How do I self-manage my IT Services Tickets?

Effective: January 11, 2016
Last Updated: January 1, 2020

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 in the footer: Information Technology
3. Click on IT’s Self-Service Center button (Fig. 1 below).
4. Log in with your GC account (Fig. 2 below).

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.