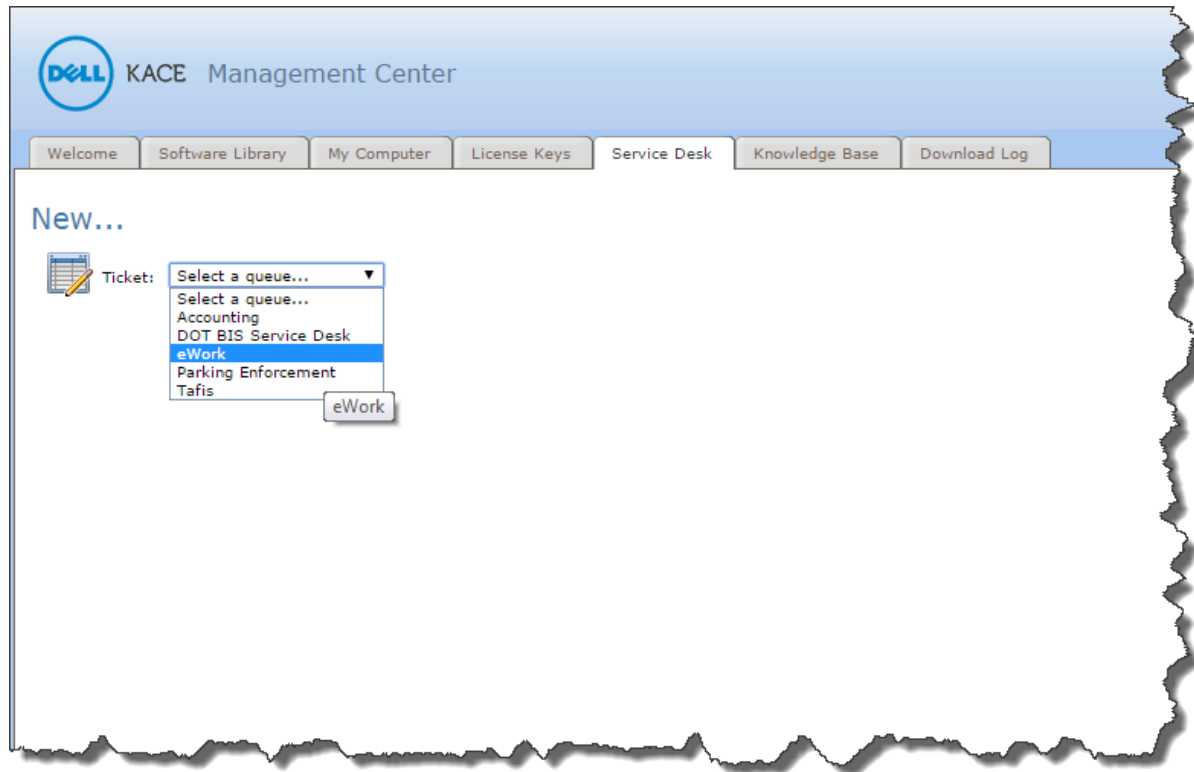


Creating an eWork Help Ticket in KACE

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

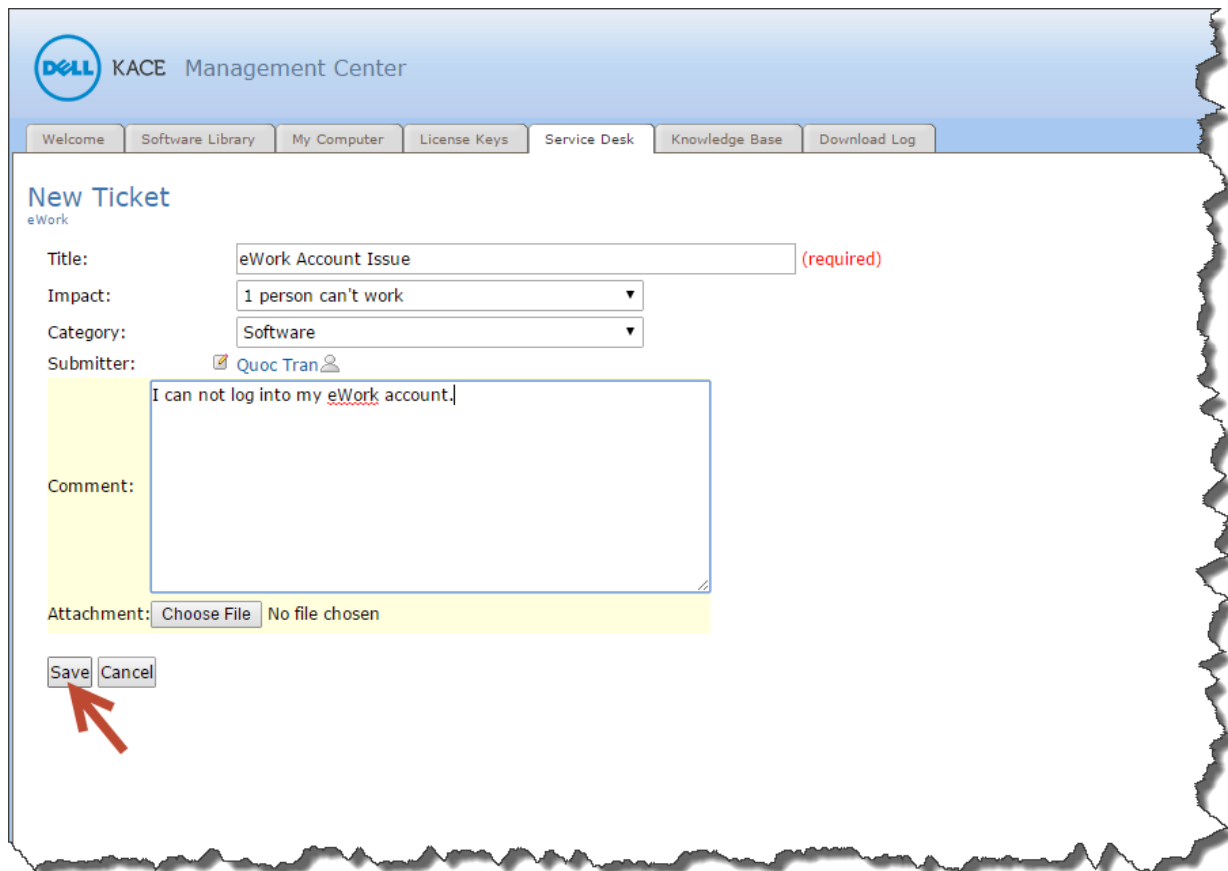
3. In the Service Desk tab, click on the “New” button to begin the process of creating a help ticket.

4. Select "eWork" from the dropdown list.



The screenshot shows the Dell KACE Management Center interface. At the top, there's a navigation bar with tabs: Welcome, Software Library, My Computer, License Keys, Service Desk, Knowledge Base, and Download Log. Below this, the 'New...' section is active. A 'Ticket:' dropdown menu is open, displaying a list of queues. The 'eWork' queue is selected and highlighted in blue. A small 'eWork' button is also visible below the dropdown menu.

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.



The screenshot shows the 'New Ticket' form in the Dell KACE Management Center. The form is filled out with the following information:

- Title: eWork Account Issue (required)
- Impact: 1 person can't work
- Category: Software
- Submitter: Quoc Tran (checked)
- Comment: I can not log into my eWork account.
- Attachment: Choose File (No file chosen)

The 'Save' button is highlighted with a red arrow.

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