

GROUPLINK: CIS TICKET TRACKING SYSTEM

WHAT IS GROUPLINK?

GroupLink is the CIS Ticket Tracking System (CIS Job Request Logging System). The system allows you to create, submit, track, and resolve requests more efficiently. It allows you to see up-to-date information regarding your ticket as well as the history of your tickets and how they were resolved.

WHAT ARE THE ADVANTAGES OF USING GROUPLINK?

- Keep a log of tickets submitted.
- Simple, online ticketing entry.
- Instant communication via e-mail regarding the status of your request/ticket.
- Saves time and increases communication.

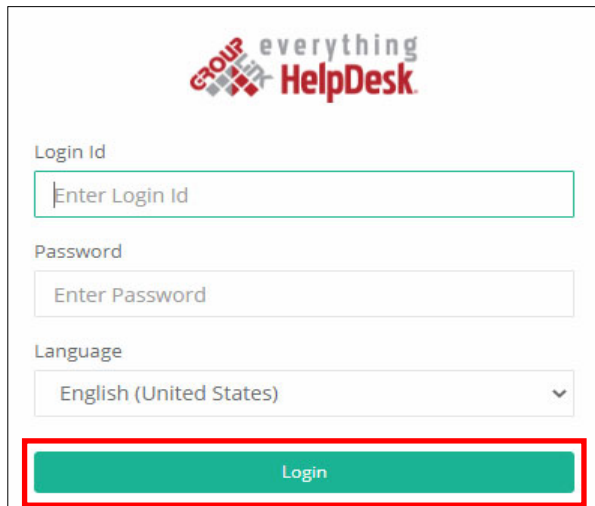
HOW DO YOU ACCESS GROUPLINK?

In order to access GroupLink you must have access to the Internet. Launch an internet browser. If the tab was already predefined in your browser, click on it.



If not, enter the following URL: <http://support.citytech.cuny.edu> in the address bar of your browser.

1. Enter your **City Tech Active Directory (AD)** credentials, click **Login**.



GROUP everything
HelpDesk

Login Id

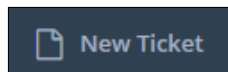
Password

Language
English (United States) ▼

Username: **City Tech AD credentials (e.g. JDoe)**

Password: **City Tech AD password**

2. On the left hand side, click the **New Ticket** tab.



3. Click the **down arrow** to select a **Group**.



Group *

Submitted by OCIS Helpdesk

- From the list, select your desired area of support.
- Make sure that you select your name for **Contact** and the **Location**.

The screenshot shows two sections of a form. The 'Contact Information' section includes fields for Contact (Calle Lindao, Patricia), Email (pcallelindao@citytech.cuny.edu), Phone (260-4900), Address (None), Location (City Tech), Department (Office of Computer Information Services), and Room Number (N901). The 'Ticket Info' section includes dropdown menus for Category, Priority (No Priority), Category Option, Status (Assigned Not Updated), Assignment, and Resolution, along with an 'Est. Compl. Date' field.

The screenshot shows a dropdown menu titled 'Group *' with a list of support areas: 1. Desktop Support, 2. Network Support, 3. Wireless and Mobile Support, 4. Telecommunications Support, 5. CUNYfirst/Student Data Support, 6. Campus Website Support, 7. Academic Lab Support, 8. AV Support (Media Services), 9. Other, and Public Safety Access Services. A red arrow points from the first step of the instructions to this dropdown menu.

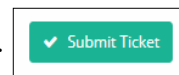
- Then click the down arrow for **Category** under Ticket Info and select from the list displayed. (*Your information will be displayed within Email, Department, Phone, and Room Number*).

Please note: If you do not find what you are looking for in on this list, you can modify your search again by selecting another category.

- Under **Description**, make sure to enter the **Subject** of the ticket and also enter a brief outline of the work to be done in the **Note** section. Always include the Department and location of the area.

The screenshot shows the 'Description' section of the form, which includes a 'Subject *' text box, a 'Watchers' field with a '0' icon, and three text boxes for 'CC', 'BC', and 'Note'.

- Click the **Submit Ticket** button at the top of the page when completed.



Note: Please make a note of your ticket number for information/updates on your ticket. You can edit/add comments and Save Changes as you wish. You can also print or save a PDF copy for your records.