SUBMITTING A SERVICE NOW INCIDENT

1. Go to https://cunyithelp.cuny.edu and click Log in (upper right hand corner).

2. Enter your CUNY Login credentials.

3. Click on Catalog.

4. On the left hand side, click on the plus (+) symbol next to City Tech Catalog to expand categories. Click on CT - Incidents.
5. You will see a list of Incidents to select from, select the appropriate item to submit an Incident for an issue that needs to be fixed.

6. After clicking on the appropriate Incident, fill out the form areas shown with an (*). You can add an additional email address to receive notifications (optional). Click on Add attachments if needed to provide screenshots of the issue. Once you click Submit to finish. An email notification will be sent to your inbox including the Incident number (INC).