

## Track-It! Self Service

Track-It! is our help desk ticketing system. You create a Track-It! work order if:

- You need help with computer issues
- You need help with audio/visual equipment
- There's a problem with your classroom/apartment/other building issue

The following individuals can submit Track-It! work orders:

- Full and part-time staff
- Full and part-time faculty (including adjuncts)
- Residential students

### Log into Track-It!

From your browser, log into the **MyHerkimer** portal: <https://my.herkimer.edu>

Under **Quicklinks**, click on "**Track-IT**" link

*Note: If you use Firefox browser, you will be required to re-enter your HCCC username and password.*

### Track-It Self Service home page: Work Orders

#### Create Work Order

1. To create a new work order, click on the "Add a New Work Order" link.



*Creating a new Work Order*

2. Complete Work Order fields as follows:
  - a. Fields that are highlighted in **red** & have an asterisk next to their name are required fields and they **MUST** have data in them before you can submit the form:
    - i. Summary: enter a brief description of your issue
    - ii. Apt. Location: This field is for housing students only. They can use the down-arrow to select what building & apartment the problem resides in. Faculty and staff should leave it blank.
    - iii. Call Back Number: If this field is blank, please enter the phone number where a technician can contact you.
    - iv. Request Area: After you select from the Request Area field, please also check Subtype and Category fields for more specific selections. **IMPORTANT:** These

fields determine where your request is routed. Inaccurate information may delay technician assignment/resolution of your issue.

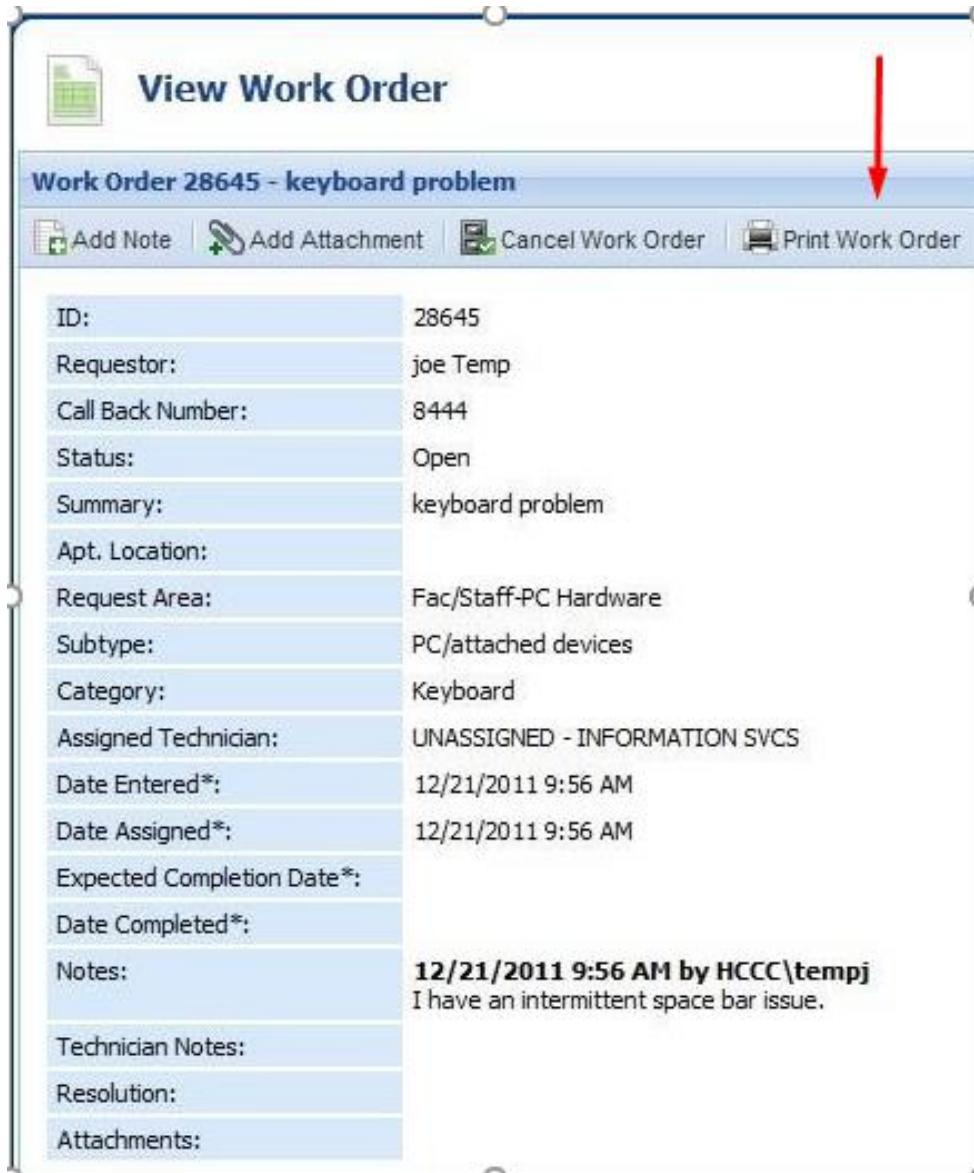
- v. Description: this is where you enter the details of your issue. Please be as descriptive as possible.
- b. If a field has a **drop-down arrow** such as in Subtype: then you can click the arrow and make a selection from the list.
  - i. **IMPORTANT:** These fields determine where your request is routed. Inaccurate information may delay technician assignment/resolution of your issue.

- c. If it does NOT have an arrow, then the field is optional, and you must enter the information manually.
  - i. File name: this field lets you attach a file(s) (if necessary) to help the technician troubleshoot your issue. Click the BROWSE button to find and attach the file(s).
- 3. When you're done filling out the form, click the "Submit" button.
  - a. When you Submit a work order, you will receive a confirmation via email which details the information on the work order.
- 4. From this point on, you can use your Work Orders page to view the ongoing status and who the work order is currently assigned to.

### View/Edit Work Order

To view existing open & closed work orders, click either the:

- 'My Work Orders' link in the left pane –OR–



View Work Order	
<b>Work Order 28645 - keyboard problem</b>	
Add Note   Add Attachment   Cancel Work Order   Print Work Order	
ID:	28645
Requestor:	joe Temp
Call Back Number:	8444
Status:	Open
Summary:	keyboard problem
Apt. Location:	
Request Area:	Fac/Staff-PC Hardware
Subtype:	PC/attached devices
Category:	Keyboard
Assigned Technician:	UNASSIGNED - INFORMATION SVCS
Date Entered*:	12/21/2011 9:56 AM
Date Assigned*:	12/21/2011 9:56 AM
Expected Completion Date*:	
Date Completed*:	
Notes:	<b>12/21/2011 9:56 AM by HCCC\tempj</b> I have an intermittent space bar issue.
Technician Notes:	
Resolution:	
Attachments:	

- 'View My Work Orders' link in the center pane

You'll see 3 tabs; click on any of them to see their work orders:

- Open Work Orders
- Closed Work Orders
- All Work Orders

To see work order details, simply click the appropriate numbered link in the 'ID' column.



**Work Order details**

### Work Order Details

Here is a typical view of what you'll see if you click on a numbered ID link from the "My Work Orders" page:

- **Add Note** lets you add more information to the Description field. If you use this option, the technician assigned will receive an email notifying them of your update
- **Add Attachment** lets you attach a file (such as a screenshot or error log) to the work order for the technician's reference
- **Cancel Work Order** lets you cancel the work order if you resolved it yourself or if it is no longer an issue for whatever reason
- **Print Work Order** lets you print these details to your printer

### Sample Problems as they relate to Request Areas/Subtypes

Problem	Request Area -> Subtype
Too hot/cold in the classroom	Fac/Staff Maintenance -> Heating/Cooling
Banner (INB) isn't working right/can't access	Technologies -> Banner (Native - INB)
Student Online Services isn't working right	Technologies -> Banner (Online Services – SSB)
My software isn't working right (crashes, freezes, etc)	Technologies -> Software
Need wi-fi set up for college event	Technologies -> Setup Wi-Fi Guest Access
My printer isn't working right	Technologies -> Printers
Telephone issues	Technologies -> Telephones
Need help with classroom presentation equipment (SMART classroom)	Technologies -> RTV/AV

### Need More Help?

If you have questions or problems using Track-It!, please contact the Help Desk at [help@herkimer.edu](mailto:help@herkimer.edu), or call 315.866.0300 ext. 8555.