

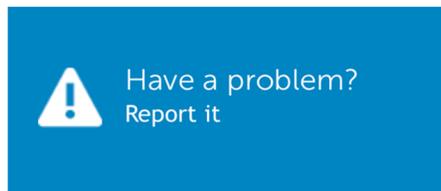
# Tickets

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

From across the top of the York main web page choose either “**Current Student**” or “**Faculty/Staff**”, click then find “**Online Services**” then “**IT Self Service**” Open **YCONNECT** and login using your campus network account. Under “**Quick Actions**” 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. The Office of Information Technology will take care of the rest from there.

## Quick Actions



# Features

When creating tickets for services you can add attachments of any file types, you can also add screenshots.

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

In addition, if you have opened any **YConnect** Sign-In tickets at any of the student offices you can see statuses for them in your queue when you login to **YConnect**. No matter which Office you created them in. The system maintains your history of interactions with the student offices.

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

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

718-262-5311

YORK COLLEGE

94 20 GUY R. BREWER BLVD  
JAMAICA, NEW YORK 11451

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



YCONNECT  
PORTAL FOR ALL IT SERVICES

# Welcome to YConnect Portal

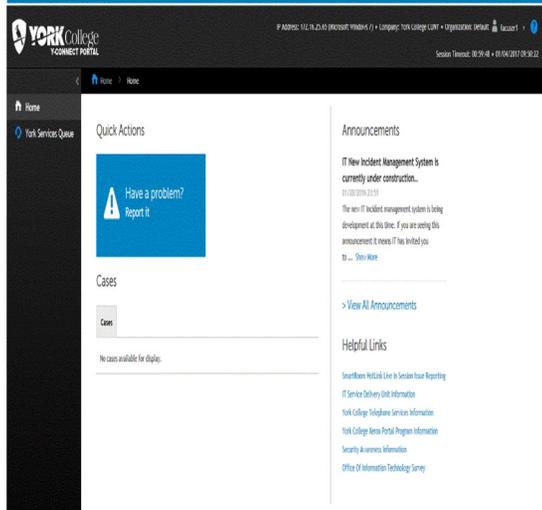
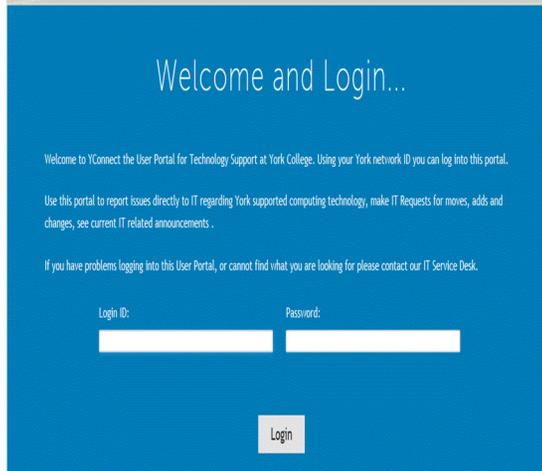
The new YConnect Portal is a fresh new web experience for getting IT Services. From reporting issues with technology on campus to making request for IT Services the new YConnect Portal is your one stop shop for getting results. This brochure is a quick start guide on how to log in. If after reviewing 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.

From across the top of the York main web page choose either **“Current Student”** or **“Faculty/Staff”**, click then find **“Online Services”** then **“IT Self Service”** Open **YCONNECT** and login using your campus network account.

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 for all things IT at:

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

Visit us under Service Delivery