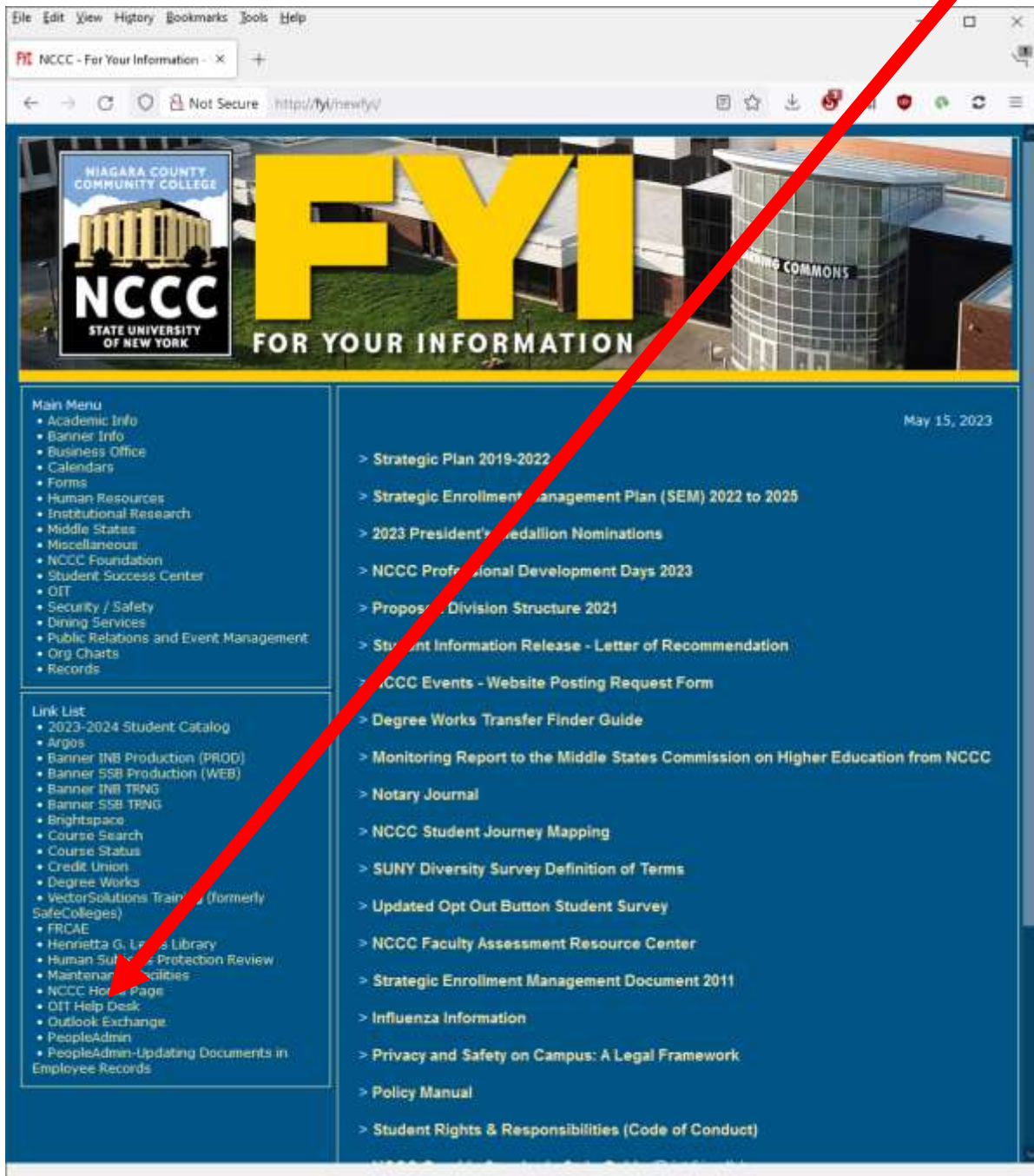


# How to Submit an OIT request for service

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 the homepage of Niagara County Community College. At the top, there is a navigation bar with links: I AM, CHECK APP STATUS, MYNCCC, CONTACT US, and WEB FEEDBACK. Below this is a secondary navigation bar with links: ADMISSIONS, ACADEMICS, CAMPUS LIFE, ATHLETICS, COMMUNITY, ABOUT US, and an APPLY TODAY button. The main content area features three large colored boxes: Request Information (green), Schedule a Visit (yellow), and Contact Admissions (blue). Below these is a large blue section with four columns of links. The 'RESOURCES' column on the right contains the following links: 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 in the first block to the 'OIT Helpdesk' link in the 'RESOURCES' column. The footer contains copyright information, contact details, and social media icons.

File Edit View History Bookmarks Tools Help

The Smart Place to Start - Niaga X

https://www.niagaracc.suny.edu/

I AM CHECK APP STATUS MYNCCC CONTACT US WEB FEEDBACK

ADMISSIONS ACADEMICS CAMPUS LIFE ATHLETICS COMMUNITY ABOUT US APPLY TODAY

**Request Information** **Schedule a Visit** **Contact Admissions**

**ABOUT**  
Administration  
Board of Trustees  
Maps / Directions  
Quick Facts  
**COLLEGE HOURS**  
Monday-Friday, 8am to 4pm

**CAREERS**  
Student Career Services  
Work at NCCC

**COMMUNITY**  
Performing Arts  
Small Business Development Center  
Trott Access Center  
Ways to Give  
Workforce Development

**RESOURCES**  
Banner Web  
Bookstore (Sanborn Campus)  
Bookstore (NFCI)  
Campus Directory  
Library  
OIT Helpdesk  
Order Transcripts  
Shuttle Schedule  
Student Consumer Information  
Information

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3111 Saunders Settlement Rd., Sanborn, NY 14132 | 716-614-6222 | Web Feedback  
Accessibility Info

Twitter Facebook YouTube Instagram Phone Email

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. To its right is the text "NCCC's Help Desk". Below this is a section titled "Please Sign In". It contains a message: "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 is a "Sign In" button. At the bottom left of the sign-in section is a link that says "Switch To Mobile Format".

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

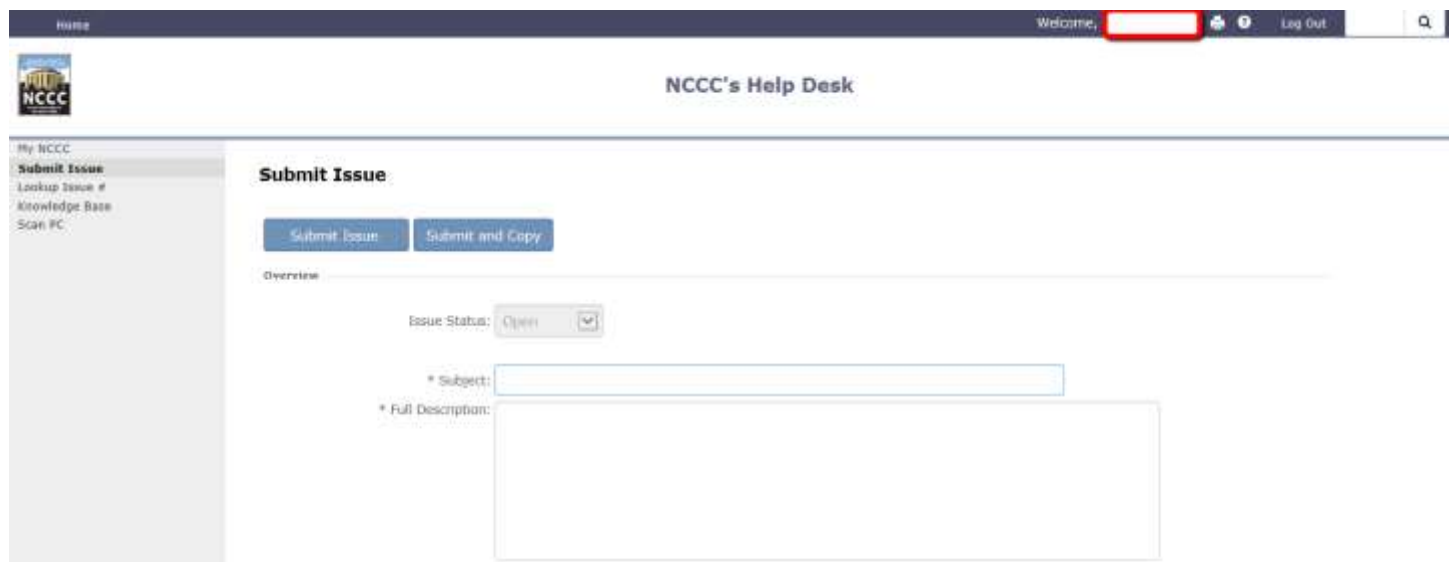
Click on **Submit Issue**.



The screenshot shows the dashboard after logging in. At the top is a dark navigation bar with "Home" on the left, "Welcome, [redacted]" in the center, and "Log Out" on the right. Below this is the NCCC logo and the text "NCCC's Help Desk". On the left is a sidebar menu with "My NCCC" at the top, followed by "My Issues", "My Settings", "Submit Issue", "Lookup Issue #", "Knowledge Base", and "Scan PC". The "Submit Issue" item 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 three bullet points: "As Submitter ( 0 )", "As Task Assignee ( 0 )", and "As Task Available ( 0 )". Below that is a "My Reports -" section with a "Hide Shared Reports" toggle. It lists several 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 this section is a "(5) Saved Search" link and a "\* Show" link. At the very bottom 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.



The screenshot shows the 'NCCC's Help Desk' interface. At the top, there's a navigation bar with 'Home', 'Welcome, [redacted]', and 'Log Out'. Below this is a sidebar with 'My NCCC' and 'Submit Issue' (which is highlighted). The main content area is titled 'Submit Issue' and contains two buttons: 'Submit Issue' and 'Submit and Copy'. Below these buttons is a section labeled 'Overview' with the following fields: 'Issue Status' (a dropdown menu currently showing 'Open'), '\* Subject:' (a text input field), and '\* Full Description:' (a large text area).

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

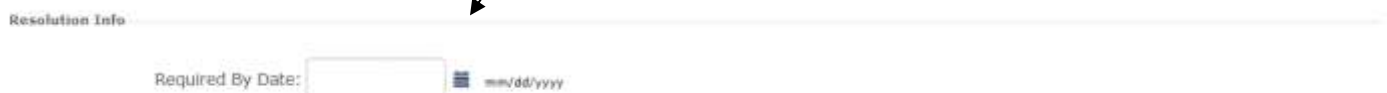


This close-up shows two dropdown menus. The first is labeled '\* Issue Type:' and has a downward arrow icon on its right side. An arrow points to this icon. The second dropdown menu is labeled 'Subtype 1:' and also has a downward arrow icon on its right side.

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.



This close-up shows the 'Resolution Info' section. It includes a field labeled 'Required By Date:' followed by a text input box and a calendar icon. To the right of the calendar icon is the text 'mm/dd/yyyy'.

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.

The screenshot shows a web form for submitting a ticket. At the top, there is a section labeled 'Supporting Info' with a 'Location ID' field containing 'D200 - D200' and a 'details' link. Below this is a 'Tasks' section with a table header: 'Task', 'Assigned To', 'Completed', and 'Time'. Under the 'Task' column, there is a checkbox labeled 'Include Attachment(s)? (upload screen will display on submit)'. A red arrow points to this checkbox. Below the table, there are two buttons: 'Submit Issue' and 'Submit and Copy'. A second red arrow points to the 'Submit Issue' button. A small asterisk with the word 'Required' is visible on the right side of the form.

**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).