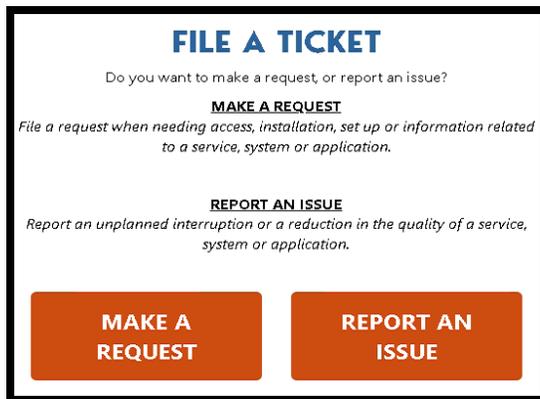


ServiceNow – Make A Request

Step-by-Step Process to Make a Request

1. Access the [Library Staff Homepage](#) and navigate to the **Technology** group
2. Select [ServiceNow: Report a Problem or Enter a Request](#)
3. At the **Service Catalog**, scroll down and click the **File A Ticket** button



FILE A TICKET

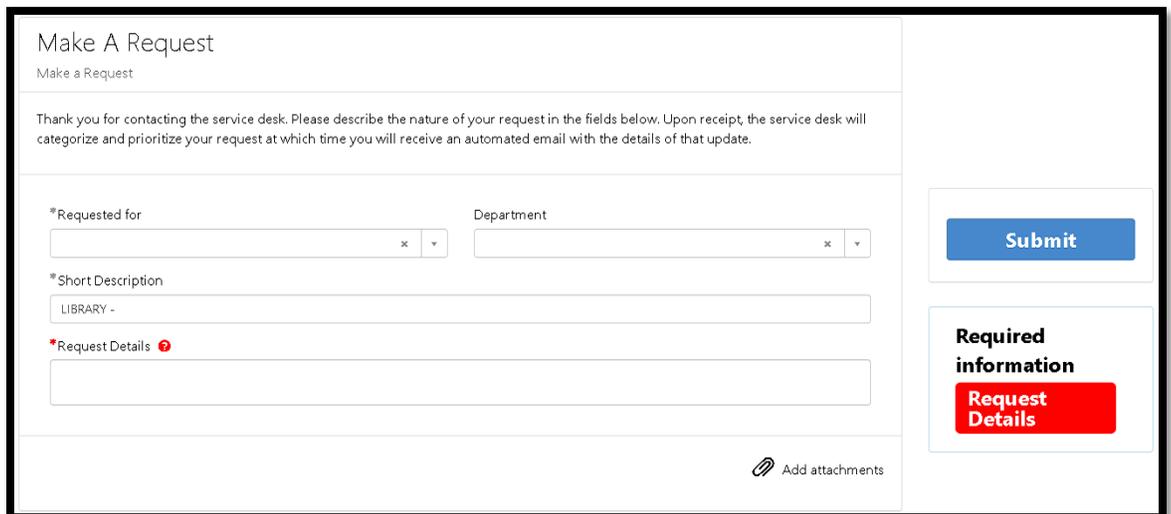
Do you want to make a request, or report an issue?

MAKE A REQUEST
File a request when needing access, installation, set up or information related to a service, system or application.

REPORT AN ISSUE
Report an unplanned interruption or a reduction in the quality of a service, system or application.

MAKE A REQUEST **REPORT AN ISSUE**

5. If prompted, click the **Login** button and complete authentication



Make A Request
Make a Request

Thank you for contacting the service desk. Please describe the nature of your request in the fields below. Upon receipt, the service desk will categorize and prioritize your request at which time you will receive an automated email with the details of that update.

*Requested for x v Department x v

*Short Description

*Request Details 

 Add attachments

Submit

Required information
Request Details

7. Utilize the **Add attachments** link, as needed, then click **Submit**.
8. A ticket number will be sent via e-mail to the authenticated account
9. To aid in routing, please forward the ServiceNow Auto-response e-mail to Library-Techs@listserv.uta.edu