IssueTrak Instructions

Step 1: Log In

On Campus

First go to the NCCC FYI home page.

1. Click on Public Relations > **IssueTrak Login**
2. Fill in the **User ID** and **Password**, which are exactly the same as when you log into your computer on campus.
3. Once logged in, you will see your name at the top of the screen.
4. Click on **Submit Issue**.

Off Campus

First go to the NCCC home page.

1. Click on Faculty/Staff > **IssueTrak Login**
2. Fill in the **User ID** and **Password**, which are exactly the same as when you log into your computer on campus.
3. Once logged in, you will see your name at the top of the screen.
4. Click on **Submit Issue**.

Step 2: View Instructions

Before submitting a job ticket for Print Shop, Graphic Design, or Web Design, view applicable instructions for further information. This will determine the best option for your work needs. These documents can be found on:

On Campus: NCCC FYI home page > Public Relations
Off Campus: NCCC home page > Faculty/Staff

- [Print Shop Job Ticket Instructions](#)
- [Graphic Design Job Ticket Instructions](#)
- [Web Design Job Ticket Instructions](#)

Step 3: Submitting a Job Ticket

Once the **Submit Issue** screen is shown:

1. Type a brief description of what the issue is about for the **Subject.**
2. Then, in the **Full Description** box, providing specific details, explain what the issue is.
3. To choose an **Issue Type** click on the **Down Arrow** to show the options, select the one that best defines the issue.
4. Choose applicable **Sub-Type** by clicking on the **Down Arrow** that will give more specific options pertaining to your **Issue Type**.
5. 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 determine and select a date. **AT LEAST 14 WORKING DAYS IN ADVANCE.**
6. Once you feel you have put in a complete and specifically described issue, just click on S**ubmit Issue** button and you are done.

You should receive an email with the ticket information that you entered. You will then receive emails as the ticket gets processed. If there are any questions that we need answered, they may be asked through the ticket. ***Whenever you receive any email in regards to your issue **please scroll to the bottom** to see if there is a question or comment for you to address found in the "Notes" section*.