



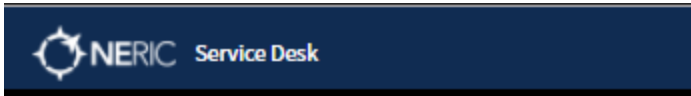
servicenow®

Standard End User Support Training Manual

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Getting Started



User name

Password

 Remember me
[Forgot Password ?](#)

Login Information

ServiceNow Website: bocescr.service-now.com

Username: work email address

Password: network login password

How to log into ServiceNow

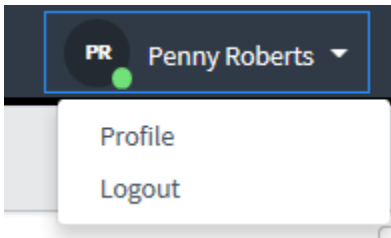
Log into a browser of your choice (Internet Explorer, Chrome, etc.)

Navigate to **bocescr.service-now.com**

Enter your **User Name** and **password**.

How to log out of ServiceNow

Click the drop-down arrow in the user menu in the right corner of the banner.
Select Logout.



Homepage

Your homepage is a collection of information based on your role.

Your homepage is divided into 3 parts.

Banner

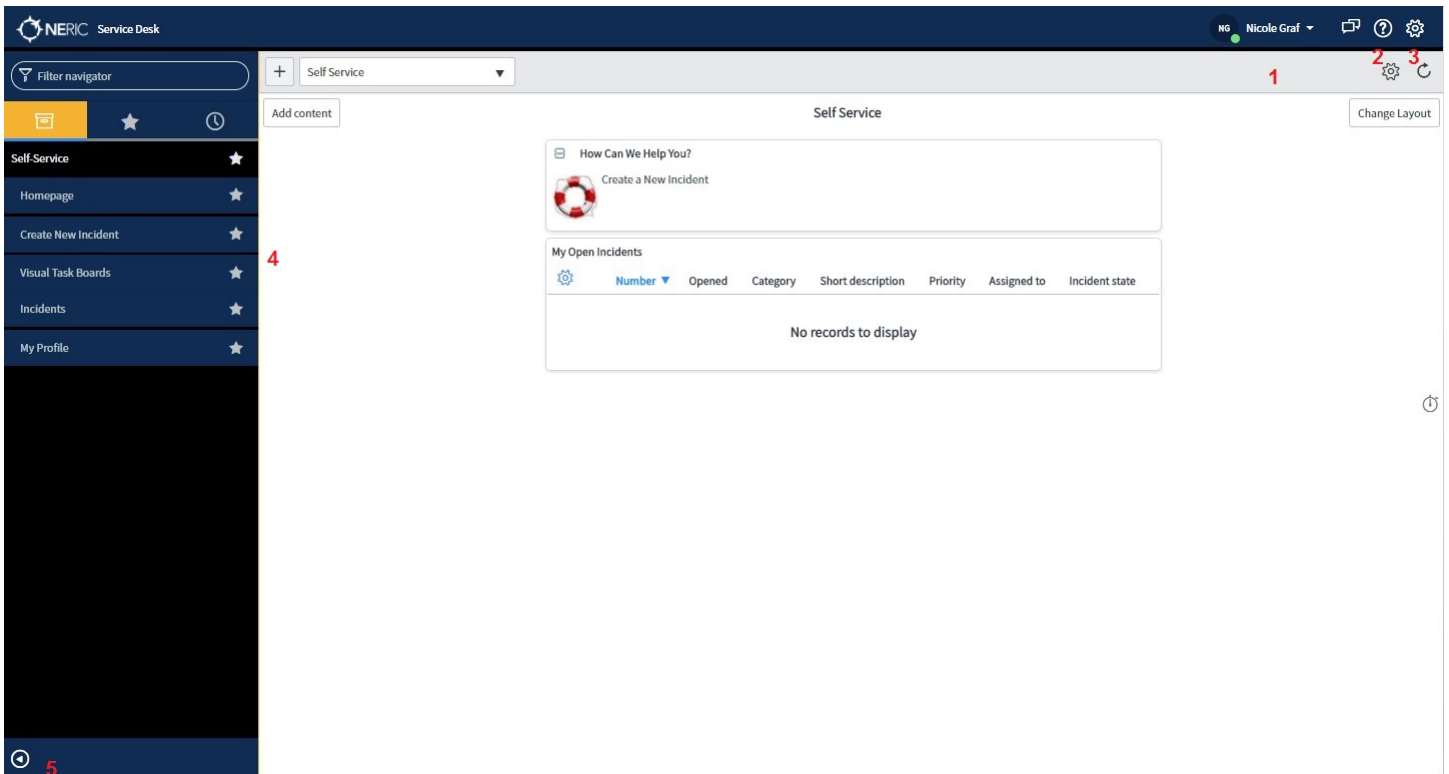
1. User menu
2. Help System Setting
3. Settings

Application Navigator

4. Applications and Modules
5. Minimize (collapse) the Application Navigator

Content Frame

6. Information Based on Role



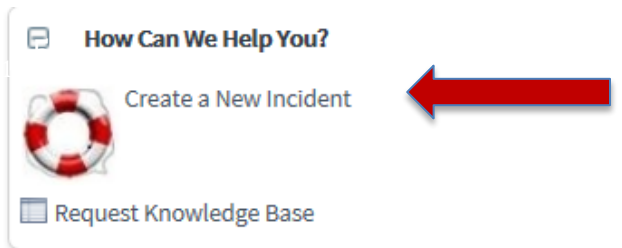
The screenshot shows the ServiceNow Self-Service interface. The top navigation bar includes the NERIC logo, a filter navigator, and a user profile for Nicole Graf. The left sidebar contains a navigation menu with items like Self-Service, Homepage, Create New Incident, Visual Task Boards, Incidents, and My Profile. The main content area is titled 'Self Service' and features a 'How Can We Help You?' section with a 'Create a New Incident' button, and a 'My Open Incidents' section with a table header and 'No records to display' message. Red callout numbers 1 through 5 are placed on the interface: 1 points to the user profile, 2 to the help icon, 3 to the settings icon, 4 to the application navigator, and 5 to the refresh icon.

Select the drop-down arrow to the right of the homepage picker and select Self Service





Create a New Incident


Select Create a New Incident (or from the application navigator)



Incident Form: Follow the steps below to fill out the incident form

*Verify username or choose a name from the lookup list. 

*Verify district name or choose a name from the lookup list. 

*Verify site or choose a site from the lookup list. 

*Type in the room number or location.

*Select urgency.

*Type a short description.

*Describe your issue in detail (be very specific).

*Select Submit (your screen will refresh and you will get a verification message that your incident was submitted).

Urgency

▼ More information

LOW	(I can continue to work on other tasks)
MEDIUM	(I am unable to perform a non-critical task or function)
HIGH	(I am unable to perform a critical task or function)



3 - Low



* Short description

▼ More information

Please provide a **short** description of the nature of your issue. Something like "email isn't working" can help the Service Desk quickly categorize this as an email problem.

My computer will not boot up.

* Please describe your issue below in more detail

► More information

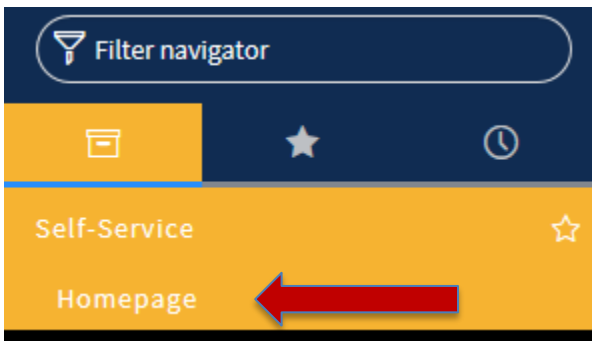
When I press the power button on my computer, nothing happens. The computer does not turn on. I have verified that the power supply is plugged in.

My Open Incidents

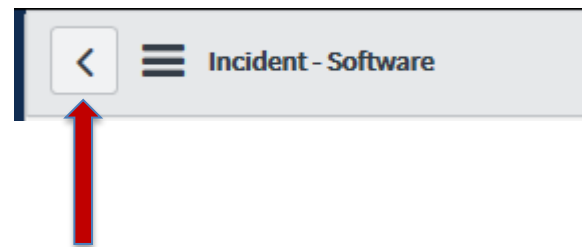
On the homepage you can view your incidents.

Select the incident number in the content frame to view the incident.

To get back to your homepage, select homepage in the filter navigator or select the arrow in the work content frame.



OR




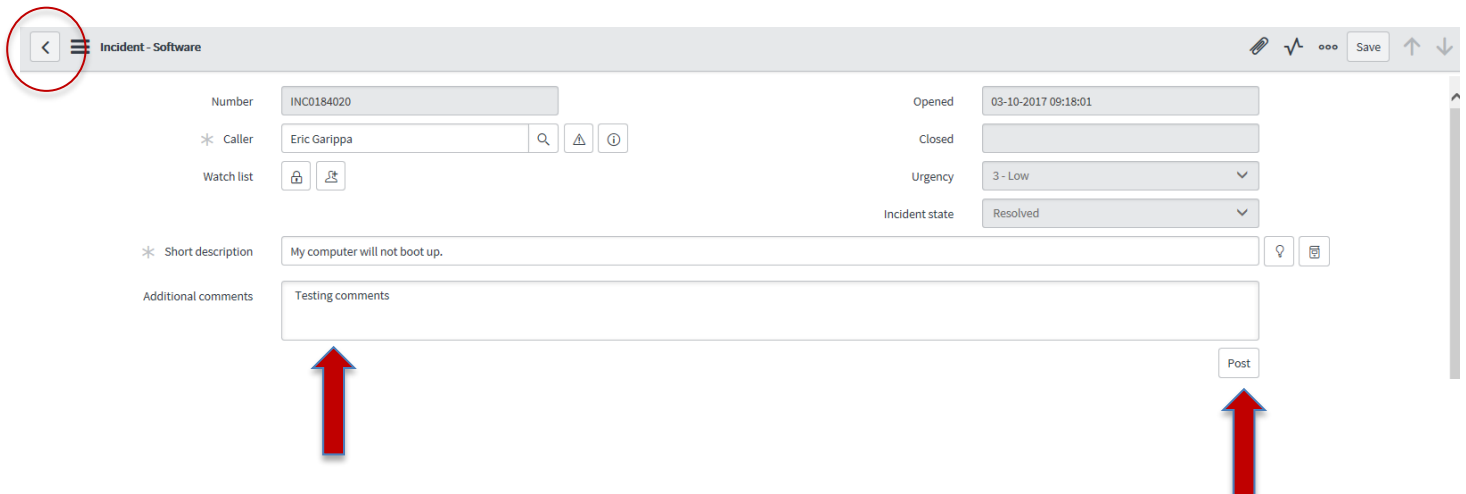
Add additional comments to an Incident

Select the incident that you want to add a comment to.

Type the comment in the Additional Comments text box.

Click Post.

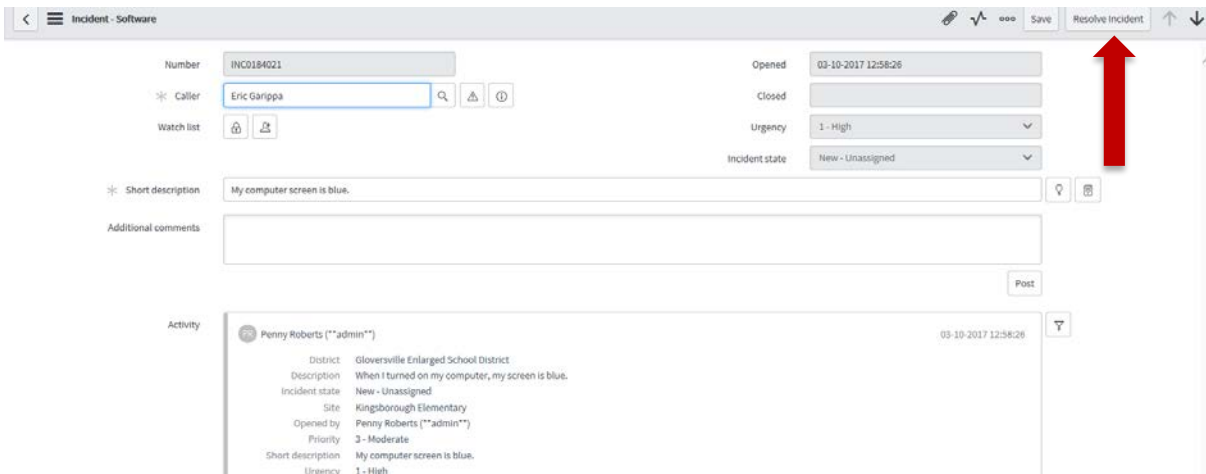
Select the  to go back to your homepage.



Resolve an Incident

Select the incident that you want to resolve in the content frame.

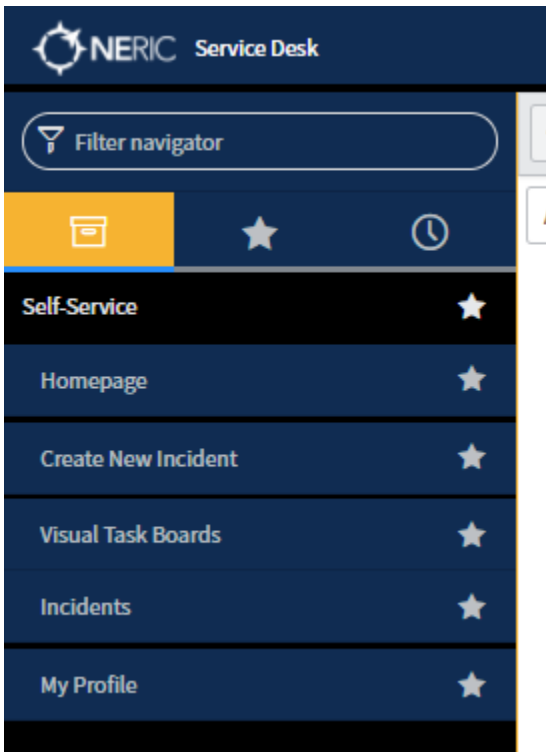
Click on the Resolve Incident Button at the top right corner of the content frame. (After you select Resolve Incident) you will notice the incident is resolved by viewing the Incident State in the content frame.



The screenshot shows the ServiceNow incident form for 'Incident - Software'. The form includes fields for Number (INC0184021), Caller (Eric Garippa), Short description (My computer screen is blue.), and Incident state (New - Unassigned). A red arrow points to the 'Resolve Incident' button in the top right corner of the form. Below the form, an activity log shows the incident was opened by Penny Roberts on 03-10-2017 12:58:26.

Activity	Date
<p>Penny Roberts ("admin")</p> <p>District: Gloversville Enlarged School District Description: When I turned on my computer, my screen is blue. Incident state: New - Unassigned Site: Kingsborough Elementary Opened by: Penny Roberts ("admin") Priority: 3 - Moderate Short description: My computer screen is blue. Urgency: 1 - High</p>	03-10-2017 12:58:26

Putting it all Together: The Application Navigator



The Application Navigator contains links to your home page, the “Create a New Incident” action, Visual task boards, your incidents and your profile.

And finally:

There’s no place like Home! If you are lost on the page, you can always click the “NERIC” Logo to get to the home screen.

