6/21/12

Procedure to use Track-It (TI) Self Service version 10 and later

NOTE TO FACULTY & STAFF:
If you are using an HCCC-owned laptop, you will not be able to access TI from off campus using Internet Explorer. If this happens, you can access TI using a non-IE browser (e.g. Firefox) or you can use your own personal device. Alternatively, you can contact the Faculty/Staff Help Desk as detailed in the last paragraph and your issue will be logged for you.

NOTE TO ALL:
Only the following groups of people are authorized to use Track-It to submit problems/concerns:
- HCCC Housing students
- Staff
- Full time faculty

Using your browser, go to www.herkimer.edu/trackit.

If you connected to HCCC's web site from on campus, then you don't need to log in again so skip the following section and go to the next page.

However, if you connected from the HCCC apartments or elsewhere off campus, you'll first be required to log in with your HCCC username and password. When you see the following dialog box, please enter your HCCC username PREFIXED with 'hccc\':

For example …
Student logon username: hccc\doej999
Faculty & staff logon username: hccc\doejm

NOTE: that's a BACK slash (\), not a forward slash (/) and no spaces are allowed. After entering your prefixed username, enter your HCCC password in the Password field then click OK.

Track-It Self Service home page

Here is a typical view of what you'll see when you first enter Track-It Self Service. For navigating this site, please notice several selections in the left hand pane.

NOTE: The 'Solutions' feature is not set up, so please don't use it.

The feature that you'll be most concerned with is work orders. If you want to view your existing open & closed work orders, either click the 'My Work Orders' link in the left pane or the 'View My Work Orders' link in the center pane. You can also create a new work order by clicking the 'Add a New Work Order' link in the center pane.
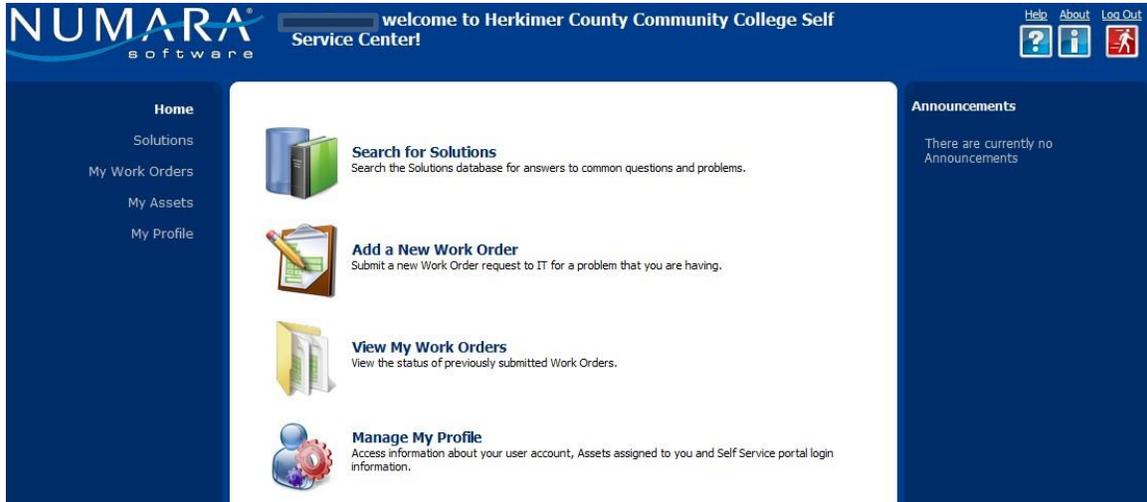
Creating a new Work Order

The following form is what you can expect to see when you click a link to add a work order on any Track-It Self Service page. You'll note that there are several fields that are highlighted in **red** & have an asterisk next to their name, e.g. Summary:*. These are required fields and they MUST have data in them before you can submit the form. 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. If it does NOT have an arrow, then enter the information manually.

FIELDS:

Summary: enter a brief description of your issue.

Call Back number: If this field is blank, please enter the phone number where a technician can contact you.

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.

3 Request fields: After you select from the Request Area field, please also check Subtype and Category fields for more specific selections.

Description: this is where you enter the details of your issue. Please be as descriptive as possible.

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).

When you're done filling out the form, click the SUBMIT button. Shortly thereafter, you should receive a confirmation showing the details of your work order on-screen. 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.

Your Work Orders

Here's a typical view of what you'll see when you click on a link to view your work orders. You can use any of the 3 tabs to see Open Work Orders, Closed Work Orders, or All Work Orders that you've placed. To see the details, simply click the appropriate numbered link in the 'ID' column.

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. You'll notice that you have a few options to pick from:

'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 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.

View Work Order

Work Order 28645 - keyboard problem

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:	**12/21/2011 9:56 AM by HCCC\tempj** I have an intermittent space bar issue.
Technician Notes:	
Resolution:	
Attachments:	

If you have questions or problems using Track-It, please contact the Help Desk at help@herkimer.edu , or call either 315.574.4021 or 315.866.0300 ext. 8555