

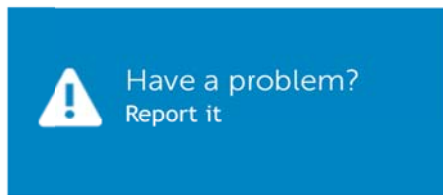
# Tickets

Creating tickets for issues, requests or inquiries in the new YConnect Portal is as follows:

Get to the Login Page, log in to the system, from the Home Page go to **Quick Actions** and click on the **“Have A Problem? Report It”** Blue Box.

A new blank ticket will open. Fill in a very Brief **Description**, a **Summary** for any details and select an appropriate **Category** and at the bottom click on **Save**. If everything is ok there will be a **Green Bar** at the top with your reference ticket number. That’s it, IT will take care of the rest.

## Quick Actions



New Case | York IT Service Desk

Brief Description: (required)

Summary:

Category: (required)  
Please select one...

Attachments:  
Choose File no file selected  
Add Another Attachment

Screenshots:  
Paste screenshot

Save Apply Changes Cancel

# Features

Besides creating tickets you can add attachments of any file types and you can also add screenshots.

Additionally you can always check statuses of your open cases and add more information to them.

Remember to click on the Home button to keep up to date with IT announcements and access to FAQ’s

## Service Desk In The Library

AC-4G01

<http://www.york.cuny.edu/it/service-delivery-unit/service-desk>

718-262-5311

YORK COLLEGE

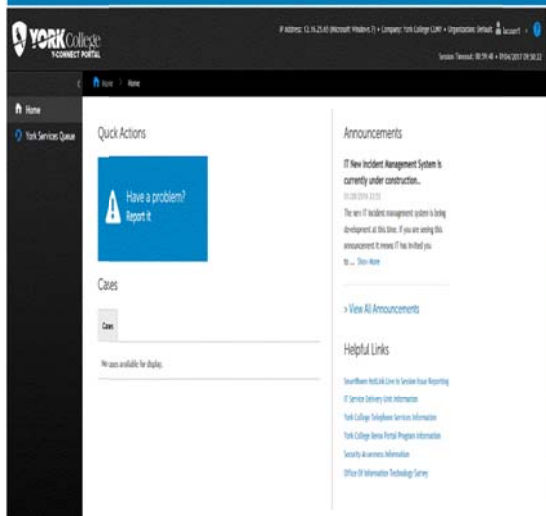
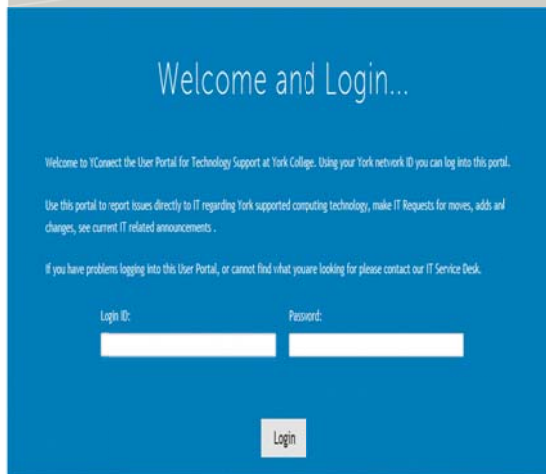


YORK COLLEGE  
Y-CONNECT PORTAL

YCONNECT

# Welcome to YConnect Portal

The new YConnect Portal is a fresh new web experience for getting IT Services. From reporting issues with technology to making request for IT Services the new YConnect Portal is your one stop shop for getting results. This brochure is a quick start guide on how to log in. If after reviewing this information you have any questions contact IT directly by dialing our Service Desk at ext. 5311



**YORK** College  
Y-CONNECT PORTAL

## YConnect Portal Quick Start Guide

The new YConnect Portal supports all browsers. After you add the following address to your web browser save it as a favorite for all future visits:

<https://ithelp.york.cuny.edu>

Once you press enter, the Login Page for YConnect Portal will appear. Using your network credentials, log in.

Once you are logged in you will be in the YConnect Portal Home Page. From this page you will be able to create tickets for issues, requests and inquiries. You can also review your tickets, check on statuses and see key IT announcements. In addition there will be many useful IT links on the new YConnect Portal home page.

In the back of this brochure are quick steps on creating tickets in the new YConnect Portal.

If you run into any challenges getting started remember we are here to support you and all your IT needs.

Please contact our Service Desk at ext. 5311 for any support needs. You can also visit our new web page on the new YConnect IT Portal at:

[www.york.cuny.edu/YConnect](http://www.york.cuny.edu/YConnect)

In addition you will see a new icon on your desktop for the new YConnect Portal like this: