

Creating Service Center Requests on ServiceNow

1. Login with your WUSTL Key at the ServiceNow page at <https://wusm.service-now.com> (there is also a link on InsideBrown).
2. Once logged in, select the “Request Services” option:

Washington University in St. Louis Lia Garofolo

Self Service Request Services Search for a Solution Report a Technology Issue My Tickets Support Portal

Notices WUSTL Box can be used to Share Files across Campus

Search

Request Services
Browse and request items through the service catalog

Search for a Solution
Find how-tos and answers to questions in the knowledge base

Report a Technology Issue
Experiencing problems? Report your issue. We will get you back up and running.

My Tickets
Review and track service requests, orders, and manage approvals

LATEST NEWS

3. On the following service catalog page, select the “My Unit” option:

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Self Service Request Services Search for a Solution Report a Technology Issue My Tickets Support Portal

Home > Service Catalog

Search

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #

Facilities Information Technology

My Unit

Top Requests
Projects: Design and Construction
Allscripts TouchWorks
EHR GE Centrality
Business Printer Request
PCs, Laptops, Tablets, Smart Phones and Accessories
Software
Brown School Facilities

4. On the next page, choose the “Brown School Service Center” catalog item:

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Self Service Request Services Search for a Solution Report a Technology Issue My Tickets Support Portal

Home > Service Catalog > My Unit

Facilities Information Technology

My Unit
Brown School Service Center
Brown School Service Center

Shared Business Services Hub

Top Requests
Projects: Design and Construction
Allscripts TouchWorks
EHR GE Centrality
Business Printer Request
PCs, Laptops, Tablets, Smart Phones and Accessories
Software
Brown School Facilities

5. The Brown School Service Center request form will appear, and you can select the type of service you need:

Self Service Request Services Search for a Solution Report a Technology Issue My Tickets Support Portal

Home > Service Catalog > My Unit > Brown School Service Center

Service Catalog > My Unit > Brown School Service Center Search catalog

Brown School Service Center

Order this Item
Add to Cart

Catalog Item Drafts
Draft Name
Enter draft name
Save a Draft of this Item

Shopping Cart
Empty

Requestor Information

Person making this request
Lia Garofolo

Person for Whom This Work Is Being Requested

Name: Lia Garofolo Phone Number: (314) 935-6030

Department: SW-Operations & Spec Proj Title: Administrative Assistant

Request Information

Due Date: 03-08-2016

Requested Action: -- None --

Detailed Description

Special Instructions

Special Instructions (if any)

6. Various options will become available based upon the type of service you request.

Request Information

Due Date: 03-08-2016

Requested Action: Printing

Printing

Number of Copies: 30

Other Options (Additional Charges May Apply):

- Laminated
- Spiral Bound
- Premium Hammermill Paper
- Glossy Paper
- Card Stock
- Other Paper or Template Stock

Standard Options:

- Black and White
- Color
- Single-Sided
- Double-sided
- Corner Stapled
- Three-Hole Punched
- Booklet Fold & Stapled

Print Code: 1234gh

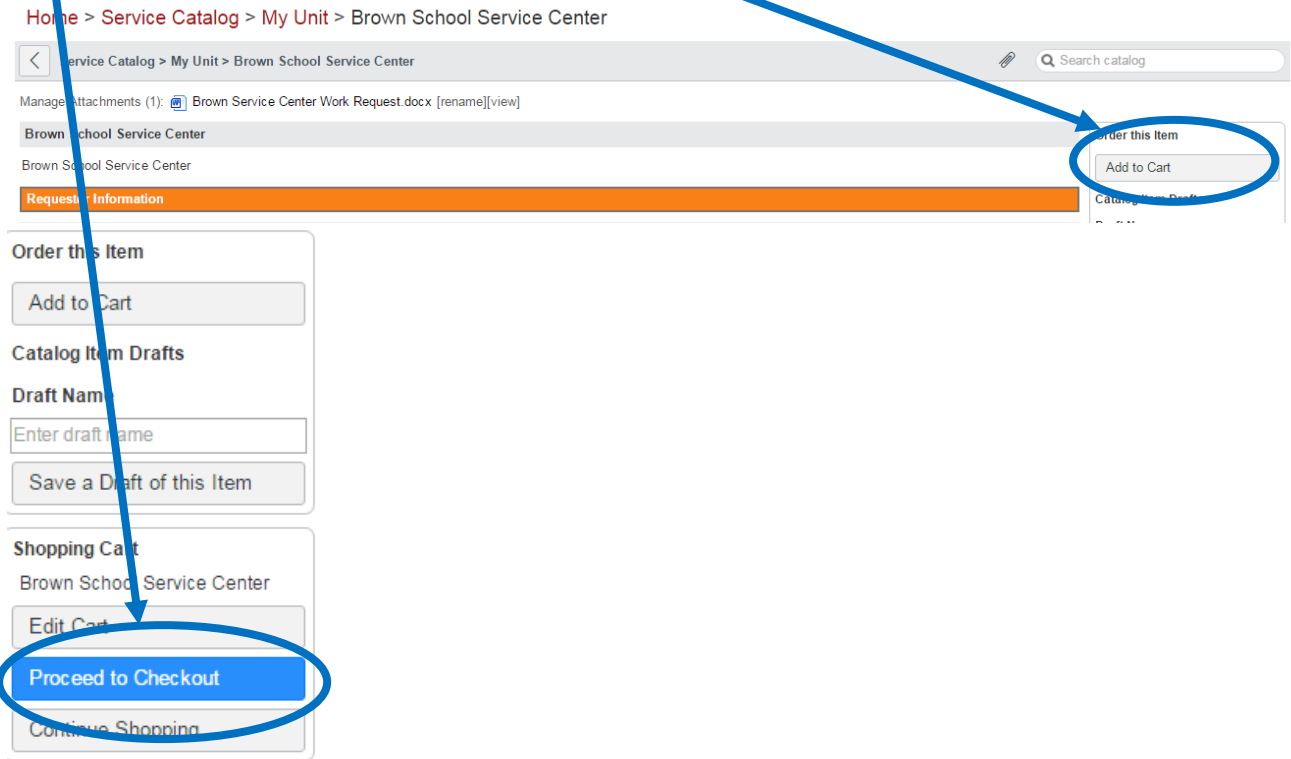
Detailed Description

Attach applicable documents below

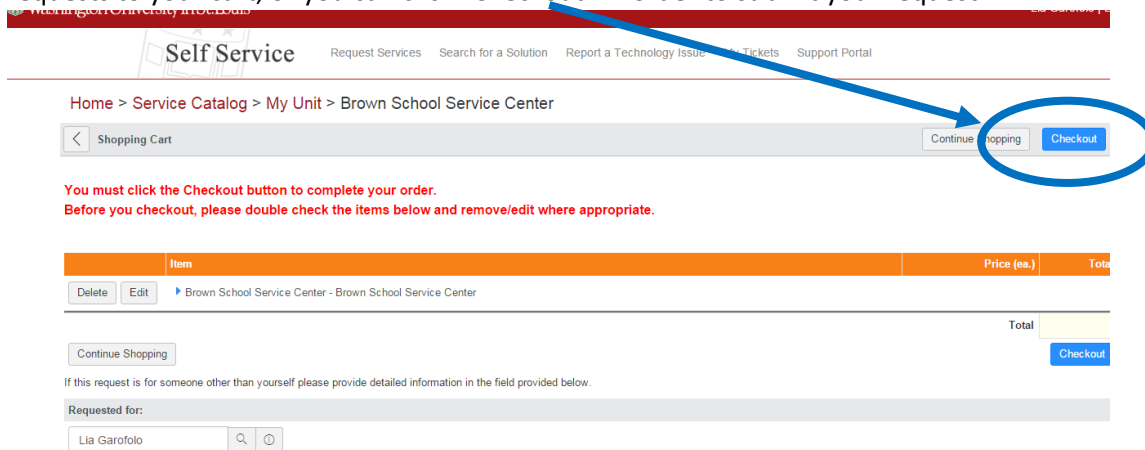
Add Attachment

Please note that all printing requests require an attachment and print code.

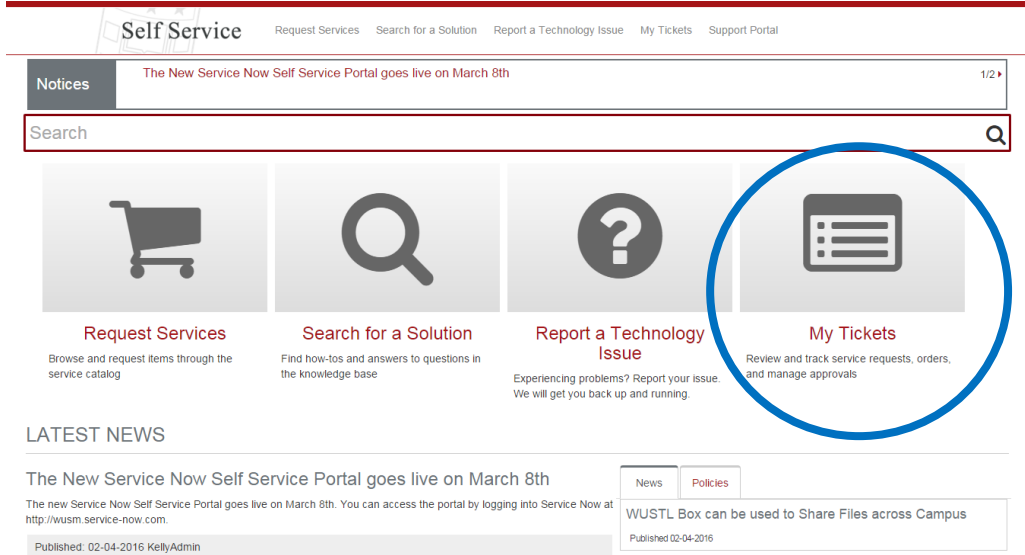
7. Once you have created your request, click the “Add to Cart” button on the right hand menu and then “Proceed to Checkout”:



8. If you have additional requests (e.g. more print jobs, etc), you can click “Continue Shopping” to add more requests to your cart, or you can click “Checkout” in order to submit your request.



9. Once you have submitted a Service Center request, you can check the status of the request from the “My Tickets” section of the ServiceNow page:



10. From the details page of your Service Center request, you can check on the current status, add notes for Service Center staff, upload attachments, or cancel the request.

