## **Amentum ServiceNow – General IT Support**

**IMPORTANT:** You must log in here >> before following any specific links / the pathway instructions to access each form. Please note: The homepage will continue to evolve as the portal is optimised.

**Top bar navigation:** Find specific info on the green menu, with personal & general info ('More') on the black menu.



**Access IT Support:** Explore the tiles on the homepage and the IT dropdown on the top green menu for more information.

**Create an Incident:** Click the tile on the home page

Use this to report an issue, or if something is broken.

**Software & Application Requests:** Click the tile on the home page

Use this form to place a request to have an application, or software installed on your computer.

E&E-I OneClick >>

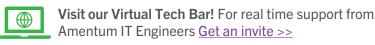
**Knowledge Base:** Click **More** from the top black menu > Knowledge Bases Search here to find useful information and how-to articles.



#Top Tip: Make frequently used forms / knowledge articles easier to find - Click the heart icon at the top to add it to 'My Favorites'. You can then access your favorites from the top-right navigation bar or the My Favorites box on the right-hand side of the home page.











### **Change to Self-Service Password Reset**

Starting September 12, all AmentumCMS users must complete an extra authentication step when using the Self-Service Password Reset (SSPR) tool.

This will replace the legacy iCMS method. Find out how >>

#### **MFA Token Support**

Please use the IT Desktop Support form Click **More** from the top black menu > Service Catalog > Can we help you? > IT Desktop Support

# Amentum ServiceNow — HR, Payroll & Specific System Support

IMPORTANT: You must log in here >> before following any specific links / the pathway instructions to access each form. Please note: The homepage will continue to evolve as the portal is optimised.

### **Access HR & Payroll Forms**

Ask HR\*: Click the International HR tile on the home page
Use this form for HR support on Benefits, Compensation, Onboarding,
Offboarding, Talent Acquisition including general Workday questions
#Top Tip: You can also request a secondary approver here for Costpoint Expenses

Payroll Questions\*: Click the International Payroll tile on the home page
Use this form for issues with your payslip or tax enquiries
#Top Tip: Find information for specific countries under People Services > Employee
Information

**Manager Resources:** Click **People Services** from the top green menu > Manager Resources

Find articles to help you recruit, hire and manage your team including onboarding new members.

**#Top Tip:** Remember the Hiring Manager needs to request IT for a new starter via AmentumService Now (new link to follow soon)

**Knowledge Base:** Click **More** from the top black menu > Knowledge Bases Search here to find useful information and how-to articles.

\*NB: Contractors will not see HR / Payroll options.







**System Support** — #Top Tip: for quick access to systems, visit apps.amentum.com

**Workday Support:** Click **IT** from the top green menu > Software & Applications > click the Workday (request) tile

Use this form to **request elevated access** in Workday. For other enquiries please use Ask HR via the International HR home page tile.

#**Top Tip:** Search Workday in knowledge articles for some self-help

Costpoint Time: Click the tile on the home page
Use this form to request timesheet co-ordinator access
#Top Tip: This is only for Timesheets not for expenses

Costpoint Expenses: Click the tile on the home page
Use this form to request a seat and ask general expense questions
#Top Tip: Costpoint Finance is a separate system. Escalate a request by using the quick link located under Finance > Costpoint Finance.

**Costpoint Finance:** Click **Finance** from the top green menu > select Costpoint Finance from under Quick links, or search 'Costpoint Finance' in the top search bar Here you can troubleshoot Costpoint Finance inc. password resets **#Top Tip:** Use the Finance General Request form (under Finance Quick links) for other finance systems

# **Support Channels**

Support Channel	Contact Information	Use For
Online Portal	Amentum ServiceNow Portal  Wherever possible, users should raise an online ticket before calling the Help Desk	Submit IT tickets, request hardware/software, search Knowledge Articles
IT Help Desk Phone Numbers (effective 13 September) Available 24 hours a day, Monday-Friday	+44 808 168 0868 - United Kingdom (GB) +33 801 13 00 97 - France (FR) +421 800 007 025 - Slovakia (SK) +48 800 005 613 - Poland (PL) +61 1800 941 213 - Australia (AU) +1 931 393 6333 — United States (US)  Additional in-country telephone numbers will follow when available.	Only to report urgent technical issues (e.g. unable to access account or computer)







