

# servicenow™ QUICK REFERENCE CARD: SOLUTION DESK PORTAL

The Service Portal is a one-stop modern application available to Department users. Department users can use the portal to submit tickets, manage tickets, and search for knowledge.

The screenshot shows the ServiceNow Solution Desk Portal homepage. At the top left is the 'OFFICE OF THE COMPTROLLER' logo. At the top right are links for 'Ticket', 'Tours', and 'MM'. A search bar is prominently displayed in the center. Below the search bar are sections for 'Submit a Ticket', 'Featured Resources', 'Most Read Resources', and 'About the Solution Desk'. The 'Submit a Ticket' section includes a 'Contact Solution Desk for assistance' link. The 'Featured Resources' section shows 'No content to display'. The 'Most Read Resources' section lists articles like 'Zero Dollar Encumbrance Correction (CEC/GAEC)'. The 'About the Solution Desk' section provides an overview and lists supported systems like MMARS and LCM.

1	Click the logo to return to the Solution Desk portal homepage.
2	Click Submit a Ticket to create a case for the Solution Desk.
3	Search bar provides results related to the search term entered.
4	View a list of featured and most read resources.
5	An overview of the Solution Desk.
6	Access a list of tickets that you submitted.

The screenshot shows search results for 'email'. The results list includes 'Email Release', 'Report a Suspicious Email', 'Quota Increase', 'Candidate Selection', 'Using your V...', 'Installing an...', and 'Setting Up Y...'. A callout box explains that the search bar uses predictive search and that items with a document icon are articles, while items with a list icon are records.

The screenshot shows the login page with fields for 'User name' and 'Password', a 'Forgot Password?' link, and a 'Login' button. A callout box points to the 'Login' link in the top right hand corner of the page.

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## Submit a Ticket

The screenshot shows the 'Submit a Ticket' process in the ServiceNow Solution Desk Portal. It is divided into three numbered steps:

- Step 1:** Selecting a category. The 'Support' category is highlighted in the 'Categories' sidebar.
- Step 2:** Clicking the 'Create Ticket' tile to open the corresponding form.
- Step 3:** Completing the form. The 'Contact the Solution Desk' form is shown with fields for 'Subject', 'Detailed description and callback telephone number', and 'Additional email addresses'. A 'Submit' button is visible at the top right.

- 1 Select a category to view all catalog items within the category. In this example the category defaulted to Support.
- 2 Click the tile to open the corresponding form.
- 3 Complete the form, then Submit.

## My Lists

- Users can access three different lists of cases
- All cases, Action needed and My Cases

The 'My Lists' sidebar shows three options: 'All Cases', 'Action Needed', and 'My Cases'. 'All Cases' is currently selected.

## Cases

- Shows a list of all of the cases selected under My Lists.
- Displays the case number, short description, contact, account, priority, state and date updated.

Number	Short description	Product	Contact	Account	Priority	State	Updated
CS0003559	FW: COMMONWEALTH OF MASSACHUSETTS 30346933		Unknown Contact		4 - Low	New	07/30/2021 14:37:11

## All Cases

- A list of all active cases

The 'All Cases' view shows a filter for 'All'.

## Action Needed

- Cases in a state of resolved or awaiting info

The 'Action Needed' view shows a filter for 'All > State in (Resolved, Awaiting Info)'.

- Department users must accept a resolution or reject and give a reason or close any case they have resolved themselves

## My Cases

- List of cases that you reported.

The 'My Cases' view shows a filter for 'All > Contact = Malvina Maska'.