

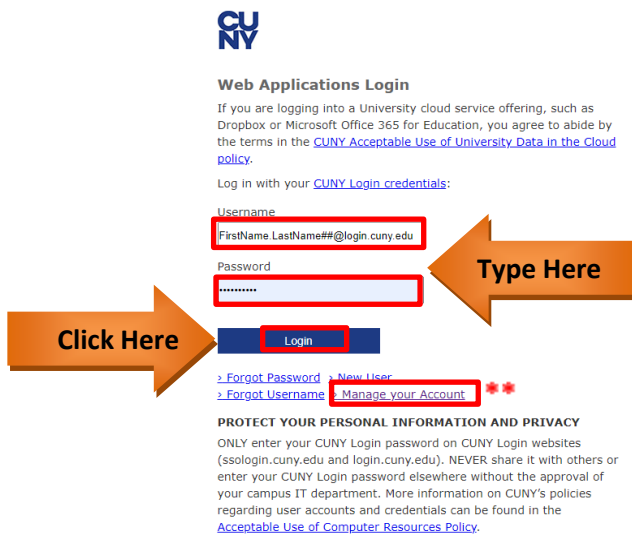


# How to Create an Incident / Request on Service Now

Step 1: Go to <https://cunyithelp.cuny.edu> then Click Login.



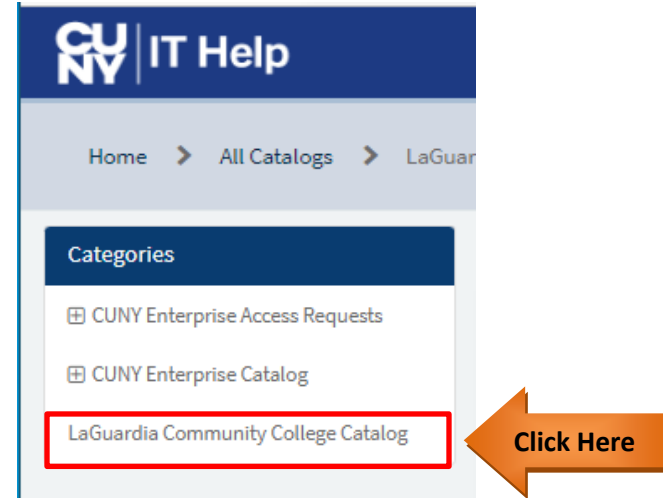
Step 2: Type in your CUNY credentials then Click **Login**. **Note:** During certain instances when using your work computer this data may populate automatically. Users will also have the ability to set preferred email for notifications by clicking on the **\*\*Manage your Account** link.



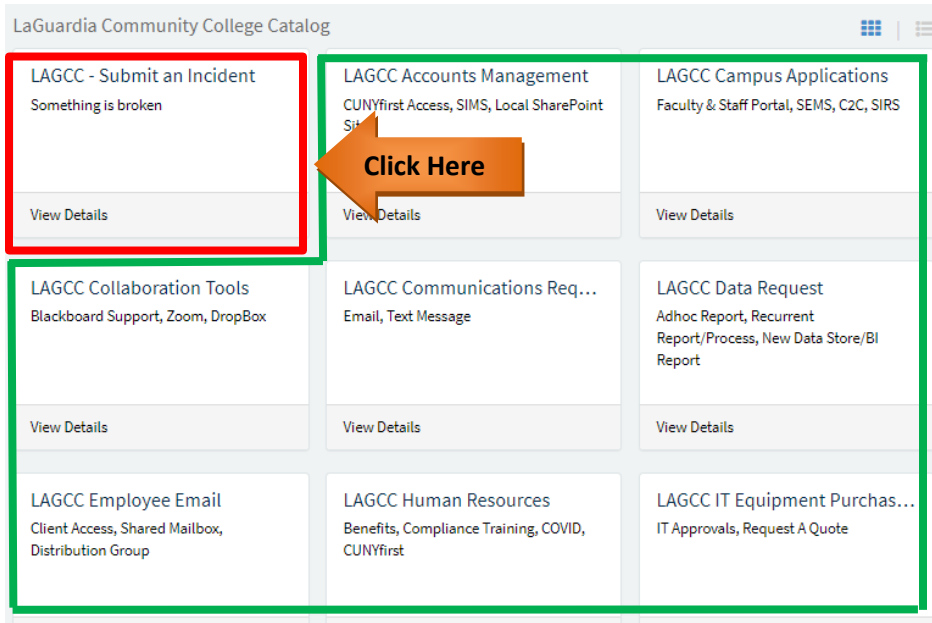
Step 3: Click on **Catalog**



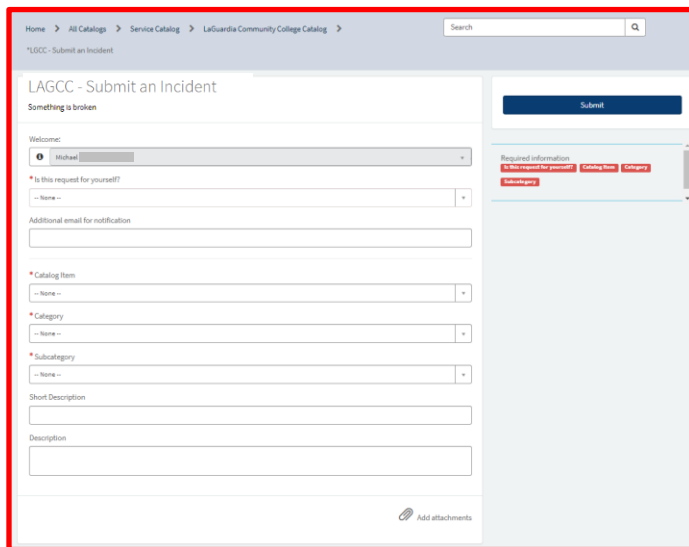
Step 4: Click on **LaGuardia Community College Catalog**.



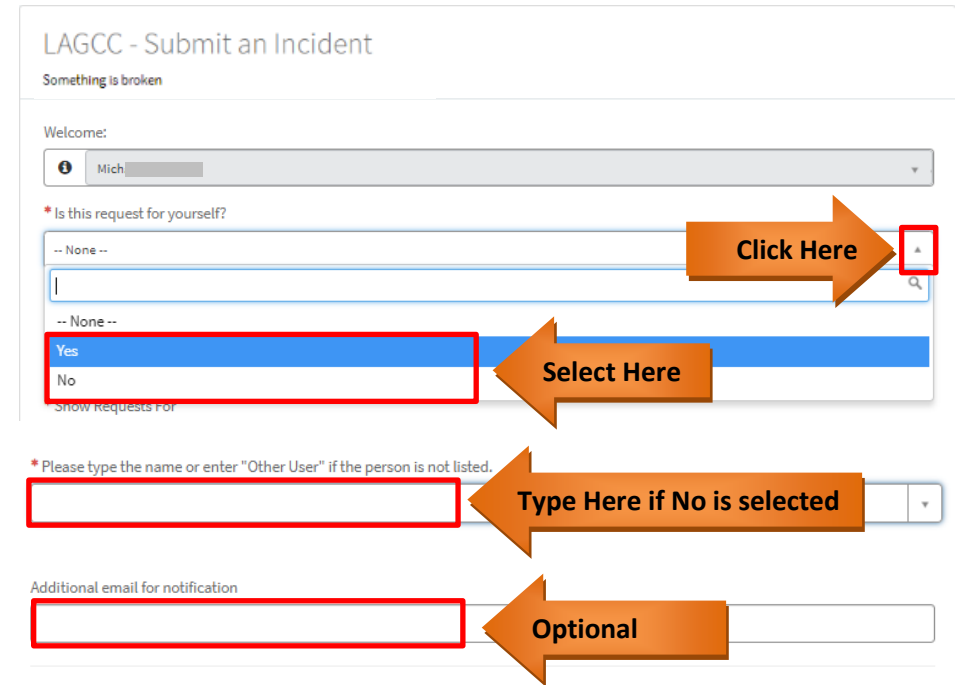
**Step 5:** Click on **LAGCC Submit an Incident**. **Note:** You will have the option to Submit an **Incident**, i.e., Something Not Working/ Broken (**Boxed in Red**) or to submit a **Request** for something you don't have or need in order to complete your work (**Boxed in Green**)



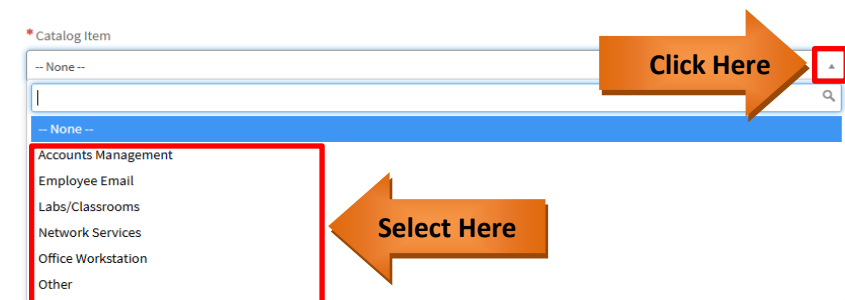
**Step 6:** The fillable form will now be visible. All \* fields require an entry.



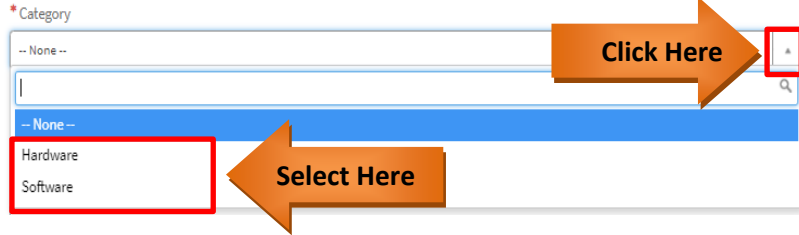
**Step 7:** Click on the “Is this request for yourself?” drop down arrow and select the appropriate option. **Note:** By default, your name will appear in the Welcome text box. If **No** is selected a secondary box will appear requiring the name of the other user. Users also have the option to enter an **additional email** for receiving notifications. **Note:** Be mindful that from here on depending on which option is selected; available choices from dropdowns may vary.



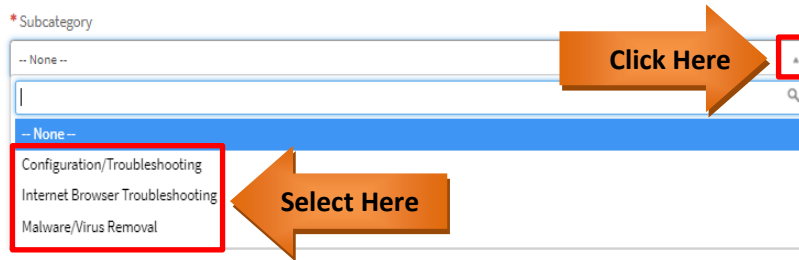
**Step 8:** Click on the **Catalog Item Drop down arrow** and select appropriate option. **Note:** Select Other if desired item isn't present.



**Step 9:** Click on the **Category Drop down arrow** and select appropriate option.



**Step 10:** Click on the **Subcategory Drop down arrow** and select appropriate option.



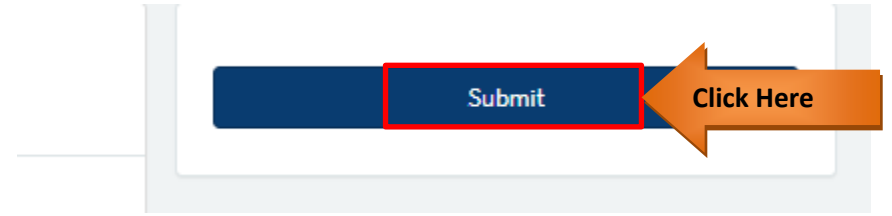
**Step 11:** Type in a **Short Description** and **Description** if you would like to further explain your request.

A screenshot of two text input fields. The top field is labeled 'Short Description' and the bottom field is labeled 'Description'. An orange arrow labeled 'Type Here' points to the 'Short Description' field, which is highlighted with a red box.

**Step 12:** Click on the **Add attachments** link if you would like to include any files pertaining to the incident.



**Step 13:** Once done, Click on **Submit** to send your Incident.



**Note:** Alternatively; requests follow the same process, simply click on the desired request and populate accordingly.

