



IT Self-Service

URL: <https://sungardhe.service-now.com>

Logging On

Login

User name:

Password:

Remember me

Login

[Reset password](#)

User name: Email address provided by your school

Password: Use the **Reset Password** functionality the first time you log on to obtain a temporary password. When prompted to change your password, select a password that is least 8 characters in length, has at least 1 capital letter, has at least 1 special character, and has at least 1 number.

Forgot your password? Click **Reset Password** to reset your Self-Service password.

Submitting Problems or Requests

IMPORTANT: DO NOT USE SELF-SERVICE TO SUBMIT CRITICAL OR HIGH PRIORITY PROBLEMS OR REQUESTS. CALL THE HELP DESK FOR HIGH PRIORITY ISSUES.

To submit a problem or request using self-service:

1. Select the appropriate item from the **Can We Help You?** section on the homepage.
2. Confirm your selection on the next screen.

1 Can We Help You?

- I cannot login because I do not know my login ID and/or password
- Something I have been using in the past is not working now
- I am looking for information or I have a question
- I need something else

2 Click here to confirm your selection.

3 Your request was opened. Please add any further information required and select "Update". The IT department will contact you when the request is complete or for further information. You can track status from the [My Requests](#) link under Self-Service.

Request **Required field** **Update** **Save**

Number: REQ10996 Requested for: Joe Employee

Opened: 2009-11-09 07:34:12 Requested for date:

Closed:

Short description: I need something else

Description:

Comment:

Activity

4 2009-11-09 07:34:12 joe.employee@email.com - Changed: Opened by Joe Employee

Update **Save**

3. Fill out the required fields on the form that displays. NOTE: Required fields have a red bar to their left. IMPORTANT: Do not use the comment section during initial submission creation.
4. Click **Update**.

You have submitted your incident or request. It will be reviewed by the service desk and resolved or escalated as appropriate.



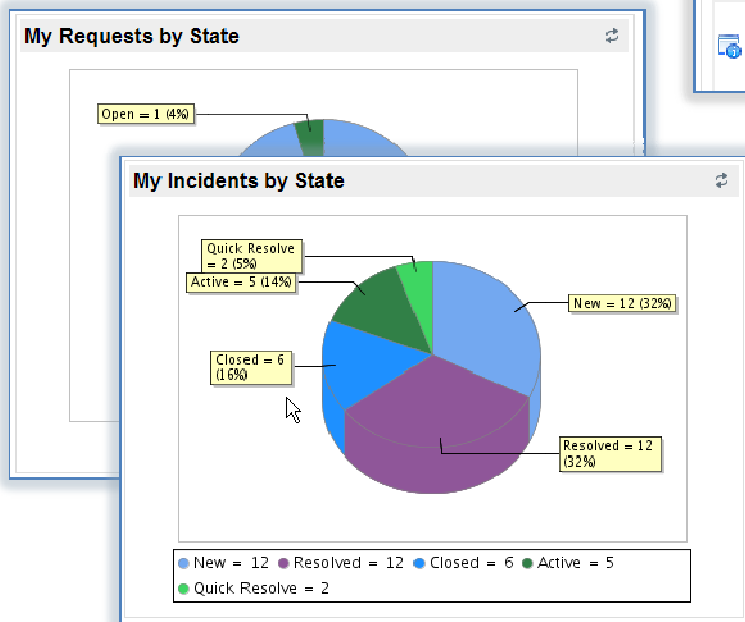
Accessing/Viewing Existing Problems or Requests

There are several ways to access problems or requests that you already submitted (either view Self-Service or through the Help/Service desk).

Lists of all your open incidents (problems) and requests display on your homepage. Click on an incident number or request number to view the item.

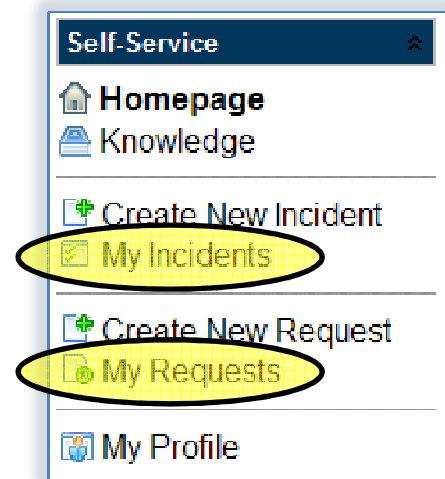
My Open Incidents			
Number	Short description	Incident state	Opened
INC11476	VoIP handset is	Resolved	2009-11-

My Open Requests			
Number	Short description	Request state	Opened
REQ10122	I do not know my login ID and/or password	Pending Approval	2009-08-18 15:29:19



Gauges of all your incidents and requests by state display on your homepage. Click on a piece to drill down and get more information.

Two lists available through your navigation menu (left side of your screen) provide lists of all of your existing incidents and requests (open & closed). Click on a list to display it and then click on an incident or request to view it.



Communicating with the Analyst Working Your Problem or Request

Rather than calling the service/help desk to provide updated information on an existing problem or request, you can communicate directly with the analyst assigned to your issue.

1. Access the problem (incident) or request (see above).
2. Enter any new information in the **Comment** section.
3. Click **Update**.

The information you entered will be emailed directly to the analyst working your issue.

NOTE: Next time you access the incident or request, the Comment section will be empty. The information will appear in the activity log instead.

Comment



Announcements

Your homepage provides a scrolling news section where you will find announcements regarding known issues and planned outages. Before submitting a problem or request, check this news section.

News

No items

Put your mouse in the scrolling news section to stop the scrolling.

Click on an announcement to view additional information about that announcement.

Knowledge Articles

You may be able to resolve your problem without having to submit an incident. Self-Service provides a knowledge base of articles.

Top KB Articles

No items

Your homepage provides a list of the most-viewed knowledge base articles. Click on an article title to view the article in its entirety.

Self-Service

- Homepage
- Knowledge**
- Create New Incident
- My Incidents
- Create New Request
- My Requests
- My Profile

Click on **Knowledge** in your navigation menu to display the knowledge base. View the articles by topic or use the search field to search for a specific article. Click on an article title to view the article in its entirety.

Advanced Search

Topic: -- All -- Category: -- All --

Knowledge Base

News	Service-now
FAQs - Service-now INTERNAL 2009-11-05	Training - Service-now Change Management Tool Training 2009-11-02
Reporting Issues Discovered while Using and Testing Service-now 2009-11-03	Process - SunGardHE Knowledge Management 2009-11-02
View all items	Process - SunGardHE Incident Management 2009-11-02
	How to - Create a Knowledge Article from a Submission 2009-11-02
	Process - SunGardHE - Request Management Process 2009-11-02
	Service-now Incident Management Tool Reference Manual 2009-11-02
	How to - Create a Knowledge Article from a Flagged Incident or Request 2009-11-02
	Training - Service-now Introduction and Navigation 2009-11-02
	Training - Accessing and Creating Reports 2009-11-02
	How to - Add Tasks to Change 2009-11-02
	View all items