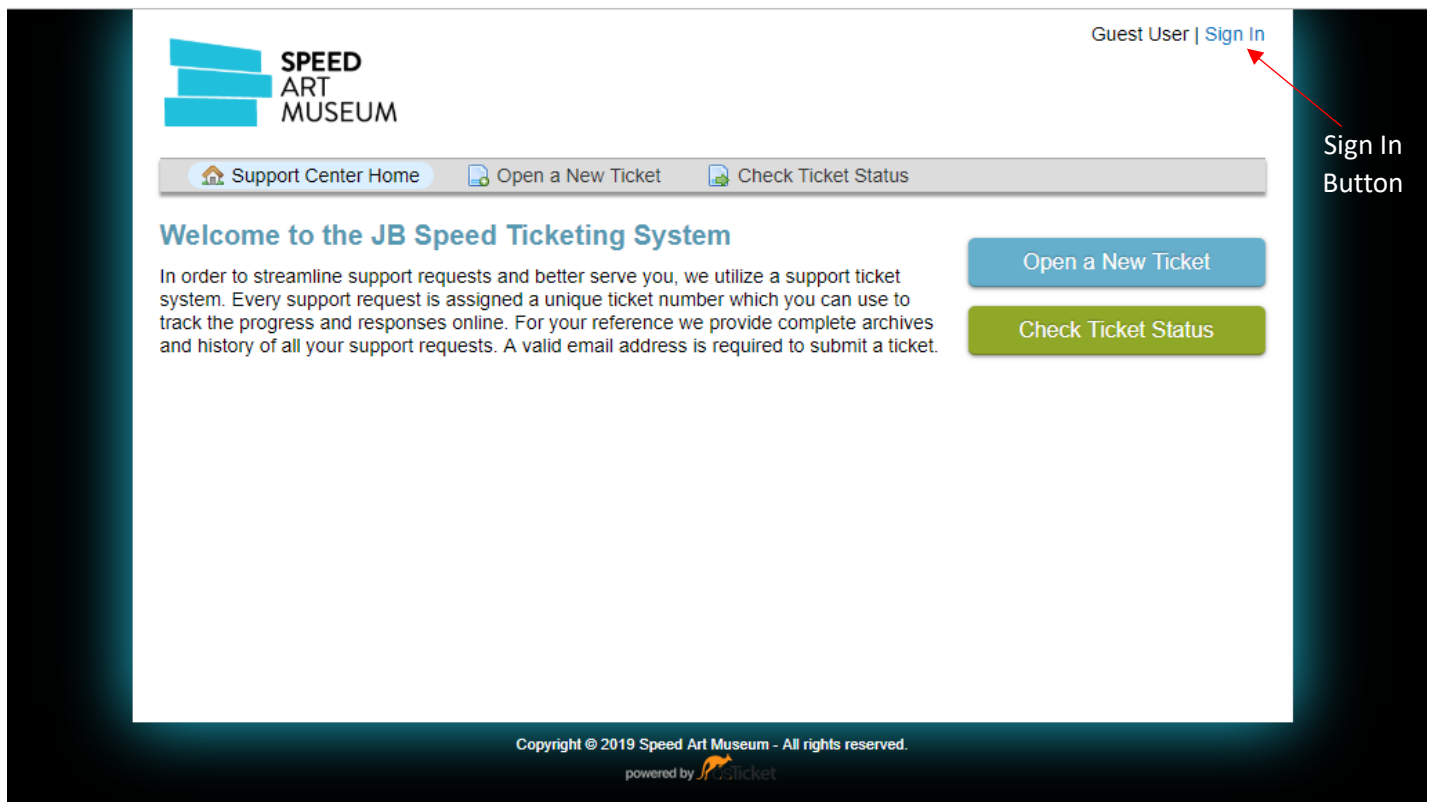


JB SPEED NEW TICKETING SYSTEM

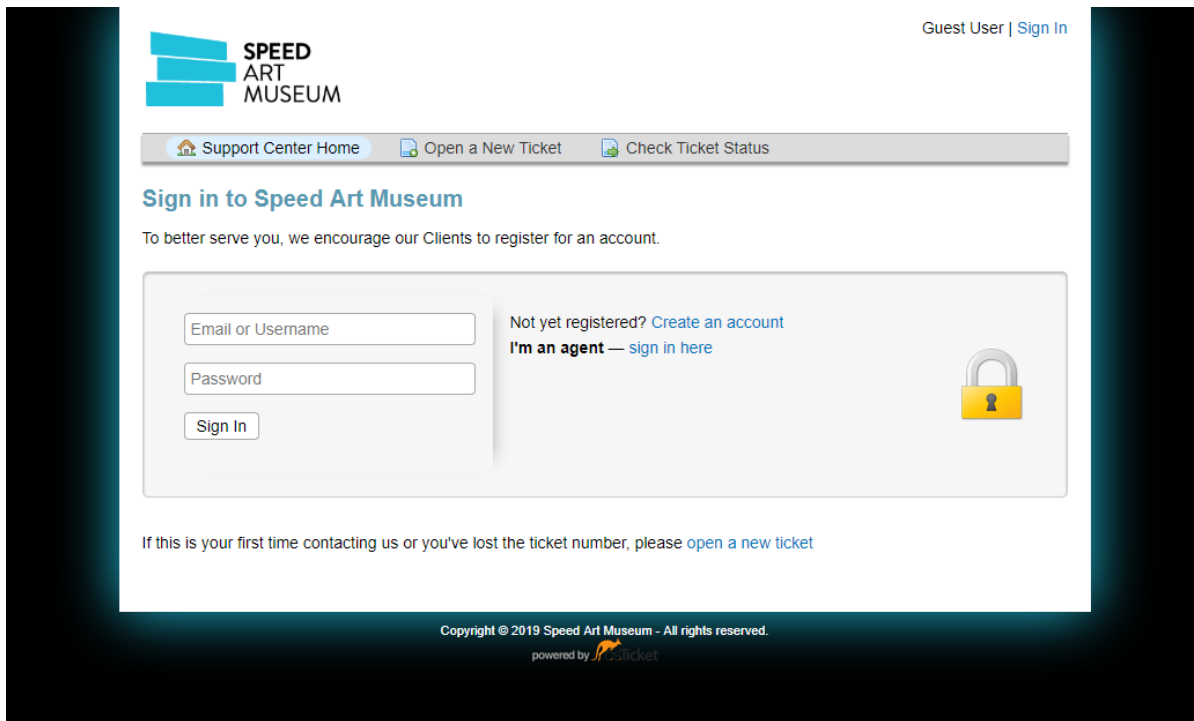
With this guide, we will be showing you how to use our new online ticketing system, which you may use to report a problem to our IT Department, as well as our A/V and Building Services Departments. If you have any questions/problems with the website and/or the ticketing system itself, contact us by either emailing Tim (tdever@speedmuseum.org) or the osTicket e-mail (osticket@speedmuseum.org).

To Get Started:

1. Head to this URL on any browser: <https://vinci.speedmuseum.org/>

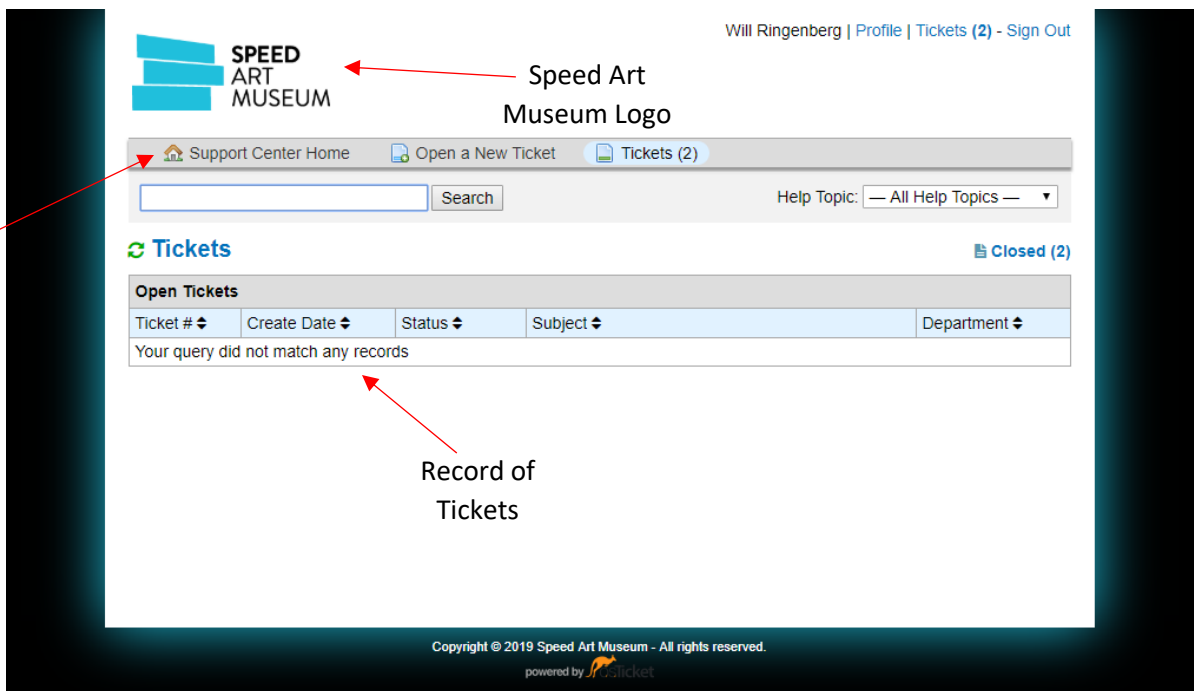


2. From this page, go to the top right of the page and click the **Sign In** button (as shown above).
3. Next, you will be directed to the log-in screen for the website. All you will need to do from here is sign in using the **same Email and Password you use to log in to your Speed account**.



Log-in Screen

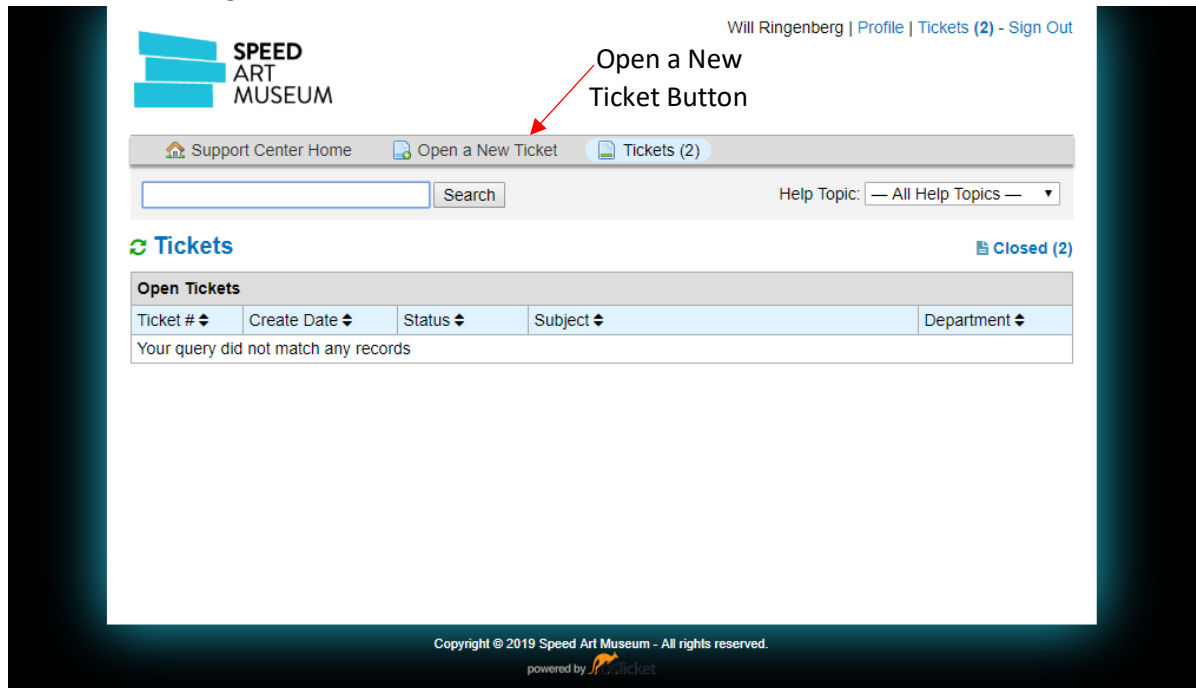
4. Once you sign into the website, you will be immediately directed to a page displaying tickets you have submitted in the past, if any (as shown below).



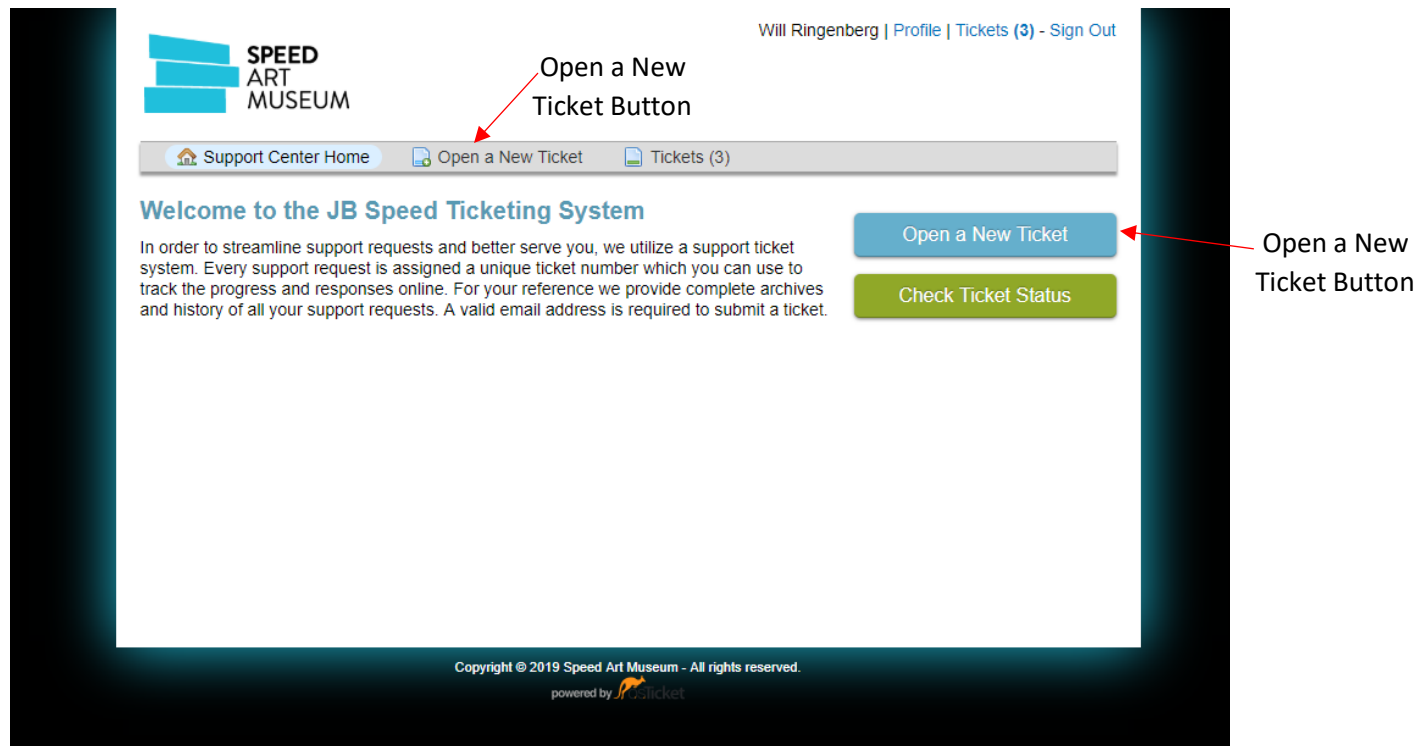
- a. If you would like to return to the home page, you either click the **Support Center Home** button (located on the navigation bar), or simply click on the **Speed Art Museum** logo.

To Create a Ticket:

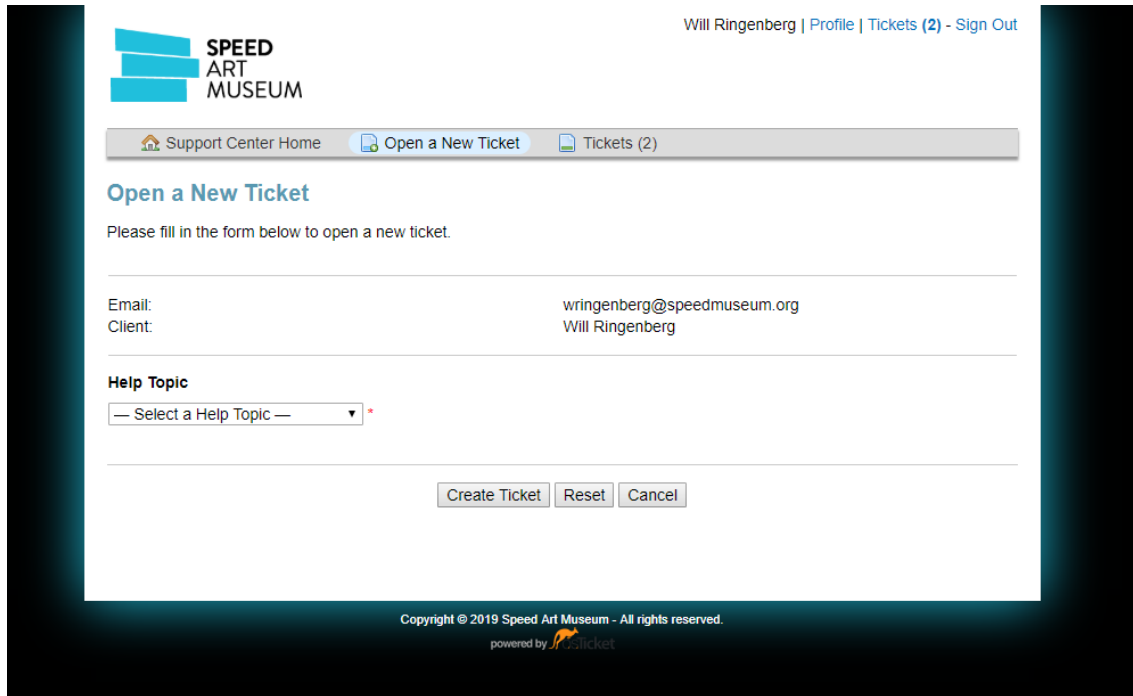
1. If you would like to create a ticket, there are two ways (whichever is easier for you):
 - a. One way of creating a ticket is by clicking the **Open a New Ticket** button on the navigation bar (as shown below).



- b. If you are on the home page, you can simply click the big blue button that says **Open a New Ticket** (as shown below).



2. From there, you will be directed to this page:



SPEED ART MUSEUM

Will Ringenberg | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(2\)](#)


Open a New Ticket

Please fill in the form below to open a new ticket.

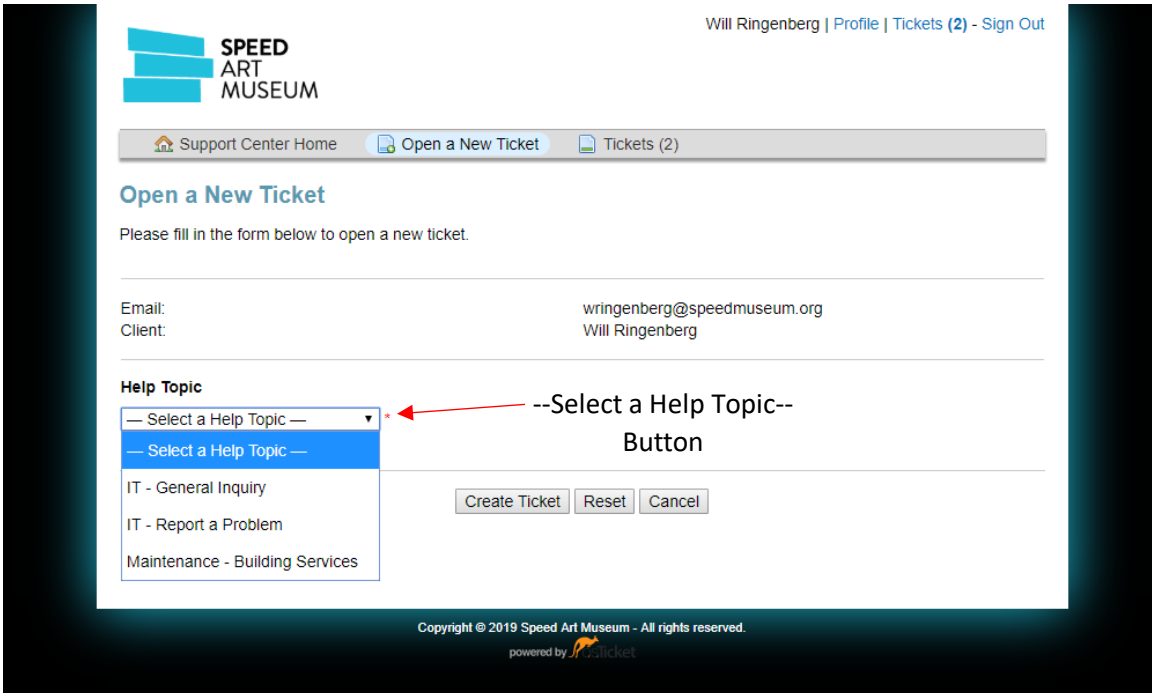
Email: wringenbergspeedmuseum.org
Client: Will Ringenberg

Help Topic
— Select a Help Topic — ▼ *

[Create Ticket](#) [Reset](#) [Cancel](#)

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3. To begin you must select a **Help Topic**, which will categorize what type of problem you are having (whether it's IT, A/V, etc.). This also helps in selecting which department will be receiving this ticket. Simply click on the – **Select a Help Topic** – button.



SPEED ART MUSEUM

Will Ringenberg | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(2\)](#)

Open a New Ticket


Please fill in the form below to open a new ticket.

Email: wringenbergspeedmuseum.org
Client: Will Ringenberg

Help Topic
— Select a Help Topic — ▼ *

- Select a Help Topic —
- IT - General Inquiry
- IT - Report a Problem
- Maintenance - Building Services

[Create Ticket](#) [Reset](#) [Cancel](#)

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--Select a Help Topic--
Button

- Once you have selected a Help Topic, you will then be able to give us a description of what you are having trouble with. To help us know what the problem may be, be sure to provide **as much detail as you can about the problem**. You can do this by having a *detailed title* for your issue, as well as a *descriptive message* (as shown below).
- You can even provide attachments (screenshots, documents, etc.) along with the message if you believe that will help us figure out a solution to the issue.
- Once you are done providing the details for the ticket, click on the **Create Ticket** button.

The screenshot shows the 'Open a New Ticket' page for the Speed Art Museum. The page header includes the museum's logo and the user's name 'Will Ringenberg' with links to 'Profile', 'Tickets (2)', and 'Sign Out'. A navigation bar contains 'Support Center Home', 'Open a New Ticket', and 'Tickets (2)'. The main heading is 'Open a New Ticket' with a subtext 'Please fill in the form below to open a new ticket.' The form fields include: 'Email' (wringenberg@speedmuseum.org), 'Client' (Will Ringenberg), 'Help Topic' (IT - General Inquiry), 'Ticket Details' (Please Describe Your Issue), 'Issue Summary' (with a red arrow pointing to it from the annotation 'Title of Issue'), a rich text editor for 'Details on the reason(s) for opening the ticket.' (with a red arrow pointing to it from the annotation 'Details of the Issue'), a file upload area (with a red arrow pointing to it from the annotation 'Location to Drop Attachments'), and a 'Create Ticket Button' (with a red arrow pointing to it from the annotation 'Create Ticket Button'). The footer contains copyright information and a 'powered by' logo for JotForm.

Will Ringenberg | [Profile](#) | [Tickets \(2\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(2\)](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: wringenberg@speedmuseum.org
Client: Will Ringenberg

Help Topic
IT - General Inquiry

Ticket Details
Please Describe Your Issue

Issue Summary *

Details of the Issue →

Title of Issue →

Details on the reason(s) for opening the ticket.

Drop files here or choose them

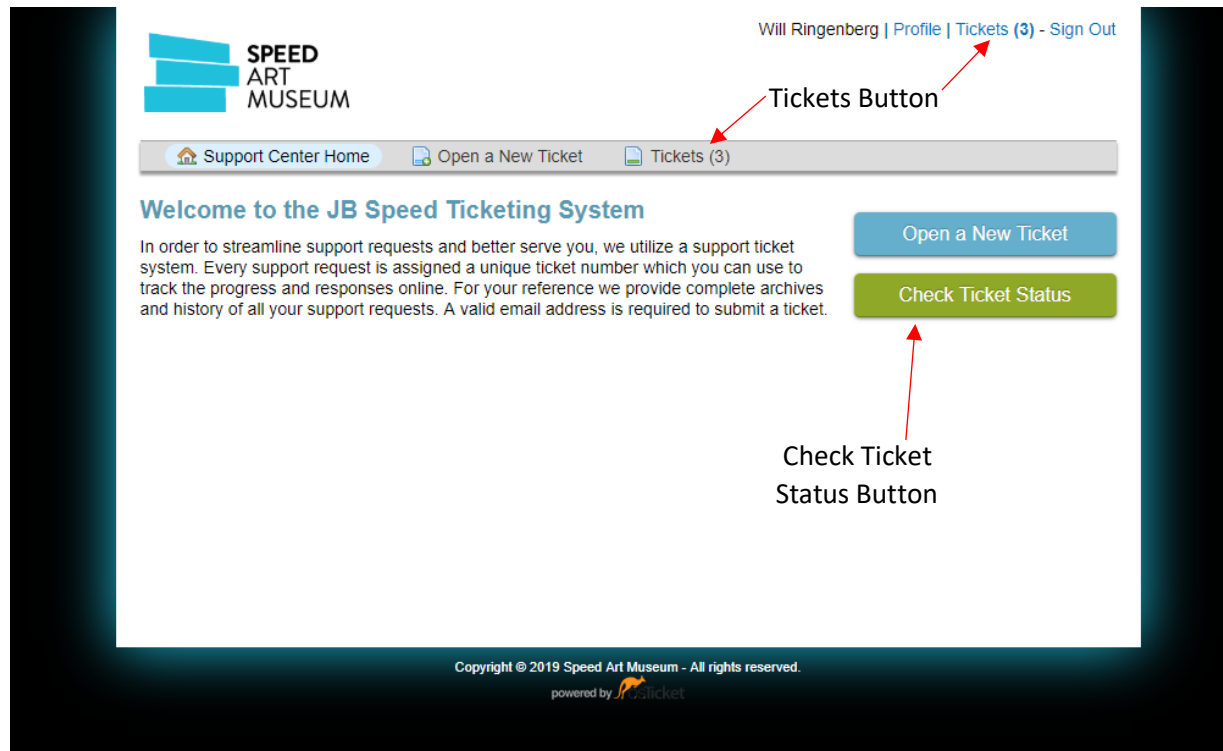
Location to Drop Attachments →

Create Ticket Button → [Create Ticket](#) [Reset](#) [Cancel](#)

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To Check Ticket Status:

1. To check the status of your ticket, you can either:
 - a. Click the **Tickets** button on the navigation bar.
 - b. Click the **Tickets** button on the top right of the screen, next to the Profile button.
 - c. If you are on the home screen, click the big green button labeled **Check Ticket Status**.



2. If you click the Check Ticket Status button, click on the **Sign In** button, located on the right side of the screen. This is so that it can redirect you to the table of tickets you have.

