

SNOW - How to Create an Incident in Service Now - EN

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Title

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Purpose:

Follow this procedure to create an incident in ServiceNow

Process

1.

Go to ServiceNow Portal

2.

Select create Incident for IT issues that need fixed. ie: application errors, access errors , equipment malfunctions.

3.

Enter the issue your are experiencing.

4.

Select the best Category for your issue from the drop-down list. Agents will update this as needed once they receive the incident.

5.

Enter the details of your issue in the Details field. Please include all the information you can to assist the agent in resolving your issue.

6.

Include any screenshots you have of errors that occurred. Select the paper clip to add attachments.

7.

Once you enter the details ServiceNow will review knowledge articles to match the information your provided.

8.

Scroll to the top of the page and select Submit.

9.

Service now will provide you an incident number and you can log into the portal and check on the progress.

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