



# Information Technology Services

## Requesting Support from ERP Operations Team

---

**Purpose:** Requests to process or move reports in connection to Enterprise Systems Banner 9 Admin Forms. All request accessing Banner information.

1. Logon to MyGCSC and click on GCSC Ticketing System.
2. Click on "Submit Requests".
3. The next page can have multiple different categories for common requests. A search bar is at the top of the list to easily look for the form needed. It is best to use just single terms like Banner or Lighthouse when using the search bar.

On the home page in the Ticketing System there is a "Submit Work Orders" option if a specific form can not be found. This is a blank form that can be used to narrow down the request and explain in more detail how Operations can help.

4. Complete the request item and submit.
5. Upon receipt of the request item if there is a need for an approval process it will be handled with the request, ITS Operations staff will address the request and contact the user once the task is addressed.