



## Log In

Username:

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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

<a href="#">Laptop Screen Flickering</a>	Submitted 12/17/2016
<a href="#">One of the Desktops...</a>	Submitted 12/16/2016
<a href="#">Laptop screen crack</a>	Closed
<a href="#">Wifi down!!!</a>	Submitted 12/01/2016
<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

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

## My Tickets

[New Ticket](#)

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