

## 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

<a href="#">Laptop Screen Flickering</a>	Open
<a href="#">One of the Desktops...</a>	Open
<a href="#">Laptop screen crack</a>	Closed
<a href="#">Wifi down!!!</a>	Open
<a href="#">TV screen has a stran...</a>	Closed
<a href="#">Computer wont stop b...</a>	Closed

## Branch Tickets

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

**Scheduled Maintenance****January 26, 2017**

There is scheduled maintenance for the ticketing system from the hours of 00:00 to 08:00 Friday January 27th, 2017, during this time the ticketing system will be down. Sorry for any inconvenience this causes.

**IT Holiday Hours****December 21, 2016**

From December 24th to December 27th, IT will not be responding to tickets. Tickets will be resolved as soon as possible afterward.

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## Help



### Frequently Asked 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.

[Reset an iPad](#)[Change printer ink](#)[Tutorials](#)

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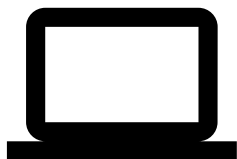
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## New Ticket

### 1. Select a category



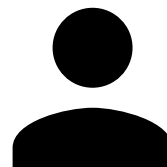
Hardware



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.

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### 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:

Skip

Next

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## Ticket Verification

### Ticket #32005

#### Is this information correct?

**Equipment Type:** Cell Phone

**Computer/Device Name:** CMA02

**Error Message:** 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.

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## Ticket Verification

**Your ticket has been successfully submitted**

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## My Tickets

### Ticket #32005

#### Resolving a Ticket

**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.

**Solution to the problem?**

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## Ticket Verification

**Your ticket has been successfully resolved**

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## Branch Tickets

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Sort By



### Mill Creek Branch Tickets

Category: **Hardware**

Date: 01/31/2017

Desc:

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

[View](#)

Type: Other

Device: EMD3819 DID: 0375

Category: **Software**

Date: 01/15/2017

Desc:

The email server has been down for a while, no one is able to check their email. We need this looked at.

[View](#)

Type: Network

Device: 9300F5L DID: 1237

Category: **Hardware**

Date: 02/07/2017

Desc:

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

[View](#)

Type: Laptop

Device: XPS9550 DID: 1005

Category: **Hardware**

Date: 02/06/2017

Desc:

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

[View](#)

Type: Desktop

Device: S900X3A DID: 1013

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## My Tickets

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My Tickets		Open		Closed	
Category: Hardware				Date: 02/07/2017	
Desc:	Tv screen colors are all messed up and does not look accurate		<a href="#">View</a>	<a href="#">Solution</a>	
Status: Closed		Type: Television	Device: HD19X	DID: 1053	
Category: Hardware				Date: 02/07/2017	
Desc:	Laptop screen is split down the middle, does not work		<a href="#">View</a>	<a href="#">Solution</a>	
Status: Closed		Type: Laptop	Device: XPS9550	DID: 1007	
Category: Hardware				Date: 02/06/2017	
Desc:	Desktop wire is frayed, so I am not able to use it to do the reports.		<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Resolve</a>
Status: Open		Type: Desktop	Device: S900X3A	DID: 1013	
Category: Hardware				Date: 02/07/2017	
Desc:	Computer beeping and booping very loudly, something is wrong		<a href="#">View</a>	<a href="#">Solution</a>	
Status: Closed		Type: Desktop	Device: S900X3A	DID: 1014	
Category: Hardware				Date: 02/07/2017	
Desc:	The laptop screen is flickering when brightness setting is below 60%.		<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Resolve</a>
Status: Open		Type: Laptop	Device: XPS9550	DID: 1005	

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## My Tickets

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My Tickets

Open

Closed

Category: Hardware

Date: 02/06/2017

Desc:

[Desktop wire is frayed, so I am not able to use it to do the reports.](#)

View

Edit

Resolve

Status: Open

Type: Desktop

Device: S900X3A

DID: 1013

Category: Hardware

Date: 02/07/2017

Desc:

[The laptop screen is flickering when brightness setting is below 60%.](#)

View

Edit

Resolve

Status: Open

Type: Laptop

Device: XPS9550

DID: 1005

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## My Tickets

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Sort By



My Tickets

Open

Closed

Category: Hardware

Date: 02/07/2017

Desc:

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

View

Solution

Status: Closed

Type: Laptop

Device: XPS9550

DID: 1007

Category: Hardware

Date: 02/07/2017

Desc:

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

View

Solution

Status: Closed

Type: Desktop

Device: S900X3A

DID: 1014

Category: Hardware

Date: 02/07/2017

Desc:

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

View

Solution

Status: Closed

Type: Television

Device: HD19X

DID: 1053

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## My Tickets

### Ticket

[Edit](#)[Resolve](#)[Exit](#)

Creation Date: 02/07/2017

Category: Hardware

Description of Problem:

Laptop screen is split down the middle, does not work

Equipment Type: Laptop

Device Name: XPS9550

Asset Tag: 1005

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## Branch Tickets

### Ticket

[Exit](#)

Creation Date: 01/15/1995

Category: Software

Description of Problem:

The email server has been down for a while, no one is able to check their email. We need this looked at as soon as possible, work is being halted while we wait for messages to be received and it is affecting the whole branch.

Problem Type: Network Access Is it completely down?: Yes

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## My Tickets

### Ticket

ConfirmExit

Creation Date: 2/5/2017

Category: Hardware

Description of Problem (Required):

Laptop screen is split down the middle, does not work

Equipment Type:



Device Name:

Asset Tag:

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## Edit Verification

**Your ticket has been successfully edited**

Click below to return to my tickets

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