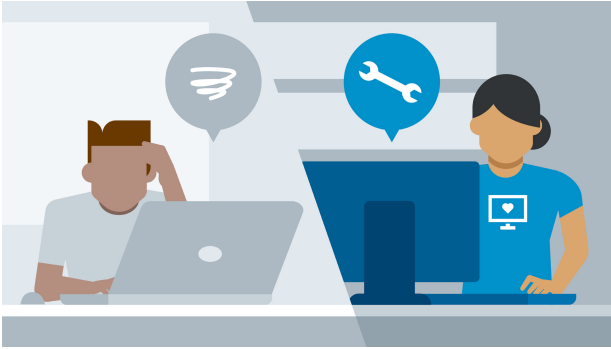




# ServiceNow®

For Submitting Requests for IT Support

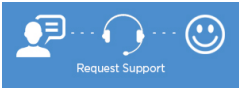
Quick-Start Guide



## Submit a Request (Ticket): Something is Broken

If something is not functioning as expected, or a system is either unavailable or down you should submit a ticket via the “**Something is Broken**” link. **Note** - if your inquiry is an emergency, call your local service desk to report the issue for the quickest response.

1. From the Intranet Homepage, click **Business Units > IT** from the top navigation
2. Click on the **Request Support** button



3. Under the **IT Support** section, click on the **Something is Broken** link
4. Fill in and select all requested information
5. Attach any supporting files (if applicable)  
[Please click here to attach any supporting documents](#)
6. Click on the **Submit** button

## Ask a Question

You may submit a question to your local service desk to inquire about something related to IT or IT systems, software, hardware, etc. **For example**, if you want to know how to get access to a system or software title. Here’s how to ask a question through the ServiceNow portal:

1. From the Intranet Homepage, click **Business Units > IT** from the top navigation
2. Click on the **Request Support** button



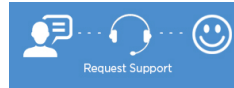
3. Under the **IT Support** section, click on the **Ask a Question** link
4. Fill in and select all requested information
5. Attach any supporting files (if applicable)  
[Please click here to attach any supporting documents](#)
6. Click on the **Submit** button

## Check the Status of a Ticket

To check the status of a ticket, you can either call or email your local service desk. Please include the incident or request number along with your inquiry.

Another option is to check the ServiceNow portal page (bottom of page), for previously submitted ticket status. Here’s how: **Note** - this only applies to the person that the ticket was submitted for.

1. From the Intranet Homepage, click **Business Units > IT** from the top navigation
2. Click on the **Request Support** button



3. Under the **IT Support** section, click on the **Ticket Status** link
4. Locate your desired ticket from your list of previously submitted tickets

|                          |                             |          |                     |                         |
|--------------------------|-----------------------------|----------|---------------------|-------------------------|
| <input type="checkbox"/> | <a href="#">INC0512176</a>  | Pending  | 2018-09-05 11:31:05 | RE: APAC and WhatFix    |
| <input type="checkbox"/> | <a href="#">INC0514314</a>  | Resolved | 2018-09-13 10:14:08 | My mouse is not working |
| <input type="checkbox"/> | <a href="#">RITM0020929</a> | Open     | 2018-09-12 16:34:42 | SAP Access Request      |

## Notification of Ticket Resolution

Once your ticket is resolved, you will receive an email notification asking you to either accept or decline the resolution.

We are pleased to inform you that incident [INC0456902](#) has been resolved.

If the incident has been resolved to your satisfaction, please [click here to accept the resolution provided](#).

If the incident has NOT been resolved to your satisfaction, please [click here to reject the resolution provided](#).

(Note: this incident will automatically be closed in 5 days if neither of the above links is selected.)

**Short Description:**  
Employee ID/Number

**Resolution Details:**  
resolved with final release

Thank you,  
Service Desk.

Ref:MSG8703786

1. Check to see that your incident has been resolved to your satisfaction
2. **If so**, click on the “[click here to accept the resolution provided](#)” link found within the email notification
  - \* From the blank email that opens, please provide any feedback to the service desk team
3. **If not**, click on the “[click here to reject the resolution provided](#)” link found within the email notification
  - \* In the blank email that opens, please provide the reason for your rejection so that the service desk team can continue to troubleshoot your ticket

[Click here](#) to access interactive training simulations on the features of ServiceNow.

