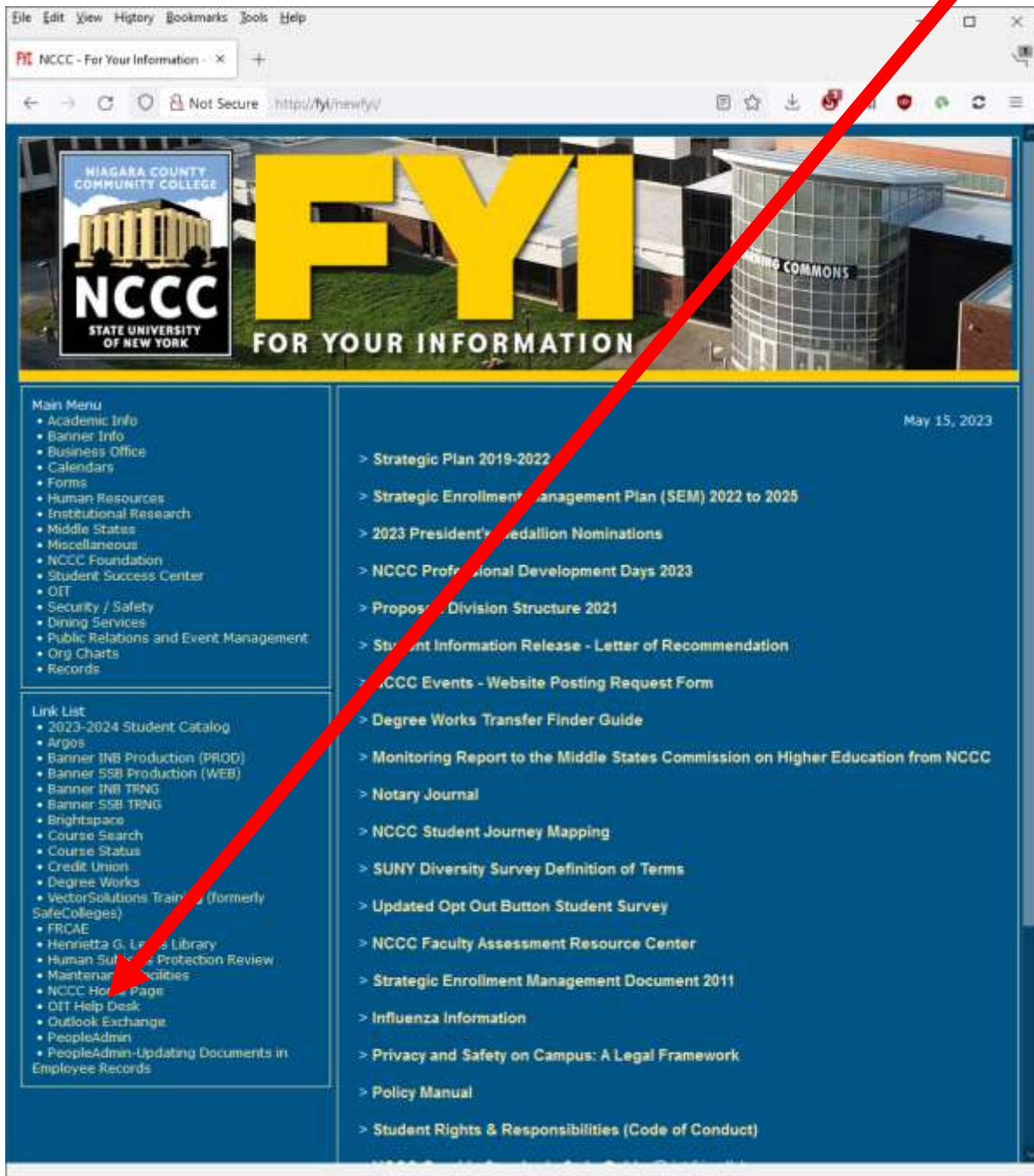


How to Submit an OIT request for service

There are 3 ways to access Issue Trak in order to submit a ticket for request for OIT service:

- 1) directly at <https://helpdesk.niagaracc.suny.edu>
- 2) from the FYI page (<http://fyi2.niagaracc.suny.edu/newfyi/>) while on campus **only**
- 3) from the College's main Web page (<https://www.niagaracc.suny.edu/>)

To access Issue Trak from the [FYI page](#) (available only on campus), click on [OIT Help Desk](#):



To access Issue Trak from the [College's main Web page](#), scroll to the bottom of the page & under "Resources" click on "[OIT Helpdesk](#)".

The screenshot shows a web browser window displaying the Niagara County Community College website. The browser's address bar shows the URL <https://www.niagaracc.suny.edu/>. The website features a dark blue header with navigation links: I AM, CHECK APP STATUS, MYNCCC, CONTACT US, and WEB FEEDBACK. Below the header is a white navigation bar with the NCCC logo and links for ADMISSIONS, ACADEMICS, CAMPUS LIFE, ATHLETICS, COMMUNITY, ABOUT US, and an APPLY TODAY button. The main content area has three large colored buttons: Request Information (green), Schedule a Visit (yellow), and Contact Admissions (blue). Below this is a dark blue footer area with four columns of links: ABOUT, CAREERS, COMMUNITY, and RESOURCES. The RESOURCES column includes links for Banner Web, Bookstore (Sanborn Campus), Bookstore (NFCI), Campus Directory, Library, OIT Helpdesk, Order Transcripts, Shuttle Schedule, Student Consumer Information, and Information. A red arrow points from the text above to the 'OIT Helpdesk' link in the RESOURCES column. The footer contains copyright information for 2023, contact details (3111 Saunders Settlement Rd., Sanborn, NY 14132 | 716-614-6222), and social media icons for Twitter, Facebook, YouTube, Instagram, and a phone icon.

On the Issue Trak login page, submit your [email account](#) username & password.



The screenshot shows the login page for NCCC's Help Desk. At the top left is the NCCC logo. The page title is "NCCC's Help Desk". Below the title is a section titled "Please Sign In". It contains instructions: "Please login using your NCCC issued username and password. This is the same login information you use to log into your office computer and/or your email account." There are two input fields: "User ID:" and "Password:". Below these fields is a blue "Sign In" button. At the bottom of the form area, there is a link that says "Switch To Mobile Format".

Once logged in, you will see your name at the top of the screen.

Click on **Submit Issue**.



The screenshot shows the dashboard after logging in. At the top, a dark navigation bar contains "Home" on the left, "Welcome, [redacted name]" in the center, and "Log Out" on the right. Below this is the NCCC logo and the page title "NCCC's Help Desk". On the left side, there is a "My NCCC" sidebar menu with options: "My Issues", "My Settings", "Submit Issue", "Lookup Issue #", "Knowledge Base", and "Scan PC". The "Submit Issue" option is highlighted with a red box and an arrow pointing to it from the text "Click on Submit Issue.". The main content area is titled "My Issues" and contains a "Welcome to NCCC's Help Desk" message. Below this is a "Show Open Issues" section with a list of counts: "As Submitter (0)", "As Task Assignee (0)", and "As Task Available (0)". There is also a "My Reports" section with a "Hide Shared Reports" toggle and a list of reports: "Report open tickets by assignee *", "Sample Open Issues by Issue Type *", "Sample Open Issues by Priority *", "Terri Open (5) *", and "Todd Open (5) *". At the bottom of the reports section, there is a "(5) Saved Search" and a "* Show" link. Below the reports section are three buttons: "Run Report", "Edit Report", and "Delete Report".

For the **Subject** –type a brief but relevant description of your issue.

In the **Full Description** box, providing specific details, explain what the issue is. Please be as descriptive as possible, including specific error messages & codes if applicable.

To choose an **Issue Type**, click on the **Down Arrow** to show the options & select the one that best describes the issue.

Please **NOTE:** There are Subtypes to choose from. For additional information of subtypes, please see the additional documentation on the FYI page.

Please use your best judgement with subtypes. Sometypes may contain subtypes that are all inapplicable to your issue. Some types don't even have subtypes. If you're unsure, then don't feel obligated to choose a subtype.

If you have a specific time frame in which you need the issue completed, then please enter a **"Required By" Date**. You can enter the date manually or use the Calendar feature to the right of the field to select a date.

If you would like to attach a file to the ticket, then check the box labeled “Include Attachment(s)? (upload screen will display on submit)”. An additional step will appear after submission of the ticket by which you can attach files. You can submit 3 files at a time.

Supporting Info

Location ID: D200 - D200 [details](#)

Tasks

Task	Assigned To	Completed	Time
<input type="checkbox"/> Include Attachment(s)? (upload screen will display on submit)			

* Required

Submit Issue Submit and Copy

Please NOTE: There have been known problems with attaching larger sized files & larger sized PDFs in particular. Please contact the Help Desk if you cannot attach a file.

You will receive an email with the ticket information that you entered. You will then receive additional emails as the ticket gets processed.

Please NOTE: Any questions or comments about the ticket will be located at the **BOTTOM** of the issue, not the top. Whenever you receive any emails regarding to your issue, **please scroll to the bottom** to see if there is a question or comment for you to address which are found in the “Notes” section.

If you need assistance, then please call the **Help-Desk** at extension **6730**

8:00 am – 4:00 pm Monday – Friday

(Summer hours, mid-May to late July, 8:00 am – 5:00 pm Monday – Thursday).