

GSD. Network - Request for Secure Web Access Exception

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Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to Request for Secure Web Access Exception

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Secure Web Access to external sites is bound to user authentication. Some URL/Domains need to be accessible without authentication. Use this form to order exception handling of this URL/Domains. This article shows how to request exception of access to dedicated URL/Domains.

Details:

Advise user to navigate to IT Service Portal. User must go to Service Catalog.

Under Categories, inform them to select Network Services then to click Secure Web Access Exception.

Guide user to fill out the form with the needed details.

Once done, user must click Submit.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

IT Service Portal

<https://fnc.service-now.com/sp>

Secure Web Access Exception

https://fnc.service-now.com/sp?id=sc_cat_item&sys_id=c14f87c8db6fa3002b1c298a489619b2