



# 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.

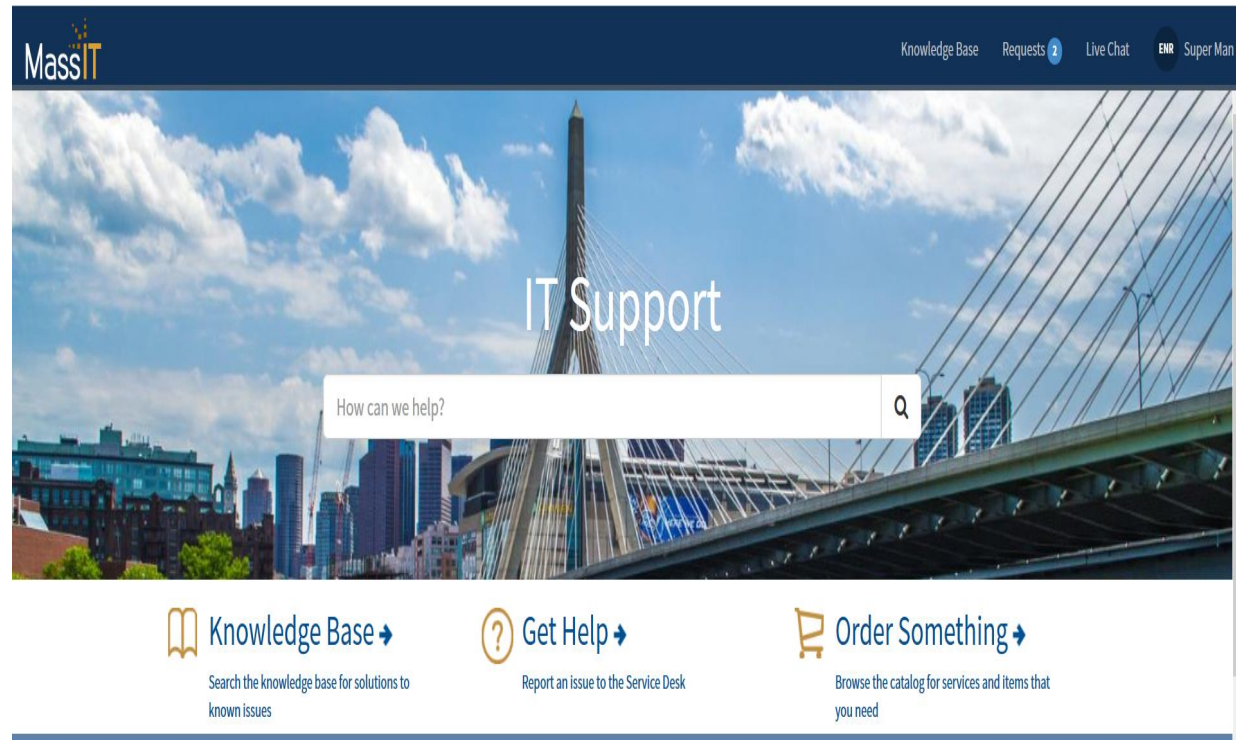
A Service Request is not a Request for Help (an incident)

- 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

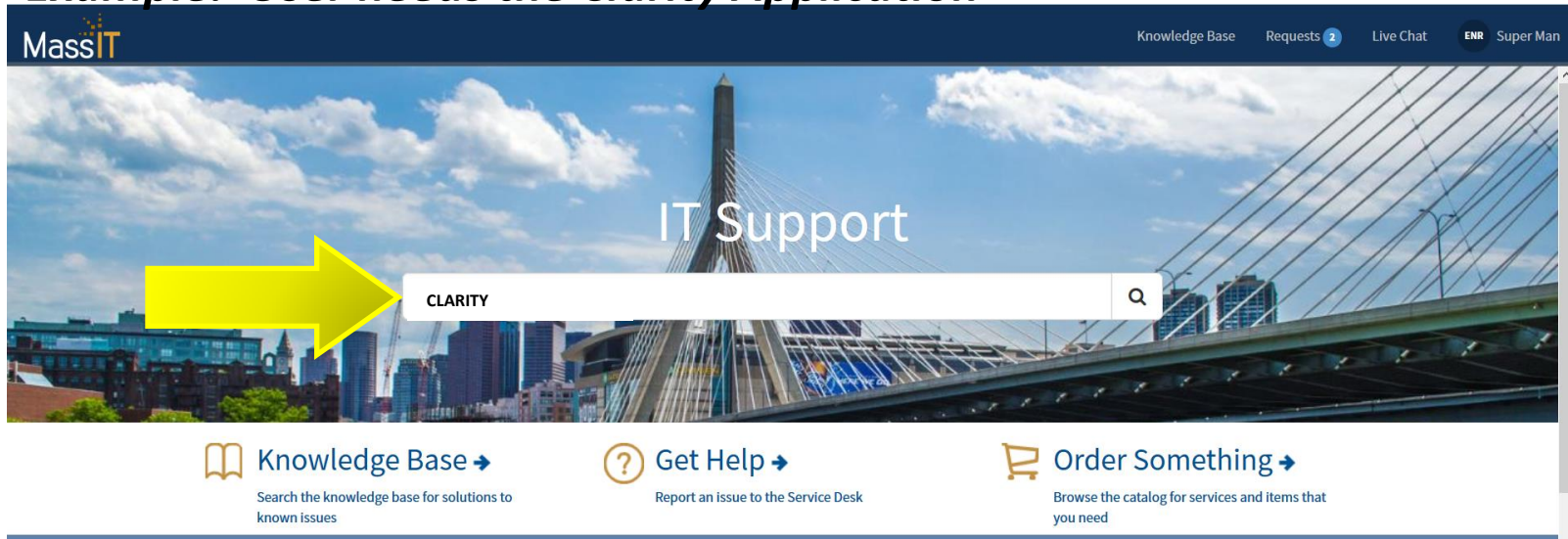
- Access the ServiceNow Portal via the following link:  
<https://massgov.servicenow.com>
- Log in using your ServiceNow account
- If you haven't logged into ServiceNow, and this is your first time, go to the appendix of this document for instructions for For First Time Log In





# 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

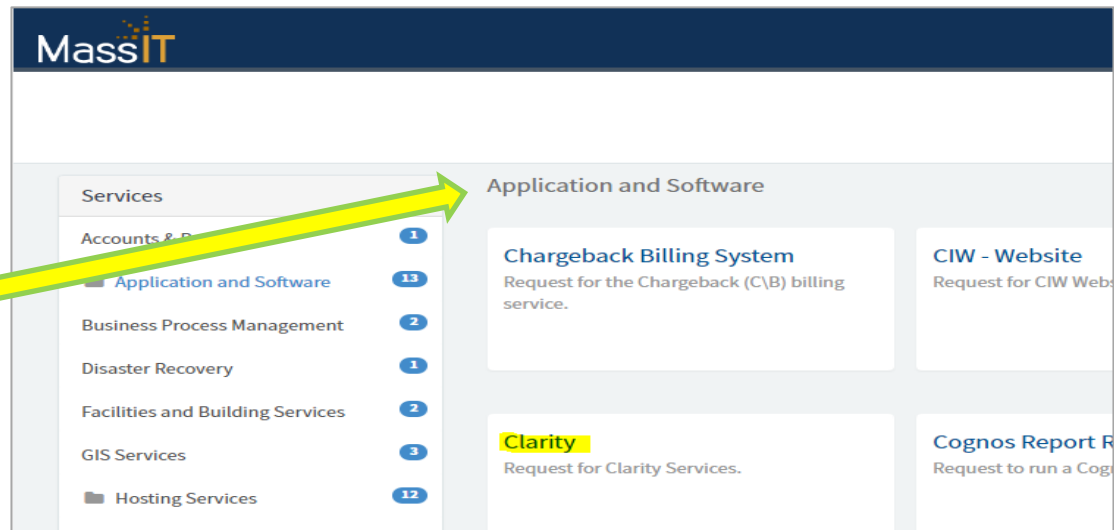


# How to Create a New Request

- 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

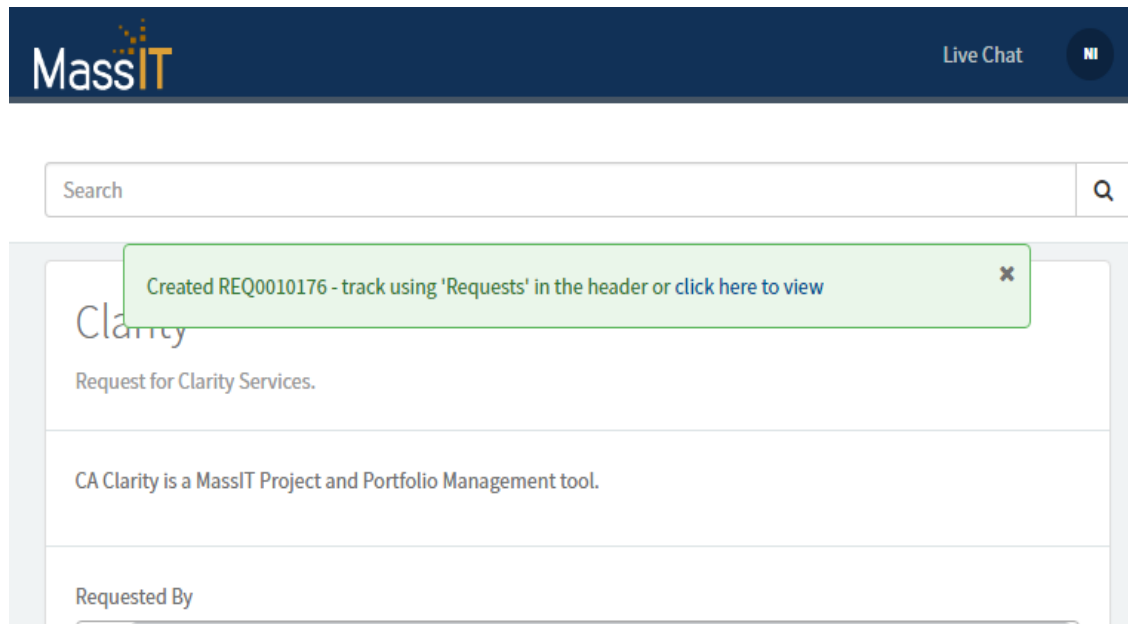
1 Submit

Add attachments

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



# 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

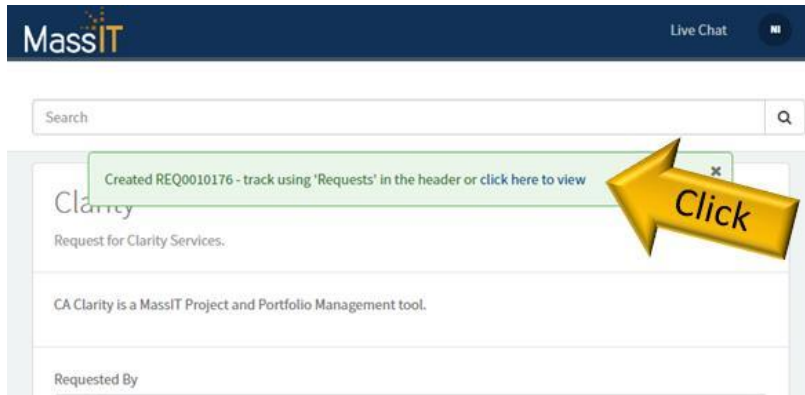




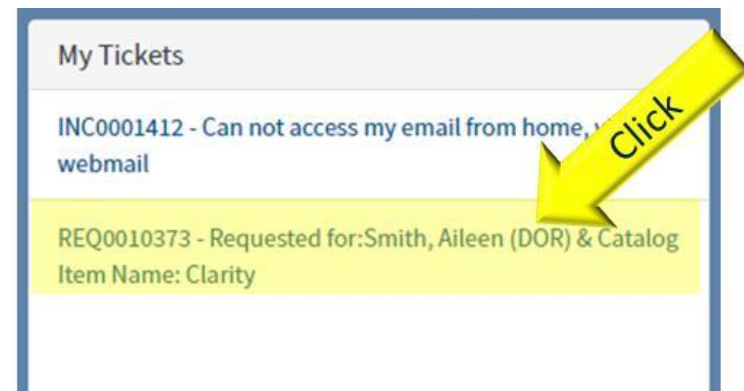
# View Existing Requests

**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

The screenshot shows the MassIT service request status screen. The header includes the MassIT logo, a 'Requests 2' indicator, a 'Live Chat' button, and a user profile icon labeled 'AS'. A search bar is located below the header. The main content area displays the request details for 'Smith, Aileen (DOR)' with the catalog item name 'Clarity'. A timeline shows the request was created 6m ago and checked in from 148 Shawmut St, Chelsea, MA 02150, USA, 1m ago. A 'Start' button is visible at the bottom of the timeline. On the right, a blue box confirms 'Your request has been submitted'. Below this, a table lists the request details: Number (REQ0010373), State (Open), Priority (5 - Planning), and Created (6m ago). The 'Updated' status is 1m ago. A note states 'Tickets are picked up within 4 hours (M-F 9-5)'. The 'Attachments' section indicates 'There are no attachments'.

MassIT

Requests 2 Live Chat AS

Search

Requested for: Smith, Aileen (DOR) & Catalog Item Name: Clarity

AS  
1m ago  
Checked in from 148 Shawmut St, Chelsea, MA 02150, USA

AS  
6m ago  
REQ0010373 Created

Start

Your request has been submitted

Number	State
REQ0010373	Open
Priority	Created
5 - Planning	6m ago
Updated	
1m ago	

*Tickets are picked up within 4 hours (M-F 9-5)*

Attachments

*There are no attachments*





ServiceNow

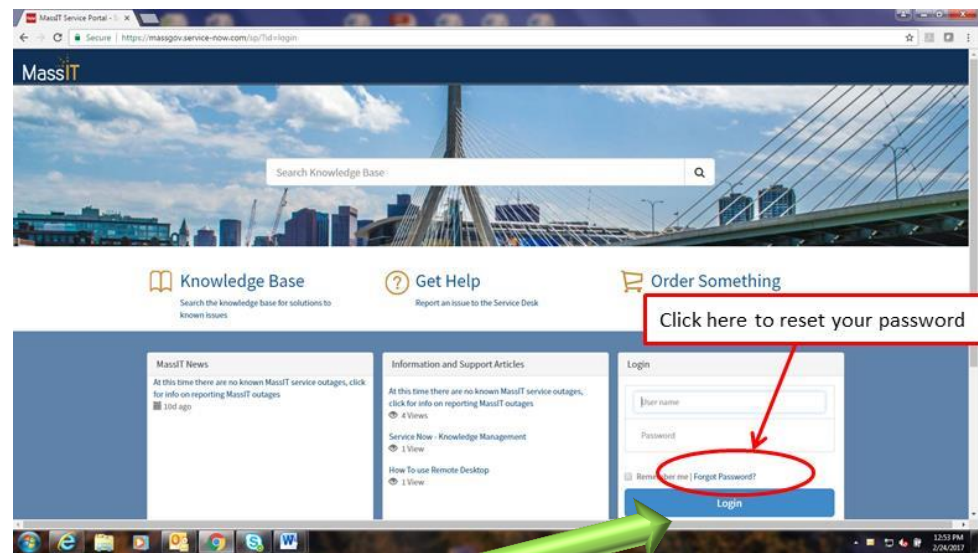
# FIRST TIME LOG-IN INSTRUCTIONS





# First You Must Create/Reset Your Password

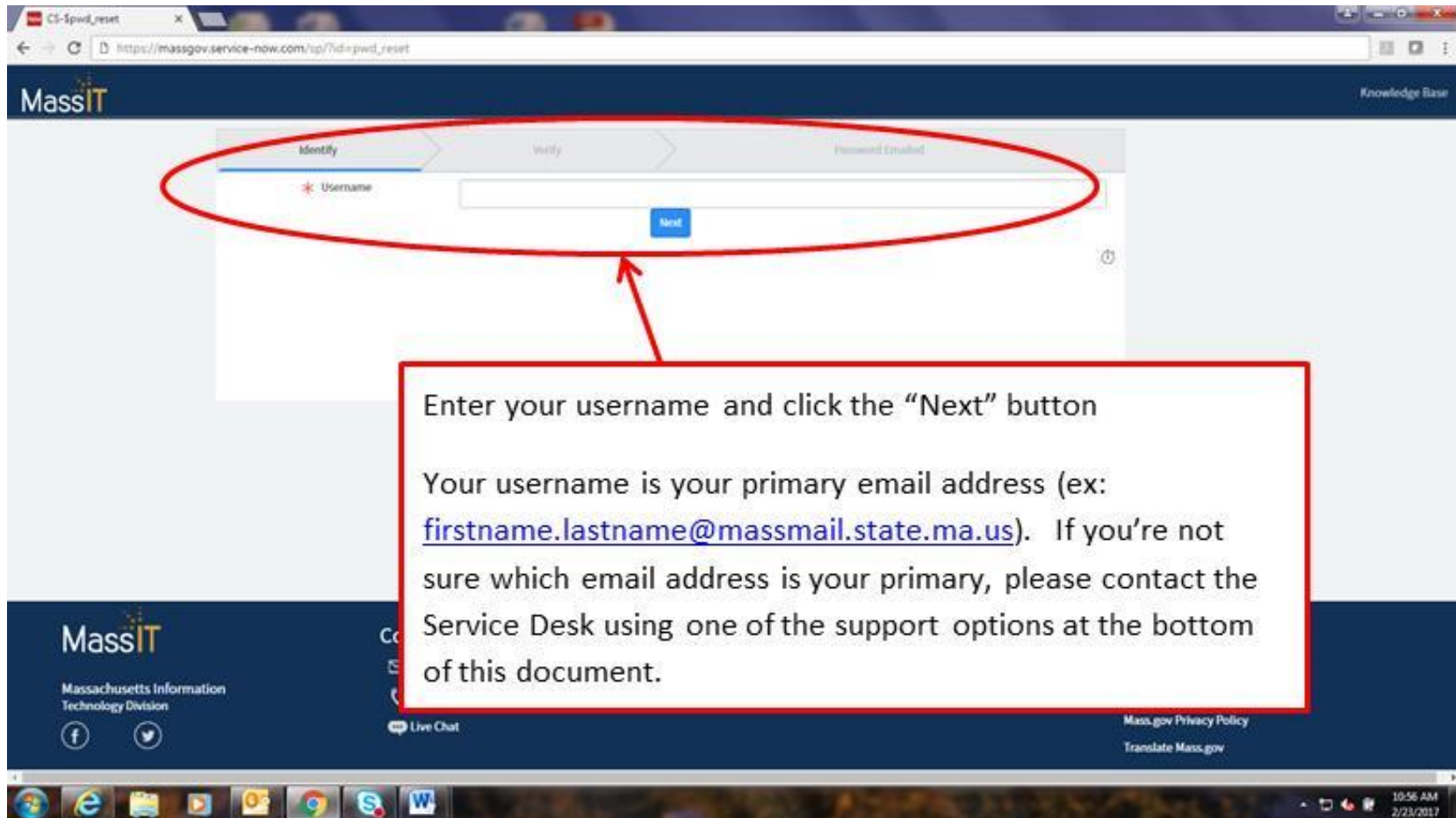
- Go to the ServiceNow Service Portal by entering <https://massgov.service-now.com> into your internet browser.
- The ServiceNow Service Portal is internet accessible and does NOT require you to be in a MAGNet (Massachusetts Access to Government Network) location or connected to the Commonwealth's VPN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



# Second: Enter Your Primary Email Address



The screenshot shows a web browser window with the URL [https://massgov.service-now.com/sp/?id=pwd\\_reset](https://massgov.service-now.com/sp/?id=pwd_reset). The page is titled "MassIT" and has a "Knowledge Base" link in the top right. The main content area is divided into three steps: "Identify", "Verify", and "Password Established". The "Identify" step is highlighted with a red oval. Below the "Identify" step, there is a "Username" label, a text input field, and a blue "Next" button. A red arrow points from the "Next" button to a text box below the form.

Enter your username and click the "Next" button

Your username is your primary email address (ex: [firstname.lastname@massmail.state.ma.us](mailto: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.

MassIT  
Massachusetts Information Technology Division

Mass.gov Privacy Policy  
Translate Mass.gov

10:56 AM  
2/23/2017





# Third: Verifying Your Information

Verify your information is correct

MassIT

Identify ✓ Verify Password Recovery

**Personal Data Verification**  
Please validate that you provided the correct Email address.

Email provided: Donald Chamberlain@MassMail.State.MA.US ☐ Accept ☐ Reject

Next

MassIT  
Massachusetts Information  
Technology Division

Contact Us  
Commonhelp Service Desk  
Call 1.866.888.2808  
Live Chat

Support  
Get Help  
Knowledge Base

Mass.gov links  
Mass.gov Home  
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Mass.gov Privacy Policy  
Translate Mass.gov

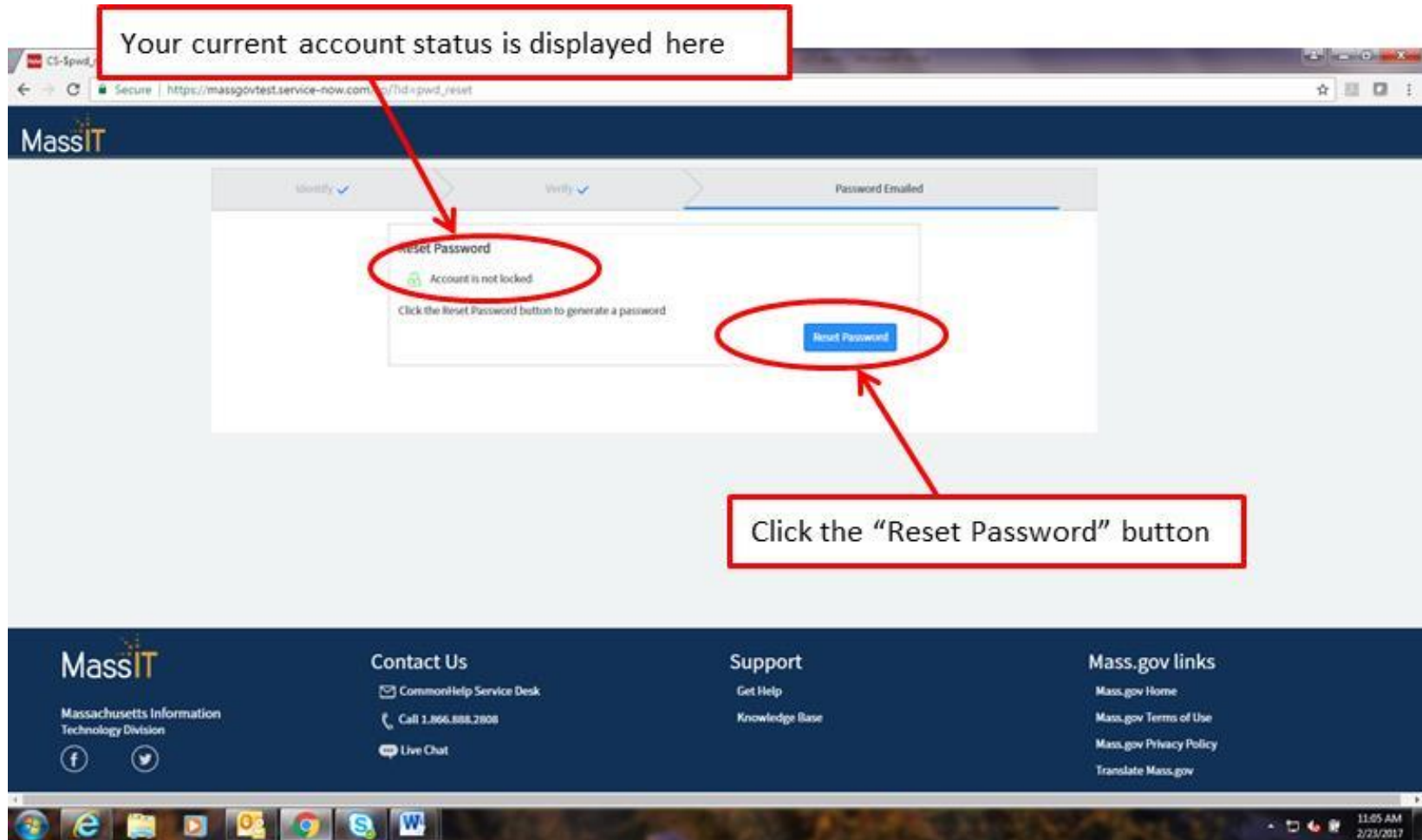
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2/23/2017





## Fourth: Generate New Password

Your current account status is displayed here



Reset Password

Account is not locked

Click the Reset Password button to generate a password

Reset Password

Click the "Reset Password" button

MassIT

Massachusetts Information Technology Division

Contact Us

CommonHelp Service Desk

Call 1.866.888.2908

Live Chat

Support

Get Help

Knowledge Base

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# All Done

