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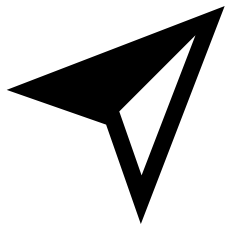
Navigate to Enterprise Service Center

- 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 a Topic in the Service Catalog

- Select a Service Request either under Popular Topics or the "IT" tab in the upper-left hand corner of the page
- If your submission needs immediate attention, please call the Service Desk

Complete Your Service Request

- Each service request will require different fields to be completed in order to accurately capture your request
- Each service request will have a brief description followed by a form
- If all the details required for the form are not known at time of submission, users have the option to save the request as a draft to come back to later

Submit Service Request

- Click the "Request" 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 Request Number
- To track progress - go to the "My Requests" tab in the Self-Service Section of the Homepage