How do I self-manage my IT Services Tickets?

Access IT Self-Service via the GC IT Website

1. Open the GC website: [http://www.gc.cuny.edu/Home](http://www.gc.cuny.edu/Home)
2. Click the following links: IT >> IT Self-Service Resources (Fig. 1 below).

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![INFO TECHNOLOGY Example](image)

**IT Services**

IT Services (formerly the Help Desk) provides technology support to GC students, faculty, and staff. Members of the Graduate Center user community should contact IT Services for matters requiring technical intervention.

For Graduate Center technology support, work orders can be initiated via:

- Self Service: [https://itservices.gc.cuny.edu](https://itservices.gc.cuny.edu)
- E-mail: itservices@gc.cuny.edu

For Graduate Center CUNYFirst support:

- E-mail: GraduateCenter.cunyfirst@mail.cuny.edu

Emergency calls to 212.817.7300 are received between the hours of 9:00 am – 5:00 pm.

**IT Self-Service Resources**

IT Self-Service Resources include a collection of FAQs for GC-specific matters and access to workshops, training videos and related materials.

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Fig. 1. The GC Website and links to IT Services and Self-Service
How do I self-manage my IT Services Tickets?

1. Click on Self Service link and login with your GC account (Fig. 2 below).

   ![Login Screen](image)

   **Fig. 2. Login Screen**

2. Click the **Add a New Work Order** link to create new tickets with the IT Services.

3. Click the **My Work Orders** link to see previous requests you have submitted.

   Note: Tickets are referred to as "work orders" within IT Self-Service

**Access IT Self-Service Using a Direct Link**

1. Open your web browser and go to https://itservices.gc.cuny.edu/TrackitWeb/selfservice/

**What Happens When an IT Service Is Opened?**

When you click on the link to open a new ticket, a New Work Order form will display.

1. Complete all of the fields, then click the **Submit** button (Fig. 3).
How do I self-manage my IT Services Tickets?

2. **Note:** Fields with the asterisk * symbol are required. All other fields are optional.

After you submit your new ticket in IT Self-Services, you will receive a similar e-mail confirmation (Fig. 4) with a corresponding ticket (work order) number. As the ticket is updated, you will be notified by e-mail or if necessary, contacted by an IT Services technician.

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Wed 12/23/2015 9:44 AM

Information Technology Services <ITServices@gc.cuny.edu>

**New Work Order 211801, 'Problem with Printer has been Generated**

To: Jane Doe

***** Reply to this email to append information to [WO#211801] *****

Thank you for contacting IT Services at the Graduate Center.

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Fig. 3. New Work Order form

Fig. 4. Work Order confirmation e-mail