

Task Management

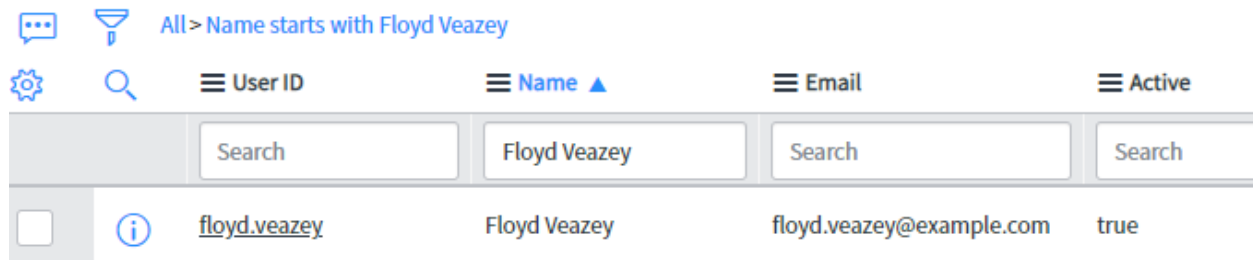
Scenario: Cloud Dimensions is now letting primary partners to test Infinity devices. Before submitting an incident to report a problem, these partner users are advised to first check the Knowledge Base in the Cloud Dimensions Service Portal.

If the user cannot find a solution to their problem in the Knowledge Base, they are encouraged to submit an incident so that they can receive support from the Infinity Customer Support group. This group has already defined processes for incident assignment & resolution by using assignment rules and connecting chat.

A. Browse the Service Portal - log into the Cloud Dimensions Service Portal as a partner user experiencing problems during Infinity testing.

B. Update password for Floyd Veazey.

1. Go to **System Security > Users**.
2. Under Name type in **Floyd Veazey**.




	User ID	Name ▲	Email	Active
	<input type="text" value="Search"/>	<input type="text" value="Floyd Veazey"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	floyd.veazey	Floyd Veazey	floyd.veazey@example.com	true



3. Open record and enter ***Floydpass1*** as the password.

User ID

First name

Last name

Title 

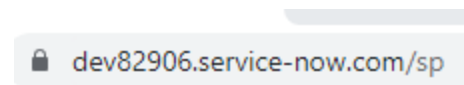
Department  

Password

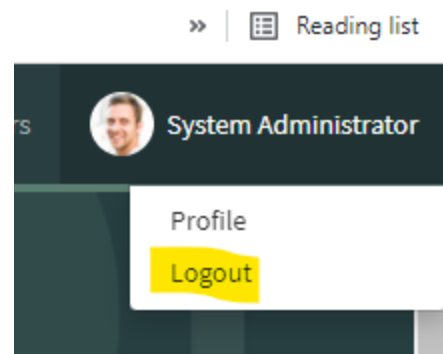
☐ Password needs reset

Update record.

4. Open another browser or log out of your instance.
5. Add **/sp** to the end of the URL: <https://dev82906.service-now.com/sp>



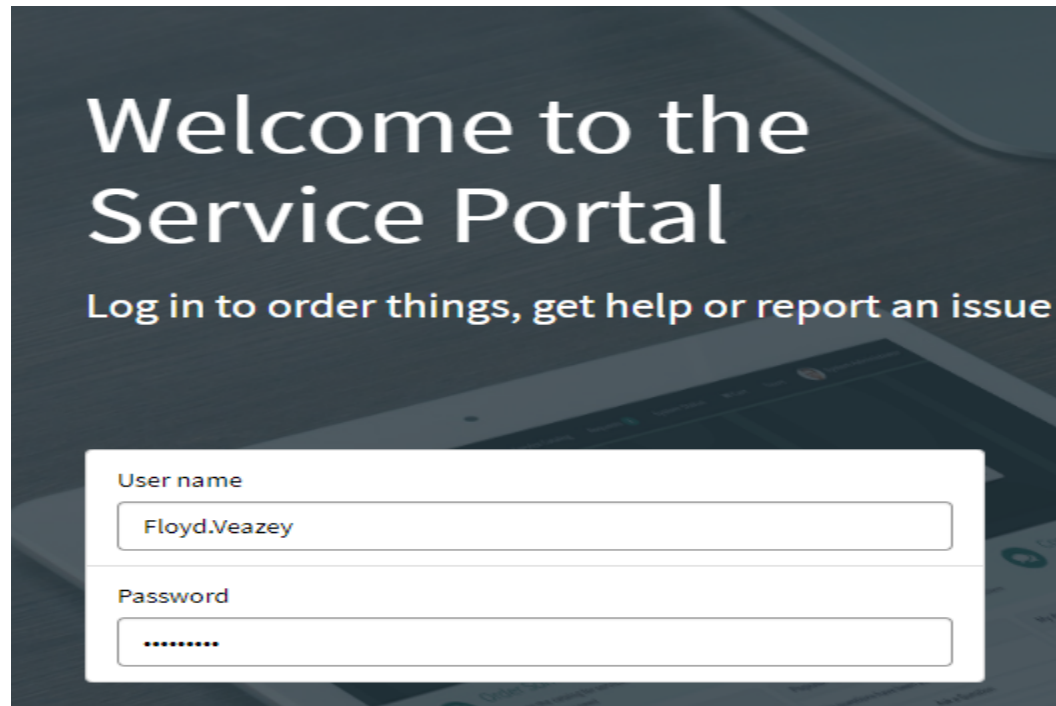
Logout.



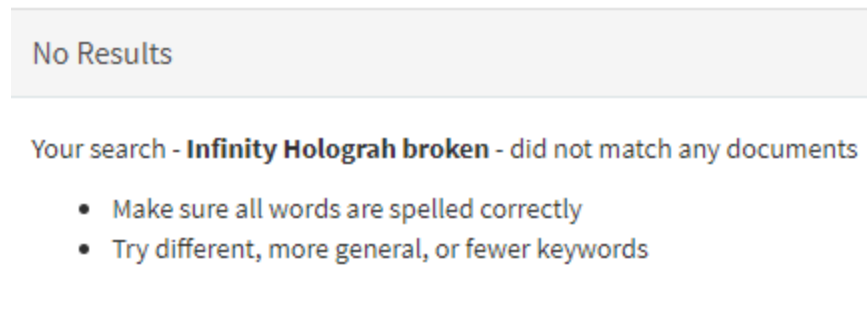
6. Press **Enter**.
7. You should see the Service Portal login screen. Log in using the following credentials:

Username: **Floyd.Veazey**

Password: **Floydpass1**



8. Go to the **How can we help?** search bar on the home page and type **infinity holograph broken** then press **Enter**. **No Results** will display.



Floyd continued browsing the Knowledge Base but was unable to find a solution. He will now submit an incident to receive help from the Cloud Dimensions.

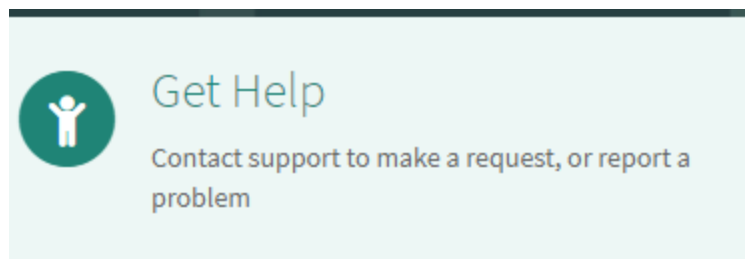
9. Click the **ServiceNow logo** to return to the homepage.



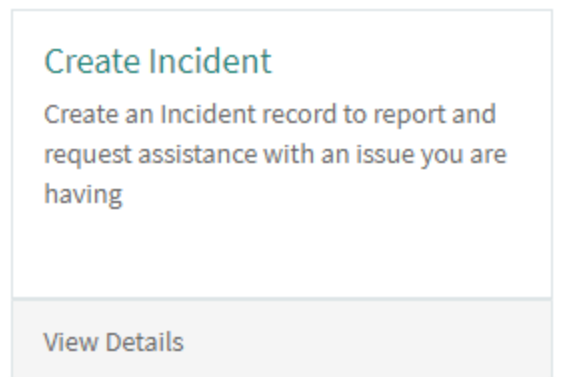
[Home](#) > [Search](#)

C. Submit an Incident

1. Select **Get Help**



2. Select **Create Incident**



3. Complete the form as follows:


Urgency: **3-Low**

Please describe your issue below: **The Infinity is having trouble displaying clearly.**


Create Incident

Create an Incident record to report and request assistance with an issue you are having.

Request assistance with an issue you are having. An incident record will track the issue until successful resolution. You will also be notified of progress.

* Urgency 

3 - Low

* Please describe your issue below 

The Infinity is having trouble displaying clearly.

4. Click **Submit**.
5. **Log out** of the instance as **Floyd Veazey** using the User menu. *(Note: If you used another browser for these steps, return to the original session and move to step 1 of the **Update the Incident** section below. Otherwise, continue on to the next step.)*
6. Go back to the instance URL, delete the /sp suffix including everything that follows and press **Enter**.