

**West Texas Opportunities, Inc.  
Help Desk Trouble Ticket Instructions**

- 1. To access the West Texas Opportunities, Inc. Help Desk Portal ,open a web browser and enter the following address: <https://gowto.on.spiceworks.com/portal>**
- 2. Type your West Texas Opportunities, Inc. email address. If you type a personal email address the trouble ticket will not be submitted.**
- 3. Type a Summary of the problem.**
- 4. Type a detailed Description of the problem.**
- 5. Choose a Category using Drop Down List that closely matches the problem.**
  - Computer Laptop Problem
  - Copy Machine
  - Fax Machine
  - Hardware-(Keyboard/Monitor/Mouse)
  - Internet Problems
  - Office 365 Password Reset
  - Other
  - Printer Problems
  - Projector
  - Request Equipment
  - Request Software
  - Scanner Problems
  - Security Camera Problems
  - Software- Microsoft Office
  - Software- Time Clock Plus
  - Tablet
  - Telephone Problems
  - Virus/Malware
- 6. Type your Supervisor's Name.**
- 7. Choose your Program using Drop Down List.**
  - Admin Shared
  - Bookkeeping
  - CSBG/CEAP
  - Head Start/Early Head Start
  - Transportation
  - Weatherization
- 8. Choose your Location using the Drop Down List**
- 9. Optional: To attach a file to your ticket click on the "Attach File" link. This is useful if your having copy machine/scanner problems or would like to send a screen shot of your problem.**
- 10. Click Submit button to submit Help Desk Trouble Ticket.**