



HOW TO CREATE A SERVICE REQUEST IN FRESH DESK

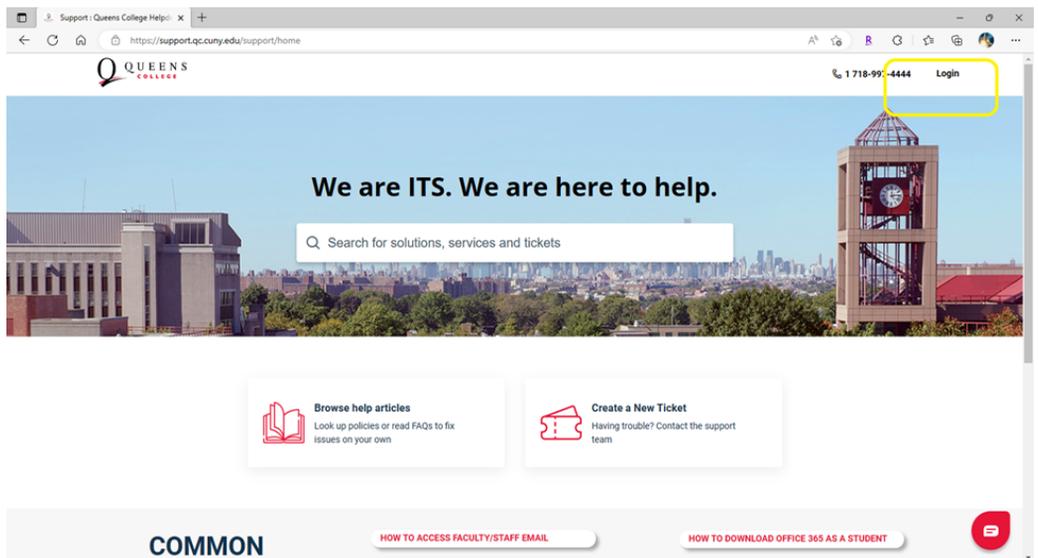
A step-by-step guide for faculty and staff

Step 1

Visit support.qc.cuny.edu.

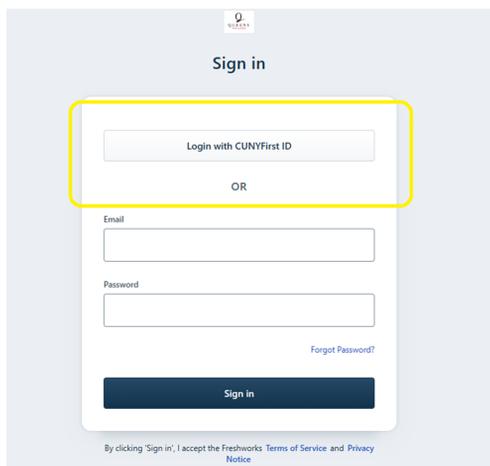
Step 2

Select "Login."



Step 3

Select "Login with CUNYFirst ID."



Step 4

Log in with your CUNY login credentials.



Web Applications Login

If you are logging into a University cloud service offering, such as Dropbox or Microsoft Office 365 for Education, you agree to abide by the terms in the [CUNY Acceptable Use of University Data in the Cloud policy](#).

Log in with your [CUNY Login credentials](#):

Username

Password

Login

[> Forgot Password](#) [> New User](#)
[> Forgot Username](#) [> Manage your Account](#)

PROTECT YOUR PERSONAL INFORMATION AND PRIVACY

ONLY enter your CUNY Login password on CUNY Login websites (ssologin.cuny.edu and login.cuny.edu). NEVER share it with others or enter your CUNY Login password elsewhere without the approval of your campus IT department. More information on CUNY's policies regarding user accounts and credentials can be found in the [Acceptable Use of Computer Resources Policy](#).

Step 5

Select "Request a Service."

The screenshot shows the Queens College Support website. The header includes the Queens College logo and the phone number 1 718-997-4444. The main banner features the text "We are ITS. We are here to help." and a search bar. Below the banner are four service options, each with an icon and a brief description:

- Browse help articles**: Look up policies or read FAQs to fix issues on your own.
- Create a New Ticket**: Having trouble? Contact the support team.
- Request a service**: Browse the list of services offered and raise a request. (This button is highlighted with a yellow border.)
- Approve requests**: View all requests awaiting your approval.

Step 8

For form submissions, select the subcategory and upload your form.

