

IT SupportHub Portal – Catalog Changes

The Category and Catalog Item options available on IT SupportHub Portal for ticket creation has been updated. You will see a revised list of categories and catalog items once you login and click on "**Create a Ticket**" option.

NYC Department of Education	Home	Support Topics	Create a Ticket	Ticket Status	My Apps 👻

You will now see a Technology Support option in the Service Group dropdown.

Create New Ticket					
Service Group Select ▼	>	Category Select ▼	>	Catalog Item Select ▼	
Select					
Technology Sup	port				

Once you select Technology Support, a revised list of Categories will be displayed.



Under Category, you will see a refined list of the Catalog items.

Create New Ticket					
Service Group Technology Support ▼	>	Category Application and Software •	>	Catalog item Select ▼	
				Add / Edit / Remove Application	
This service contains op	This service contains options for mission-critical business software used by Application Issues				
Refund Request Access to Application			Issues with Software License		
Registration Request Application Issues Upgrade Add / Edit / Remove Application				Login issues	
				Refund Request	
Issues with Software	License				
 Login issues 					



When selecting a Catalog Item, a form will display to create a ticket.

Select **Technology Type** and click on "Advanced search" and select an option from the dropdown.

3 Technology type	•					
Hardware	Network	Software				
Technology Applicat	ion					
Q Technology A	Арр	Advanced search				
Technology Application - Advanced Search						
Searching in - Software						
Technology/App Code	e Type and	press enter to search				

For example, if you are experiencing an issue with the application "TeachHub," you will select **Technology Type – Software**, click on **Advanced search**, Type "TeachHub" in the search bar and select it from the "Technology Application" list. (As shown below)

Technology Application - Advanced Search Searching in - Software						
Technology/App Code	TeachHub					
Technology/App Code 🗢	Technology/App Name 🗢	Status 🗢	Product Technology 🗢	Owned By Team 💠	Business Owner 💠	Technical Owner 🖨
TeachHub	Teach Hub	Active		IET App Dev	Levy Jason	Khan Ali

IMPORTANT: Please make sure to select "**Technology Type**" and click on "**Advanced search**" to select from the list. If no value is chosen in the "Technology Application" field, the ticket will be assigned to a generic bucket and will delay the process in reaching the right team for resolution.

Note: This flow is the same for all Categories and Catalog Items you choose from the dropdown menu.