How to Submit a Help Desk Ticket

There are two ways to access the Help Desk System:

1) You can access the Help Desk from the FYI page (fyi.niagaracc.suny.edu) while on campus ONLY or
2) You can access the Help Desk from the main web page (niagaracc.suny.edu) from any computer.

Directly below is how to access the Help Desk system via the FYI page from on campus then directly below that is how to locate the Help Desk system via our main web page. Once to the login screen the directions will be the same regards of how you accessed the Help Desk system.

To access the Help Desk system from the **NCCC FYI home page** type FYI in the address bar of any web browser. If that only brings up a list of FYI pages then type fyi.niagaracc.suny.edu to get to the page you see below.

Click on **OIT Help Desk**:
To access the Help Desk system from our main webpage go to niagaracc.suny.edu then click on the **Quick Links** as shown below:

Once expanded click on **NCCC Helpdesk**:

Either way with then take you to the log in screen of the Help Desk system as shown below.
Fill in the **User ID** and **Password**, which are exactly the same as when you log into your computer or email accounts.

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

Click on **Submit Issue**.
For the **Subject**—type a brief description of what the issue is about, please be specific. (example: Unable to get to cnn.com)

Then, in the **Full Description** box, providing specific details, explain what the issue is. (example: I am using Internet explorer and trying to get to cnn.com and it is giving a 505 error)

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

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

If you have a specific time frame in which you need the issue completed, please enter a “**Required By Date:**” You can use the Calendar to the right of the field to select a date.
If you need to add an attachment check the box and follow the instructions, if you need further instructions see the documentation on the FYI page.

Once you feel you have put in a complete and specifically described issue just click on **Submit Issue** button and you are done.

You should 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 please call the **Help-Desk** at extension **6730** between the hours of **7:30 am – 5:00 pm Monday - Friday.**