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).

INFORMATION TECHNOLOGY

About the GC > Administrative Services > Information Technology

IT Services

IT Services 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 and media support, work orders can be initiated via:

- Self Service: https://itservices.gc.cuny.edu
- E-mail: itservices@gc.cuny.edu
- Chat: Chat Now

Emergency calls to 212–817–7300 are received:

- Monday – Friday between the hours of 9:00am – 5:00pm when fall and spring classes are in session
- Monday – Thursday between the hours of 9:00am – 5:00pm during summer session

IT Self-Service Resources

IT Self-Service Resources include a collection of Frequently Asked Questions for GC-specific matters and access to service request forms, workshops and related materials.

Password Reset

GC user account passwords can be reset at https://passwordreset.gc.cuny.edu/ from a Mac, Windows, Linux, or mobile platform with an active internet connection.
4. Log in with your GC account (Fig. 2 below).

![Login Screen]

5. Click the Add a New Work Order link to create new tickets with the IT Services.
6. 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**
Open your web browser and go to [https://itservices.gc.cuny.edu/TrackitWeb/selfservice](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.
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.

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.