



Accessing and Logging In

1. Navigate to <https://southside.issuetrak.com>
2. Input your username (first.last)
3. Input your password
4. Click the Sign In button
5. You will be brought to the welcome page.

Change Password

1. Click on My SVCC
2. Click on Change Password
3. Input your new password
4. Retype your new password
5. Click Change Password button

Forgotten Password

1. Click the link on homepage for Forgot your password?

Review Open Issues

1. Any numbers beside:
 - a. As Submitter
 - b. As Assignee
 - c. As Next Action
 - d. As Task Assignee

Submitting Issues

1. Click on Submit Issue on the Menu bar
2. Select a Quick Pick or Issue Type
3. Complete required fields

Adding Notes

1. Open Issue
2. Click Add Note button or Add note on Menu bar

Adding Attachments

1. Add when submitting a ticket or later by selecting the attachment checkbox or Attachment menu item

Selecting Priorities

1. Critical: Should only be used for complete system outage.
2. High: If it an urgent priority that has a time sensitive deadline. You should provide a required by date if this option is selected and available.
3. Medium: Standard for most issues.
4. Low: You need to make us aware of the issue but doesn't need to be completed prior to other open tickets.

Tasks

1. Open the ticket
2. View the items in task manager
3. Approve the ones assigned to you.

Unpaid List

1. Available through the knowledge base and quick link on the menu

IssueTrak

IssueTrak is a tool that you can use to report any technical support issues that you are having. IT support staff at Southside are striving to provide you with better customer service as well as meet requirements to ensure accountability and reporting of all technical issues. We have expanded IssueTrak to incorporate personnel access additions, updates and exits as well program placement and plan changes for students.

Input into IssueTrak

Technology

- All computer related issues
- All network issues
- Installation requests for Information Technology department

Personnel Related

- New Hires
- Rehires
- Exiting Employees
- Role Changes

Student Services Related

- Program/Plan Changes
- Plan Changes
- Advisor Change

Emails are sent to you:

1. when an issue is assigned to you
2. when a next action is assigned to you
3. note was added to a ticket you submitted
4. Task is available for you