

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.

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.*

Please take note:



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

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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



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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)



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