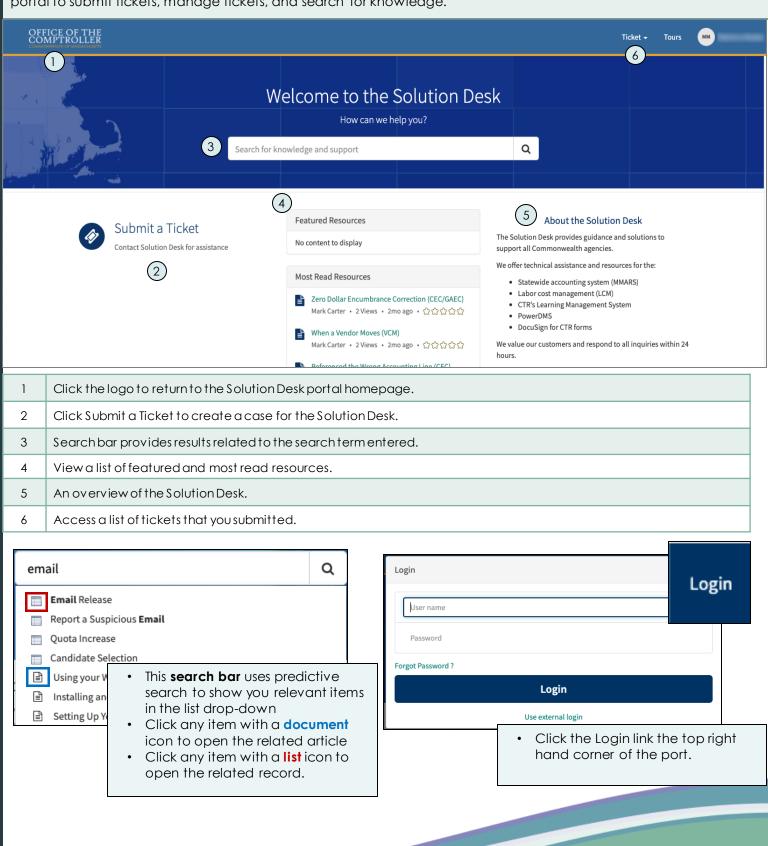
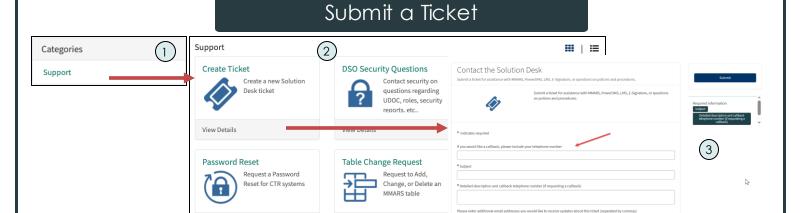
SERVICENOW. QUICK REFERENCE CARD: SOLUTION DESK PORTAL

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.



SERVICENOW. QUICK REFERENCE CARD: SOLUTION DESK PORTAL



Select a category to view all catalog items within the category. In this example the category defaulted to Support.

Click the tile to open the corresponding form.

Complete the form, then Submit.

View Details

My Lists

View Details

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



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.



All Cases

A list of all active cases



Action Needed

Cases in a state of resolved or 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.

