

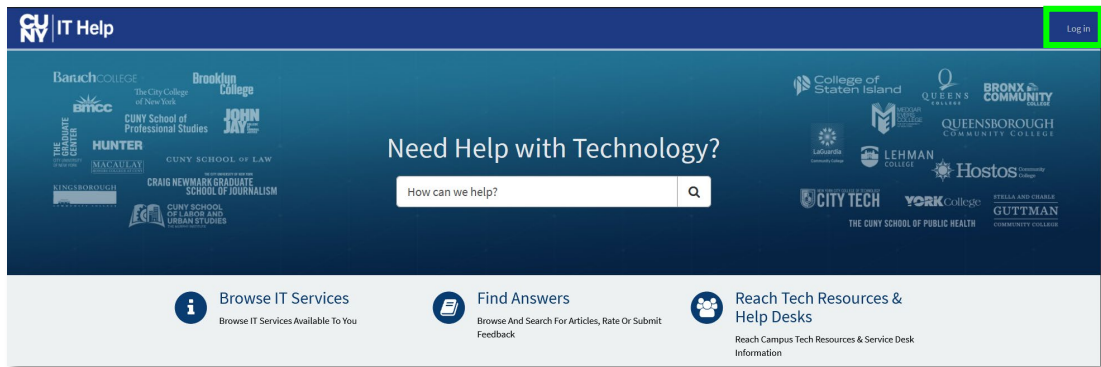


LaGUARDIA COMMUNITY COLLEGE

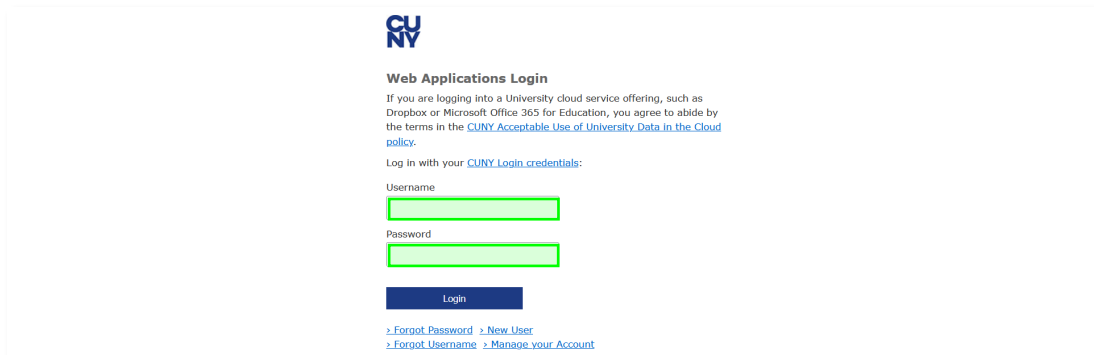
31-10 Thomson Avenue - Long Island City, NY 11101- Telephone (718) 482-7200

HOW TO CREATE A TICKET HUMAN RESOURCES & PAYROLL

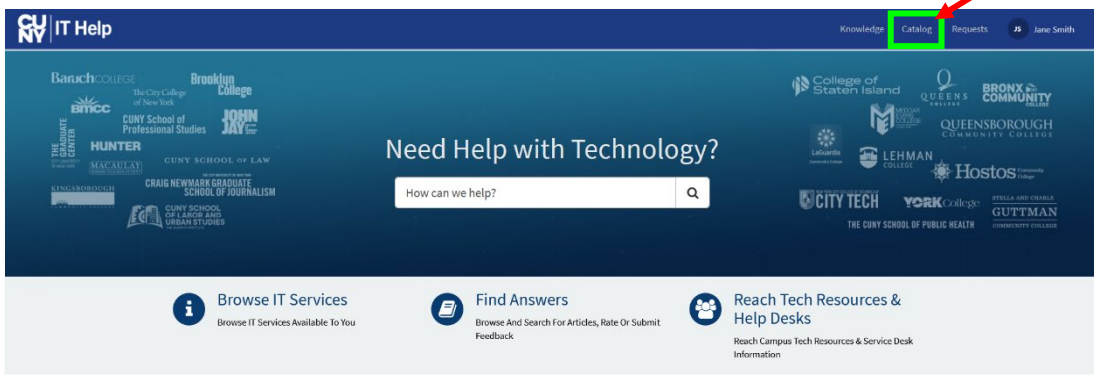
1. Go to <https://cunyithelp.cuny.edu/csp> to login to Service Now ticketing system.
2. Click on the 'Log in' link on the top right of the screen.



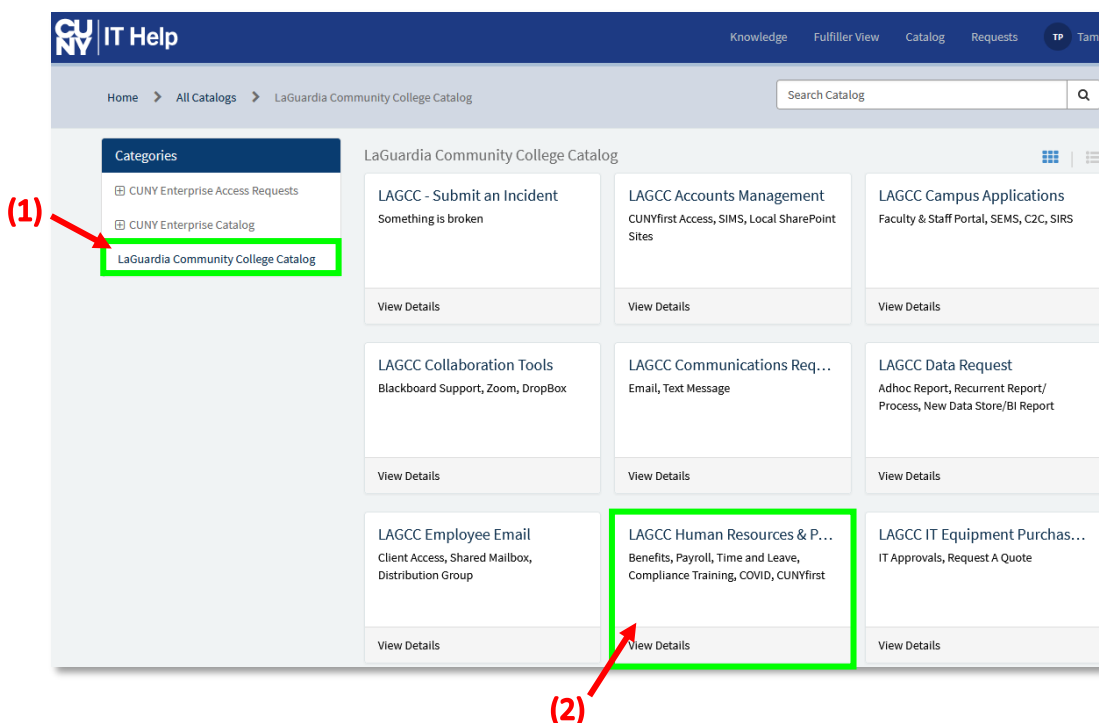
3. Enter your CUNYFirst credentials to login to the system.



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'.

The screenshot shows the 'LAGCC Human Resources & Payroll' ticket submission form. The form includes a 'Welcome:' section with a user selection dropdown (currently showing 'Tamara Pando'). Below this is a required field 'Is this request for yourself?' with a dropdown menu (currently showing '-- None --'). There is an optional text field for 'Additional email for notification'. Further down are two more required dropdown fields: 'Category' and 'Subcategory', both currently showing '-- None --'. At the bottom are two text fields: 'Short Description' and 'Description'. On the right side of the form, there is a 'Required information' section with a 'Submit' button highlighted by a red arrow. The 'Submit' button is a blue rectangle with white text.