



The Basics

MyIT Support & Services

MyIT Support & Services

Overview

MyIT Support & Services, powered by Team Dynamix, is where NCC faculty, staff and students can find information or request help on a wide range of IT Services.

To access MyIT Support & Services, go to Myit.ncc.edu or login to the myNCC portal and click on the MyIT icon in the dashboard.

Submit a Service Request

Service request forms can be found by entering key words into the **search box** on the Client Portal home page, clicking on the **Services** tab or clicking the **Submit Ticket** box. Add any service to your **Favorites** to quickly find a service request in the future.

The screenshot displays the MyIT Support & Services client portal. The header includes the MyIT logo and a search bar. The navigation bar contains links for Home, Services, and Knowledge Base. A large banner image shows a group of students. Below the banner are three buttons: Submit Ticket, Ticket Status, and Find an Answer. The bottom section features three columns of quick links: Call Or Visit Us, Login Help, and Popular Services.

The below example uses the **General Technology Help Request** service.

Once the service request is selected, review the service description to ensure you are completing the correct form. Then click **Complete the service request form** or click **Request Service**.

Service Catalog / General Technology Help

General Technology Help

General • Help

Service Description

Have a question about technology or an issue you need help with? Open a ticket to request help from ITS.

Available To

Faculty, Staff and Students

How to Request

Complete the [service request form](#).

Request Service

Related Articles (5)

- [Download and Install Office - Faculty](#)
- [MyNCC Password Reset](#)
- [Secure Wireless Access - Student](#)
- [Transcript Request - Current Student](#)
- [Transcript Request - Former Student](#)

If you are not signed into the MyNCC portal, you will be prompted to enter your credentials. Once logged in, your name and department (or student) will auto-populate. Enter remaining fields, if applicable. Click the **Request** button to submit your service request.

myNCC SUPPORT & SERVICES

Home Projects/Workspaces Services Knowledge Base Questions Reports

Department * ?
Registrar

Incident Location * ?
Student Services Center

Incident Location Room * ?
SSC

Ticket Subject * ?
Computer not booting

Description * ?
Enter additional comments here

Attachment ?
Browse... No file chosen

Request

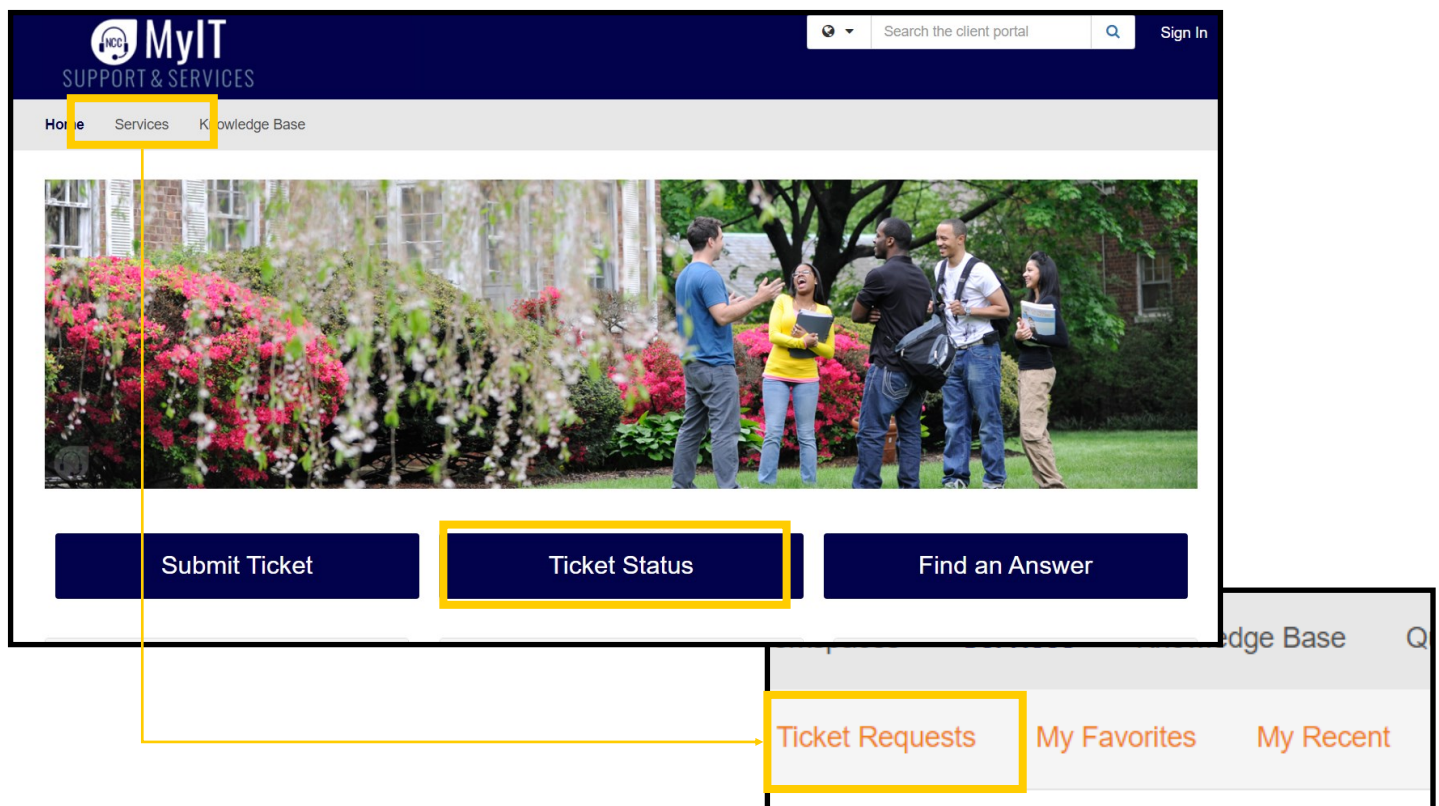
Submitting a Request: What Happens Next

You will receive an email confirming that your request was created.

Your ticket will be reviewed by a group relevant to your service request. It will be prioritized based on the resources available and the complexity of the request. You may be contacted and asked for more information. You can reply directly to the email and your information will be added to your ticket feed.

Checking the Progress of your Ticket

Check the status of your **Submitted Tickets** on the home page of the Client Portal by clicking **Ticket Status** or clicking **Services** and then **Ticket Requests**.



View all your **Ticket Requests** by status, department, service, created date range or search by ticket name.

Click on **Ticket Title** to **withdraw request**, **add attachment**, view submitted ticket information or **comment** in the feed.

Ticket Requests (1)

Search To Excel Print

Search

Status Class

Reviewer

Due Date to

Include requests that I am listed as a contact on

ID

Acct/Dept

Service(s)

Created to

Include requests from my accounts / departments

ID	Title	Acct/Dept	Service	Status	Reviewer	Requestor	Modified
15940416	Computer not booting	Information Technology	General Technology Help	In Progress		Yvonne Sloma	Fri 11/13/20 5:19 PM

Knowledge Base

Search the extensive **Knowledge Base** for self-help articles. Knowledge base articles can be found by clicking the **Knowledge Base** tab or clicking **Find an Answer**.

MyIT SUPPORT & SERVICES

Home Services **Knowledge Base**

Submit Ticket Ticket Status **Find an Answer**

Call Or Visit Us Call

Login Help MyNCC Help

Popular Services [Hardware Support](#)