

**Galveston
College**

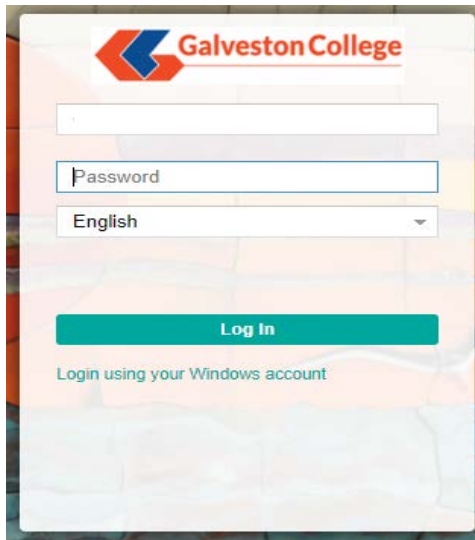
IT DEPARTMENT

2021
Track-It!
SELF SERVICE
GUIDE

Galveston College IT Department Guide to TrackIt Self Service

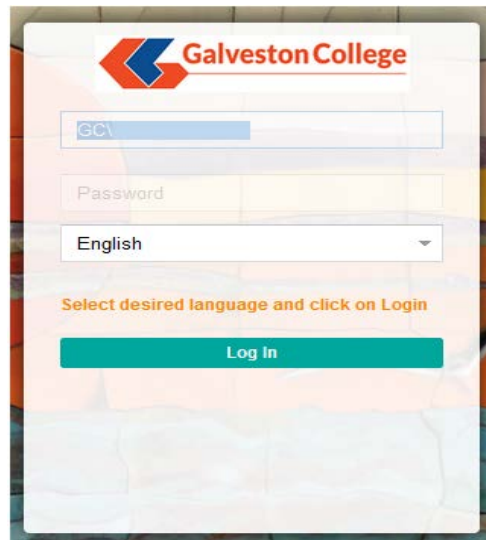
1. To access Track-it Self Service, please login to the Whitecaps Portal and click “GC Track-IT! Self-Service”.
2. To login, click on the “LOGIN USING YOUR WINDOWS ACCOUNT” link (see Screenshot 1) A second pop-up box will appear (see Screenshot 2). Simply click on “LOG IN” and the user will be logged into the Track-It! Self Service.

Screenshot 1 – Initial Login Screen



The screenshot shows the initial login screen for Galveston College. At the top left is the Galveston College logo. Below it are three input fields: a text box for the username, a password field with a masked password, and a dropdown menu currently set to 'English'. A teal 'Log In' button is positioned below these fields. Underneath the button, the text 'Login using your Windows account' is displayed.

Screenshot 2 – Login Screen with Username

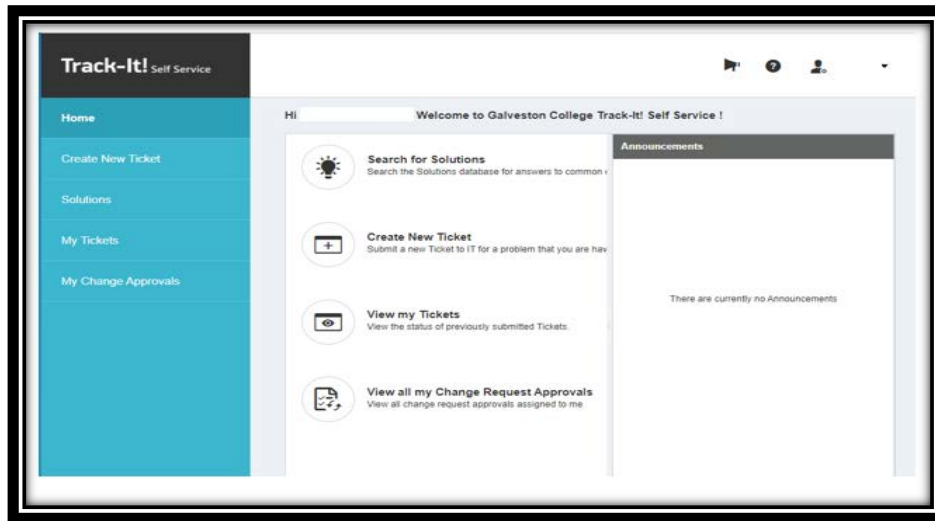


The screenshot shows the login screen after a username has been entered. The Galveston College logo is at the top. The username field now contains 'GC\'. The password field is masked. The language dropdown is still set to 'English'. Below the fields, the text 'Select desired language and click on Login' is displayed in orange. A teal 'Log In' button is at the bottom.

3. Once logged in, users will be able to submit and view work orders from the main dashboard as shown below (see Screenshot 3)

Galveston College IT Department Guide to TrackIt Self Service

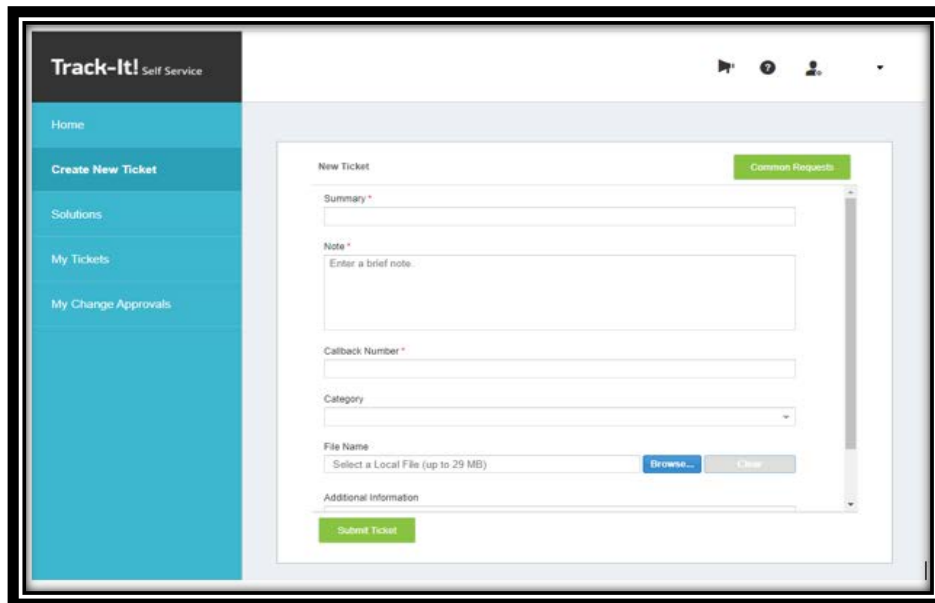
Screenshot 3 – Main Dashboard



To submit a work order, click on “CREATE NEW TICKET” and a new window will appear.

Fields with an asterisk (*) must be filled (see Screenshot 4).

Screenshot 4 – Create New Ticket Window



Galveston College IT Department Guide to TrackIt Self Service

Below are details for each field:

Summary – Brief description of the issue or request being submitted by the user.

Note – A detailed explanation of the issue a user is experiencing. Please note all issues experienced and other details that may aid the technician in finding a resolution.

Callback Number – An office number where the user can be reached to further troubleshoot the ticket.

Category – Selecting the drop down menu will provide the categories available to assign the new ticket. Currently the only available Category is “IT”

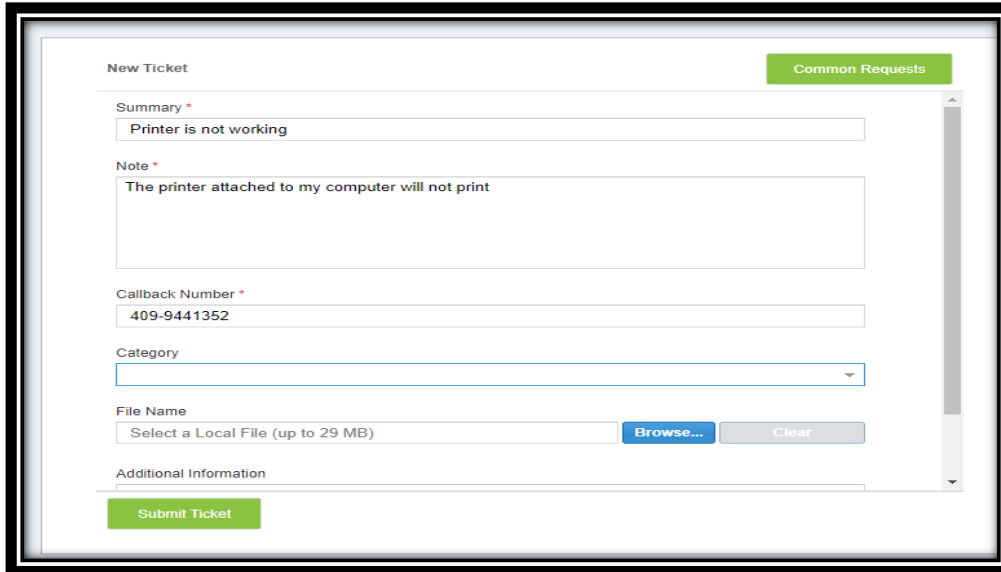
(Optional) File Name – A user can click “BROWSE” to upload a screen shot or other supporting documentation (ex. Word documents, pdf’s, etc.) to help with troubleshooting.

(Optional) Additional Information – Expanded information that can aid further troubleshooting.

Once all pertinent information has been entered, users simply need to click “SUBMIT TICKET” and a ticket will be entered into Track-It! The Service Desk staff will assist or route the ticket to the appropriate IT team member for resolution. Please see the below screenshot that shows an example of a completed form (Screenshot 5):

Galveston College IT Department Guide to TrackIt Self Service

Screenshot 5 – New Ticket Form Example



New Ticket Common Requests

Summary *
Printer is not working

Note *
The printer attached to my computer will not print

Callback Number *
409-9441352

Category
[Dropdown menu]

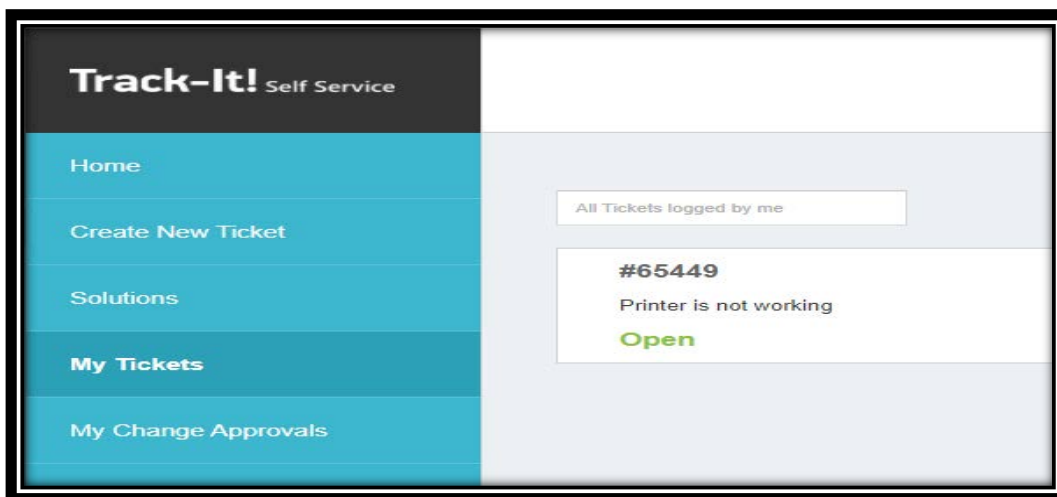
File Name
Select a Local File (up to 29 MB) Browse... Clear

Additional Information

Submit Ticket

4. From the main dashboard a user can click on “MY TICKETS” as shown below (Screenshot 6) to view all the tickets they have created. To expand the view of the ticket, simply click on the ticket.

Screenshot 6 – My Tickets



Track-It! Self Service

Home
Create New Ticket
Solutions
My Tickets
My Change Approvals

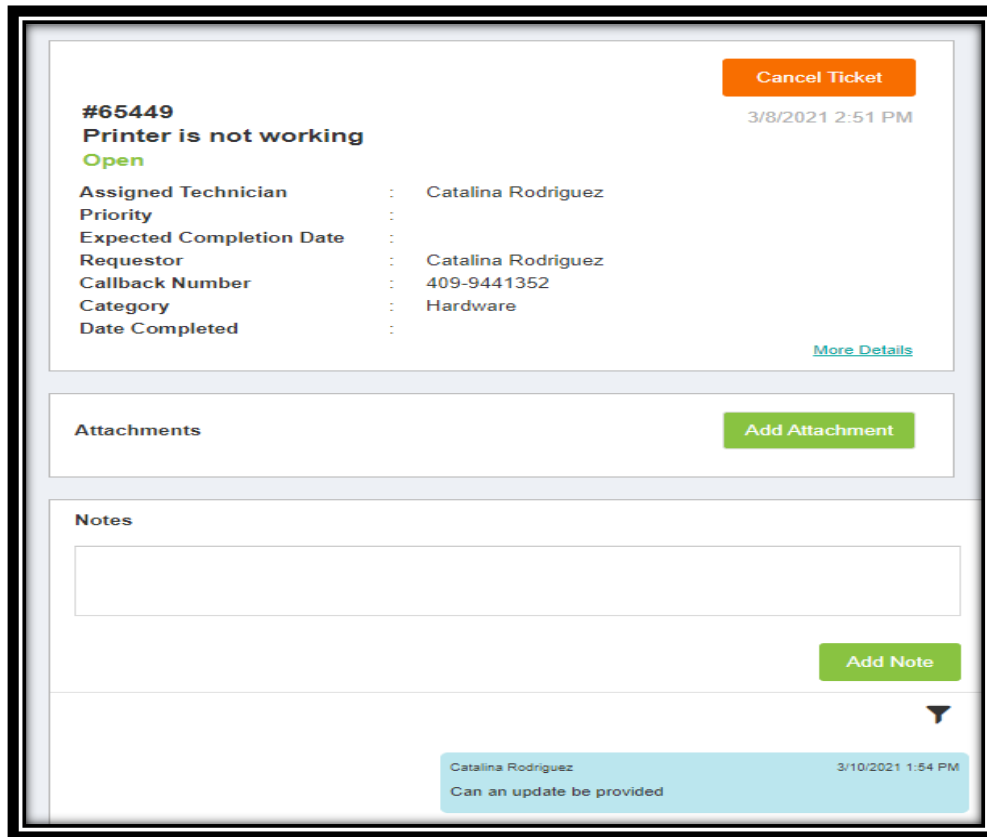
All Tickets logged by me

#65449
Printer is not working
Open

Galveston College IT Department Guide to TrackIt Self Service

- When the ticket opens, all the details associated with the ticket will be visible as shown in Screenshot 7. If a user needs to ask a question or enter additional information, they can add the information in the “NOTE” field and click “ADD NOTE” to submit it to the assigned technician. Requestors will also be able to see any notes or comments entered by the technician who is working the ticket.

Screenshot 7 – Ticket Details



#65449
Printer is not working
Open

3/8/2021 2:51 PM

Cancel Ticket

Assigned Technician : Catalina Rodriguez
Priority :
Expected Completion Date :
Requestor : Catalina Rodriguez
Callback Number : 409-9441352
Category : Hardware
Date Completed :

[More Details](#)

Attachments **Add Attachment**

Notes

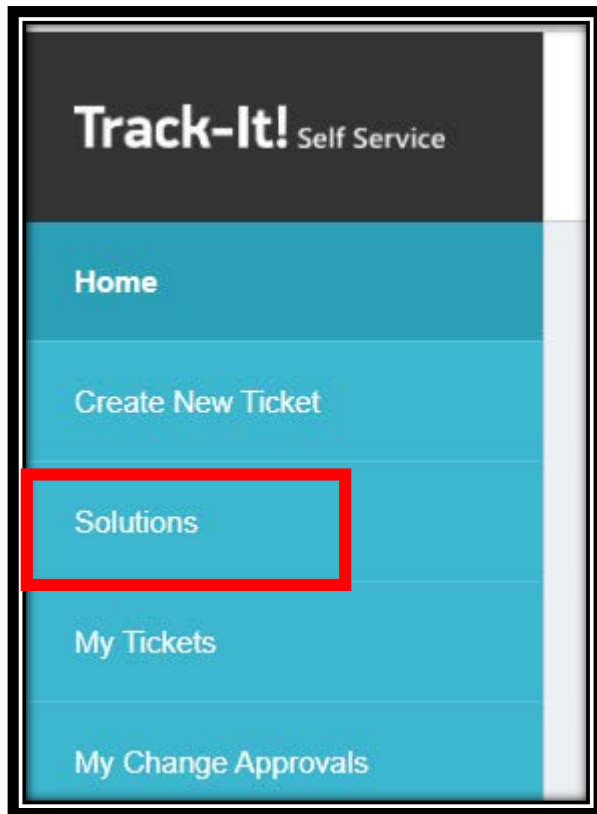
Add Note

Catalina Rodriguez 3/10/2021 1:54 PM
Can an update be provided

Galveston College IT Department Guide to TrackIt Self Service

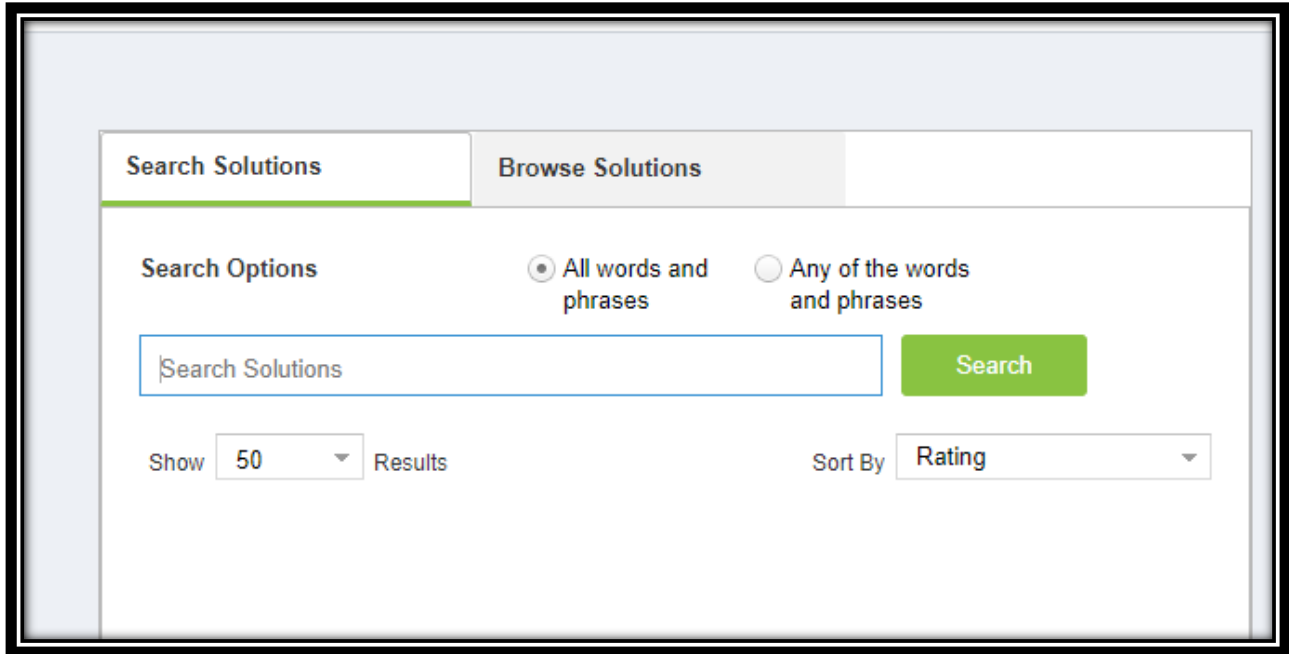
Another option available to users is the ability to search for known solutions. These are documented “quick fixes” of frequently asked questions or tickets submitted by users across campus. From the main dashboard, click on “SOLUTIONS” (see Screenshot 8). Known solutions can be searched by entering a phrase, keyword or by browsing known topics as shown below (Screenshots 9 - 11)

Screenshot 8 - Solutions



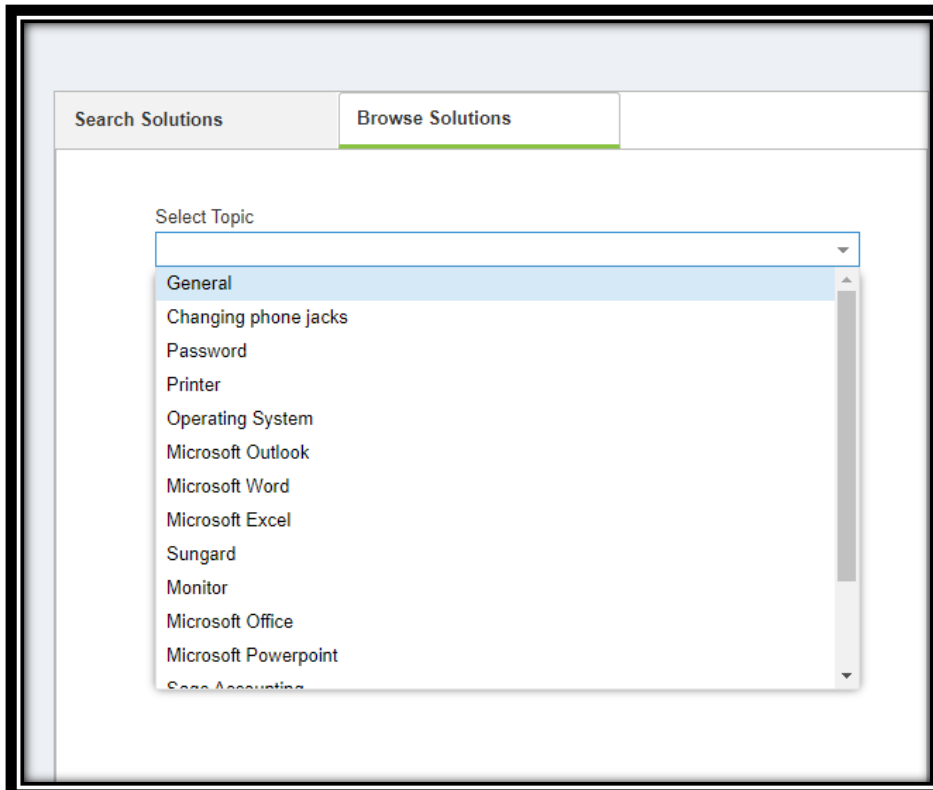
Galveston College IT Department Guide to TrackIt Self Service

Screenshot 9 – Search Solutions



The screenshot shows the 'Search Solutions' tab selected. It features a search bar with the placeholder text 'Search Solutions' and a green 'Search' button. Below the search bar, there are two radio button options: 'All words and phrases' (selected) and 'Any of the words and phrases'. At the bottom, there is a 'Show 50 Results' dropdown and a 'Sort By Rating' dropdown.

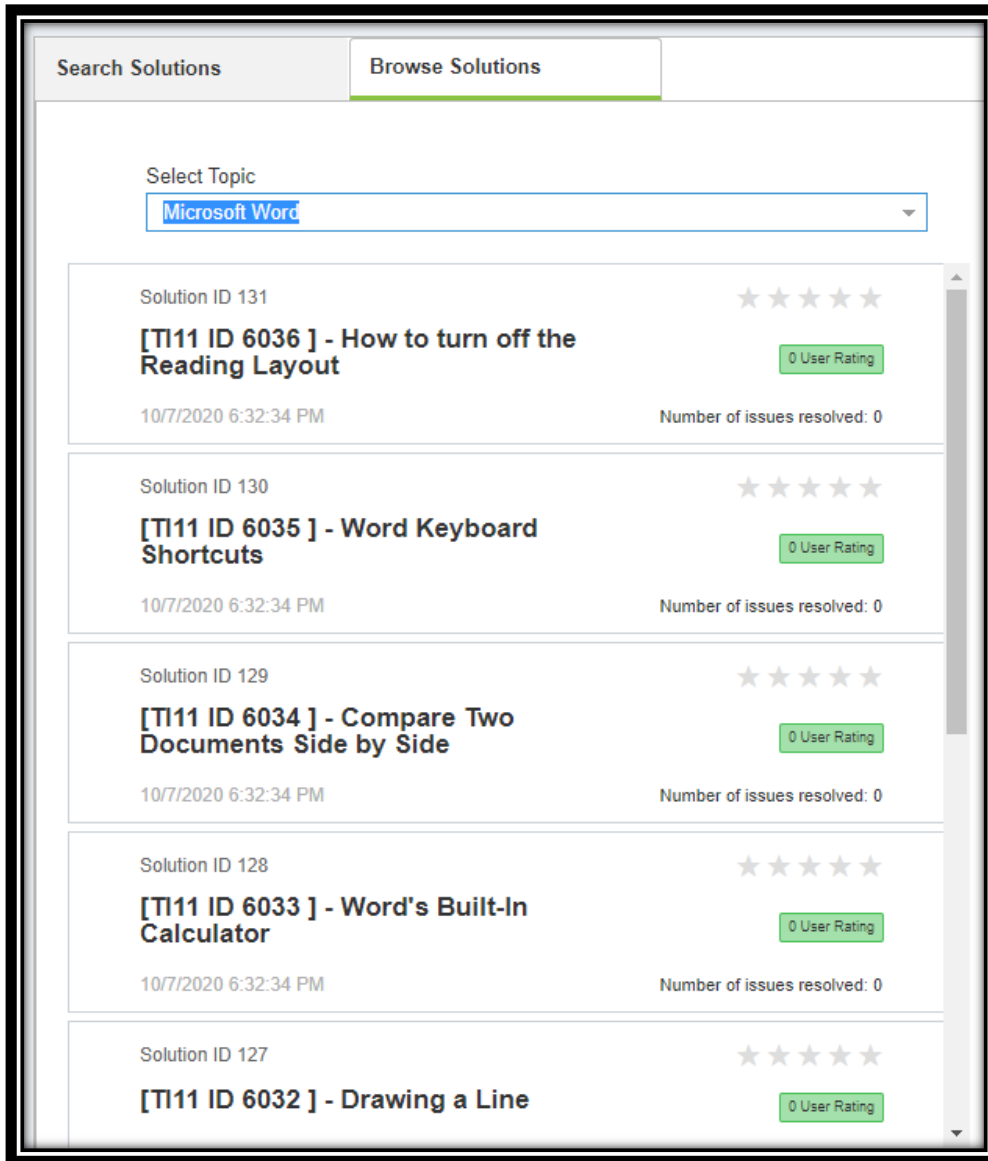
Screenshot 10 – Browse Solutions



The screenshot shows the 'Browse Solutions' tab selected. It features a 'Select Topic' dropdown menu with a list of topics including: General, Changing phone jacks, Password, Printer, Operating System, Microsoft Outlook, Microsoft Word, Microsoft Excel, Sungard, Monitor, Microsoft Office, Microsoft Powerpoint, and Sage Accounting.

Galveston College IT Department Guide to TrackIt Self Service

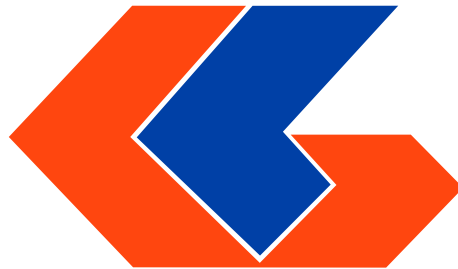
Screenshot 11 – Select Solutions



The screenshot displays the 'Browse Solutions' interface. At the top, there are two tabs: 'Search Solutions' and 'Browse Solutions'. Below the tabs is a 'Select Topic' dropdown menu with 'Microsoft Word' selected. The main content area lists five solutions, each with a Solution ID, a title, a date, a star rating, and a '0 User Rating' button.

Solution ID	Title	Date	Star Rating	User Rating
131	[TI11 ID 6036] - How to turn off the Reading Layout	10/7/2020 6:32:34 PM	★★★★★	0 User Rating
130	[TI11 ID 6035] - Word Keyboard Shortcuts	10/7/2020 6:32:34 PM	★★★★★	0 User Rating
129	[TI11 ID 6034] - Compare Two Documents Side by Side	10/7/2020 6:32:34 PM	★★★★★	0 User Rating
128	[TI11 ID 6033] - Word's Built-In Calculator	10/7/2020 6:32:34 PM	★★★★★	0 User Rating
127	[TI11 ID 6032] - Drawing a Line		★★★★★	0 User Rating

If you experience any issues utilizing Track-It! Self Service, please contact the Service Desk at ext. 352 or via email at servicedesk@gc.edu.



**Galveston
College**
IT DEPARTMENT

Need Help?

Contact the GC Service Desk:

servicedesk@gc.edu

ext. 352