

Filter navigator

## CLPCCD Service Management System



App Engine

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sys\_id=ce69f068c30420100389006c2840dd27

### Open Help Ticket

Having problems? We'll help you put it right again. If you want to report that something you were previously using that now no longer works or has developed a fault (such as an application, internet connection, need a password reset , request a Knowledge Article to be Published or just want to ask a question you're in the right place.

### Open Issues and Requests

Check status on your open issues and requests

### Find Knowledge Base

Search the knowledge base for answers to frequently asked questions and known issues



Filter navigator





App Engine

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[Service Catalog \(catalog\\_home.do?v=1&sysparm\\_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm\\_ca](#)  
 > [Open Help Ticket \(com.glideapp.servicecatalog\\_category\\_view.do?v=1&sysparm\\_parent=6735a702477331008bd5d8966c9a7162&sysparm\\_no\\_checkout=false&sysparm\\_ck=7e7](#)  
 > Create an Incident for LPC

Create an Incident record to report and request assistance with an issue you are having

What's wrong? We'll help put it right if we can.

If you want to report that something you were previously using now no longer works or has developed a fault (such as an application, internet connection, email, telephone etc) you're in the right place.

If your request relates to something you wish to obtain, submit a Service Request through Request Services.

Typical incident notifications:

- My work computer/application won't start/launch
- I can't access my email/file server/printer

\* Indicates required field

Where are you located?

► At a different site today?

LPC

\* What are you having issues with?

-- None --

Contact Number?

\* Please enter Building/Room Number

\* Please enter a short description of the problem you are having :( 100 Characters max)

► Examples:

\* Please provide as much detail as possible, including steps to reproduce.

► Example/Help



**Report Title:** Amanda Pisani: 04/23/2021 09:04:20  
**Run Date and Time:** 04/23/2021 09:13:31 Pacific Daylight Time  
**Run by:** Amanda Pisani  
**Table name:** sc\_task  
**Query Condition:** Assignment group = Audio Visual Approval LPC .or. Assignment group = Request Computer Lab Software LPC AND Created >= 01/01/2019 00:00:00  
**Sort Order:** Created in ascending order

31 Catalog Tasks

Number	▲ Created	Request	Short description	Created by	location	Request item	State	Assignment group	Assigned to
SCTASK0010848	01/03/2019 09:03:16	REQ0010935	Request for Software / Computer Lab	DLee		RITM0010908	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0010897	01/17/2019 12:16:45	REQ0010984	Request for Software / Computer Lab	acarez		RITM0010957	Closed Complete	Request Computer Lab Software LPC	Christine Hornbaker
SCTASK0010906	01/19/2019 12:55:05	REQ0010993	What are your Audio and Visual needs ?	TSteffan		RITM0010966	Closed Complete	Audio Visual Approval LPC	
SCTASK0010918	01/22/2019 18:16:01	REQ0011005	Request for Software / Computer Lab	IBrekke		RITM0010978	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0010952	01/30/2019 14:45:22	REQ0011039	What are your Audio and Visual needs ?	LCross		RITM0011012	Closed Complete	Audio Visual Approval LPC	Sherman Lindsey
SCTASK0010956	01/31/2019 15:45:54	REQ0011043	What are your Audio and Visual needs ?	VBall		RITM0011016	Closed Skipped	Audio Visual Approval LPC	
SCTASK0010957	02/01/2019 11:31:19	REQ0011044	Request for Software / Computer Lab	DLee		RITM0011017	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0010963	02/05/2019 08:01:41	REQ0011050	What are your Audio and Visual needs ?	TSteffan		RITM0011023	Closed Complete	Audio Visual Approval LPC	

Number	▲ Created	Request	Short description	Created by	location	Request item	State	Assignment group	Assigned to
SCTASK0010969	02/05/2019 11:55:02	REQ0011056	Request for Software / Computer Lab	HUIrech		RITM0011029	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0010997	02/21/2019 13:37:54	REQ0011086	What are your Audio and Visual needs ?	VBall		RITM0011059	Closed Complete	Audio Visual Approval LPC	
SCTASK0011011	03/01/2019 11:32:26	REQ0011100	Request for Software / Computer Lab	IBrekke		RITM0011073	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0011015	03/05/2019 16:27:02	REQ0011104	What are your Audio and Visual needs ?	HBlumenfeld		RITM0011077	Closed Complete	Audio Visual Approval LPC	
SCTASK0011032	03/18/2019 09:17:30	REQ0011121	Request for Software / Computer Lab	JFarber		RITM0011094	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0011036	03/20/2019 14:50:25	REQ0011125	Request for Software / Computer Lab	akchan		RITM0011098	Closed Complete	Request Computer Lab Software LPC	Sherman Lindsey
SCTASK0011072	04/16/2019 13:58:19	REQ0011162	Request for Software / Computer Lab	IBrekke		RITM0011135	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0011075	04/19/2019 07:08:49	REQ0011165	What are your Audio and Visual needs ?	LHart		RITM0011138	Closed Complete	Audio Visual Approval LPC	
SCTASK0011221	08/12/2019 14:29:52	REQ0011314	Request for Software / Computer Lab	CMorrell		RITM0011287	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0011244	08/22/2019 16:38:18	REQ0011337	Request for Software / Computer Lab	AAmaya		RITM0011310	Closed Complete	Request Computer Lab Software LPC	Fernando Calzada
SCTASK0011251	08/23/2019 12:48:03	REQ0011344	What are your Audio and Visual needs ?	LHart		RITM0011317	Closed Complete	Audio Visual Approval LPC	Sherman Lindsey

Number	▲ Created	Request	Short description	Created by	location	Request item	State	Assignment group	Assigned to
SCTASK0011259	08/28/2019 13:09:23	REQ0011352	What are your Audio and Visual needs ?	FDenisco		RITM0011325	Closed Incomplete	Audio Visual Approval LPC	
SCTASK0011276	09/11/2019 10:09:45	REQ0011369	What are your Audio and Visual needs ?	mfitzgerald		RITM0011342	Closed Complete	Audio Visual Approval LPC	Sherman Lindsey
SCTASK0011292	09/18/2019 11:36:23	REQ0011385	Request for Software / Computer Lab	MNewton		RITM0011358	Closed Complete	Request Computer Lab Software LPC	Fernando Calzada
SCTASK0011293	09/20/2019 12:20:04	REQ0011386	Request for Software / Computer Lab	IBrekke		RITM0011359	Closed Complete	Request Computer Lab Software LPC	Sherman Lindsey
SCTASK0011303	09/25/2019 14:04:50	REQ0011395	What are your Audio and Visual needs ?	RFaulkenberry		RITM0011368	Closed Complete	Audio Visual Approval LPC	Sherman Lindsey
SCTASK0011321	10/02/2019 20:48:36	REQ0011414	Request for Software / Computer Lab	AAmaya		RITM0011387	Closed Complete	Request Computer Lab Software LPC	Haywood Beaird
SCTASK0011341	10/11/2019 10:46:15	REQ0011432	Request for Software / Computer Lab	ALozano		RITM0011405	Closed Incomplete	Request Computer Lab Software LPC	
SCTASK0011362	10/18/2019 12:12:24	REQ0011453	Request for Software / Computer Lab	JTsubota		RITM0011426	Closed Complete	Request Computer Lab Software LPC	David Lee
SCTASK0011441	12/16/2019 14:01:41	REQ0011533	Request for Software / Computer Lab	IBrekke		RITM0011506	Closed Complete	Request Computer Lab Software LPC	
SCTASK0011462	01/12/2020 13:33:09	REQ0011554	Request for Software / Computer Lab	TSteffan		RITM0011527	Closed Complete	Request Computer Lab Software LPC	Sherman Lindsey
SCTASK0011511	02/14/2020 11:21:18	REQ0011604	What are your Audio and Visual needs ?	SLloyd		RITM0011577	Closed Complete	Audio Visual Approval LPC	Sherman Lindsey

Number	▲ Created	Request	Short description	Created by	location	Request item	State	Assignment group	Assigned to
SCTASK0011746	01/27/2021 14:37:19	REQ0011834	Request for Software / Computer Lab	JFarber		RITM0011806	Open	Request Computer Lab Software LPC	