

How To Submit a Facilities Ticket

WHEN TO USE

Follow the process below to login to the Facilities ticketing system and submit a request or report an issue.

PROCESS DETAIL

*For those using screen readers, please note that the image of each button/menu is shown below the directions for that step.

1. Navigate to the Portal at <https://myportal.cccs.edu/>.
2. Login using your S# and network password.
3. Click on **Employee** option.
Image 3: The Portal menu with **Employee** selected.
4. Click on **System Office Employee SharePoint**.
Image 4: The "System Office Employee SharePoint" option from the CCCS Portal.
5. On the "Welcome Page," click on **Helpful Links**.
Image 5: The **Helpful Links** option from the "System Office Employee SharePoint."
6. Click on **CCCS Facilities Work Order Request**.
Image 6: The list of Employee Resources with **CCCS Facilities Work Order Request** selected.
7. Click **Login**.
Image 7: The ticket submission page with **Login** selected.
8. Login using your S# and network password.
9. Click on **Sites**.
Image 9: The logged in ticket submission page with **Sites** selected.
10. Click on **CCCS Facilities**.
Image 10: The "Sites" dropdown menu with **CCCS Facilities** selected.
11. Click on **Report an Issue/Submit Request**.
Image 11: The **Report an Issue/Submit Request** button.
12. Click on the appropriate service (for example **Grounds** to request a garbage pickup).
Image 12: A selection of the options on the Facilities Report an Issue/Submit a request page with **Grounds** selected.
13. Choose the appropriate category from the list that self-populates (in this example, **Pickup Garbage**).

RELATED ARTICLES/ DOCUMENTS	
POINT OF CONTACT	<p>Before submitting a CCCS-IT Help Desk ticket, please review the issue with your Department Director or Supervisor to determine if a ticket is needed. If it is determined to be a technical issue, you can reach out to the CCCS-IT Help Desk.</p> <p>Department: CCCS-IT Help Desk Phone: 303-620-HELP (4357) When calling, ignore the voice prompts and stay on the line to reach a CCCS-IT Help Desk agent. Do not press "1," doing so will redirect you to an external student and faculty support desk.</p> <p>Email: support@cccs.edu</p>