Submitting and Managing Service Requests in ServiceNow

June 2017

Service Requests in ServiceNow

The Following Presentation will take you through how to submit and manage a Service Request using the ServiceNow Portal.

A Service Request is <u>not a Request for Help </u>(an incident)

- ➢ Service Request = Ordering Something (software, new desktop, access to a system, system privileges)
- ➢ Incident = Reporting an issue with technology, e.g., network outage, desktop computer doesn't turn on, password reset, etc.

Accessing the ServiceNow Portal

- Access the ServiceNow Portal via the following link: https://massgov.service-now.com

- Log in using your ServiceNow account

- If you haven't logged into ServiceNow, and this is your first time, go to the appendix of this document for instructions for

  For First Time Log In
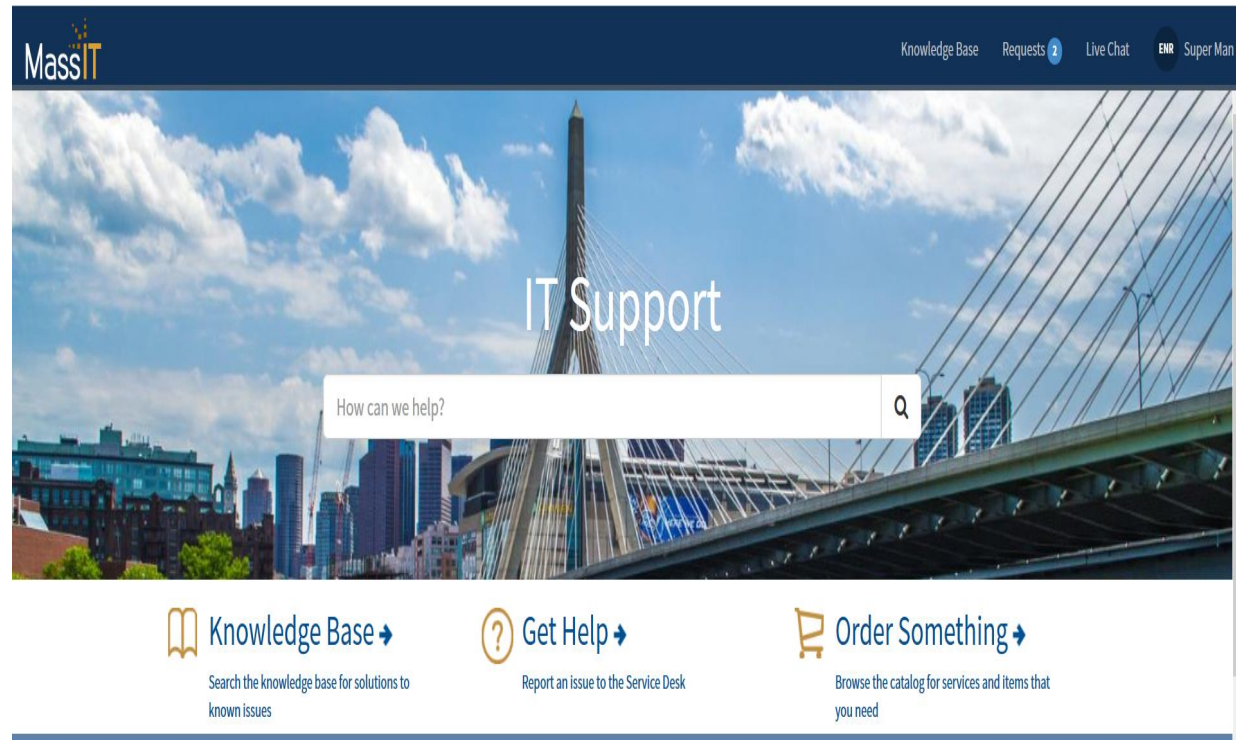
How to Create a New Request

Example: User needs the Clarity Application
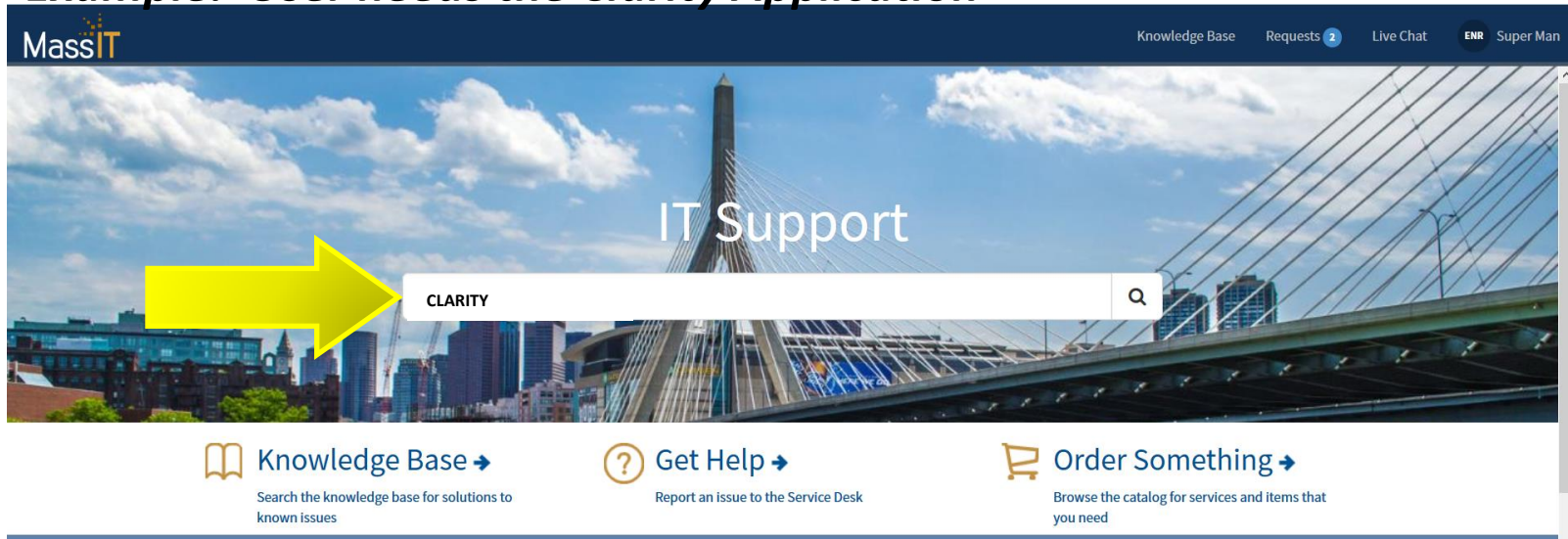
- To Create a Request you can . . .
  - Search for the Clarity Application
  - Type in "Clarity" in the "How can we help" box
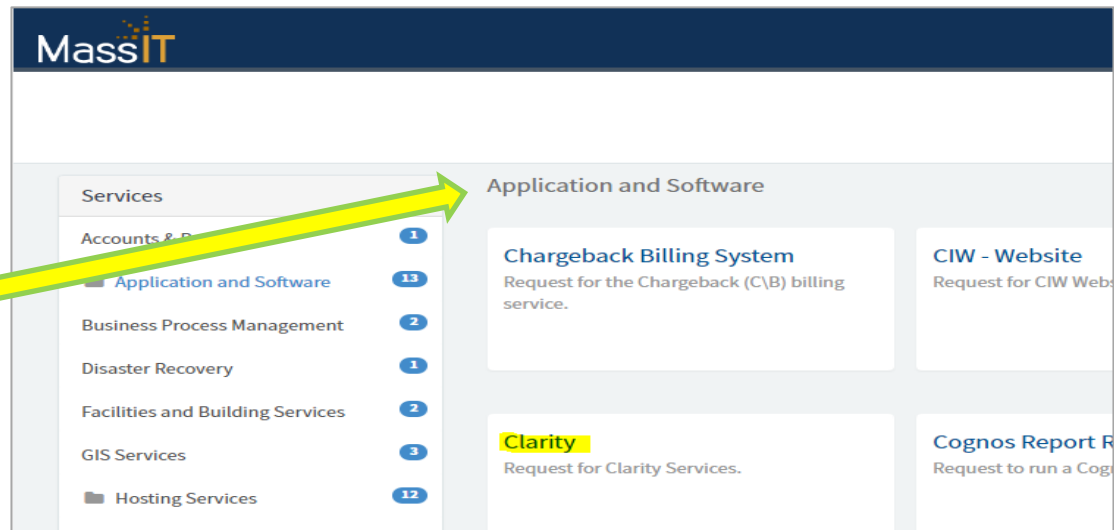
How to Create a New Request

- Click the Item you wish to request
  - In the example it is
    - **CLARITY ACCOUNT REQUEST**

- Click the "Order Something" Link to see a list of services and available items
  - For this example choose
    - **APPLICATION AND SOFTWARE**

Items and Services in the Catalogue May Require Different Pieces of Information

For this example, a simple item does not require a lot of fields to complete

Field	Description
Requested By	Person requesting the selected item. This field will be completed for you
Request on behalf of	Select this field if you are submitting this request on behalf of another person.
Requested For	This field will appear when "Request on behalf of" is selected. You will select the name of the person for whom the request is being submitted.
Type of Request	Select the type of request, New is selected by default, other choices include: Modify, Remove and General Inquiry
Description	Provide additional details related to this request
Add Attachments	You can add attachments to your form, including screenshots or documentation related to the request.

MassIT

Live Chat

Search

Clarity
Request for Clarity Services.

CA Clarity is a MassIT Project and Portfolio Management tool.

* Requested By
Inangelo, Nick

Request on behalf of
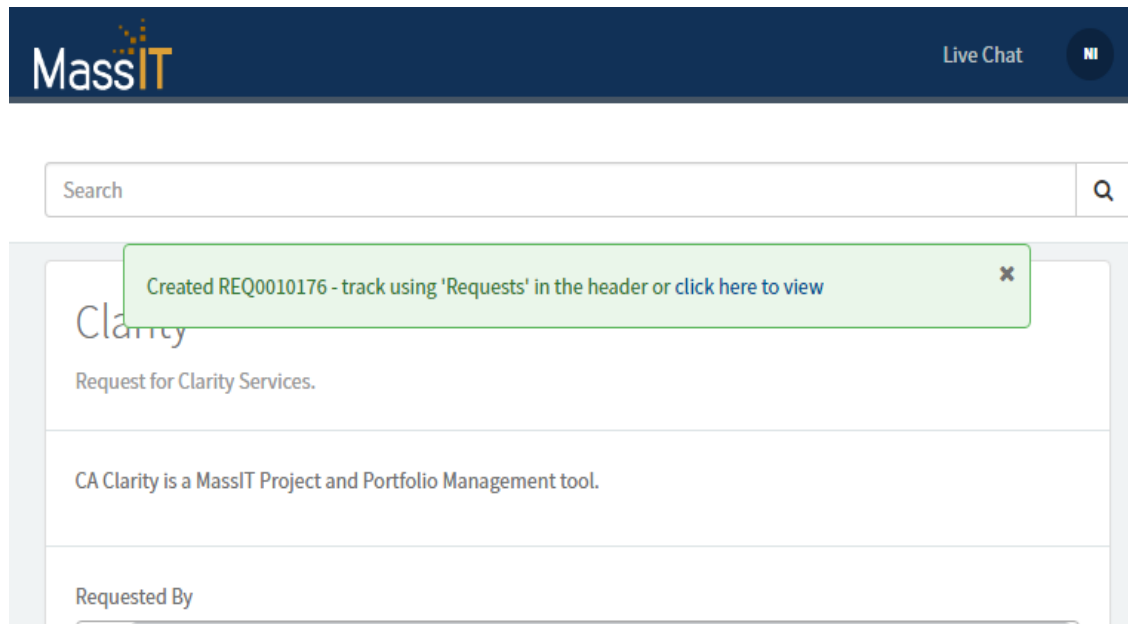
Request Information
Type of Request
New

* Description

1   Submit   Add attachments

Once all the information has been entered, Click "Submit"

Support
SERVICE
MassIT

Confirmation of Your Request

- A green banner will appear confirming that your request has been submitted.
- Within the banner you can click the "click here to view" link to view your request and any information associated with it.
- In addition, you will receive an email confirming that your request was submitted.
  - The email will also contain a link to the "Request Information"
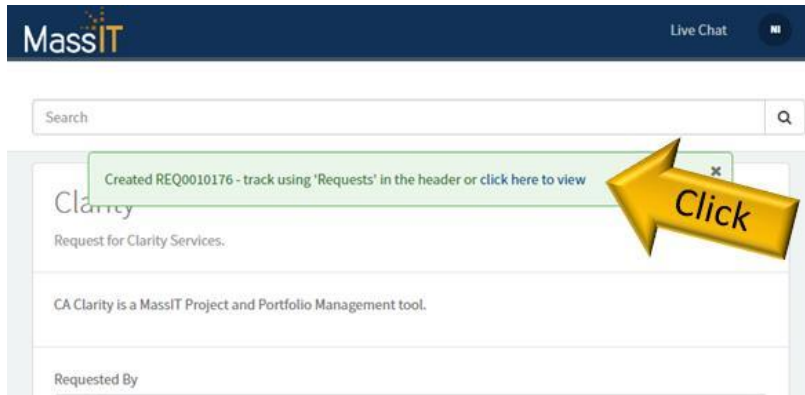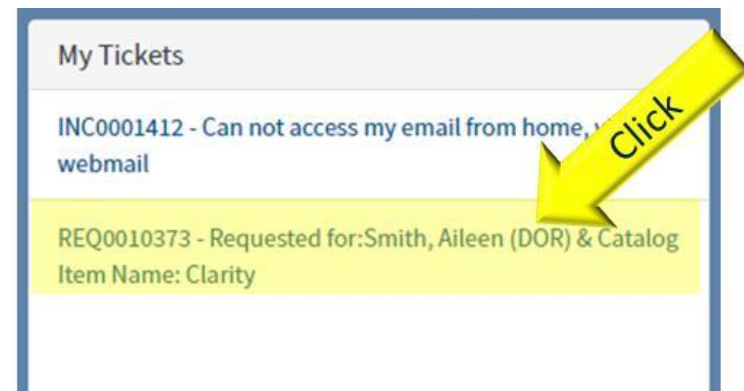
HOW TO VIEW EXISTING REQUESTS

View Existing Requests

One Of The New Features In Service Now Is The Ability To See All Open Service Requests And Incidents With Two 2 Easy Options.

Option 1: After Submitting Request, the green banner appears and you can "click" on it to review. . .or,

You can go to the main portal page and You can select the record from there

Once You Have Clicked on Your Service Request You Will See a Status Screen

ServiceNow

FIRST TIME LOG-IN INSTRUCTIONS

First You Must Create/Reset Your Password

- Go to the ServiceNow Service Portal by entering https://massgov.service-now.com into your internet browser.
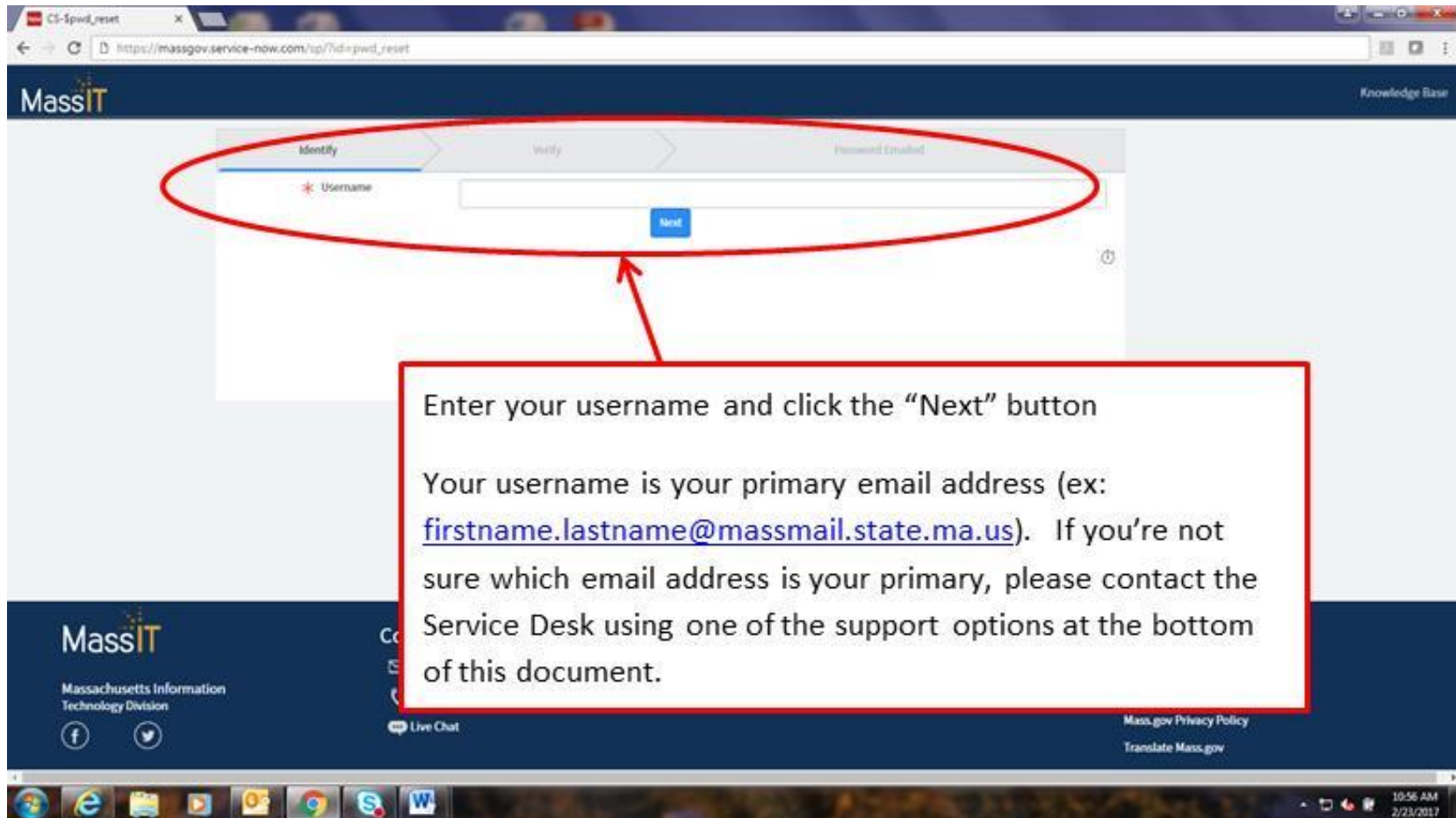
- The ServiceNow Service Portal is internet accessible and does NOT require you to be in a MAGNet (Massachusetts Access to Government Network) location or connected to the Commonwealth's VPN service.

- To login to the ServiceNow Service Portal for the first time you must
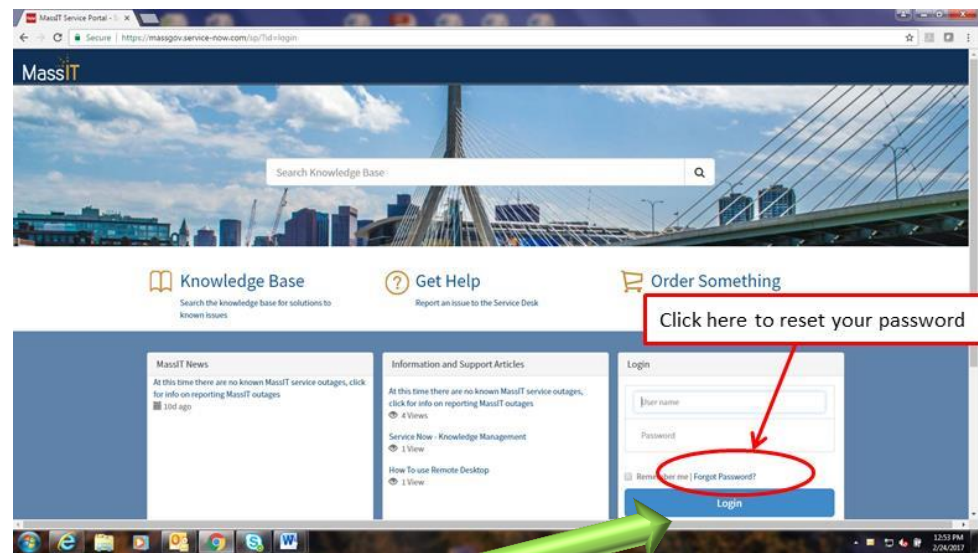
The preferred browser is Google Chrome. **Note:** Updated versions of Firefox and Internet Explorer can be used, but some views may display incorrectly when using a browser other than Google Chrome.

Enter your username and click the "Next" button

Your username is your primary email address (ex: firstname.lastname@massmail.state.ma.us). If you're not sure which email address is your primary, please contact the Service Desk using one of the support options at the bottom of this document.

Third: Verifying Your Information

Verify your information is correct
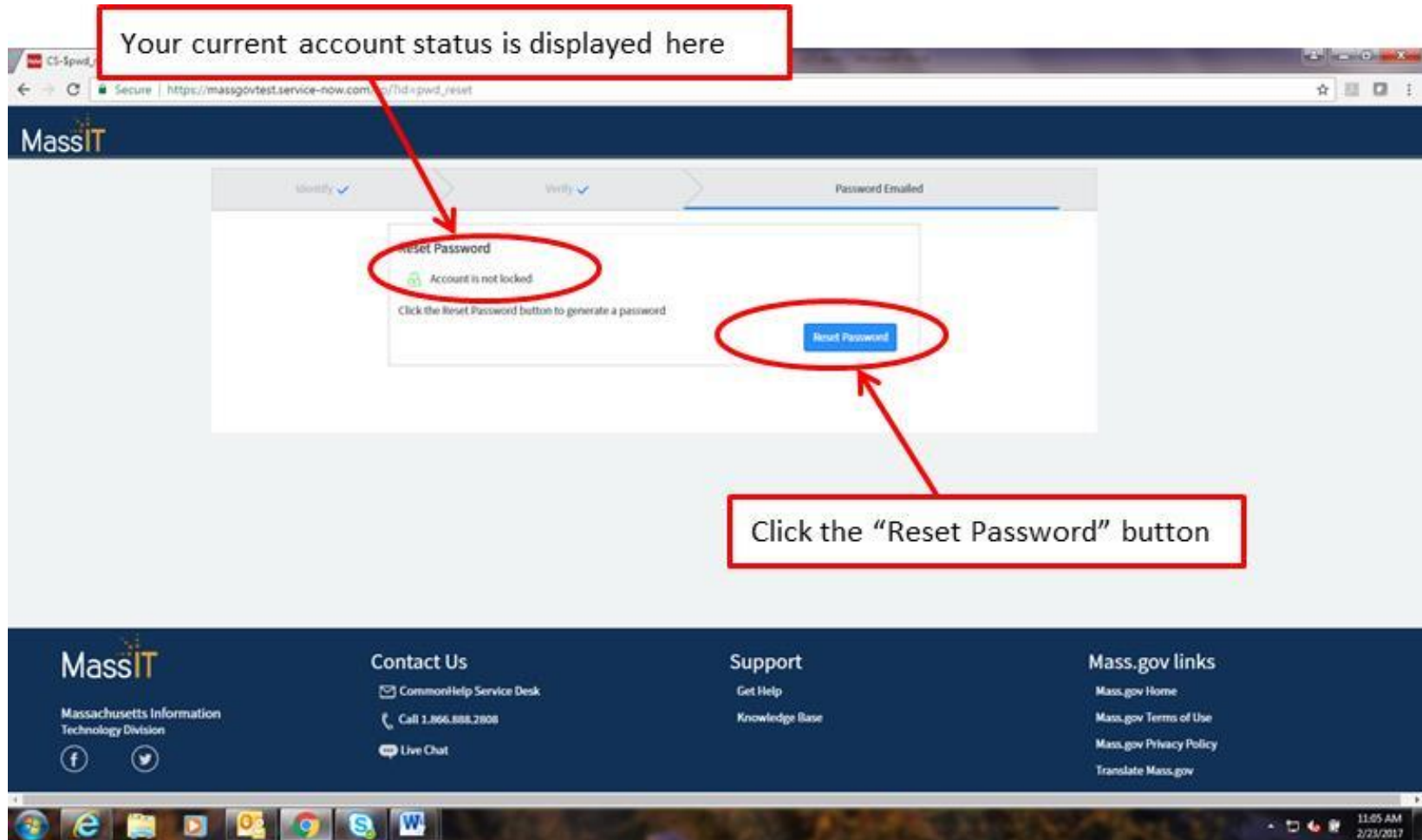
Fourth: Generate New Password

Your current account status is displayed here

Click the "Reset Password" button

Success!