

# 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**:



The screenshot shows the NCCC website header with the date July 20, 2011. The main menu on the left includes a link to the OIT Help Desk. A red arrow points to this link. The main content area displays several news items and links, including 'NEW: > LEARNING COMMONS CONCEPT STUDY', 'NEW: > 2012 PROFESSIONAL DEVELOPMENT CFP FORM', 'NEW: > NEW FOR ADVISORS: ADVISOR AVAILABILITY FORM FOR SUMMER/FALL 2011: NEW STUDENT ADVISEMENT', 'NEW: > ALL COLLEGE MEETING', 'NEW: > NEW FOR ADVISORS: ADVANCE REGISTRATION SIGN-UP SHEETS: SUMMER/FALL 2011', '> NCCC Organizational Chart', '> Periodic Review Report for Middle States', '> H1N1 Flu Guidance', '> Privacy and Safety on Campus: A Legal Framework', '> Strategic Goals And Objectives', '> Academic Advisement & Advisor Manual', and '> Policy Manual - REVISED JUNE 2009'.


To access the Help Desk system from our main webpage go to niagaracc.suny.edu then click on “Helpdesk” under the **RESOURCES** column at the bottom of the page as shown below:

<b>ABOUT</b>	<b>COMMUNITY</b>	<b>OPPORTUNITIES</b>	<b>STUDENTS</b>	<b>RESOURCES</b>	
Archives	Camp NCCC	College Association	Banner Web	Acrobat Reader	    
History	Closings/Cancellations	Jobs	Blackboard Learn	Directory	
Maps / Directions	Community Education	NCCC Foundation Jobs	Degree	Events Calendar	
Mission	Emergency Messaging	NCCC Jobs	Evaluation	Faculty/Staff	
President's Message	System	Scholarships	Emergency	<b>Helpdesk</b>	
Publications	Public Relations		Messaging	Outlook Login	
Quick Facts	SBDC (Small Bus. DC)		System	Web Accessibility Info	
Virtual Tour	Workforce Development		Library		
			Pay Tuition		
			Transcript Order		
			T-Wolves mail		

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[Web Feedback](#)

Which will 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.



**NCCC's Help Desk**

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**Please Sign In**

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.

User ID:

Password:

[Switch To Mobile Format](#)

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

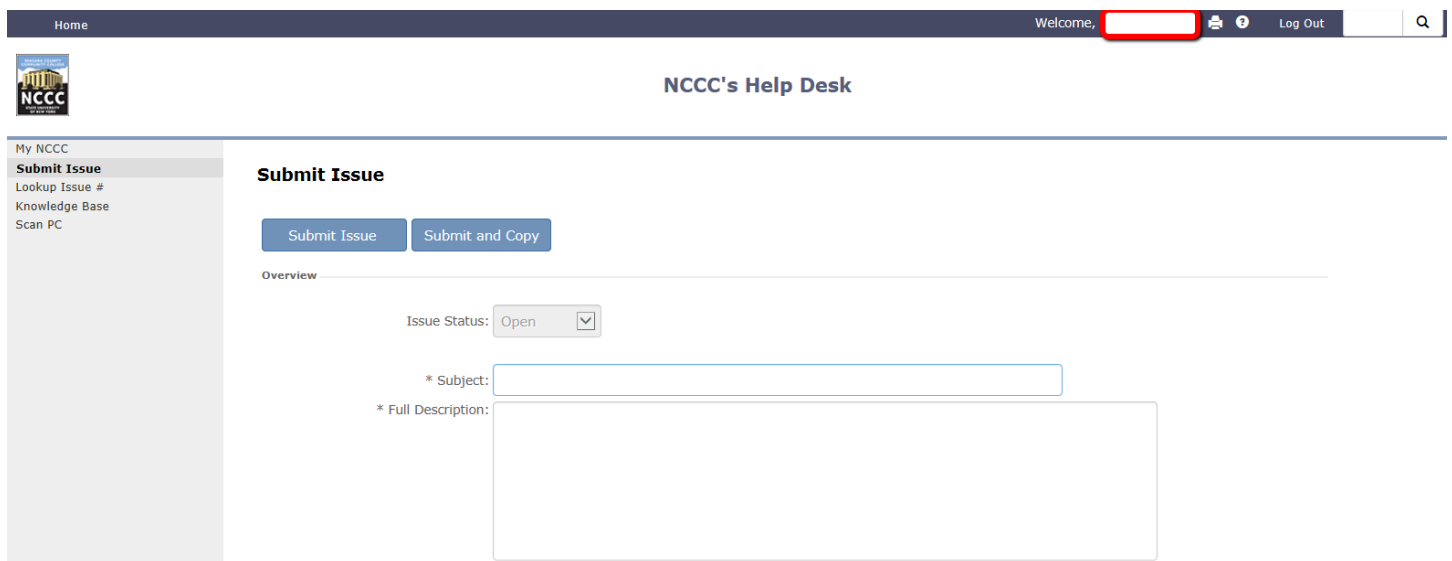
Click on **Submit Issue** under My NCCC on the left.



The screenshot shows the 'My Issues' section of the NCCC's Help Desk. The top navigation bar includes 'Home', 'Welcome, [redacted]', and 'Log Out'. The left sidebar lists 'My NCCC' options: 'My Issues', 'My Settings', 'Submit Issue', 'Lookup Issue #', 'Knowledge Base', and 'Scan PC'. The main content area is titled 'My Issues' and contains a 'Show Open Issues' section with counts for 'As Submitter ( 0)', 'As Task Assignee ( 0)', and 'As Task Available ( 0)'. Below this is a 'My Reports' section with a 'Hide Shared Reports' button 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 are buttons for 'Run Report', 'Edit Report', and 'Delete Report'.

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)



The screenshot shows the 'Submit Issue' form in the NCCC's Help Desk. The top navigation bar is the same as the previous screenshot. The left sidebar now highlights 'Submit Issue'. The main content area is titled 'Submit Issue' and has two buttons: 'Submit Issue' and 'Submit and Copy'. Below these is an 'Overview' section with a form. The 'Issue Status' is set to 'Open' with a dropdown arrow. The '\* Subject:' field is a text input box. The '\* Full Description:' field is a larger text area.

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



This is a close-up of the 'Issue Type' dropdown menu. The label '\* Issue Type:' is followed by a text input field and a dropdown arrow. An arrow points to the dropdown arrow. Below it is the 'Subtype 1:' label followed by another text input field and a dropdown arrow.

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.

Resolution Info

Required By Date:   mm/dd/yyyy

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.

Supporting Info

Location ID:   details

Tasks

Task	Assigned To	Completed	Time
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Include Attachment(s)? (upload screen will display on submit)

\* Required

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**.