

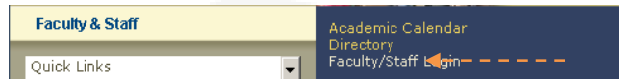




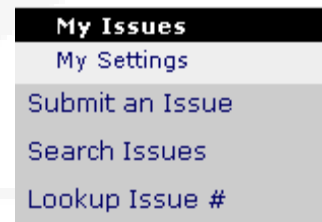
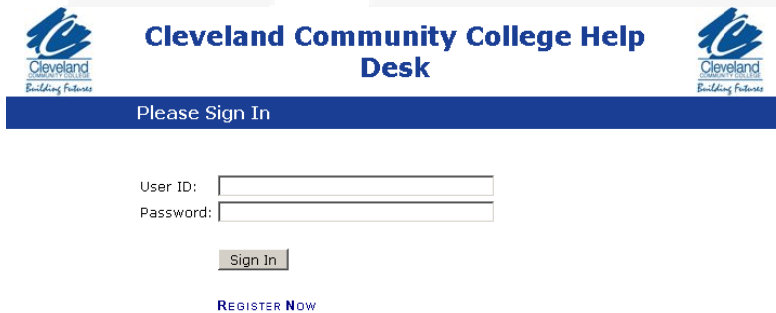
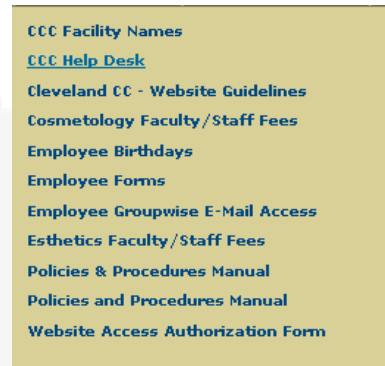
Library Tech Support How-To:

SUBMIT AN ISSUE TO CCC's ONLINE HELP DESK (ISSUETRAK) P.1

1. Go to the Cleveland Community College Homepage by opening your web browser ( or ) and going to www.clevelandcommunitycollege.edu.
2. Hover your mouse over the Faculty & Staff section of the menu (on the left side of the screen) and then click Faculty/Staff Login (as shown below).



3. At the login dialog box enter the username and password.
4. Notice now that the menu has changed and now offers a list of links specifically for faculty and staff. Click *CCC Help Desk* (shown right).
5. You are now at the *CCC Help Desk* site (shown below). Login with your Groupwise account information, or click Register Now to create an account for yourself, if you do not know your login information. Then click Sign In.



6. Once logged in, from the menu on the left click *Submit an Issue* (shown above, right).
7. Complete all form items as best you can. Also remember to choose *After 4:00 PM* as the Issue Type if it is after 4:00 PM on the day of your submission. This will help insure that your issue is routed to someone who can help you at that time.
8. That's all you've got to do! Now you will receive an e-mail stating the issue description you entered, and you will receive all further updates on this particular issue, as well as a notification when it has been completed.

