

Log In

Username:

Password:

[Forgot your Password?](#)

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!

Ipad lock change: We are aware that several Ipad's have had their lock pass codes changed and are currently working to solve this issue.

My Tickets

Laptop Screen Flickering	Open
One of the Desktops...	Open
Laptop screen crack	Closed
Wifi down!!!	Open
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

Help

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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Announcements

Whitemud Branch Wifi Outage**February 3, 2017**

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**February 1, 2017**

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

Ipad lock change**January 31, 2017**

We are aware that several Ipads have had their lock pass codes changed and are currently working to solve this issue.

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Frequently Asking Questions

Having trouble connecting to Wifi?

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.

Live Help Desk Support

[Reset an iPad](#)

[Change printer ink](#)

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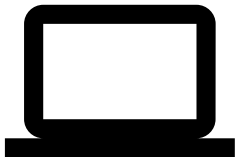
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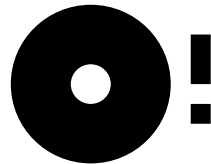
[Contact Us](#)

New Ticket

1. Select a category



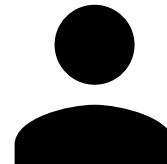
Hardware



Software



Password



Service



General

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Hardware

Step 1: Equipment Type

Please select the type of equipment that you are having trouble with

Hardware Type ▼

Next

Step 2: Asset Tag

Step 3: Computer/Device Name

Step 4: Description of Problem

Step 5: Error Messages

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Hardware

Step 1: Equipment Type

Please select the type of equipment that you are having trouble with

Hardware Type ▲

AWE

Barcode Scanner

Cell Phone

Gate

Next

Step 2: Asset Tag

Step 3: Computer/Device Name

Step 4: Description of Problem

Step 5: Error Messages

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Hardware

Step 1: Equipment Type: Cell Phone [Change](#)

Step 2: Asset Tag

Please enter the asset tag for
the piece of hardware you are
having trouble with

[Skip](#)[Next](#)

Step 3: Computer/Device Name

Step 4: Description of Problem

Step 5: Error Messages

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Hardware

Step 1: Equipment Type: Cell Phone [Change](#)

Step 2: Asset Tag: spw03 [Change](#)

Step 3: Computer/Device Name

Please enter the device name
for the hardware that you are
having problems with.

[Skip](#)[Next](#)

Step 4: Description of Problem

Step 5: Error Messages

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Hardware

Step 1: Equipment Type: Cell Phone [Change](#)

Step 2: Asset Tag: spw03 [Change](#)

Step 3: Computer/Device Name: CMA02 [Change](#)

Step 4: Description of Problem

Tell us anything you think is relevant to the problem:

My phone keeps restarting every 5 minutes or so, the battery level says it is still at full when this happens.

Next

Step 5: Error Messages

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Hardware

Step 1: Equipment Type: Cell Phone [Change](#)

Step 2: Asset Tag: spw03 [Change](#)

Step 3: Computer/Device Name: CMA02 [Change](#)

Step 4: Description of Problem [Change](#)

Step 5: Error Messages

Upload an image:

Browse

Or provide a description of the error:

Next

Next

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Ticket Verification

Ticket #32005

Is this information correct?

Equipment Type: Cell Phone

Computer/Device name: CMA02

Extra Information: N/A

Asset Tag: spw03

Problem Description: My phone keeps restarting every 5 minutes or so, the battery level says it is still at full when this happens.

[Edit Ticket](#)[Submit Ticket](#)

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Ticket Verification

Your Ticket has been succesfully submitted

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Mill Creek Branch Tickets

Subject:Wifi outage

Creation Date:

Body:

The wifi has been out at ___ Branch for the last 2 hours, can you send someone down to help?

[View](#)

Type: Hardware

Device:EMD3819

DID: 0375

Subject:Branch wide email is down

Creation Date:

Body:

The email server has been down for a while, someone spilled coffee in the tech room. We need someone sent out to fix it

[View](#)

Type: Hardware

Device:9300F5L

DID: 1237

Subject:Laptop Screen Flickering

Creation Date:

Body:

The laptop screen is flickering when brightness setting is below 60%

[View](#)

Type: Hardware

Device: XPS9550

DID: 1005

Subject:One of the Desktop's cord is frayed

Creation Date:

Body:

Desktop wire is frayed so I am not able to do reports

[View](#)

Type: Hardware

Device:5900X3A

DID: 1013

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My Tickets

Open

Closed

Subject: Laptop Screen Flickering

Creation Date:

Body: The laptop screen is flickering when brightness setting is below 60%.

View

Type: Hardware

Device: XPS9550

DID: 1005

Subject: One of the Desktops plugs is frayed

Creation Date:

Body: Desktop wire is frayed, so I am not able to use it to do the reports.

View

Type: Hardware

Device: S900X3A

DID: 1013

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Open

Closed

Subject: Laptop Screen Flickering

Creation Date:

Body: The laptop screen is flickering when brightness setting is below 60%.

View

Type: Hardware

Device: XPS9550

DID: 1005

Subject: One of the Desktops plugs is frayed

Creation Date:

Body: Desktop wire is frayed, so I am not able to use it to do the reports.

View

Type: Hardware

Device: S900X3A

DID: 1013

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My Tickets

Open

Closed

Subject: [Laptop Screen Cracked](#)

Body:

[Laptop screen is split down the middle, does not work](#)

Creation Date:

[View Ticket](#)[Solution](#)

Type: Hardware

Device: XPS9550

DID: 1005

Subject: [TV Screen has strange color](#)

Body:

[Tv screen colors are all messed up and does not look accurate](#)

Creation Date:

[View Ticket](#)[Solution](#)

Type: Hardware

Device: HD19X

DID: 1053

Subject: [Computer wont stop beeping](#)

Body:

[Computer beeping and booping very loudly, something is wrong](#)

Creation Date:

[View Ticket](#)[Solution](#)

Type: Hardware

Device: S900X3A

DID: 1014

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Edit

Creation Date:

Subject: **Laptop Screen Cracked**

Body: **Laptop screen is split down the middle, does not work**

Notes: **Tech #3921 has looked at the issue and has fixed it with hockey tape. Ready for use.**

Type: Hardware

Device Name: XPS9550

Asset Tag: 1005

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Ticket

Confirm

Exit

Creation Date:

Subject:

Body:

Laptop screen is split down the middle, does not work

Notes:

Tech #3921 has looked at the issue and has fixed it with hockey tape. Ready for use.

Type:

Device Name:

Asset Tag:

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