

How to Submit a Ticket via ServiceNow Portal

Effective: April 17, 2023

Last Updated: April 10, 2023

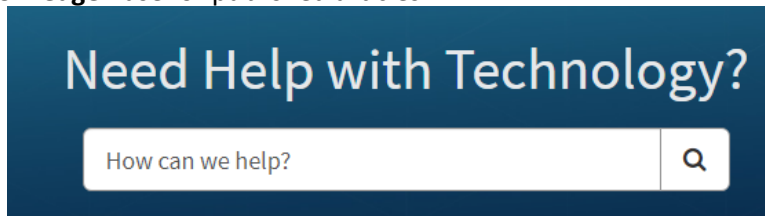
Effective April 17th, 2023, IT Department will be transitioning to ServiceNow ticketing system. This document is a step-by-step instruction on how to submit a service incident or request to GC [IT Services](#) and [Central Office](#).

How to submit a ticket via ServiceNow (SN) Portal – IT Services Incident & Request

1. Navigate to <https://cunyithelp.cuny.edu/csp>
2. Click on "Login" on the upper right of the landing page.



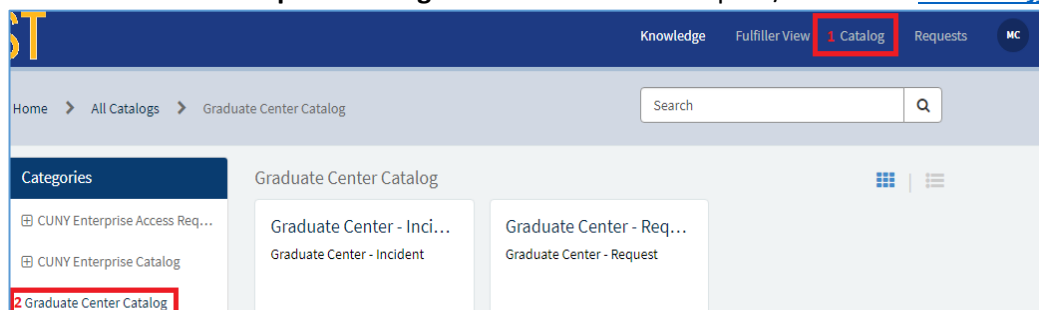
3. Login with your **CUNYfirst** credentials (firstname.lastnameXX@login.cuny.edu).
Note: If you don't have **CUNYfirst** credentials, you can email ITServices@gc.cuny.edu to get a ticket created.
4. After successfully logged into the SN portal, the "Knowledge | Catalog | Requests" options will appear.
5. Search **Knowledge** Base for published articles.



6. To submit a service incident/request, click on the "Catalog" option, and the left pane will have a list of **Categories**:

Note that the categories are predicated to your CUNYfirst profile (Staff/Faculty, Students), roles (HR, Business Office, Registrar...) and campus affiliation(s).

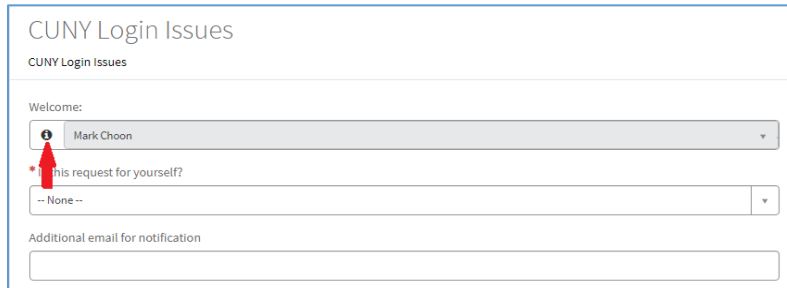
- a. Select "Graduate Center Catalog" to submit a Service Request/Incident to **GC IT Services**
- b. Select "CUNY Enterprise Catalog" to submit a Service Request/Incident to **Central Office**



7. There are 2 options in the **Graduate Center Catalog**:
 - a. Select "Graduate Center – **Incident**" to report an incident that something is broken or not working properly (break/fix) or request technical assistance.
 - b. Select "Graduate Center – **Request**" to request new account, software quotes, new hardware/software, Impero schedule exam... that you currently do not have.

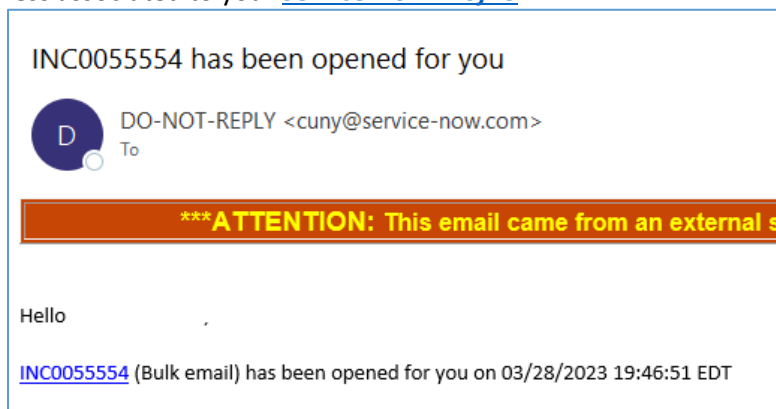
8. Complete the required information and then click on **submit**.

When filling out the form for the first time, check your **Service Now Profile***to make sure the **info** is accurate; see next page how to update your [Service Now Profile](#).

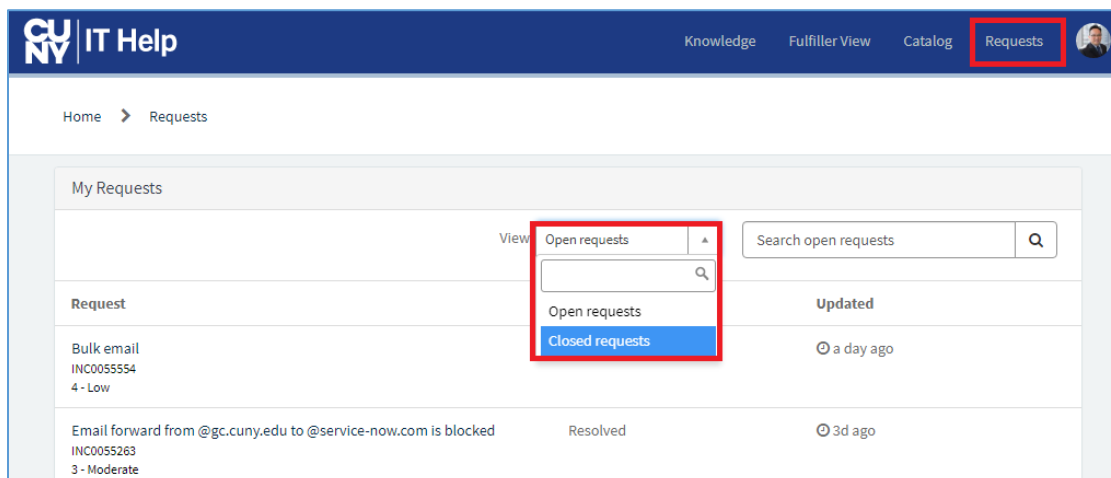


Note that there's an option to include attachments at the bottom of the form.

9. After the form is submitted, an email notification from **DO-NOT-REPLY** will be sent to your email address associated to your [Service Now Profile](#).



10. You can click on the [INC](#) hyperlink to check the status of report incident/request, Or navigate to <https://cunyithelp.cuny.edu/csp> to check on status/resolution of the Open/Closed requests.



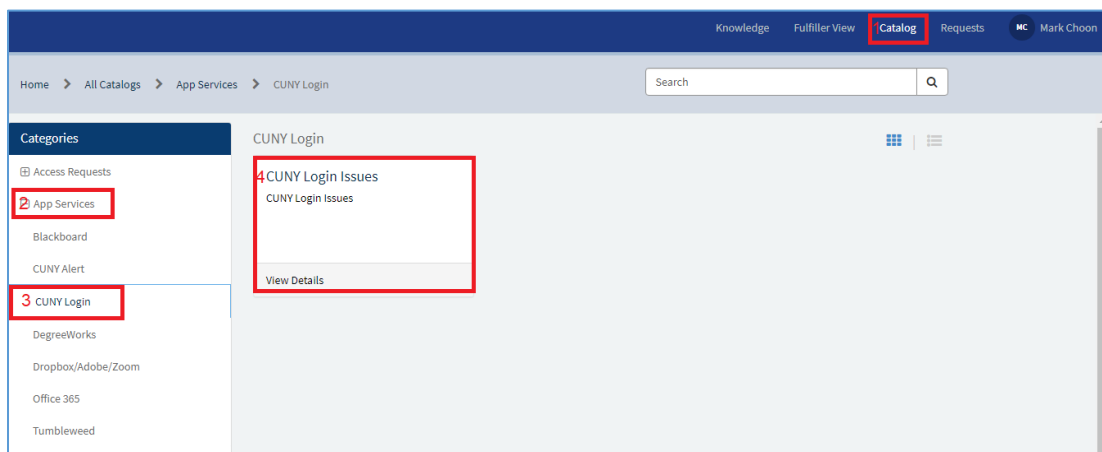
11. To check the **status** or **request an update** of the submitted the Service Incident/request, click on the open request, and enter additional comments or view the closed request.

How to login ServiceNow (SN) Portal – Central Office

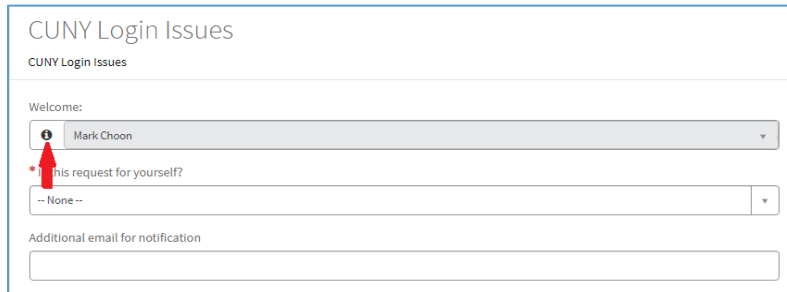
1. Navigate to <https://cunyithelp.cuny.edu/csp>
2. Click on "Login" on the upper right of the landing page.



3. Login with your **CUNYfirst** credentials (firstname.lastnameXX@login.cuny.edu).
Note: If you don't have **CUNYfirst** credentials, you can email ITServices@gc.cuny.edu to get a ticket created
4. After successfully logged into the SN portal, the "Knowledge | Catalog | Requests" options will appear.
5. Click on the "Catalog" option, and the left pane will have a list of **CUNY Enterprise Categories**:
Note that the categories are predicated to your CUNYfirst profile (Staff/Faculty, Students), roles (HR, Business Office, Registrar...) and campus affiliation(s).
 - a. Select "**CUNY Enterprise Catalog**" to report an CUNY enterprise incident/request on CUNYfirst, Office 365, Blackboard, Dropbox/Adobe/Zoom, Tumbleweed to **Central Office**.
 - b. Select "**CUNY Enterprise Access Catalog**" to request access/changes on Campus Solutions, Financials and Human Capital Management to **Central Office**.
6. Select "**CUNY Enterprise Catalog**"
 - a. For **CUNYfirst** related issues, select "App Services" (left panel) -> "CUNY Login" -> "CUNY Login issues."
 - b. For **MFA** related issues, select "App Services" -> "Office 365" -> "Office 365 Issue."
 - c. For **Zoom** related issues, select "App Services" -> "Dropbox/Adobe/Zoom" -> "Report Application Issue."

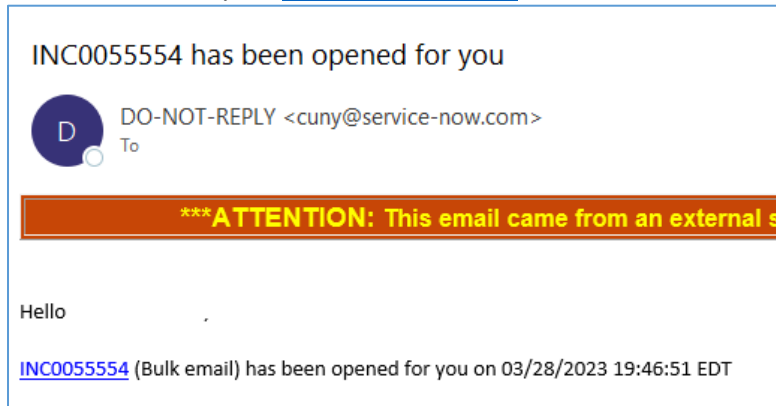


When filling out the form, check your **Service Now Profile*** to make sure the **info** is accurate; see next page how to update your [Service Now Profile](#).

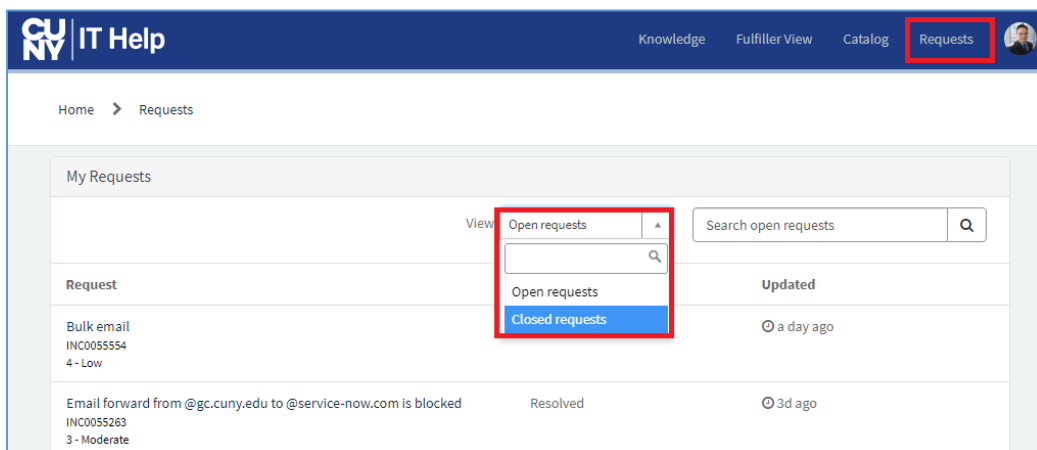


Note that there's an option to include attachments at the bottom of the form.

7. After the form is submitted, an email notification from **DO-NOT-REPLY** will be sent to your email address associated to your [Service Now Profile](#).



8. You can click on the **INC** hyperlink to check the status of report incident/request, Or navigate to <https://cunyithelp.cuny.edu/csp> to check on status/resolution of the Open/Closed requests.

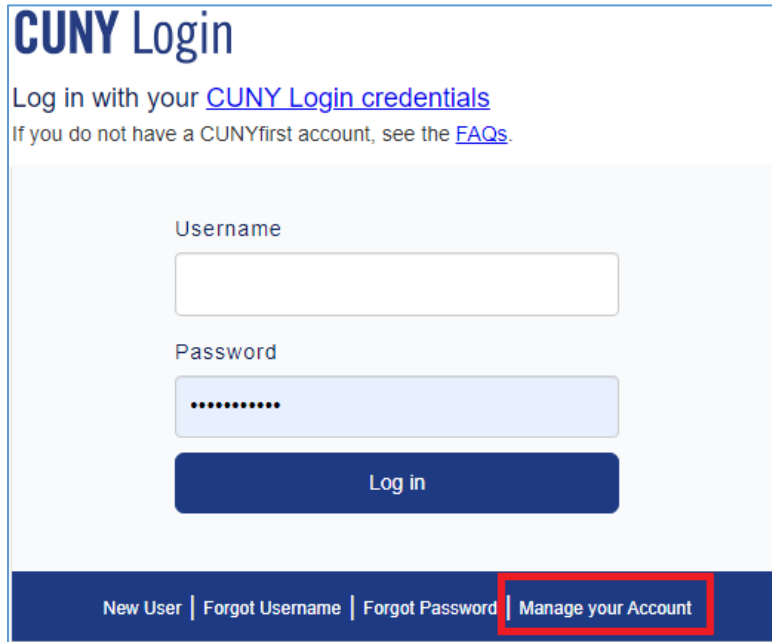


To check the **status** or **request an update** of the submitted the Service Incident/request, click on the open request, and enter additional comments or view the closed request.

How to update Service Now Profile

If your email address is incorrect in the CUNY IT Help – **Service Now Profile**, you may update it by changing it on the CUNY Login Homepage:

- 1) Go to <https://home.cunyfirst.cuny.edu>
- 2) Click on the “Manage your Account” link



CUNY Login

Log in with your [CUNY Login credentials](#)
If you do not have a CUNYfirst account, see the [FAQs](#).

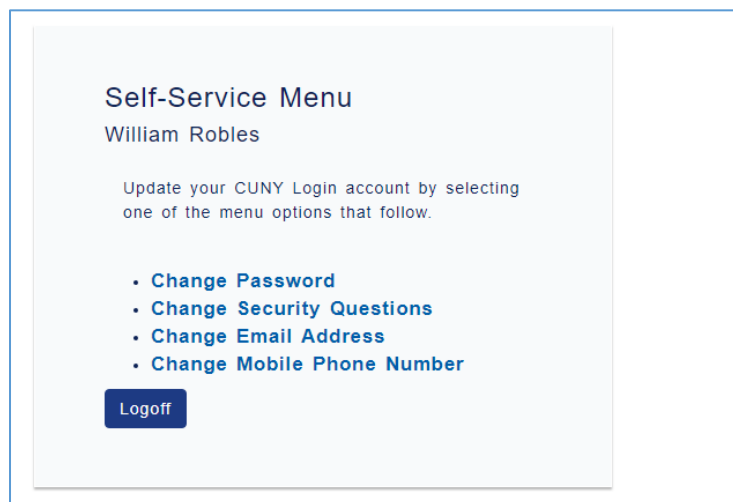
Username

Password

Log in

New User | Forgot Username | Forgot Password | **Manage your Account**

- 3) Login using your CUNY Login credentials and then click on the “Change Email Address.”



Self-Service Menu
William Robles

Update your CUNY Login account by selecting one of the menu options that follow.

- **Change Password**
- **Change Security Questions**
- **Change Email Address**
- **Change Mobile Phone Number**

Logoff

- 4) Update the email address of your choice, please note that the system will send an email with a link that you must link on to validate the request. Upon doing so, your email should be updated. Please note that the email change within the system can take 24 to 48 hours. If you place any requests during this time, it may still reflect your current email.

Service Now Training video.

Service Now [training video](#) is also available (login via CUNYfirst credentials):