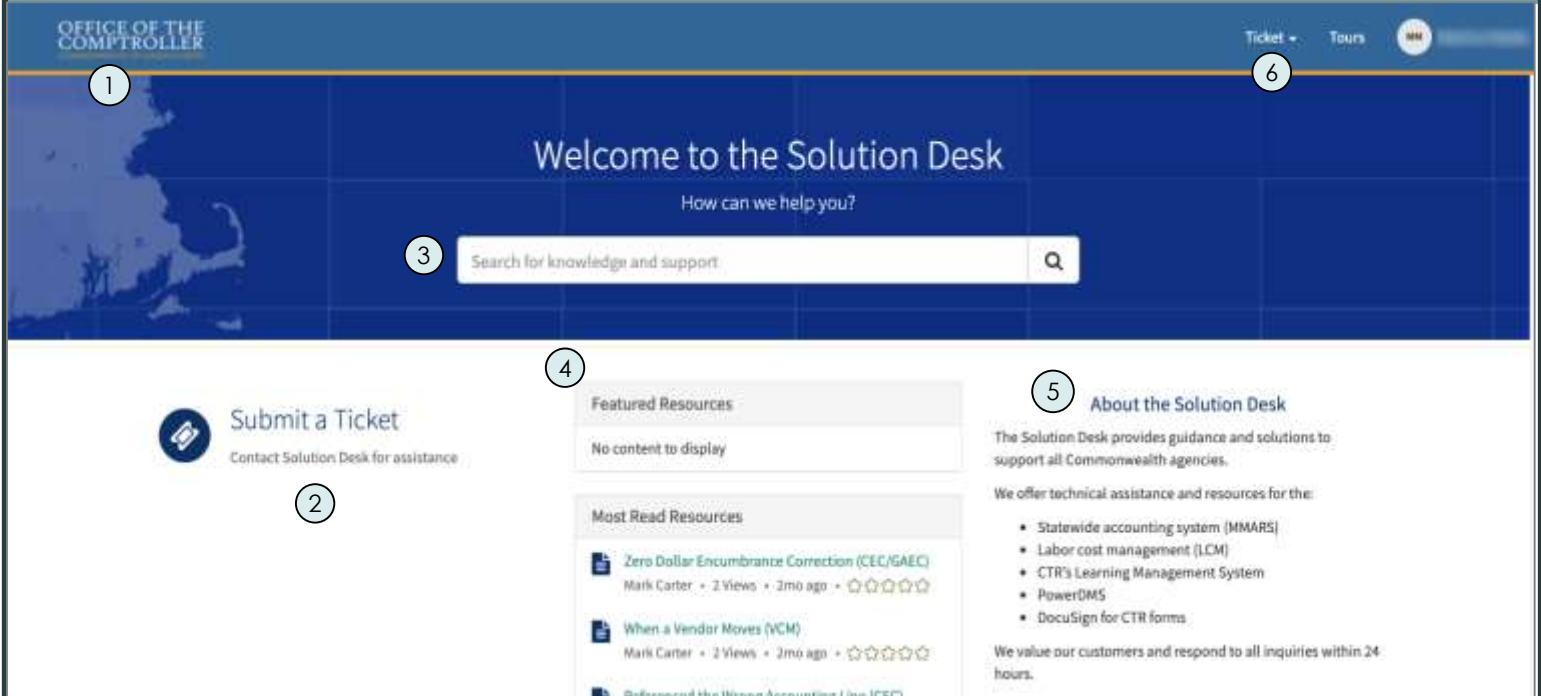
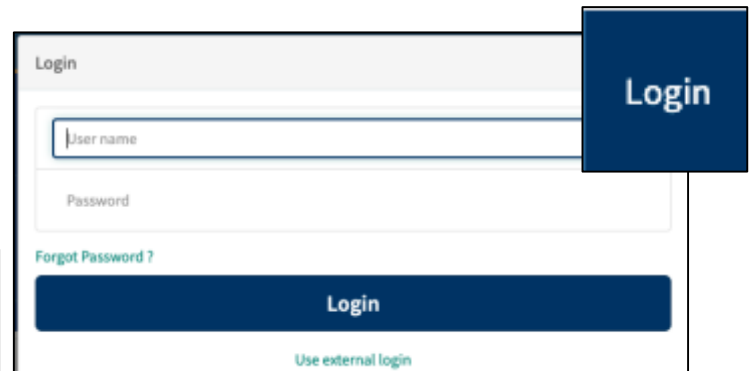
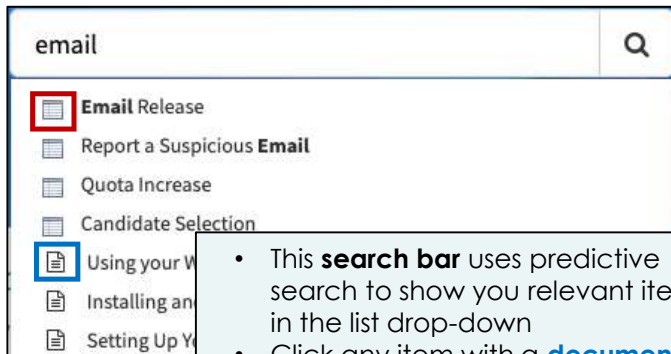


# servicenow QUICK REFERENCE CARD: SOLUTION DESK PORTAL

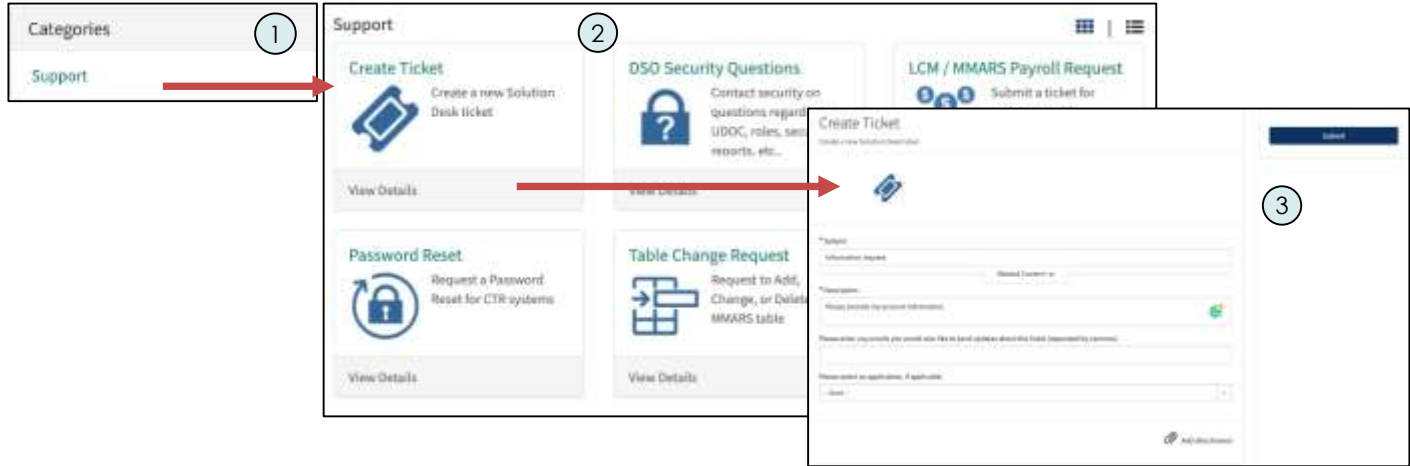
The Service Portal is a one-stop modern application available to Department users. Department users can use the portal to submit tickets, manage tickets, and search for knowledge.



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.



## Submit a Ticket



- 1 Select a category to view all catalog items within the category. In this example the category defaulted to Support.
- 2 Click the title of an item 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



## 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
C30003333	FR- COMMONWEALTH OF MASSACHUSETTS 30340333		Unknown Contact		4 - Low	New	07/30/2021 14:37:11

## 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.

