016	Closed
cant connect to EPL.ca	11/25/2016	Closed



My Tickets

[New Ticket](#)

Ticket Name	Date	Status
Laptop Screen Flickering	12/17/2016	Open
One of the Desktops plugs is frayed	12/16/2016	Open
Laptop screen crack	12/6/2016	Closed
Wifi down!!!	12/01/2016	Open
TV screen has a strange colour	8/28/2016	Closed
Computer wont stop beeping	5/27/2016	Closed



Announcements

Whitemud Branch Wifi Outage

December 5, 2016

The wireless internet at the Whitemud branch has been down since Thursday, December 1st. This is a known issue that IT is currently working to solve.

Make sure you logout

December 3, 2016

Be careful to logout of your account when you finish working on a public computer!

Christmas day IT Outage

December 1, 2016

On December 25th, IT services will not be available for the entire day due to Family Day. Please plan accordingly!

Don't forget your USB's

November 27, 2016

Make sure that you properly unplug any USB drives that you may use.



Warning!

You must Login to access that page!

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Ticket Categories



