

3 User Guide

3.1 Purpose

This guide helps end-users register for events and provide feedback through the Service Catalog.

3.2 Prerequisites

- User must have the `event_user` role.
- Must be logged into the ServiceNow instance.

3.3 Event Registration Steps

1. Navigate to **Service Catalog** → **Event Management** → **Event Registration**.
2. Enter the required fields:
 - **Name**
 - **Event**
 - **Session**
 - **Additional Notes**
3. Click **Submit**.
4. Wait for an **approval notification** from the approver/admin.
5. Once approved, confirmation email is sent automatically.

3.4 Feedback Submission Steps

1. Navigate to **Service Catalog** → **Event Feedback**.
2. Select the **Event Name**.
3. Provide rating and comments.

4. Submit the form.
5. Feedback is stored in `x_1798866_event_ma_feedback` table.

3.5 Post-Submission

- Users can view their registration history in **My Requests**.
- Feedback records can be viewed (if enabled) under “My Feedback”.