

31-10 Thomson Avenue - Long Island City, NY 11101- Telephone (718) 482-7200

CREATING A TICKET FOR PAYROLL AND HUMAN RESOURCES

- 1. Go to <u>https://cunyithelp.cuny.edu/csp</u> to login to Service Now ticketing system.
- 2. Click on the 'Log in' link on the top right of the screen.

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Browse IT Services Browse IT Services Available To You	Find Answers Browe And Search For Articles, Rate Or Submit Feedback	Reach Tech Resources & Help Desks Reach Campus Tech Resources & Service Desk

3. Enter your CUNYFirst credentials to login to the system.

N Y
Web Applications Login
If you are logging into a University cloud service offering, such as Dropbox or Microsoft Office 365 for Education, you agree to abide by the terms in the <u>CUNY Acceptable Use of University Data in the Cloud</u> policy.
Log in with your CUNY Login credentials:
Username
Password
Login
 > Forgot Password > New User > Forgot Username >.Manage.your.Account

4. Click on the 'Catalog' link on the top right menu.

₩ IT Help		Knowledge Catalog Requests 28 Jane Smith
BARKCHCOLLES With an and With an and With an and With an and With and	Need Help with Technology?	
Browse IT Services Available To You	Find Answers Browse And Search For Articles, Rate Or Submit Feedback	Reach Tech Resources & Help Desks Reach Campus Tech Resources & Service Desk Information

5. On the left-side menu, click on 'LaGuardia Community College Catalog'.

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Home > All Catalogs		Search	٩	
Categories	Popular Items		III :=	
CUNY Enterprise Access Requests CUNY Enterprise Catalog LaGuardia Community College Catalog	Submit Inquiry Create incident for items under CF Financials (0/Jbudget, Asset Mgt, Procument, Trave & Exp, Cash Mgmt, AR/Billine; etc) or CUNYBux.	Report an issue Create an incident record for items that are not listed on the service catalog.	Report Application Issue	
	View Details	View Details	View Details	
	Human Capital Management Create incident items for CUNVIIIst Human Capital Management.	Blackboard Issue	Office 365 Issue	
	View Details	View Details	View Details	
	Update Campus Email Update Campus Email	LAGCC Human Resources [Benefits] [Compliance Training] [COVID] [CUNYfirst]	Campus Solutions Access Re	
	View Details	View Details	View Details	
	Procurement Access Form	LAGCC Payroll [Direct Deposit] [Full-Time Time and Leave] [Payment Inquiries] [PRAssist]	Tumbleweed Request Tumbleweed is used to provide secure file transfer of critical business files, financial transactions and sensitive data such as social security# across	
	View Details	View Details	View Details	

6. The page will refresh with all the LaGuardia Catalog Items. Click on 'LAGCC Payroll' or 'LAGCC Human Resources' at the bottom of the screen.

IT Help	12 1			Knowledge Catalog	Requests Jane Smith
	Home > All Catalogs > LaGuardia Cos	nmunity College Catalog	Search	۹	
	Categories	LaGuardia Community College Catalo	Dg		
	CUNY Enterprise Access Requests CUNY Enterprise Catalog LaGuardia Community College Catalog	*LAGCC - Submit an Incident (Something is broken)	LAGCC Accounts Management [CUNYfirst Access] [SIMS] [Local SharePoint Sites]	LAGCC Campus Applications [Faculty & Staff Portal] [SEMS] [C2C] [SIRS]	
		View Details	View Details	View Details	
		LAGCC Collaboration Tools [Blackboard Support] [Zoom] [DropBox]	LAGCC Communications Req [Email] [Text Message]	LAGCC Data Request [Adhoc Report] [Recurrent Report/Process] [New Data Store/BI Report]	
		View Details	View Details	View Details	
		LAGCC Employee Email [Client Access] [Shared Mailbox] [Distribution Group]	LAGCC Human Resources [Benefits] [Compliance Training] [COVID] [CUNVIfirst]	LAGCC IT Equipment Purchas [IT Approvals] [Request A Quote]	
		View Details	View Details	View Details	
		LAGCC Labs/Classrooms [A/V Projector Issue] [Media support] [Setup/Configure Hardware]	LAGCC Mail Center [Mailing Jobs]	LAGCC Network Services [Wi-Fi] [Remote Access/VPN] [Network Shared Folder]	
		View Details	View Details	View Details	
		LAGCC Office Workstation [Hardware] [Software]	LAGCC Payroll [Direct Deposit] [Full-Time Time and Leave] [Payment Inquiries] [PRAssist]	LAGCC Print Center [Exam Print Request] [Booklets] [Calendars]	
		View Details	View Details	View Details	

 The window will open a form to input a ticket. Please fill in the required information marked by the red asterisk (*). We recommend to enter the description of the problem which can expedite the ticket resolving process. After the form is completed, please click 'Submit'.

IT Help		Knowledge Catalog Requests 15 Jane Smith
	Home > All Catalogs > Service Catalog > LaGuardia Community College Catalog > LAGCE Poyrell	٩
	LAGCC Payroll [Direct Deposit] [Full-Time Time and Leave] [Payment Inquiries] [PRAssist]	Submit
	Welcome: Tamara Pando	Required information (blueneestine proverti) Cotegory Statestory
	- None - Additional email for notification	v
	*Category Rone	
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	Short Description	
	Description	
	Add attachments	