## **Creating an eWork Help Ticket in KACE**

- 1. Open up KACE by going to the following URL: <u>http://10.94.14.161/</u>
- 2. Log into the system with your Employee ID and password (the same one you use for Gmail)

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← → C ↑ □ 10.94.14.161/userui/welcome.php
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KACE Management Center
Welcome and Login
Welcome to the Helpdesk and Software Management Center. The "Software Library" tab contains software available for you to download and install. Please only dow
For useful links go to LADOT IT Intranet Site
Tou must login to open neipuesk tickets and download soltware. Please enter your EMPLOTEE ID (same as LAGEECS) AND PASSWORD TO LOGIN.
Login (user name): 56922 Password:
Login
(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out".)
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3. In the Service Desk tab, click on the "New" button to begin the process of creating a help ticket.

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Welcome Software Library My Computer License Keys Service Desk Knowledge Base Download Log	
Tickets New	Ę
Choose Action - Found 0 tickets	
Time Open Title	Ticket Number
Info	
No tickets found matching the search criteria.	1
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4. Select "eWork" from the dropdown list.

KACE Management Center		
Welcome Software Library My Computer License Keys	Service Desk Knowledge Base Download Log	
New Ticket: Select a queue Select a queue Accounting DOT BIS Service Desk eWork Parking Enforcement Tafis eWork		

5. Fill out the Ticket form citing your specific issues. Providing thorough descriptions and steps to re-produce the issue will assist us greatly in resolving your problem. You may even attach a file such as a screenshot, if necessary. Click Save when you are finished to submit your ticket.

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6. ONLY Users who do not have access to KACE should email us directly at dot bsg support@lacity.org