



Got A Problem? **Track-It!**



Announcing Track-It for Students A new method of reporting PC, maintenance, housing and telecommunications issues

Do you have a maintenance problem or need a repair done in your on-campus apartment?

Are you experiencing a problem with a PC?

Having trouble with a phone in your apartment?



Full-time students may now submit online requests for assistance using a program called Track-It. Problems with PC hardware and software, housing and maintenance issues, and telecommunications issues (phones) may be reported. **To access Track-It, simply click the Campus Help Desk link at the bottom of the College's homepage (www.herkimer.edu).** Step-by-step instructions are included to lead you through the process of submitting your request.

Track-It is designed for reporting non-critical problems. All emergencies should be reported immediately by calling the Residential Life Office at 868-2021 or Campus Safety at ext. 8616.



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For questions regarding Track-It, contact the HCCC Student Help Desk by emailing studenthelp@herkimer.edu or call 315.866.0300 ext. 8555.