



Tuesday TechTip:

Technology Solutions at your fingertips:

Would you like to search for your own technology solutions? Or, check the status of a service ticket you have submitted?

Help.ccis.edu!

The Technology Solutions Center is just a phone call or email away, but now also, delivered to you via the Internet. This self-service portal offers many amenities, such as:

- **Knowledge Base:** Quickly search for a problem to find steps to resolving or answering technical questions.
- **View ticket details and status:** See all details related to any current or past service tickets submitted to the Technology Solutions Center. Ticket details include the assigned technician, problem description and resolution.
- **Submit a service request:** Conveniently submit a service request for an event or technology assistance. Include as many details as possible to help guide the ticket to the appropriate technician for the fastest

Global Tickets:

A global ticket is created when there is a wide-spread technology related issue. By subscribing to the global ticket, at <http://help.ccis.edu>, you will receive up-to-the-minute updates via email on the problem including status and resolution.

Note: When using the self service portal you may be asked for your College ID number. This may be found on your Columbia College ID or a pay stub. You may also call Technology Services at x4357.

For additional tips, check out the Technology Solutions Center self-service portal at <http://help.ccis.edu>