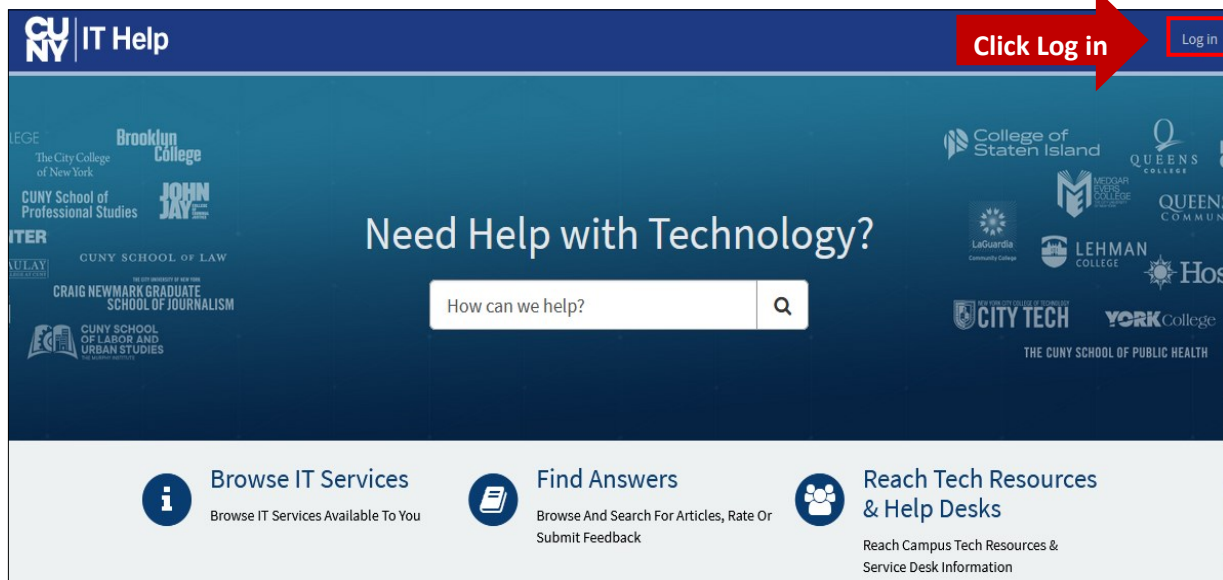


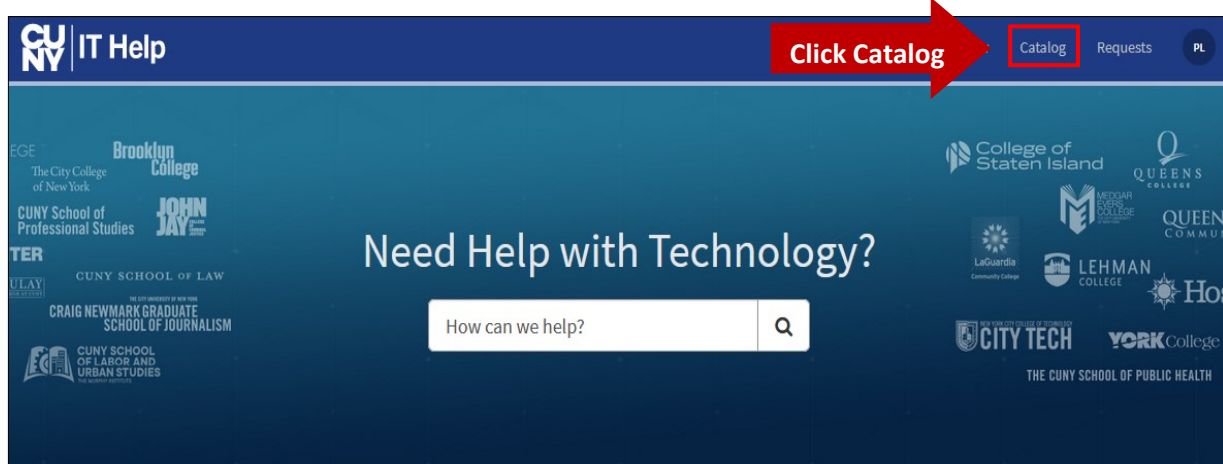
SUBMITTING A SERVICENOW INCIDENT

1. Go to <https://cunyithelp.cuny.edu> and click **Log in** (upper right hand corner).

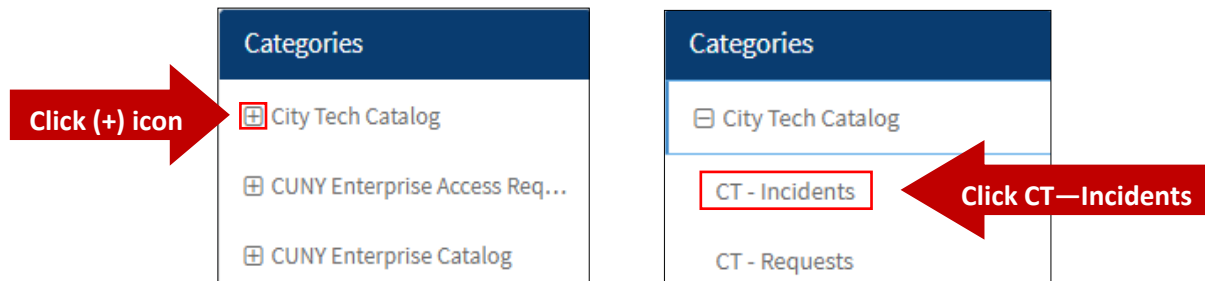


2. Enter your **CUNY Login** credentials.

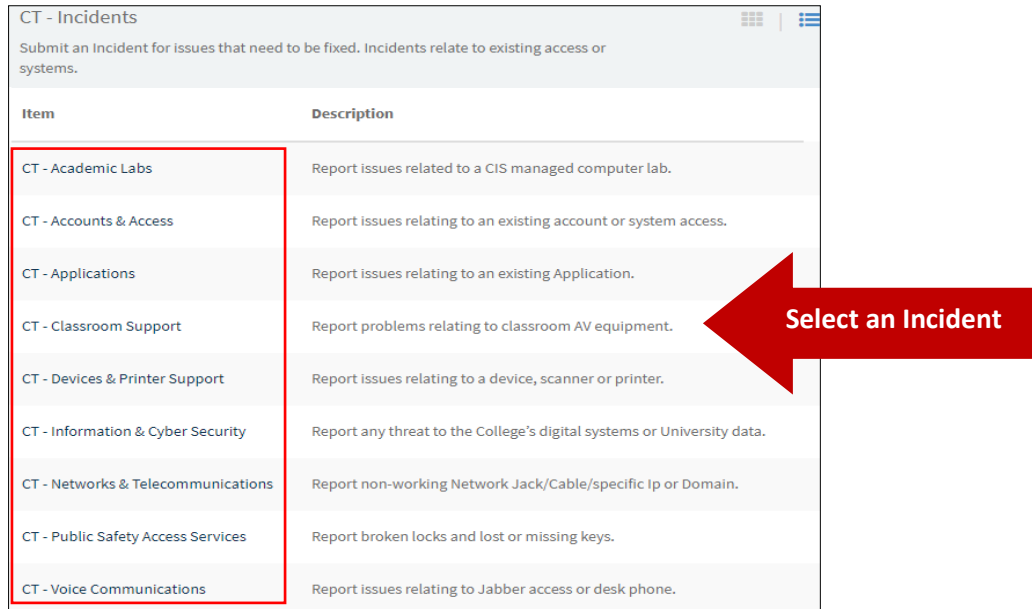
3. Click on **Catalog**



4. On the left hand side, click on the plus (+) symbol next to **City Tech Catalog** to expand categories. Click on **CT - Incidents**.

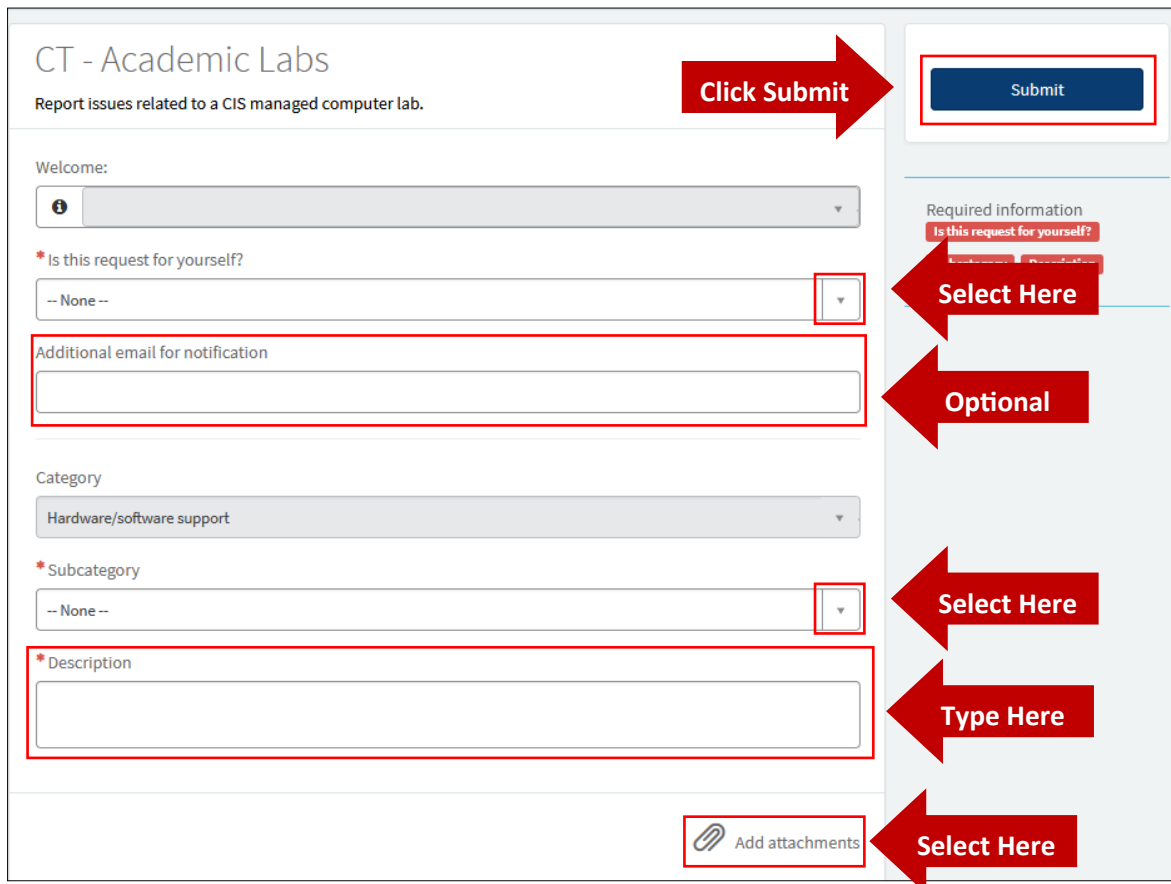


5. You will see a list of Incidents to select from, select the appropriate item to submit an Incident for an issue that needs to be fixed.



Item	Description
CT - Academic Labs	Report issues related to a CIS managed computer lab.
CT - Accounts & Access	Report issues relating to an existing account or system access.
CT - Applications	Report issues relating to an existing Application.
CT - Classroom Support	Report problems relating to classroom AV equipment.
CT - Devices & Printer Support	Report issues relating to a device, scanner or printer.
CT - Information & Cyber Security	Report any threat to the College's digital systems or University data.
CT - Networks & Telecommunications	Report non-working Network Jack/Cable/specific Ip or Domain.
CT - Public Safety Access Services	Report broken locks and lost or missing keys.
CT - Voice Communications	Report issues relating to Jabber access or desk phone.

6. After clicking on the appropriate Incident, fill out the form areas shown with an (*). You can add an additional email address to receive notifications (optional). Click on **Add attachments** if needed to provide screenshots of the issue. Once you click **Submit to finish**. An email notification will be sent to your inbox including the Incident number (**INC**).



CT - Academic Labs
Report issues related to a CIS managed computer lab.

Welcome:

*** Is this request for yourself?**
-- None --

Additional email for notification

Category
Hardware/software support

*** Subcategory**
-- None --

*** Description**

Click Submit

Submit

Select Here

Optional

Select Here

Type Here

Select Here

Add attachments