**JOB AID: HOW TO CREATE A ServiceNow TICKET FOR RDA (GRANTS)**

**Step 1:** Go to [https://lonestar.service-now.com/sp](https://lonestar.service-now.com/sp) Click on the Grants Services icon.

**Step 2:** Click on Grant Requests, then click on Request Assistance Seeking or Funding a Grant

**Step 3:** Complete the Form. Click Submit.

- **Requested by:** Your full name should pre-populate. If not, click on the arrow and search for your name.
- **Requester’s Title:** Enter your current title in LSC.
- **Grant Title:** If known, type in. If generic request, create a name.
- **Grant Description:** Provide as many details as possible.
- **Funding Agency:** If known, choose from the drop down list.

**Choose Location:** Select Campus, System Office Department or LSC Foundation

- **System Office:** Click on the magnifying glass and select your SO department from the list.
- **College:** Click on the magnifying glass and select your campus from the list.

**Submit:** Click Submit. You will receive an email message confirming that your ticket has been received. You will receive a second message when the ticket has been assigned. You can track your request throughout all stages of the grant using the ticket number.