SERVICENOW – REPORT AN ISSUE GUIDE

REPORT AN ISSUE

ABOUT SERVICENOW

ServiceNow is a cloud-based software platform which supports IT Service Management. This cloud-based platform focuses on service orientation towards the task, activities, and processes.

ACCESSING SERVICENOW

To access ServiceNow, follow the steps below:

1. Portal Users access ServiceNow - https://disd.service-now.com/sp/ or click on the Support Hub icon on your desktop.



2. You may have to login with your Dallas ISD email address and EAD password.

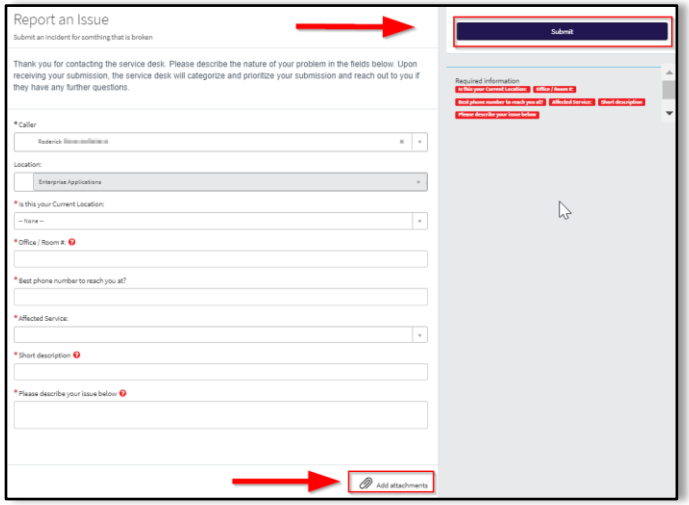


REPORT AN ISSUE

1. From the ServiceNow homepage, click on Report an Issue.

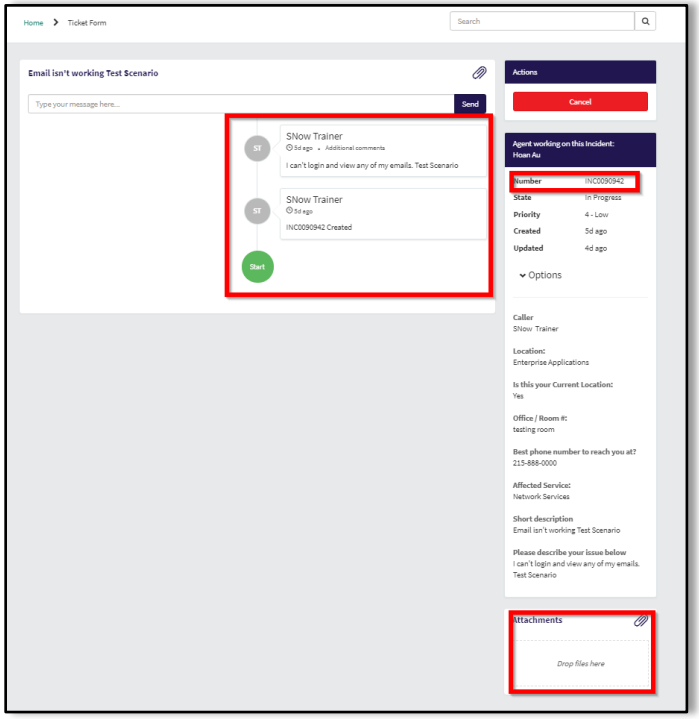


2. After clicking on Report an Issue, You will enter all required (*) fields, add any attachments, and click Submit.



NOTE: If you need to Submit A Service Request, please leave this page and click Order Something on the Home Page

3. After all required fields have been entered, attachments (if applicable) has been uploaded, and you have clicked submit. You can view your submitted ticket.
4. The ticket shows your incident number, documents attached or add a document you forgot to attach, and the action history of your ticket.



NOTE: To review your incident status go to **Tickets** on the top right-hand side of the page.