Getting Started with ServiceNow:
Everything you need to know to get help

Bookmark the ServiceNow link to gain quick access:
https://everettsd.service-now.com

NOTE: The bookmark will automatically change in Internet Explorer. CHROME USERS: You should re-import your favorites to reflect this change or create a new favorite using the https://everettsd.service-now.com link.

Log In: Use your district account information (computer and email login: Employee ID and Password)

It is important to remember that if you click the "*Remember me*" box, you will remain logged into the system even if the browser closes. Anyone who opens the browser will login as you automatically!

Your Homepage:
You can access the Self Help Knowledge Base, submit requests to Information Systems and LMS, and check on the status of current requests.

IST Help Desk: Incident
Something is Not Working Correctly
Click on IST HELP DESK and then INCIDENT to open an incident case

As usual, there are fields for important information. You will see this isn't much different than our previous system.
- Room Number
- Extension Number
- Best Call Back Time
- Equipment Tag Number
- Location
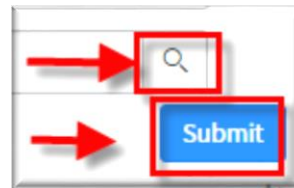
You will note a drop down menu for location (icon is magnifying glass) is available to use when identifying the location before you press the **SUBMIT** button.

CRITICAL: After the initial request is **SUBMITTED,** the client is taken to a page to review and add information before a final **UPDATE** is required. Don't press Close Incident or the entire work order is erased. The **UPDATE** button is located at the top of the page.

IST Help Desk: Service Request
Request Something New
Click INFORMATION SYSTEMS SERVICE REQUEST to view all available request items

The initial service requests are listed below. There will be more pre-formatted requests available as the product becomes more widely used.

Software Install
What software product would you like installed:

New Hardware Service Request
This request is for the installation of brand new printers, projectors, document cameras, etc...

If Not Listed Above - Create Incident
Report an incident
Service Catalog > IST Help Desk > Incident

Check Status
The Check Status link is located on your homepage. You can always click on it to find the status of an incident case or service request or to send a message to the assigned technician.

Check Status
Check status on your open issues and requests