How to Access the IT Support Portal From Your Computer
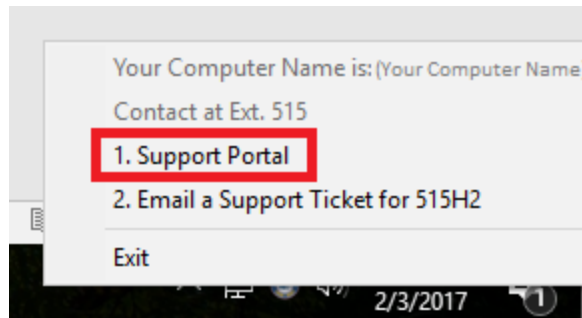
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Ticketing System For IT Support and Veracross:

Purpose: To assist teachers and staff with their Support Issues and Veracross, we have provided a ticketing system.
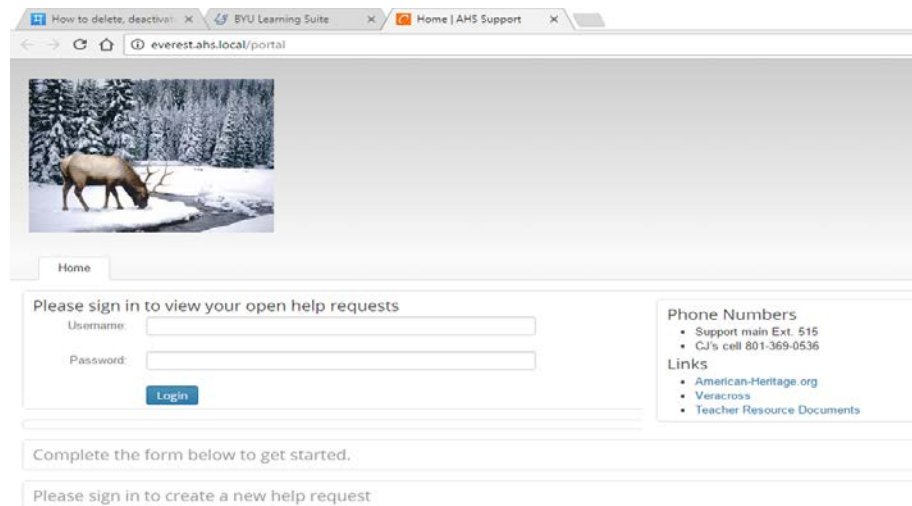
- Spiceworks: Is the name of the Ticketing System that we are using.
- This allows teachers and staff to submit a ticket, through their computer or email, which we can track and complete for you. This helps us to meet your needs quicker and more efficiently.

1. To submit a ticket to Support, click on the small American Heritage School icon in the bottom right hand corner by the clock. If the icon is not there, click on the up arrow and click and drag the logo to the bar next to the clock as shown in the picture.
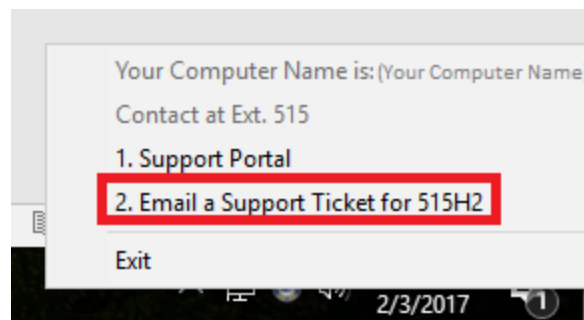

2. This will open a tab. If you wish to visit the Support Portal, click on the Support Portal option. This will take you to the portal page where you can sign in and submit a ticket (this is your AD login information that you use to get onto your computer):

3. To simply send us a support email, which automatically creates a ticket, click the "Email a Support Ticket." This will open up an outlook email window where you can fill in the subject info with your issue and then the message with what you need help with.

Please refer to the Technology Resources on the website for any further instructions or questions.
http://american-heritage.org/Document/TeacherDocs - Technology Resources

Thank you

C.J, Elissa, Austin, Jacob

American Heritage Support Team