**Service Now – Something Broken**

**Purpose:** To provide Library Staff instructions for reporting disruptions of service via Service Now.

**Audience:** All Library Staff

1. Log into Service Now - [https://uta.service-now.com/selfservice/](https://uta.service-now.com/selfservice/)
2. If something is not working as expected, click the “Report an Issue” link.
3. Complete the **Something Broken** form below and include “LIBRARY” in the brief summary section.
   
   Please attach any additional files using the paper clip and then click **Submit** to receive a ticket number.

To aid in routing the incident, please forward the Service Now Auto-response received from e-mail to [LIBRARY-TECHS@LISTSERV.UTA.EDU](mailto:LIBRARY-TECHS@LISTSERV.UTA.EDU)