



HOW TO CREATE A SERVICE REQUEST IN FRESH DESK

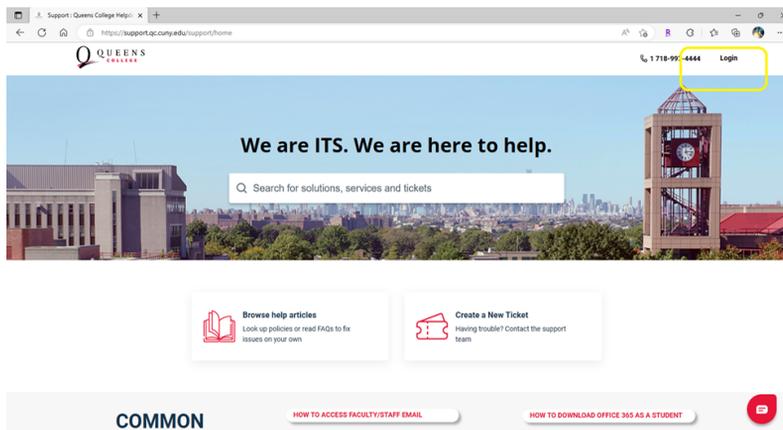
A step-by-step guide for students

Step 1

Visit support.qc.cuny.edu.

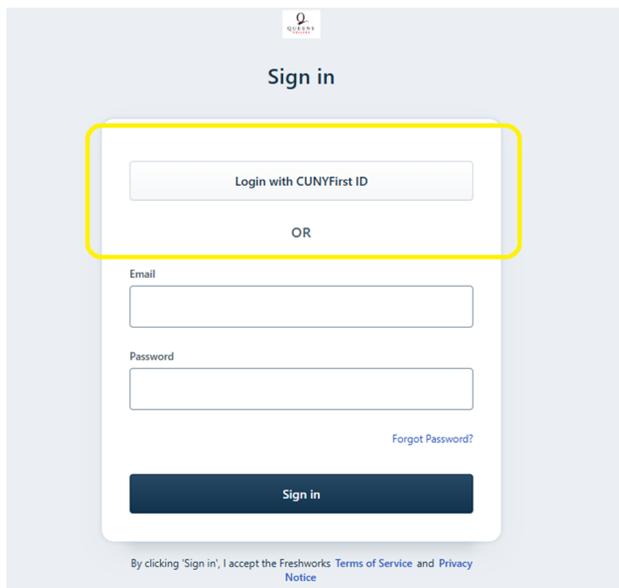
Step 2

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

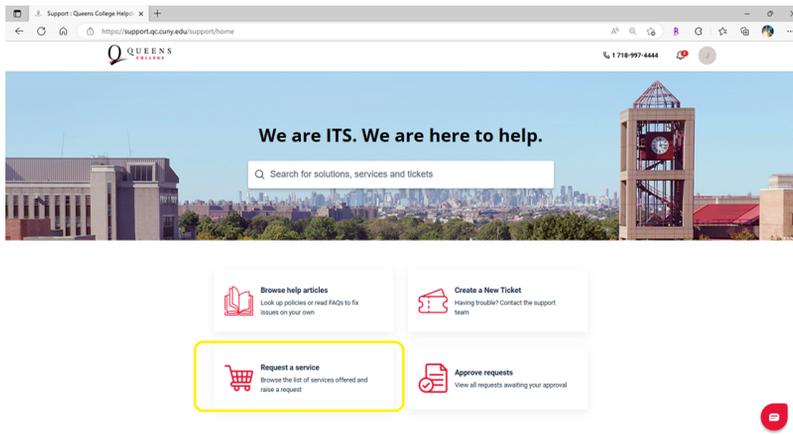
[> Forgot Password](#) [> New User](#)
[> Forgot Username](#) [> Manage your Account](#)

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](#).

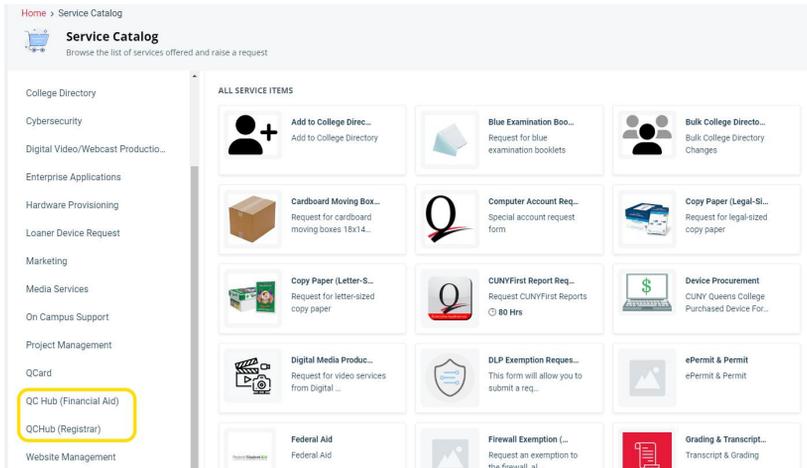
Step 5

Select "Request a Service."



Step 6

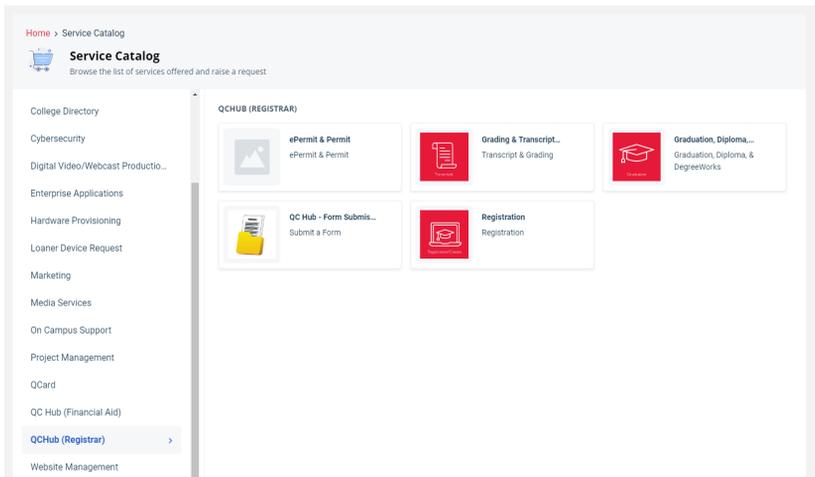
Select "QC Hub (Registrar)" or "QC Hub (Financial Aid)" from the service catalog.



The screenshot shows the "Service Catalog" page. On the left is a vertical navigation menu with categories such as "College Directory", "Cybersecurity", "Digital Video/Webcast Productio...", "Enterprise Applications", "Hardware Provisioning", "Loaner Device Request", "Marketing", "Media Services", "On Campus Support", "Project Management", "QCard", "QC Hub (Financial Aid)", "QC Hub (Registrar)", and "Website Management". The "QC Hub (Registrar)" item is highlighted with a yellow box. The main content area is titled "ALL SERVICE ITEMS" and displays a grid of service cards. Each card includes an icon, a title, and a brief description. Visible services include "Add to College Direc...", "Blue Examination Boo...", "Bulk College Directo...", "Cardboard Moving Box...", "Computer Account Req...", "Copy Paper (Legal-Si...", "Copy Paper (Letter-S...", "CUNY/First Report Req...", "Device Procurement", "Digital Media Produc...", "DLP Exemption Reques...", "ePermit & Permit", "Federal Aid", "Firewall Exemption (...", and "Grading & Transcript...".

Step 7

Select the service you require.



This screenshot shows the "Service Catalog" page with the "QC Hub (Registrar)" category selected in the left-hand navigation menu. The main content area is titled "QCHUB (REGISTRAR)" and displays a grid of service cards. Visible services include "ePermit & Permit", "Grading & Transcript...", "Graduation, Diploma...", "QC Hub - Form Submis...", and "Registration".

Step 8

Type your 8-digit CUNY ID and select the category of your request.

Home > Request New Service > QCHub (Registrar) > Graduation, Diploma, & DegreeWorks

 **Graduation, Diploma, & DegreeWorks**
Graduation, Diploma, & DegreeWorks
[Read more](#)

CUNYFirst ID# *
12345678

Category *
...
Diploma
DegreeWorks
Graduation
Other

[Place Request](#)

Step 9

Enter the details needed to complete your request, attach a file if needed, and select "Place Request."

Home > Request New Service > QCHub (Registrar) > Graduation, Diploma, & DegreeWorks

 **Graduation, Diploma, & DegreeWorks**
Graduation, Diploma, & DegreeWorks
[Read more](#)

CUNYFirst ID# *
12345678

Category *
...

Description
Details of Request

@Attach a file (File size < 40 MB)

[Place Request](#)