HOW TO CREATE A TICKET HUMAN RESOURCES & PAYROLL

1. Go to https://cunyithelp.cuny.edu/csp to login to Service Now ticketing system.
2. Click on the '**Log in**' link on the top right of the screen.
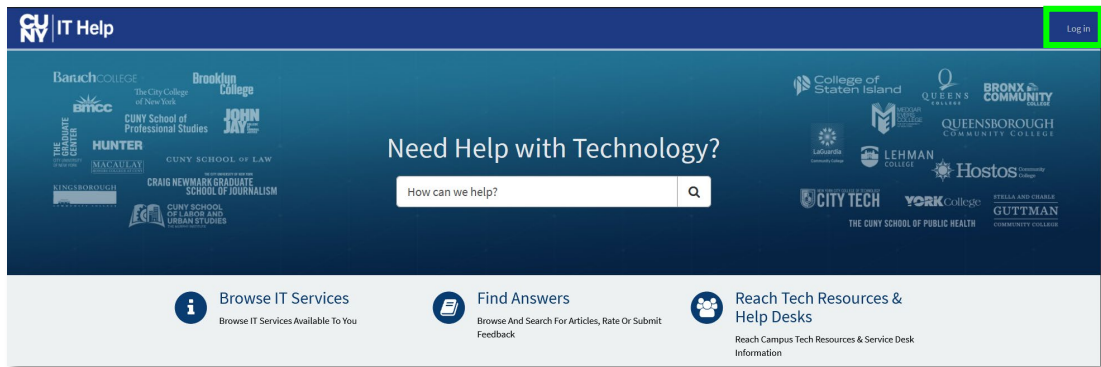
3. Enter your CUNYFirst credentials to login to the system.

4. Click on the '**Catalog**' link on the top right menu.
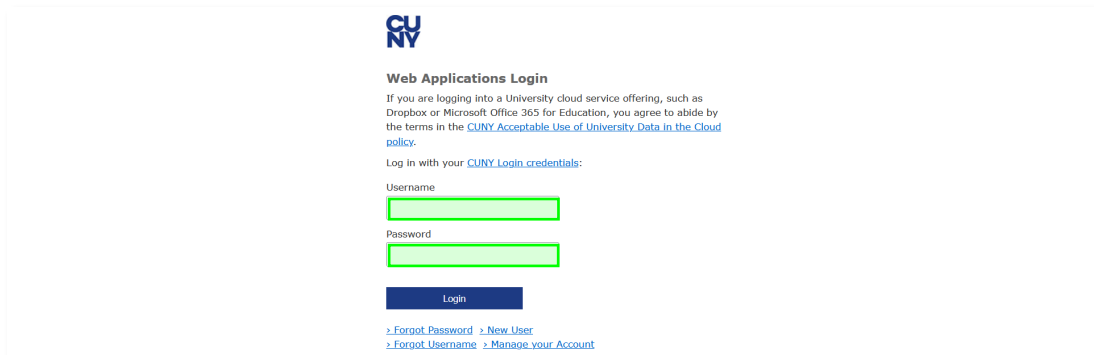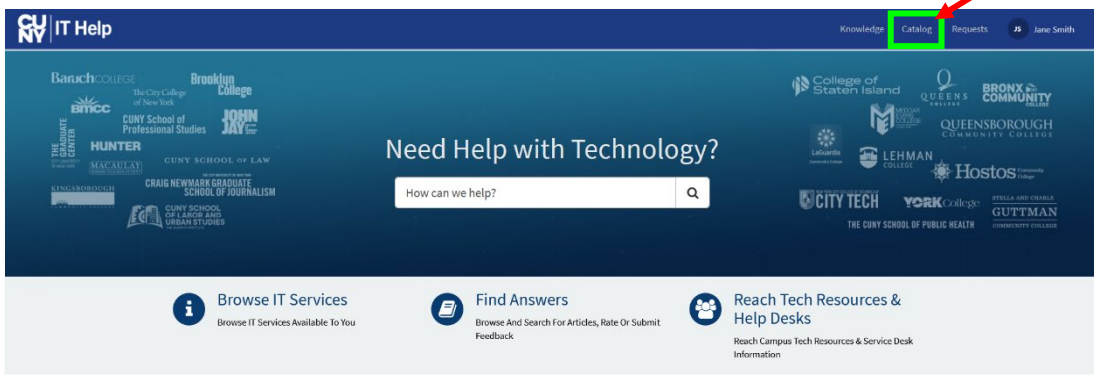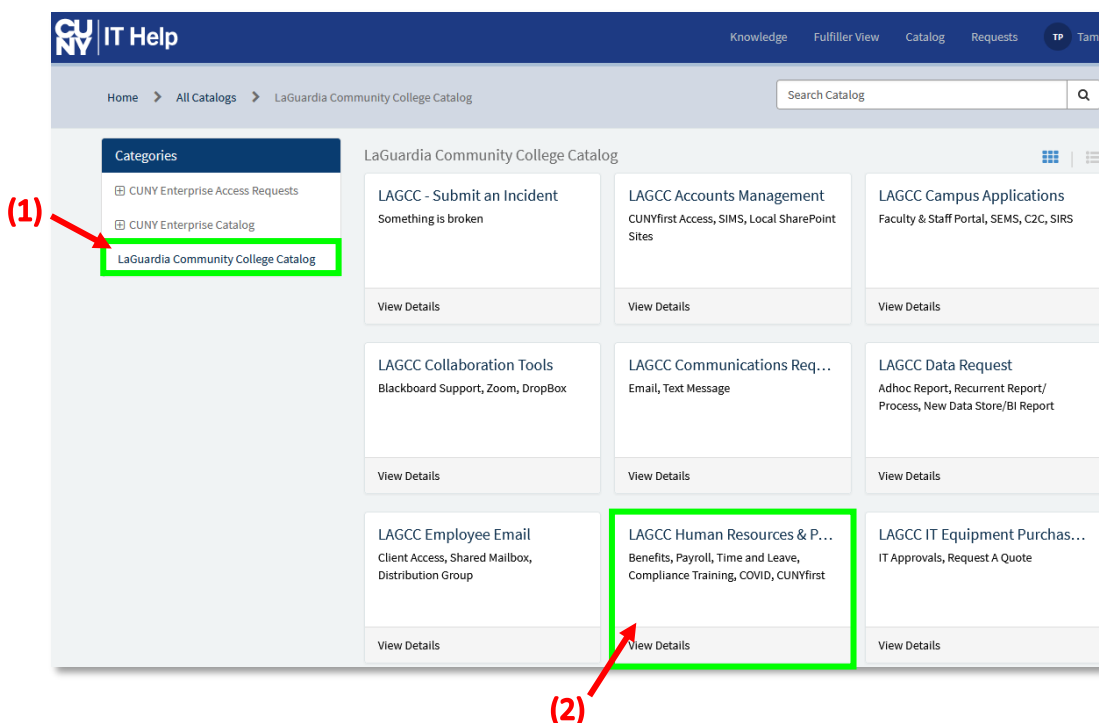
5. On the left-side menu, click on '**LaGuardia Community College Catalog**' **(1)**. Select the '**LAGCC Human Resources & Payroll**' tile **(2)**.

6. 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**'.