

The Information Technology Services Department has implemented a new online Ticketing System (4ITSupport End User Portal) to submit requests for technical assistance. The Ticketing System will replace Email submission of requests for assistance effective, Thursday, July 30, 2015. The Ticketing System is easy to use and has helpful features not available when submitting requests by email. The 4ITSupport Team welcomes your questions and/or comments. You can also bring your questions or comments to our Help Sessions.

**ONE-HOUR HELP SESSIONS IN B2-31 APRIL 6TH - MAY 27TH**

- Monday 1:30 PM – 2:30 PM
- Wednesday 10:00 AM – 11:00 AM

## Features and Benefits Comparison – Email & Ticketing System

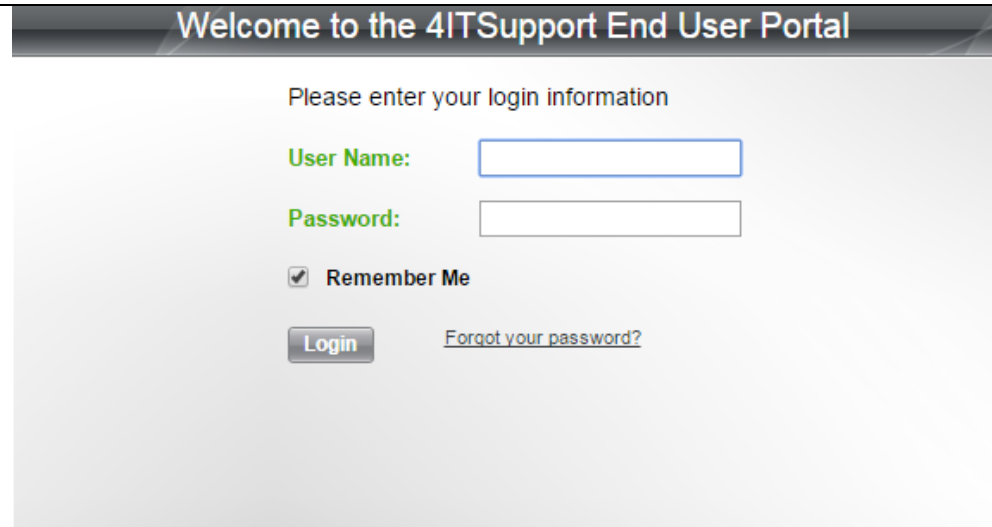
FEATURES	EMAIL	TICKETING SYSTEM
Browser independence – Submit requests for assistance through Internet Explorer, Chrome, or Firefox	✓	✓
Predefined Templates of requests frequently submitted for assistance to make entering requests easier and quicker.		✓
Check the progress the assigned Technician has made on resolving your service request.		✓
Make changes to the service requests you have submitted without contacting the 4ITSupport Team.		✓
Close the service requests you created without contacting the 4ITSupport Team if you decide you no longer need the service.		✓
Assign a priority to your service requests.		✓
Include attachment (s)	✓	✓
View the history of all service requests you submitted.		✓
Filters to sort and search your service requests.		✓
Automatically receive email updates as progress is made toward resolving service requests you submitted.		✓
Receive a courtesy call from the 4ITSupport Team upon completion of your service request to rate your satisfaction the ITS service upon completion of your service request with an option to complete a survey to rate the service you received on each request.	✓	✓
Copy others on your request to the 4ITSupport Team for assistance	✓	

**Getting Started – INSTRUCTIONS TO LOGIN AND SUBMIT A PROBLEM OR REQUEST TO 4ITSUPPORT**

<b>Logging into the Ticketing System</b>	<p><b>There are three Options to access the Ticketing System:</b></p> <ul style="list-style-type: none"><li>• <b>Option #1:</b> Go to the MyCCP Page. Scroll down to “To Contact 4ITSupport”. Under “Employee 4ITSupport”, Click on Submit a Request using the 4ITSupport End User Portal.</li><li>• <b>Option#2:</b> Log into MyCCP Click on the Employee Tab, and Click on the <b>4ITSupport</b> Link under the Administrative Forms and Links Channel.</li><li>• <b>Option#3:</b> Access the Ticketing System through one of the three Browsers (IE, Firefox, or Chrome). Type in the following URL <a href="http://ccphiladelphia.sysaidit.com">http://ccphiladelphia.sysaidit.com</a> and login with College account and password.</li></ul>
<b>Select a Service Option from the Ticketing System Menu</b>	<ol style="list-style-type: none"><li><b>1. SUBMIT A PROBLEM (INCIDENT)</b> Request technical assistance when you are experiencing a problem with something that is not working and you need help you to resolve the problem. In the Descriptive Details section of the Incident form, you can explain to the 4ITSupport Team the nature of the problem, specify what is affected (i.e. computer, printer, not able to login, can't connect to the Internet, problem with your email, Banner or Brio, forgot your password). Indicate the level of urgency. Be sure to include the phone # that the 4ITSupport Team can use to contact you and the best time you can be contacted, who else is having the problem, when it happened, a screen shot of the error message.</li><li><b>2. SUBMIT A REQUEST</b> If there's something technical you need from the ITS department (i.e. access, a Banner report, software installed, a phone installed, borrow a laptop), you can submit a request to the 4ITSupport Team.  <b>A RECORD OF YOUR INCIDENT OR REQUEST</b> is created for the 4ITSupport Team so that they can begin working on it immediately.</li><li><b>3. VIEW YOUR SERVICE HISTORY</b> Any service record (Problem or Request) you have submitted will show up here. This is where you view statuses, notes, updates, and solutions for service records you've already submitted. You are able to add additional notes for the 4ITSupport Team. You can even close your own service records if you are able resolve them on your own.</li></ol>

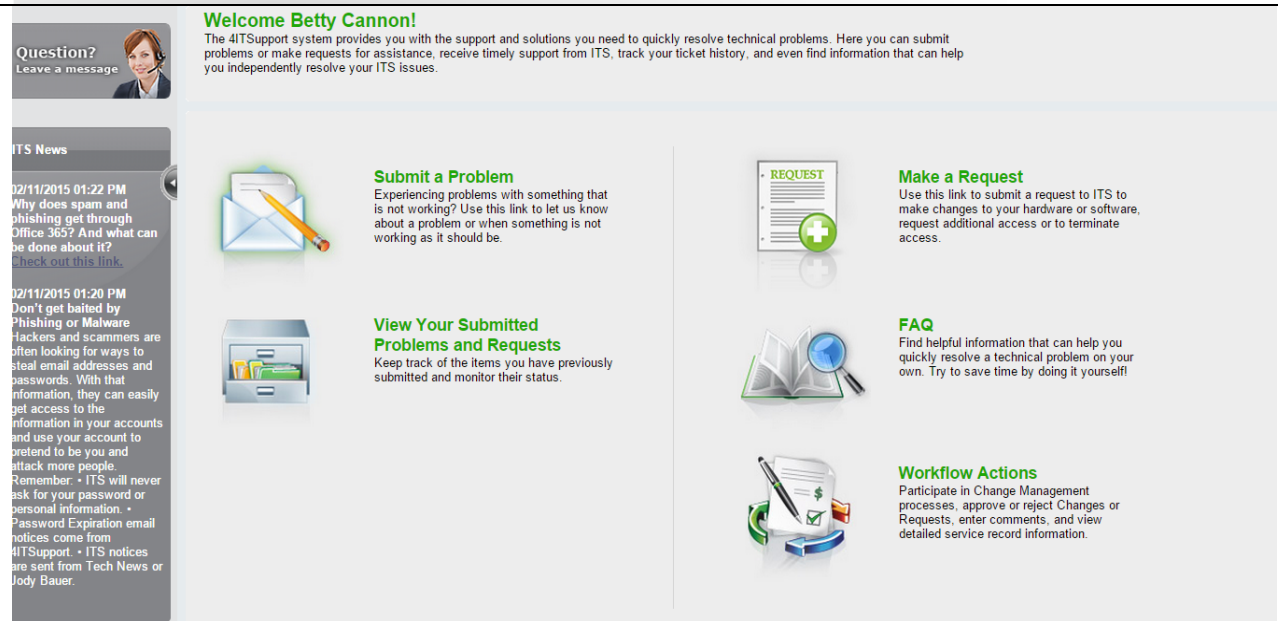
### Login Screen.

Users login with the same Username and Password used to login to MyCCP.



### Ticketing System Menu

- **Submit a service request to the 4ITSupport Team by clicking on Submit a Problem or Make a Request.**
- **Check the status of your request/problem by clicking on View Your Submitted Problems and Requests.**



**Question?**  
Leave a message

**ITS News**

02/11/2015 01:22 PM  
Why does spam and phishing get through Office 365? And what can be done about it?  
[Check out this link.](#)

02/11/2015 01:20 PM  
Don't get baited by Phishing or Malware  
Hackers and scammers are often looking for ways to steal email addresses and passwords. With that information, they can easily get access to the information in your accounts and use your account to pretend to be you and attack more people.  
Remember: • ITS will never ask for your password or personal information. • Password Expiration email notices come from 4ITSupport. • ITS notices are sent from Tech News or Jody Bauer.

**Welcome Betty Cannon!**  
The 4ITSupport system provides you with the support and solutions you need to quickly resolve technical problems. Here you can submit problems or make requests for assistance, receive timely support from ITS, track your ticket history, and even find information that can help you independently resolve your ITS issues.

**Submit a Problem**  
Experiencing problems with something that is not working? Use this link to let us know about a problem or when something is not working as it should be.

**View Your Submitted Problems and Requests**  
Keep track of the items you have previously submitted and monitor their status.

**Make a Request**  
Use this link to submit a request to ITS to make changes to your hardware or software, request additional access or to terminate access.

**FAQ**  
Find helpful information that can help you quickly resolve a technical problem on your own. Try to save time by doing it yourself!

**Workflow Actions**  
Participate in Change Management processes, approve or reject Changes or Requests, enter comments, and view detailed service record information.

**This is Input screen for Submitting a Problem or a Request using the Ticketing System**

The image shows a web form titled "General Details" for submitting a request. The form includes several fields and buttons, each with a red arrow pointing to a red-bordered text box explaining its function:

- Request user:** A dropdown menu showing "Your Name" and a text field for "Your Phone Number". An arrow points to a box stating: "Your name & phone number is automatically entered".
- Select a Topic:** A dropdown menu. An arrow points to a box stating: "Click the Drop Down to select the topic for your request".
- \* Title:** A text input field. An arrow points to a box stating: "The title is already entered here for your problem/request from the topic".
- \* Descriptive Details:** A large text area. An arrow points to a box stating: "Type the description of your request/problem here".
- \* Urgency:** A dropdown menu showing "Low". An arrow points to a box stating: "Indicate the priority of your request here".
- Attachments:** A section with an "Add" button. An arrow points to a box stating: "Optional: Click Add to locate the attachment on your".
- Submit/Cancel:** Two buttons at the bottom left. An arrow points to a box stating: "Click Submit to send your request/problem to the 4ITSupport Team or you can cancel. You're all done."

This is a sample of a REQUEST that includes the Progress / response from a 4ITSupport Team member.

The screenshot displays the 4ITSupport web interface. At the top left is the logo and at the top right is the version and user information. A navigation bar is located at the top right. The main content area shows a request titled "Request 20025" with the following details:

Title:	Borrow a laptop
Description:	THIS IS A TEST: Request Start Date for laptop loaner: 03/20/15 Return Date: 3/25/15 Contact Number: 215 751 8060
Support Type:	Email, Phone, and Loaner Loaner Laptop
Resolution:	
Modify time:	03/16/2015 11:41:49 AM
Status:	Assigned
Urgency:	Normal
Notes:	Patrick Gorman (03/16/2015 11:41:43): Laptop will be available for pickup 3/20/2015 2pm at Bonnell Bldg - 4ITSupport B2 38
Screen capture:	
Attachment:	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>
	<input type="checkbox"/> Close a service record

Buttons for "Add a note" and "Submit" are visible on the right side of the form.

Click in the Check Box to close this request. Your request will be automatically sent to the 4ITSupport Team.

This is the progress response entered by a 4ITSupport Team member.

Click on Add a Note to include a change/update to 4ITSupport about this Ticket.

**This is a sample of the automatic EMAIL reply that all End Users receive in response to Service Requests.**

Thank you for contacting 4ITSupport for assistance.

You are receiving this message because you submitted a new request for assistance, modified an existing request/incident, or the 4ITSupport Team has processed your request and want to confirm your satisfaction with our service.

New and existing service records will be addressed as soon as possible by a member of our team. If deskside support is required in your office, you will be contacted to confirm your availability for the service visit.

Please reference the Ticket number (included in the subject of this email) should you need to contact us further about this service request.

Regards,  
The 4ITSupport Team  
x6000

New Request (Basic Request) #20,025 has been created.  
Support Type: Email, Phone, and Loaner - Loaner - Laptop  
Date of Service Request: 3/16/15 11:29 AM  
Title: Borrow a laptop  
Descriptive Details: THIS IS A TEST:

Request Start Date for laptop loaner: 03/20/15  
Return Date: 3/25/15

Contact Number: 215 751 8060

**Note:**

A copy of the request/problem you submitted is included in the automatic response from the 4ITSupport Team





## 4ITSupport

- Phone: 215 496 6000
- Walk-in: B2-38