HOWARD UNIVERSITY

How to Submit an Incident Request
SERVICENOW JOB AID

Welcome to the Enterprise Service Center powered by Service Now. This guide is to help users navigate through the portal and highlight self-service aspects of the platform. Service Now is cloud-based platform that streamlines IT Service Management (ITSM) by automating workflows, managing incidents, and providing self-service capabilities. It allows organizations to efficiently track, resolve, and manage IT-related requests and issues.

Please Note: An Incident focuses on resolving unplanned disruptions or problems with IT services. A Service Request involves planned requests for new services, access, or resources.

Navigate to Enterprise Service Center

- Open your web browser and navigate to the Enterprise Service Center from Access HU
- Login with your username and password using your Microsoft credentials to enable the single sign-on (SSO) to gain access to the platform

Select Get Help

- Click on the Get Help thumbnail to access the Incident Form or locate the Get Help function under the "IT" tin the upper-left hand corner of the page. The Get Help can be found under the Quick Links column
- If your submission needs immediate attention, please call the Service Desk

Complete Your Incident Form

- Short description: Briefly explain the problem you're experiencing
- Affected user: Select the user impacted by the issue
- Description: Provide more detailed information about the issue, including any error messages or steps to reproduce

Submit Incident Form

- Click the "Submit" button to the right of the form
  - Ensure you fill out all mandatory fields marked with an asterisk
  - Double-check that the affected user's contact details are accurate
  - Provide a clear and concise description of the problem to facilitate faster resolution

Confirmation and Tracking

- After completing your incident form you will receive your Incident Number
- To track progress - go to the "My Incidents" tab in the Self-Service Section or Homepage

Need Additional Support?

🌐 Access HU   ✉ huhelpdesk@howard.edu   📞 202-806-2020