

#### 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

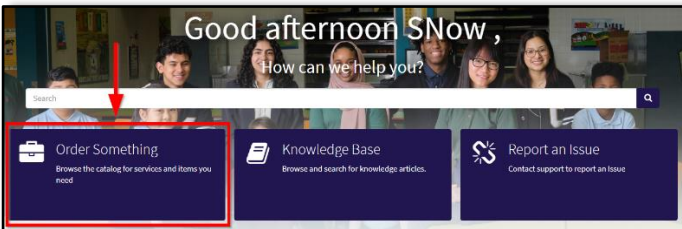
To access ServiceNow, follow the steps below:

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.

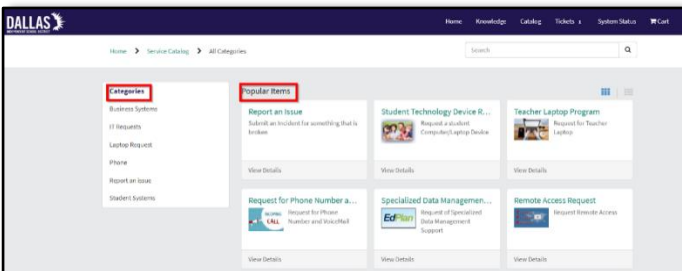


#### SUBMIT A SERVICE REQUEST

1. From the ServiceNow homepage, click on Order Something.



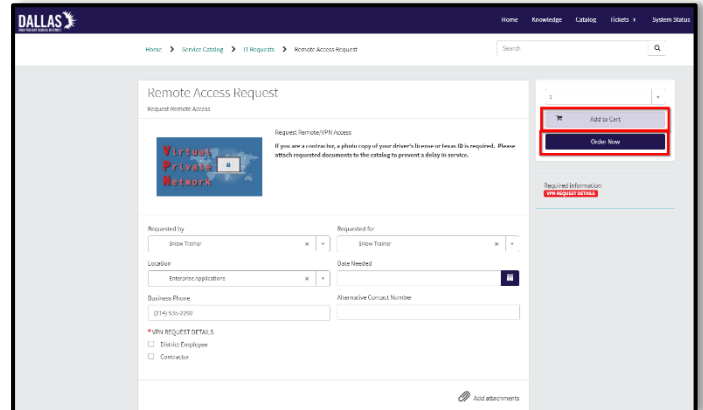
2. After clicking on Order Something, Select from the Categories list to view your option or if identified under Popular items then select from the page.



**NOTE:** If something is broke or needs to be fixed, leave this page and you will need to click Report an Issue on the Home Page.

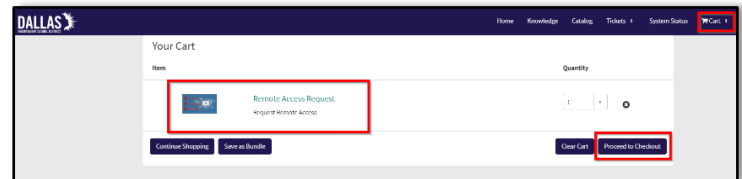
#### EXAMPLE: REMOTE ACCESS REQUEST

3. After making your selection, you will enter all information in the fields within the form and attach any forms needed.
4. Once all fields have been completed you can either Add to Cart or Order Now



**NOTE:** Depending on the item selected you will have different required fields to enter and forms to attach.

5. To Order the item added to your cart, click on Cart, review your cart item(s), and click on Proceed to Checkout.



6. After checkout, your item is no longer in the cart and a Request Number has been generated.



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