D118 Support Tree

Guidance: Submitting Support Tree tickets from home.

From your desktop click on the HELP icon.

You can also get to the site by entering: https://danville118.on.spiceworks.com/portal/tickets

Follow the instructions to submit your ticket. Include as much information as possible.

Please note that under the Category section there is a new choice entitled "Curriculum -General Support."

The Curriculum -General Support section will go to the Curriculum and Special Education departments.

The IT Support section will go to the IT department.

———

Curriculum/General Support:

1. Requests for family support needs (food, school supplies, tech, other)
2. Requests for staff support   -ideas for PD, lessons, etc.
3. How to use technology and curricular platforms
4. Anything else that is not necessarily related to the District 118 Help Desk Ticket System
5. Any HR questions can be submitted here and will be forwarded to the HR department

IT Support

1. Use as you typically would during the school year.