Information Technology

IT Self–Service Portal (ServiceNow) Quick Guide

Logging In:
To log in to the IT Self-Service Portal,

2. In the campus dropdown menu, select Brockport, then click “Log In”
3. Enter your NetID and Password, then click “Sign in”
4. Once you are logged in, you will see the screen below:

Entering a Ticket:
You have two options when creating a ticket, you can either “Make a Request” to ask for goods and services from IT or “Report a Service Outage” to let IT know that something is broken or not working for you.

Making a Request
1. Click on “Make a Request” from the homepage
2. Select the category of the item you would like to request from the left menu or search by keyword
3. Select the request type that most matches your needs and fill out the required fields with as much detail as possible, then click the “Submit Request” button
   a. If you are entering a request for someone else, put their name in the “Requested For” field

Reporting a Service Outage (Incident)
1. Click on “Report a Service Outage” from the homepage
2. Fill out the required fields with as much detail as possible, then click the “Submit” button
   a. If you are entering a request for someone else, put their name in the “Requested For” field

Tracking your Tickets:
To see information about any of your tickets, you can click the “My Tickets” button in the center of the homepage or at the top right of the homepage. From this view you can see information about all of your tickets, their numbers, statuses, and any information that has been added to them. From here you can also select a ticket and update it.

Knowledge:
IT works to create knowledge base articles for anything that may help someone be able to resolve and issue or find answer to their technical questions. We also create knowledge base articles for instructions on how to work around current issues or new information. To get to the knowledge base to see if there is a published solution to your problem or answer to your question, click on the Knowledge button at the top of the homepage.