

# Catch All Others / Other Services

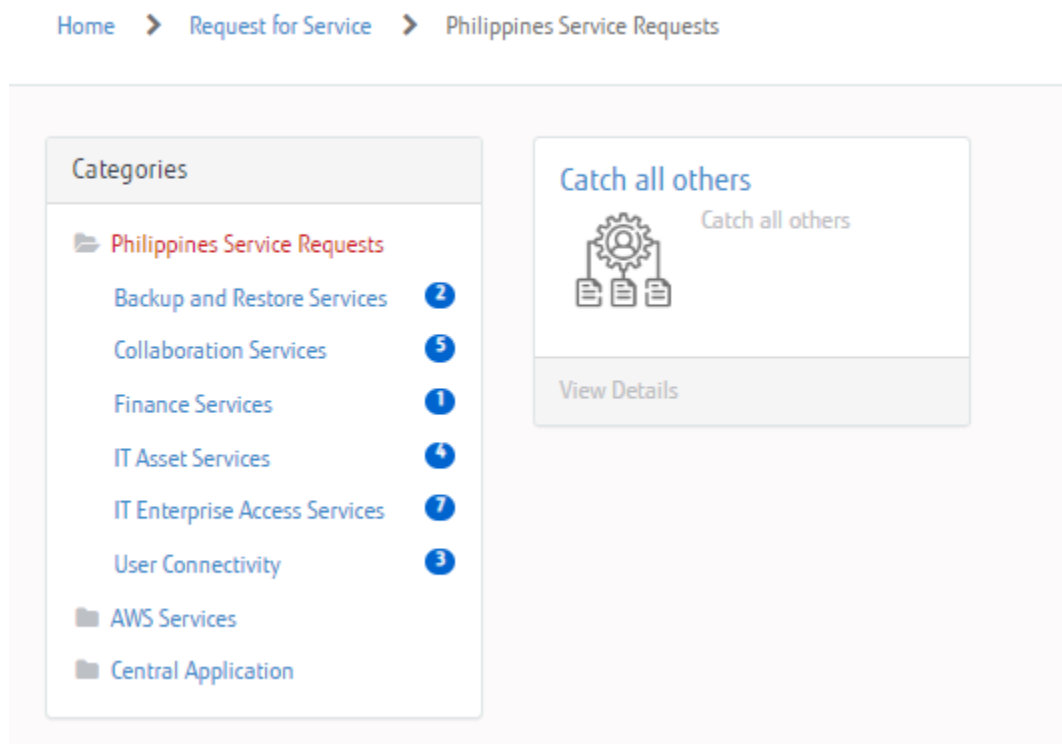
This catalogue is for service requests that has no matching current service catalogues.

## How to create a ticket under Catch All Others?

1. Access FJGlobal link – [https://fjglobal.service-now.com/fjglobal\\_csm](https://fjglobal.service-now.com/fjglobal_csm).
2. Login with your G07 email and password.
3. Choose Request for Service.



4. In Categories, choose Philippine Service Requests then Catch All Others.



5. Add all necessary information as stated below.

**Requested For User** can be modified if you are requesting for your teammates, team members, Managers, etc.

**Account Type** is default.

**Service Request Type** are as follows,

\*Service Request Type

-- None --

|

-- None --

MFA Reset

Printer Access Request

Laptop Sticker Request

Other Services


**Short Description and Description** to provide details of request

**Add Attachment** of your Manager's approval


Catch all others

Catch all others

Kindly attach Manager's approval for completing this request



\* Requested For User:

 Jesselle Marianne Santos

\* Account Type

Other IT Services

\* Service Request Type

-- None --

Short Description

\* Description


\* Have you attached a documentation with your Manager's approval?

☒ Yes

☐ No

☐ \* I understand and accept to the Terms and Conditions above

Submit

 Add attachments

6. Submit ticket.
7. This ticket will be routed for approval of Security Team.
8. Once ticket has been approved, ticket will be assigned to End User Support Onsite Team.