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
2. Click the following link: IT
3. Click on Self Service link (Fig. 1 below).

Fig. 1. The GC Website and links to IT Services and Self-Service
1. Log in 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).
2. **Note:** Fields with the asterisk * symbol are required. All other fields are optional.

![New Work Order form](image)

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.

![Work Order confirmation e-mail](image)

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