# Student Help Desk

## Student Guide for Opening Tickets in ServiceNow



CRAVEN
COMMUNITY COLLEGE

# Welcome to the Service Portal

**Note:**

If your college account is not set up, use an alternative email you can access and send email to studenthelp@cravencc.edu

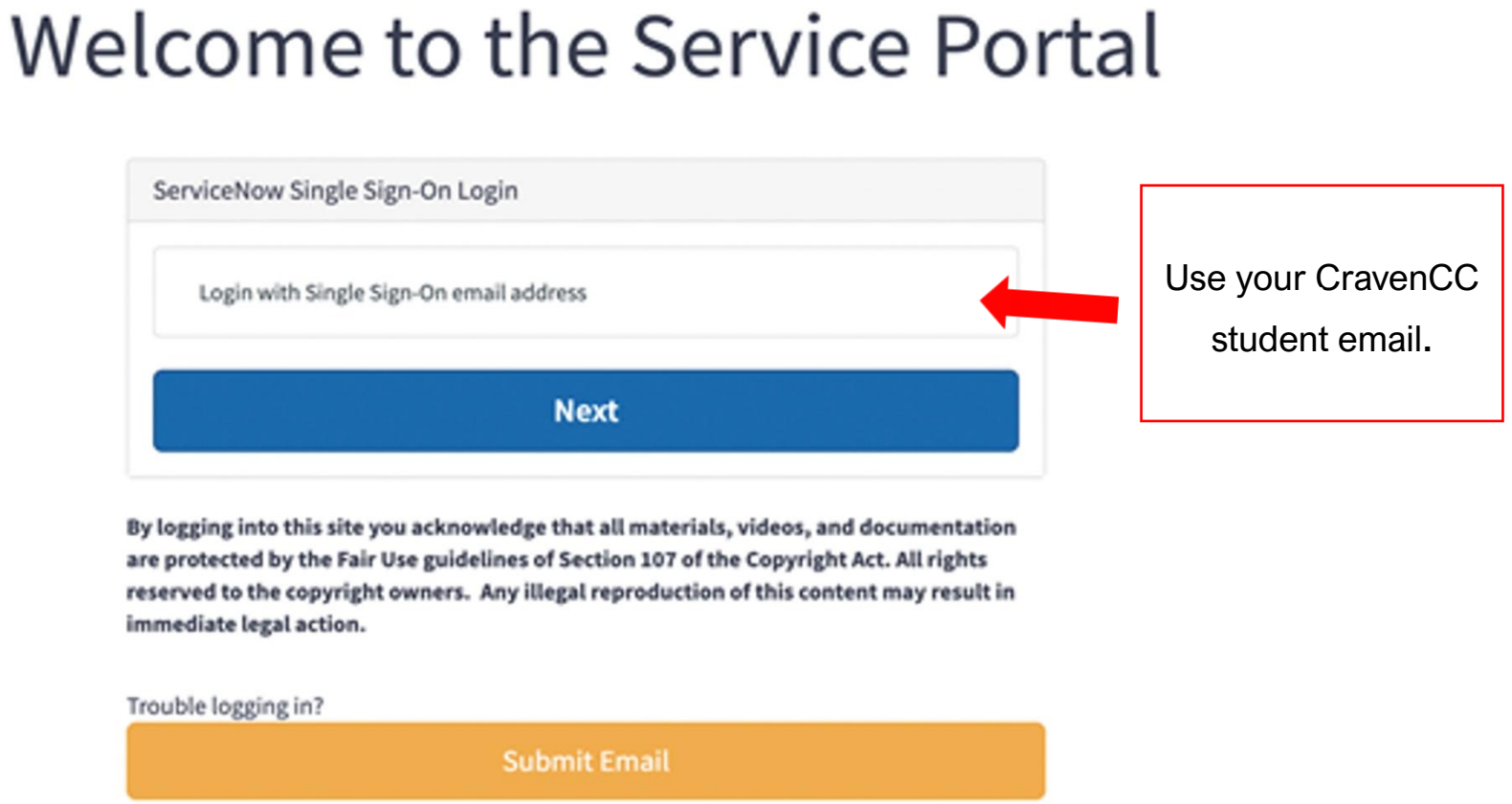
Include:

Your full name, alternative email, phone number and details of your issue.

**BE AWARE:**

Using alternative email may delay your ticket creation.

You will still need to use the portal to view ticket updates and the resolution details.



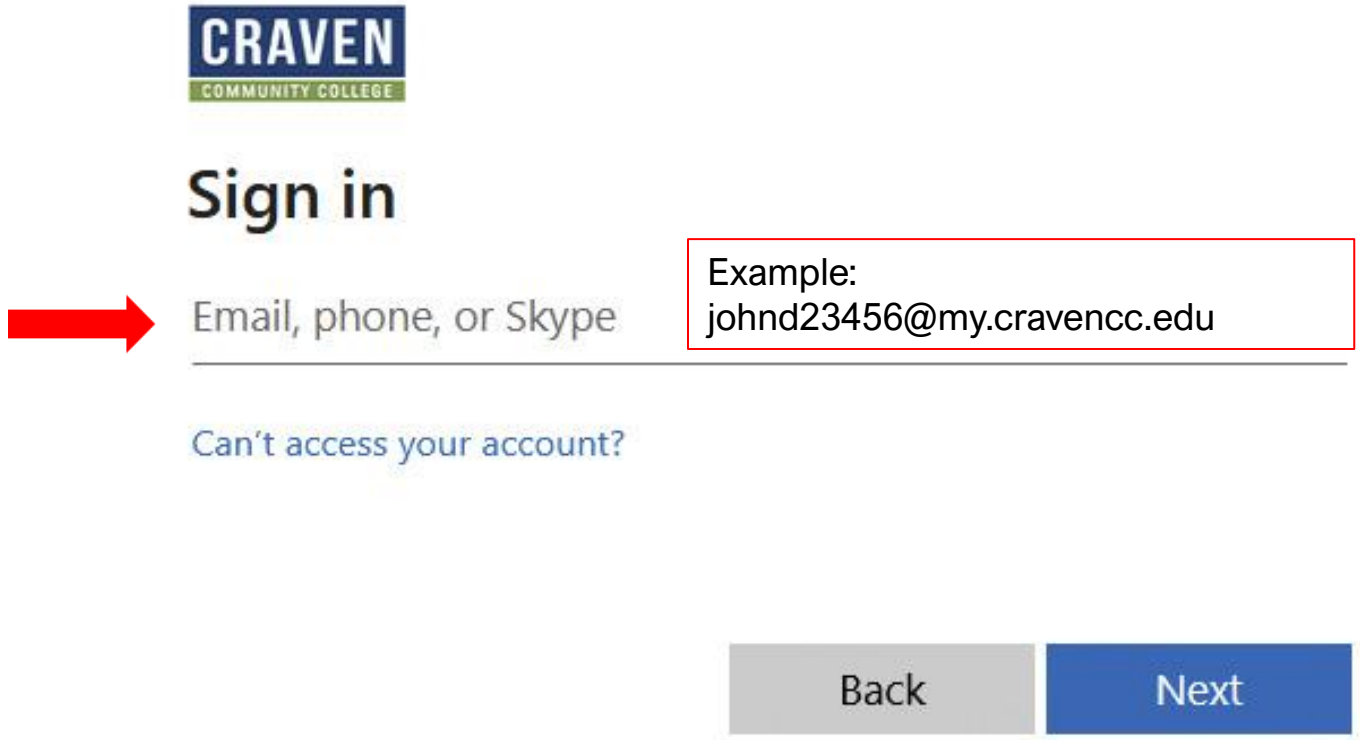

Use your CravenCC student email.

https://ncccs.servicenowservices.com/craven

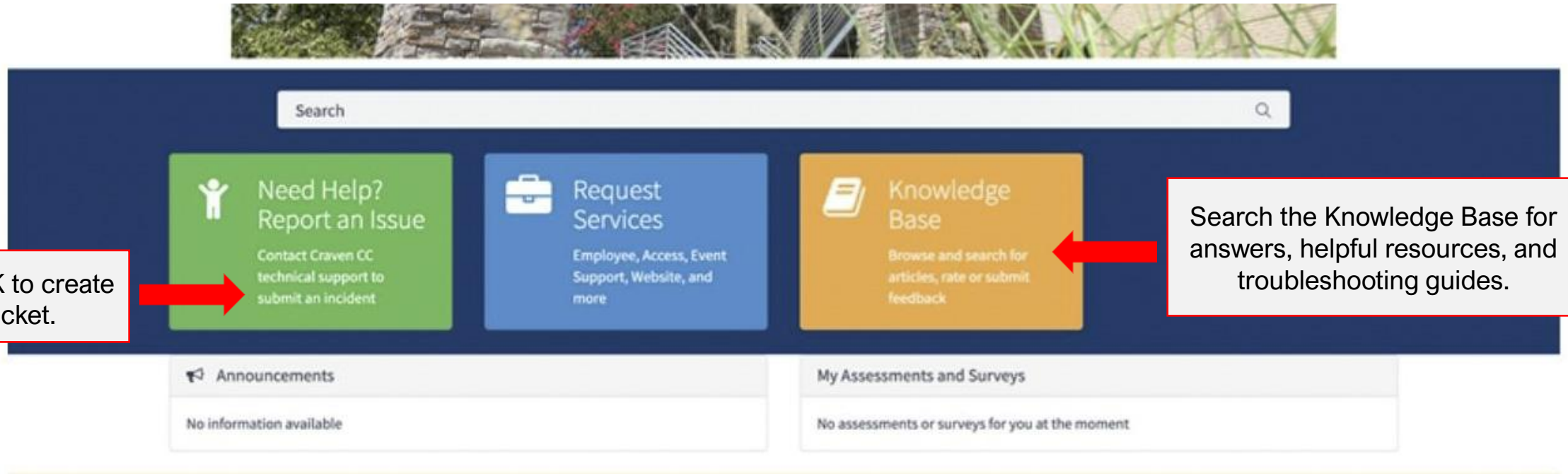
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# Sign In

Use your CravenCC student email and password.



# Select “Need Help?”, “Report an Issue”

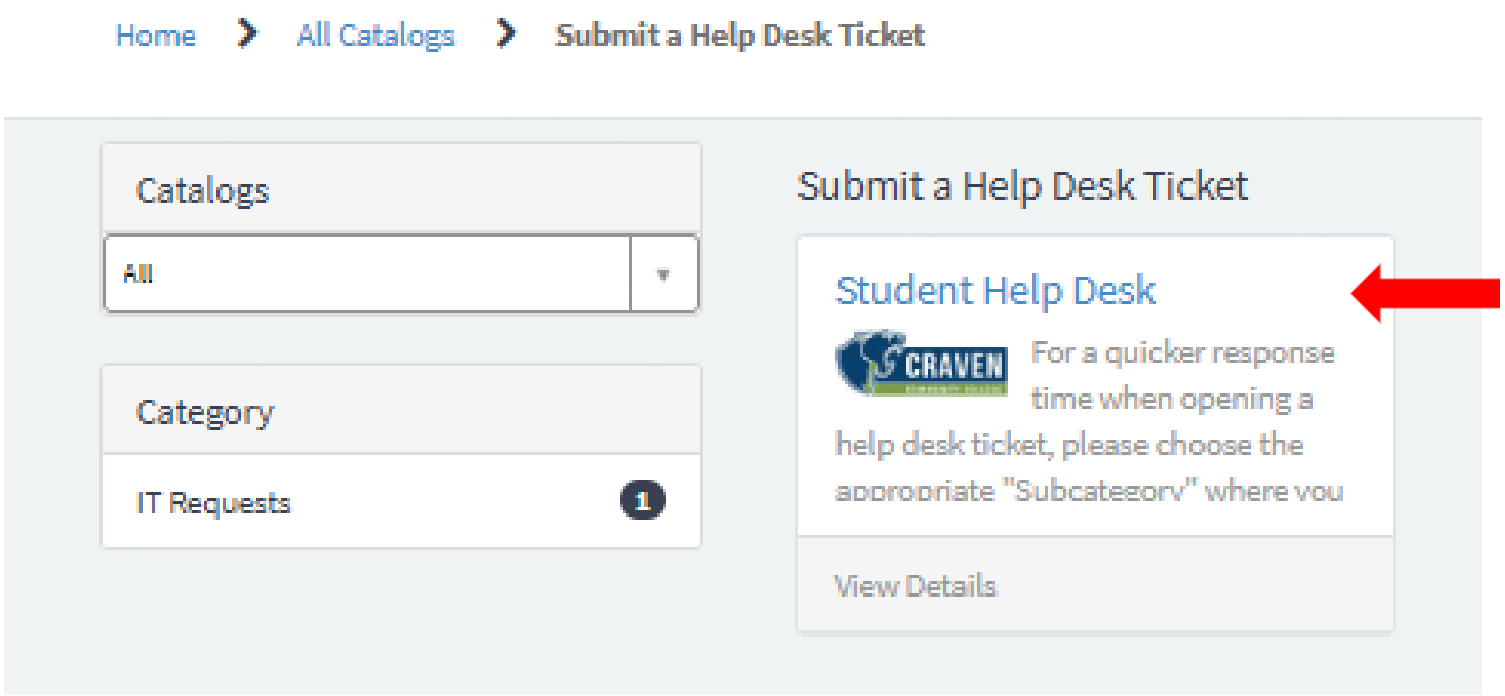



CLICK to create ticket.

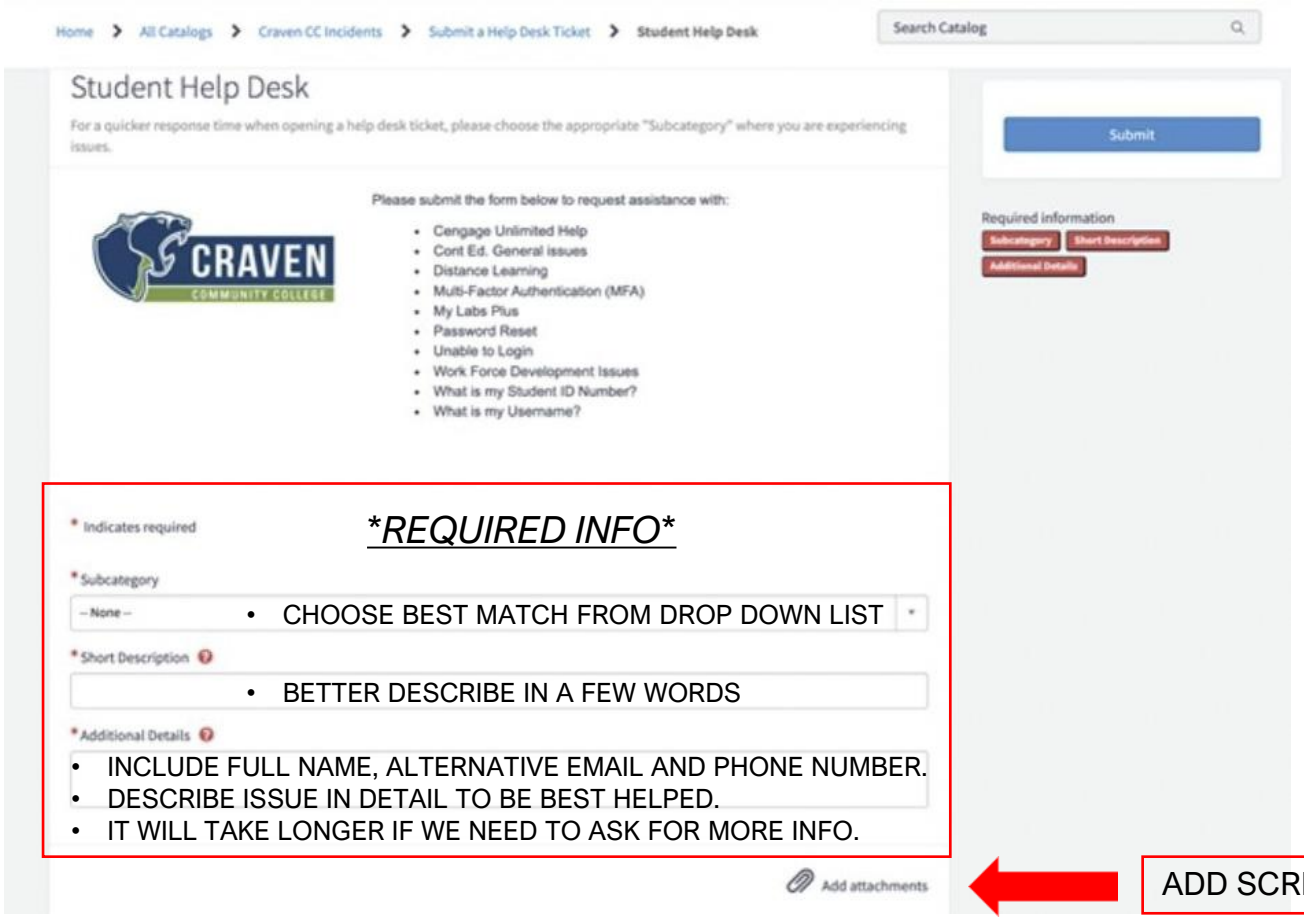
Search the Knowledge Base for answers, helpful resources, and troubleshooting guides.

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# Submit a Help Desk Ticket



# Fill Out All Required Fields



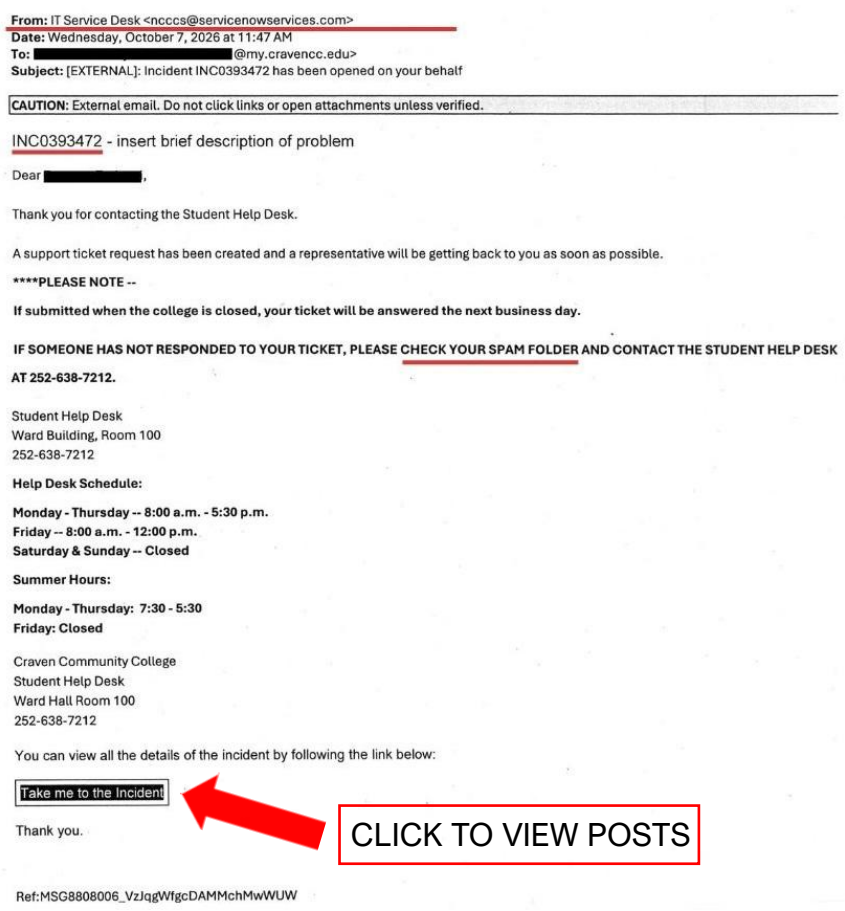

ONCE FORM IS COMPLETED, "SUBMIT"

ADD SCREENSHOT OF ERROR

# ServiceNow Example EMAIL – NEW TICKET

NOT SPAM

TICKET NUMBER



**From:** IT Service Desk <ncccs@servicenowservices.com>
**Date:** Wednesday, October 7, 2026 at 11:47 AM
**To:** [redacted]@my.cravencc.edu>
**Subject:** [EXTERNAL]: Incident INC0393472 has been opened on your behalf

**CAUTION:** External email. Do not click links or open attachments unless verified.

INC0393472 - insert brief description of problem

Dear [redacted],

Thank you for contacting the Student Help Desk.

A support ticket request has been created and a representative will be getting back to you as soon as possible.

******PLEASE NOTE --**

**If submitted when the college is closed, your ticket will be answered the next business day.**

**IF SOMEONE HAS NOT RESPONDED TO YOUR TICKET, PLEASE CHECK YOUR SPAM FOLDER AND CONTACT THE STUDENT HELP DESK AT 252-638-7212.**

Student Help Desk
Ward Building, Room 100
252-638-7212

**Help Desk Schedule:**

**Monday - Thursday -- 8:00 a.m. - 5:30 p.m.**
**Friday -- 8:00 a.m. - 12:00 p.m.**
**Saturday & Sunday -- Closed**

**Summer Hours:**

**Monday - Thursday: 7:30 - 5:30**
**Friday: Closed**

Craven Community College
Student Help Desk
Ward Hall Room 100
252-638-7212

You can view all the details of the incident by following the link below:

Take me to the Incident

Thank you.

Ref:MSG8808006_VzJqgWfgcDAMMchMwWUW

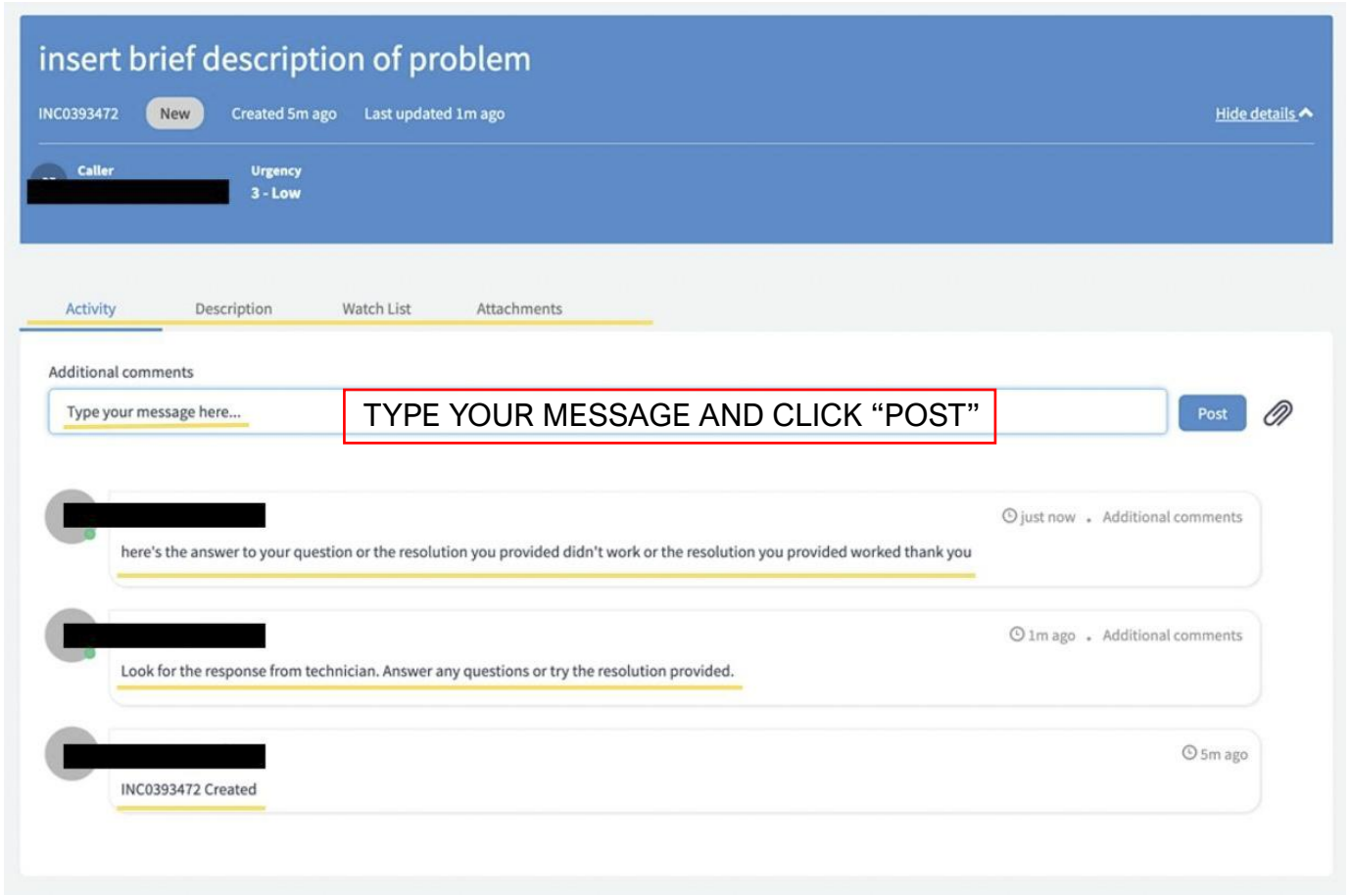
CLICK TO VIEW POSTS

NOTE:

- You will receive an email each time there is new activity.
- Your ticket will be closed if no response.

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# ServiceNow Example - POST



# Questions?

## Contact the Student Help Desk

**Phone:** (252) 638-7212

**Email:** studenthelp@cravencc.edu

## Locations:

New Bern/Main Campus: Ward Hall, Room 100

Havelock Campus: Redd Classroom Building, Room 131

Campus Maps

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