

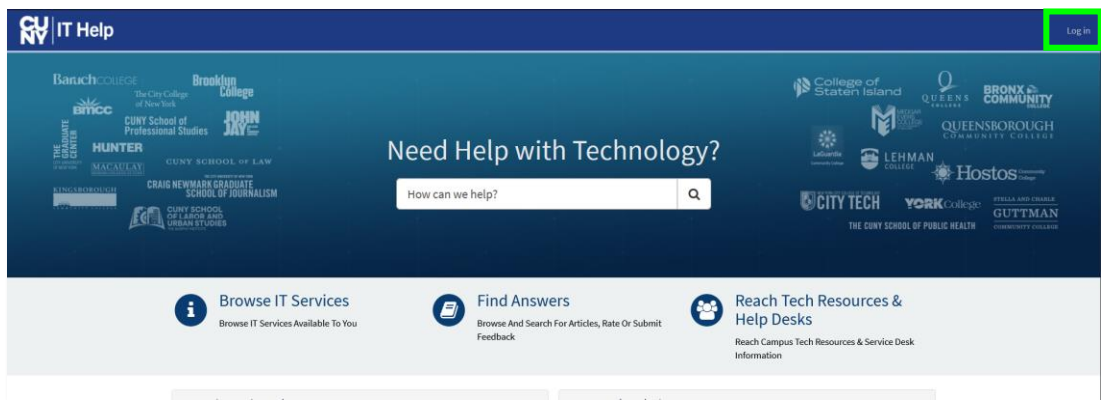


# LaGUARDIA COMMUNITY COLLEGE

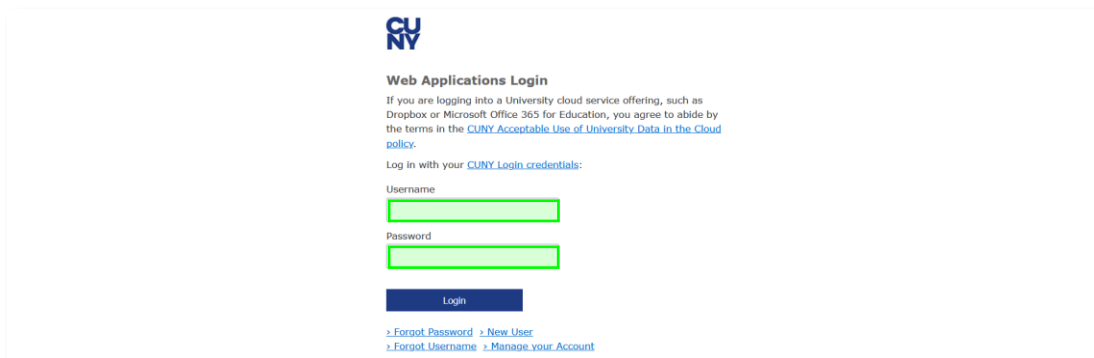
31-10 Thomson Avenue - Long Island City, NY 11101- Telephone (718) 482-7200

## CREATING A TICKET FOR PAYROLL AND HUMAN RESOURCES

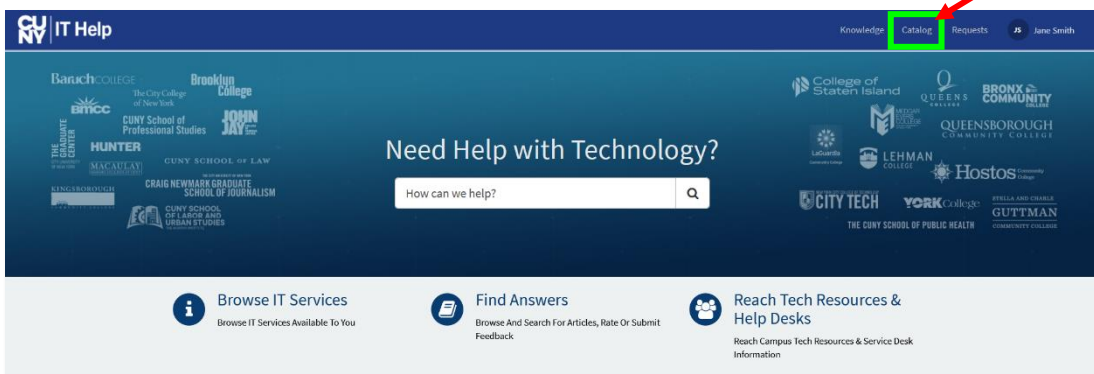
1. Go to <https://cunyithelp.cuny.edu/csp> to login to Service Now ticketing system.
2. Click on the 'Log in' link on the top right of the screen.



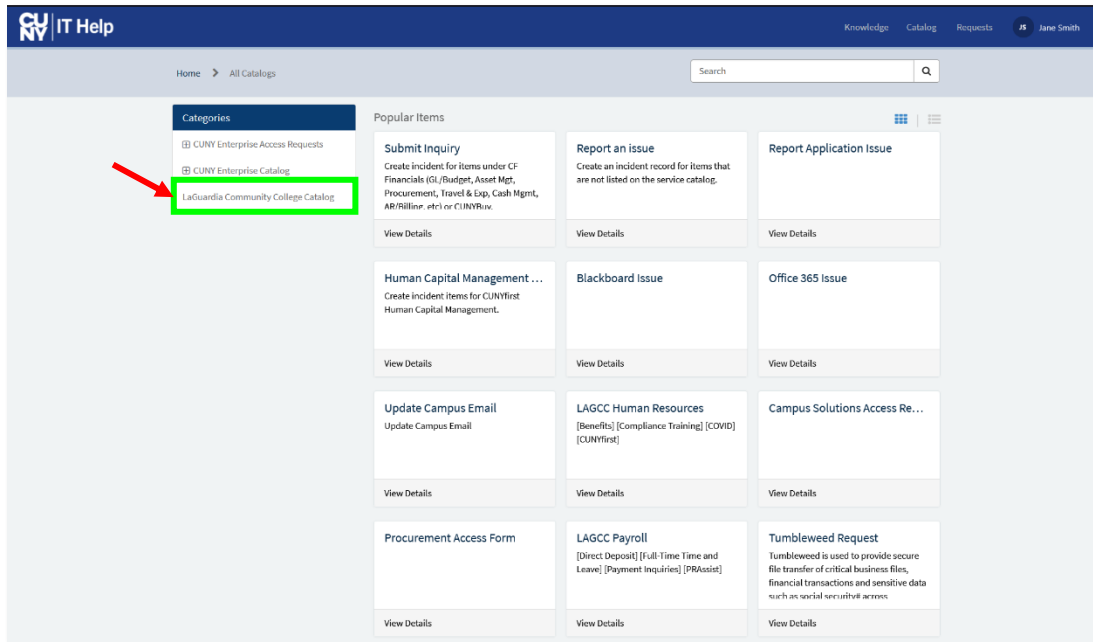
3. Enter your CUNYFirst credentials to login to the system.



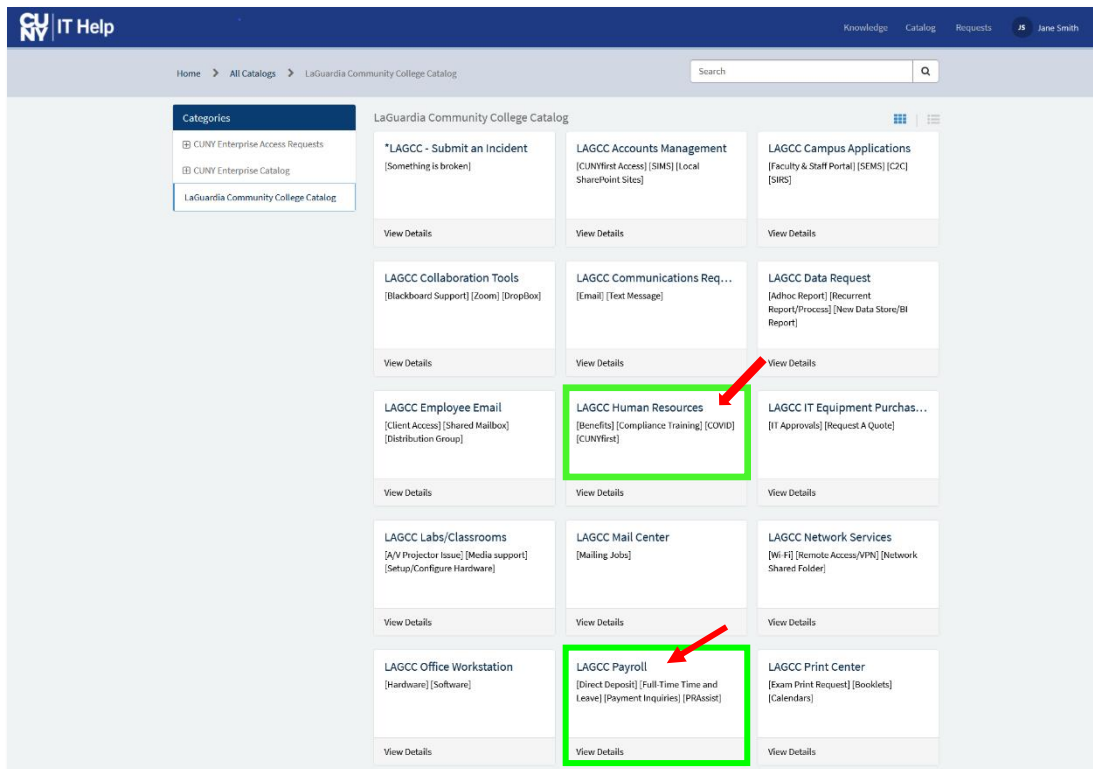
4. Click on the 'Catalog' link on the top right menu.



5. On the left-side menu, click on 'LaGuardia Community College Catalog'.



6. The page will refresh with all the LaGuardia Catalog Items. Click on 'LAGCC Payroll' or 'LAGCC Human Resources' at the bottom of the screen.



- 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'.

The screenshot shows the 'LAGCC Payroll' ticket submission form. The form is titled 'LAGCC Payroll' and includes links for '[Direct Deposit]', '[Full-Time Time and Leave]', '[Payment Inquiries]', and '[PRAssist]'. The user is logged in as 'Tamara Pando'. The form contains several required fields marked with a red asterisk (\*):

- 'Is this request for yourself?': A dropdown menu with 'None' selected.
- 'Category': A dropdown menu with 'None' selected.
- 'Subcategory': A dropdown menu with 'None' selected.
- 'Short Description': A text input field.
- 'Description': A larger text input field.

A 'Submit' button is located at the top right of the form, highlighted with a red box and a red arrow pointing to it. Below the form, there is an 'Add attachments' button.