

# **How to Submit Graphic Design, Web Design and Print Shop Job Tickets**

- Thank you for joining us!
- This training is intended for faculty and staff who submit job tickets for Print Shop, Graphic Design, or Web Design services from Public Relations (PR).
- You will learn how to efficiently submit Job Tickets for PR services.

**Welcome and Introduction**

## Topics will include:

- Why IssueTrak?
- Location of IssueTrak
- Vocabulary
- Form usage guidelines
- Instructions
- Logging in to IssueTrak
- Job Ticket Requests



## Overview

Public Relations and the Print Shop get a lot of requests for help.

- This process gets your job into the queue.
- Both sides - you and PR or Print Shop – whomever your request was with can keep track of the progress.
- Separate job tickets will need to be made for your design needs and print shop needs – they are separate jobs, involving separate tasks and workers in separate locations.

**Why IssueTrak?**

## **On Campus**

FYI > Public Relations > IssueTrak Login

## **Off Campus**

NCCC Home page > Faculty/Staff >  
IssueTrak Login

# **Location of IssueTrak**

- **Issue Type**: Main category for selecting your overall job request.
- **Sub-Type**: A more specific service pertaining to the Issue Type selected.

## Vocabulary

## Issue Types:

- Print Shop Job Tickets
- Graphic Design Job Tickets
- Web Design Job Tickets



**IssueTrak can be used for**

# IssueTrak cannot be used for

- Posting to TV Monitors
- Adding events to College Web calendar
- Requesting a press release
- Scheduling photography for events
- Purchasing of ads (print and Web)
- Creation of Publisher/Word documents



Before submitting a job ticket for Print Shop, Graphic Design, or Web Design request, view applicable instructions to determine best service to suit your needs.

These documents can be found on:

**On Campus:**

**FYI > Public Relations**


**Off Campus:**

**NCCC home page > Faculty/Staff**

**Instructions**

# Log in with the username and password you use for your work computer

//helpdesk.niagaracc.suny.edu/login.asp



## NCCC's Help Desk

Please Sign In


Please login using your NCCC issued username and password.  
This is the same login information you use to log into your office computer and/or your email account.

User ID:

Password:

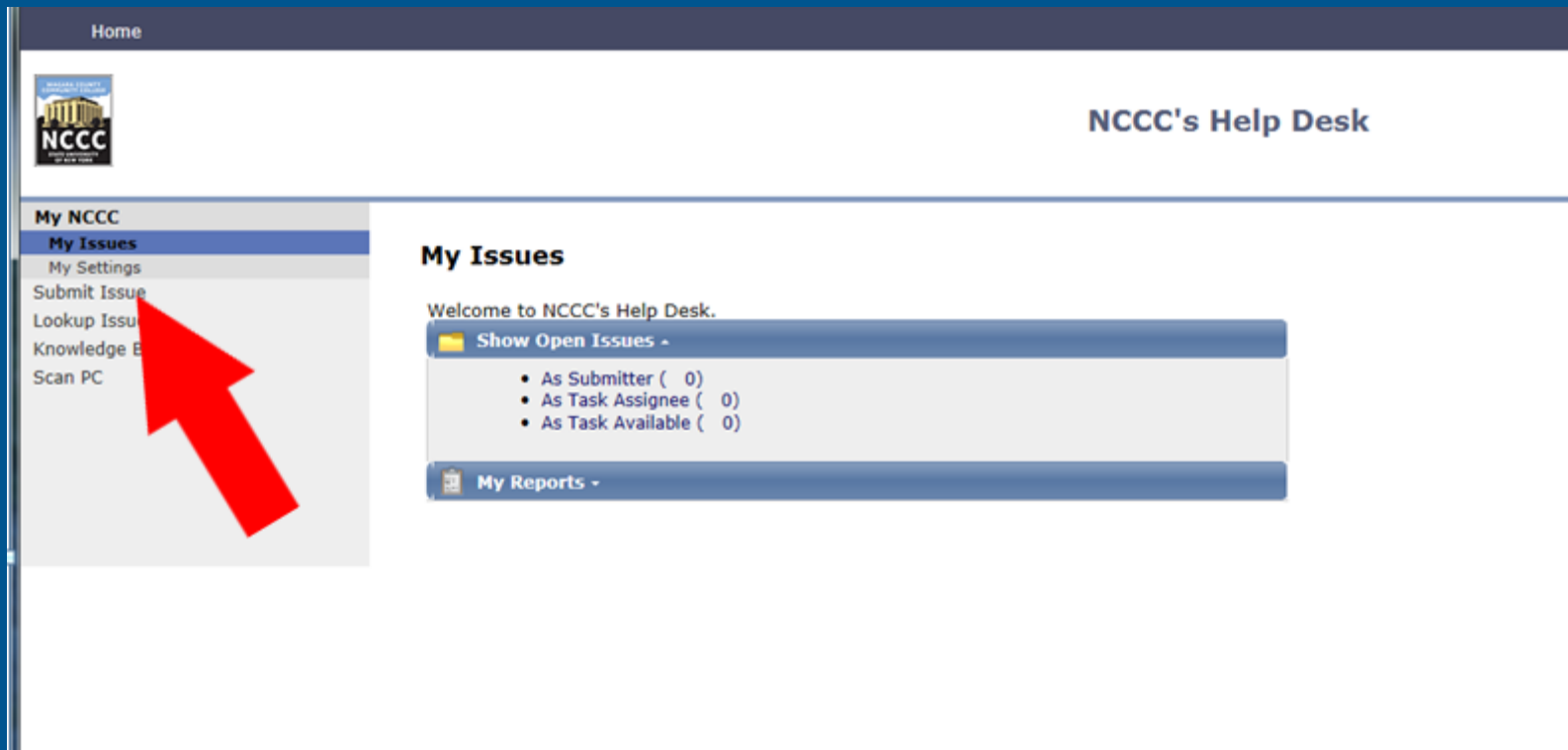
[Sign In](#)

[Switch To Mobile Format](#)



## How do I log in?

Once logged in, click on Submit Issue.



The screenshot displays the NCCC's Help Desk interface. At the top, there is a dark blue header with the text "Home" on the left and "NCCC's Help Desk" on the right. Below the header, the NCCC logo is visible on the left. A navigation menu is located on the left side, listing several options: "My NCCC", "My Issues", "My Settings", "Submit Issue", "Lookup Issue", "Knowledge Base", and "Scan PC". A large red arrow points to the "Submit Issue" option. The main content area on the right is titled "My Issues" and contains a welcome message: "Welcome to NCCC's Help Desk." Below this, there are two expandable sections: "Show Open Issues -" and "My Reports -". The "Show Open Issues -" section is currently expanded, showing a list of counts: "As Submitter ( 0)", "As Task Assignee ( 0)", and "As Task Available ( 0)".

**Submit a Job Ticket**

1. Provide a **Subject** for your request.
2. Enter a **Full Description** of the issue.
3. Choose an **Issue Type** - click on the **Down Arrow** to show the options, select the one that best defines your request.
4. Choose **Sub-Type** (when applicable) that will give more specific options pertaining to your **Issue Type**.
5. Please enter a "**Required By Date:**" **AT LEAST 14 WORKING DAYS IN ADVANCE.**
6. Click on **Submit Issue** button.

## Submit a Job Ticket



My NCCC

**Submit Issue**

Lookup Issue #

Knowledge Base

Scan PC

## Submit Issue

Submit Issue

Submit and Copy

### Overview

Issue Status:

\* Subject:

\* Full Description:

\* Issue Type:

Subtype 1:

### Responsibility

Suppress Email Notifications for this Issue

### Resolution Info

Required By Date:

mm/dd/yyyy

# **Print Shop Job Tickets**

## Topics will include:

- Print Shop Job Ticket PDF
- Submit a Print Shop Job Ticket
- Issue Type: Print Shop
- Include Attachment



# Overview

When requesting Print Shop work, first use our **Print Shop Job Ticket PDF.**

**On Campus:**

FYI > Public Relations > Print Shop Job Ticket PDF

**Off Campus:**

NCCC home page > Faculty/Staff > Print Shop Job Ticket PDF

- Right-click on **Print Shop Job Ticket PDF.**
- Choose **Save As** or **Save Link As** and download PDF to your desktop.
- Fill out form from the fields.
- Choose 'File', then 'Save As' to rename document.

**Print Shop Job Ticket PDF**



# NCCC Electronic Printing Request Form

ALL FIELDS MUST BE COMPLETED

This form must be submitted electronically only. Files submitted through our Help Ticket system are only 5MB per attachment. If files are too large to attach to PR Help Ticket, put it on the "L" Drive (Printshop) and note its location under 'special instructions'.



Your Name

Email

Phone Ext

Due Date  
The date you need the completed work.   
*ASAP is not an acceptable entry.*

Department

Title of Material  
(Be specific)

Billing Code Number  
Must submit a Budget Code # or PO #.  
Numbers must be used. Names of codes/depts. not acceptable

# of Originals

# of Copies

Paper Size

Paper Color

Paper Type

Sides

Bindery Instructions

Print File in Color  \$0.25 each

Create Room ID Sign


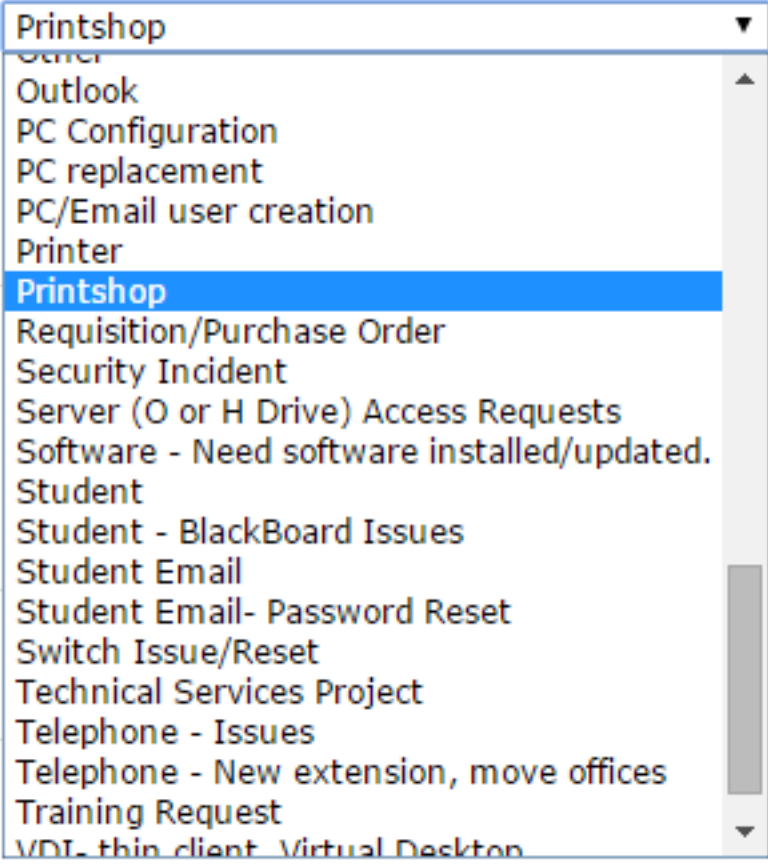
(If yes, please attach Word Document with wording for sign.)

Special Instructions

# From IssueTrak

1. Choose **Print Shop** as your **Issue Type** from the drop down listing.
2. Please enter a "**Required By Date:**" **AT LEAST 14 WORKING DAYS IN ADVANCE.**
3. **Check** the **checkbox** at bottom of form that says, '**Include Attachment**'.
4. Click on **Submit Issue**.
5. Attach completed **Print Shop Job Ticket PDF** to the Job Ticket.
6. Attach job materials you want printed.
7. Click on **Save** to complete your Print Shop Job Ticket.

**Submit a Print Shop Job Ticket**

\* Issue Type:  
SubType 1:  
Priority:  
Re:    
Issue

**Resolution Info**  
Required By Date:

**Supporting Info**  
Location ID:

- Printshop
- Outlook
- PC Configuration
- PC replacement
- PC/Email user creation
- Printer
- Printshop**
- Requisition/Purchase Order
- Security Incident
- Server (O or H Drive) Access Requests
- Software - Need software installed/updated.
- Student
- Student - BlackBoard Issues
- Student Email
- Student Email- Password Reset
- Switch Issue/Reset
- Technical Services Project
- Telephone - Issues
- Telephone - New extension, move offices
- Training Request
- VDI- thin client Virtual Desktop

**Issue Type: Print Shop**

Task	AssignedTo	Completed	T
<input checked="" type="checkbox"/> Include Attachment(s)? (upload screen will display on submit)			
<input type="button" value="Submit Issue"/>		<input type="button" value="Submit and Close"/>	<input type="button" value="Submit and Copy"/>

**Include Attachment**

- Each attachment can not exceed \*5MB.
- You can add as many attachments as you wish.
- If you need to attach any specific file larger than 5MB, please put in on the Print Shop "L" drive in your folder.
- Please keep your "L" drive folders clean. It is not meant to be a storage area, but is for the purpose of placing files too large to attach to a help ticket. If folders are kept clean then there is never an issue of whether we have the correct files for printing or not.
- You are responsible for keeping track of your own documents for future printing.

## Attachments

# Graphic Design Job Tickets

## Topics will include:

- Submit a Graphic Design Job Ticket
- Issue Type: Graphic Design
- Sub-Type: Graphic Design
- Include Attachment



# Overview

# From IssueTrak

1. Choose **Graphic Design** as your **Issue Type** from the drop down listing.
2. Choose **Sub-Type** from the drop down listing that will give more specific options pertaining to your **Issue Type**.
3. Please enter a "**Required By Date:**" **AT LEAST 14 WORKING DAYS IN ADVANCE.**
4. If including an attachment, **check** the **checkbox** at bottom of form that says, '**Include Attachment**'.
5. Click on **Submit Issue**.
6. Attach job materials to your request.
7. Click on **Save** to complete your Graphic Design Job Ticket.

## Graphic Design Job Tickets




**\* Issue Type:**  
SubType 1:  
Responsibility Assigned To:

**Resolution Info**  
Required By Date:

**Supporting Info**  
Location ID:

- Graphic Design
- Employee Changes
- Equipment Transfer
- Evisions - Support
- Facult/Staff Password Reset
- Graphic Design**
- Hardware - Installation/Replacement
- Hardware - PC/monitor will not power on
- Hardware - Windows Issue/Virus
- Internet Access
- Inventory
- Inventory - Preparation
- Network Infrastructure
- New Employee - Enter Information Below
- OIT Projects
- Other
- Outlook
- PC Configuration
- PC replacement
- PC/Email user creation
- Printer
- Printshop

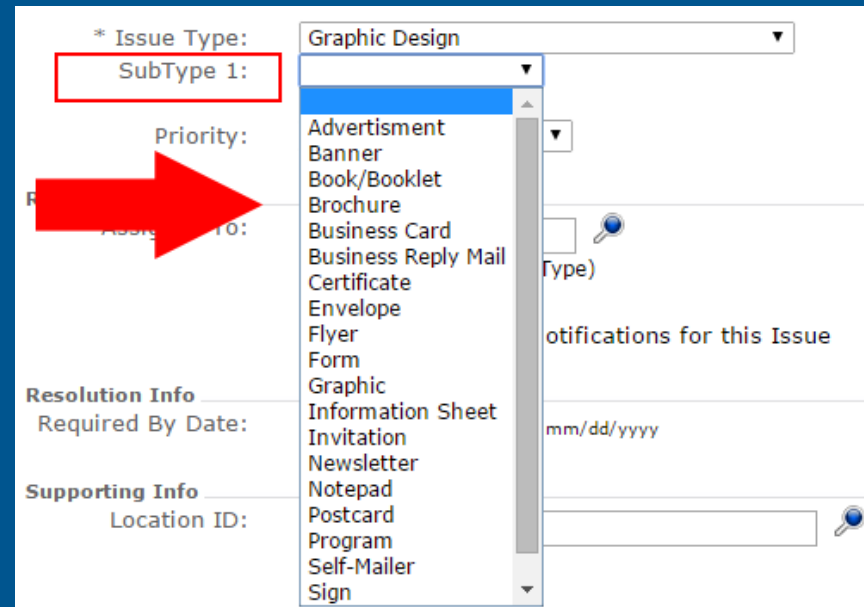
Issue



**Issue Type: Graphic Design**

**When creating a Graphic Design Job Ticket, please make note of the following options as they are the considered 'Sub-Type' of Graphic Design jobs that can be submitted.**

- Advertisements
- Banners
- Book/Booklets
- Brochure
- Business Card
- Business Reply Mail
- Certificate
- Envelope
- Flyer
- Form
- Graphic
- Information Sheet
- And much more!



The screenshot shows a web form for creating a job ticket. The 'Issue Type' dropdown is set to 'Graphic Design'. A red box highlights the 'SubType 1' field, and a red arrow points to it from the left. The dropdown menu is open, showing a list of sub-types: Advertisement, Banner, Book/Booklet, Brochure, Business Card, Business Reply Mail, Certificate, Envelope, Flyer, Form, Graphic, Information Sheet, Invitation, Newsletter, Notepad, Postcard, Program, Self-Mailer, and Sign. Other fields visible include 'Priority:', 'Required By Date:', and 'Location ID:'.

**Sub-Type: Graphic Design**

Task	AssignedTo	Completed	T
<input checked="" type="checkbox"/> Include Attachment(s)? (upload screen will display on submit)			
<input type="button" value="Submit Issue"/>		<input type="button" value="Submit and Close"/>	<input type="button" value="Submit and Copy"/>

**Include Attachment**

- Each attachment can not exceed \*5MB.
- You can add as many attachments as you wish.
- If you need to attach any specific file larger than 5MB, please put in on the Print Shop "L" drive in your folder.
- Please keep your "L" drive folders clean. It is not meant to be a storage area, but is for the purpose of placing files too large to attach to a help ticket. If folders are kept clean then there is never an issue of whether we have the correct files for printing or not.
- You are responsible for keeping track of your own documents for future printing.

## Attachments

# Important

Designer will submit artwork back to you for final approval. Once approved, you will then have to **submit a new job ticket to the Print Shop** and attach the approved artwork along with a completed **Print Shop Job Ticket PDF**.

# **Web Design Job Tickets**

## Topics will include:

- Submit a Web Design Job Ticket
- Issue Type: Web Design
- Sub-Type: Web Design
- Include Attachment

**Overview**

# From IssueTrak


1. Choose **Web Design** as your **Issue Type** from the drop down listing.
2. Choose **Sub-Type** from the drop down listing that will give more specific options pertaining to your **Issue Type**.
3. Please enter a **“Required By Date:” AT LEAST 14 WORKING DAYS IN ADVANCE.**
4. If including an attachment, **check** the **checkbox** at bottom of form that says, **‘Include Attachment’**.
5. Click on **Submit Issue**.
6. Attach job materials to your request.
7. Click on **Save** to complete your Web Design Job Ticket.

## Web Design Job Tickets



\* Issue Type: Web Design  
SubType 1:  
Priority:  
Responsibility:  
Assigned To:  
Resolution Info:  
Required By Date:  
Supporting Info:  
Location ID:

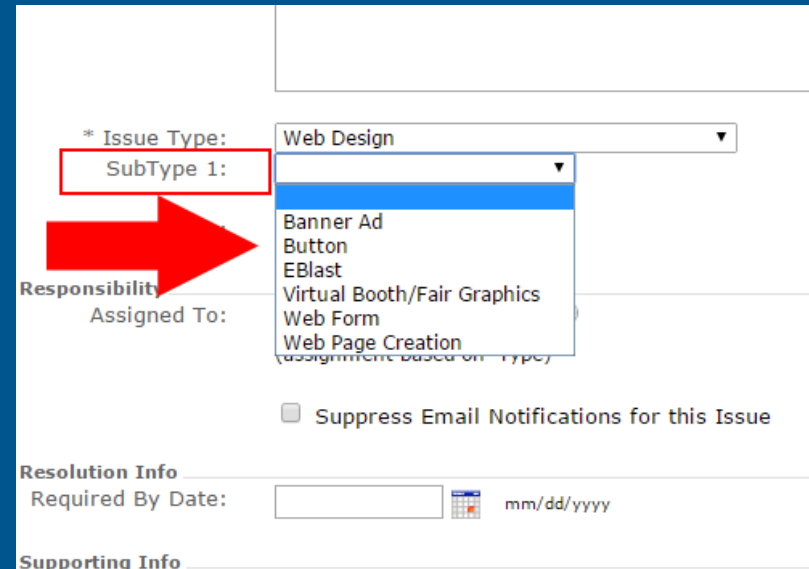
- Web Design
- PC Configuration
- PC replacement
- PC/Email user creation
- Printer
- Printshop
- Requisition/Purchase Order
- Security Incident
- Server (O or H Drive) Access Requests
- Software - Need software installed/updated.
- Student
- Student - BlackBoard Issues
- Student Email
- Student Email- Password Reset
- Switch Issue/Reset
- Technical Services Project
- Telephone - Issues
- Telephone - New extension, move offices
- Training Request
- VDI- thin client, Virtual Desktop
- Web Design



**Issue Type: Web Design**

**When creating a Web Design Job Ticket, please make note of the following options as they are the considered 'Sub-Type' of Web Design jobs that can be submitted.**

- Banner Ad
- Button
- EBlast
- Virtual Booth/Fair Graphics
- Web Form
- Web Page Creation



The screenshot shows a web form interface. At the top, there is a dropdown menu for 'Issue Type' with 'Web Design' selected. Below it, a 'SubType 1:' dropdown menu is open, showing a list of subtypes: Banner Ad, Button, EBlast, Virtual Booth/Fair Graphics, Web Form, and Web Page Creation. A red arrow points from the 'SubType 1:' label to the dropdown menu. Below the dropdown menu, there is a 'Responsibility Assigned To:' field. Further down, there is a checkbox labeled 'Suppress Email Notifications for this Issue'. At the bottom, there is a 'Resolution Info' section with a 'Required By Date:' field and a calendar icon. Below that is a 'Supporting Info' section.

**Sub-Type: Web Design**

Task	AssignedTo	Completed	T
<input checked="" type="checkbox"/> Include Attachment(s)? (upload screen will display on submit)			
<input type="button" value="Submit Issue"/>		<input type="button" value="Submit and Close"/>	<input type="button" value="Submit and Copy"/>

**Include Attachment**

- Each attachment can not exceed \*5MB.
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- You are responsible for keeping track of your own documents for future printing.

## Attachments

# Questions