

This is not a training manual. This is a quick guide. Only key information about accessing and using the new IT tracking system is available in this guide. For all intents and purposes it will be referred to as the Y-Connect Portal from here on out. The purpose of the YConnect Portal is for reporting all IT related Incidents, Requests & Inquires.

## How to Log into the Y-Connect Portal

In order to log into the portal you must obtain the correct URL. <https://ithelp.york.cuny.edu>

Y-Connect take's advantage of Microsoft Active Directory Authentication and uses these credentials to log you in.

Depending on your role in the system, your view will have options on the left side navigation menu that will defer from that of our clients. You will see this navigation menu once you log in.

**Portal Page – You may not see the below page if Active Directory logs you in**

**If you get a login failed message, try again, if the error persist contact Ext. 5311**

Once you are successfully logged in you will see the portal landing page:

**YORK College**  
Y-CONNECT PORTAL

Home > Home

Home  
York Services Queue

### Quick Actions

Have a problem?  
Report it

### Cases

Number	Title	Status
<a href="#">TICK:0629</a>		New
<a href="#">TICK:0628</a>		New
<a href="#">TICK:0627</a>		New
<a href="#">TICK:0626</a>		Acknowledged
<a href="#">TICK:0625</a>		Acknowledged

[> View My Cases](#)

### Announcements

**New IT Incident Tracking System GoLive Thursday March 30th, 2017**  
03/25/2017 10:43  
The new IT Incident Tracking System will go live Thursday March 30th, 2017. This system is a improved incident management and tracking syste... [Show More](#)

[> View All Announcements](#)

### Helpful Links

- [SmartRoom HotLink Live In Session Issue Reporting](#)
- [IT Service Delivery Unit Information](#)
- [York College Telephone Services Information](#)
- [York College Xerox Portal Program Information](#)
- [Security Awareness Information](#)
- [Office Of Information Technology Survey](#)

Here you can:

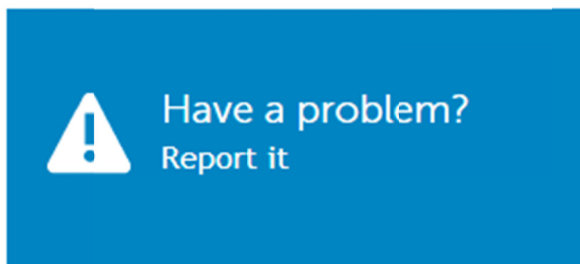
1. Open new cases of IT incidents, requests, or inquiries
2. Review your opened IT related incidents, requests, or inquiries
3. Download your own IT authorized programs (Not ready yet but soon)
4. Search the Knowledge base for answers and FAQ's (Not ready yet but soon)
5. Review critical IT related announcements
6. Review Helpful links

## Opening new cases in Y-Connect Portal

From the portal screen after successful login there are two ways to open a new case.

1. Click on the “Have a problem? Report it” blue box on the main portal screen:

### Quick Actions



Once you click on the blue box you will see the following screen:

### New Case | York IT Service Desk

Category: **(required)**

Summary: **(required)**

Attachments:

 No file selected.

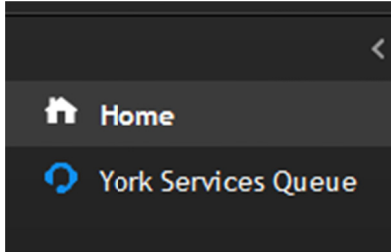
[+ Add Another Attachment](#)

Screenshots:

[Paste Screenshot](#)

Add a category and a summary and optional attachment or screen shot as needed then click on the save button on the bottom of the screen. If you click on “Apply Changes” it will save your new case but will not go back to the portal landing screen. Select “Cancel” if you do not want to create a new case.

2. The second method of opening a new case is to click on the “York Services Queue” navigation menu on the left of the portal landing screen. It’s the one with the headphone icon next to it.

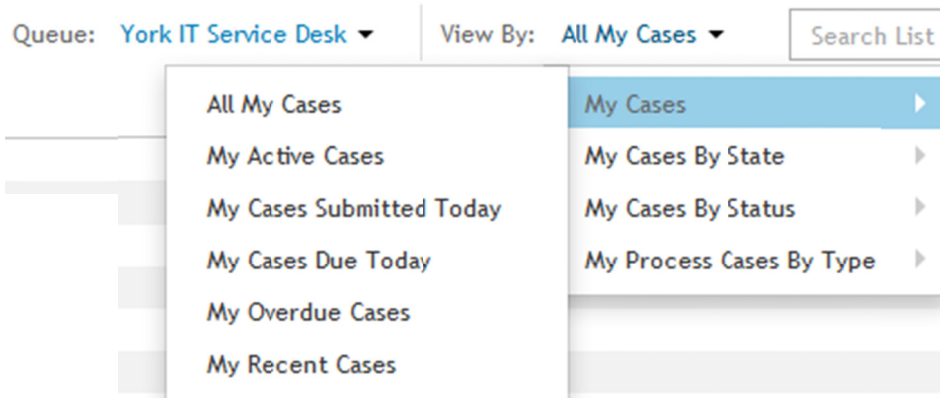


When you select “York Services Queue” you should see your default queue with all your active and inactive cases.

TICK:	Created	Category	Client	Status
624	03/27/2017 22:02:51	WIFI	Ient Clifford	New
625	03/28/2017 09:24:40	WIFI	Ient Clifford	In-Process
626	03/28/2017 09:28:48	WIFI	Ient Clifford	Acknowledged
627	03/28/2017 09:32:08	WIFI	Ient Clifford	New
628	03/28/2017 09:35:00	WIFI	Ient Clifford	New
629	03/28/2017 09:51:44	WIFI	Ient Clifford	New
630	03/28/2017 13:08:51	CLUNYFIRST	Ient Clifford	Closed
631	03/28/2017 13:09:06	OFFICE PHONE	Ient Clifford	Acknowledged
632	03/28/2017 13:09:26	Hardware::PC Computer::Display	Ient Clifford	On-Site

1 to 9 of 9      First   Previous   1   Next   Last

The above view is by default and can be changed by clicking on “View By:” selecting a different view by a variety of viewing criteria.



## To create a new case while in this queue view:

Click on the “New” drop down at the top of the queue view

### Cases | York IT Service Desk

New | Choose Action ▾

You will see the new case submission form. Add a category and a summary and optional attachment or screen shot as needed then click on the save button on the bottom of the screen. If you click on “Apply Changes” it will save your new case but will not go back to the portal landing screen. Select “Cancel” if you do not want to create a new case.

### New Case | York IT Service Desk

Category: (required)

Please select one... ▾

Summary: (required)

Attachments:


Browse... No file selected.

 Add Another Attachment

Screenshots:

 Paste Screenshot

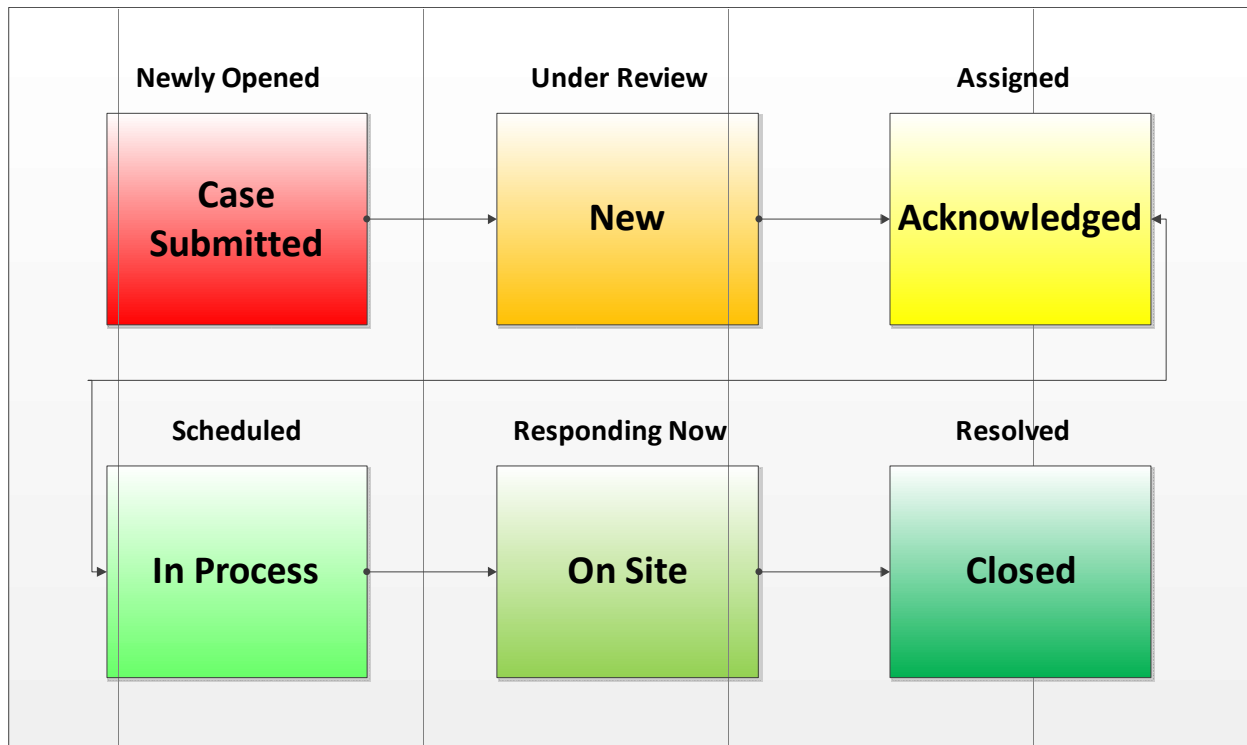
When you “Save” your new case you will see a green bar across the top of the screen like this:

 Your case has been saved as TICK:0632.

## Case Life Cycle

The life cycle of a case in this new system has been configured to take advantage of real time reporting. The following explains this critical workflow.

**Life cycle management is accomplished using case statuses. Here is a list of the life cycle and those statuses:**



When you view your open cases in your queue you will see your list of active cases and the status column will indicate what state in the workflow your case is currently in. Keep in mind that there are other statuses but the above are the most common.

TICK:	Created	Category	Client	Status
624	03/27/2017 22:02:51	WIFI	Kent Clifford	New
625	03/28/2017 09:24:40	WIFI	Kent Clifford	In-Process
626	03/28/2017 09:28:48	WIFI	Kent Clifford	Acknowledged
627	03/28/2017 09:32:08	WIFI	Kent Clifford	New
628	03/28/2017 09:35:00	WIFI	Kent Clifford	New
629	03/28/2017 09:51:44	WIFI	Kent Clifford	New
630	03/28/2017 13:08:51	CUNYFIRST	Kent Clifford	Closed
631	03/28/2017 13:09:06	OFFICE PHONE	Kent Clifford	Acknowledged
632	03/28/2017 13:09:26	Hardware:PC Computer::Display	Kent Clifford	On-Site

1 to 9 of 9 First Previous 1 Next Last

These statuses are designed to trigger events and notifications in order to insure no one status sits in its state for longer than the default service levels which are currently being fine-tuned.

## UPDATING AN OPEN CASE

You can update any of your active cases by going into them via the queue and clicking on the one you want to update. You update the case by adding a new comment or adding an optional attachment (multiple are allowed) or a screen shot. This can be used for additional information or to make an inquiry regarding the case. You can also use this if you wish to cancel the case. Just add your comments to the case and we will act accordingly.

The screenshot shows the York College Y-CONNECT PORTAL interface. The header includes the York College logo and the text "Y-CONNECT PORTAL". The breadcrumb navigation shows "York Services Queue" > "Case Detail TICK:0632 | York IT Service Desk". The main content area is titled "Case Detail TICK:0632 | York IT Service Desk" and includes a "Choose Action" dropdown and a "Created Date: 03/28/2017" timestamp. The summary section contains "Test ticket 9". The status is "On-Site", the category is "Resolution:", and the client is "Kent Clifford". Below this is a "Comments" section with a "History" tab, a text input field for "Enter comment", and an "Attachment:" section with "Add Attachment" and "Paste Screenshot" buttons. A "Submit" button is located at the bottom right of the comment form. A checkbox labeled "Show attachments only" is also present. At the bottom, a comment history entry shows "Kent Clifford 03/28/2017 13:09:26" and "Test ticket 9".

This concludes this quick guide. We will add more information as we get familiar with the new system and expand on what we know. If you have any questions or difficulties please contact our Service Desk at ext. 5311.

2017 Information Technology Greg Vega