

# Technology Work Order System

- Send an email to one of the following addresses depending on what location you are experiencing your issue.
  - [chs.helpdesk@cadillacschools.org](mailto:chs.helpdesk@cadillacschools.org) (High School)
  - [cih.helpdesk@cadillacschools.org](mailto:cih.helpdesk@cadillacschools.org) (Innovation High School)
  - [mtms.helpdesk@cadillacschools.org](mailto:mtms.helpdesk@cadillacschools.org) (Middle School)
  - [fra.helpdesk@cadillacschools.org](mailto:fra.helpdesk@cadillacschools.org) (Franklin)
  - [fvi.helpdesk@cadillacschools.org](mailto:fvi.helpdesk@cadillacschools.org) (Forest View)
  - [lin.helpdesk@cadillacschools.org](mailto:lin.helpdesk@cadillacschools.org) (Lincoln)
  - [co.helpdesk@cadillacschools.org](mailto:co.helpdesk@cadillacschools.org) (Central Office)
  - [mnt.helpdesk@cadillacschools.org](mailto:mnt.helpdesk@cadillacschools.org) (Maintenance)
  - [bus.helpdesk@cadillacschools.org](mailto:bus.helpdesk@cadillacschools.org) (Bus Garage)
  - [vlc.helpdesk@cadillacschools.org](mailto:vlc.helpdesk@cadillacschools.org) (Viking Learning Center)
- Please include the following in your email:
  - A meaningful subject
  - A detailed description of the issue you are experiencing
  - Room number
  - Any attachments that give additional information helpful to resolving your issue (ex: screenshots, etc...)
- Once you send an email to one of the above addresses, you will receive a confirmation email that a ticket has been created.
- You will receive an email for any of the following reasons:
  - Ticket creation
  - When a technician is assigned to your ticket
  - A technician updates your ticket
  - When a ticket is closed
- You can update your ticket by replying to any email that has been generated by the ticket system.
- To review or update your open tickets:
  - Click on the following link: <https://cadillacschools.on.spiceworks.com/portal>
  - Enter your email address and it will send you a link to log in.