

## Submitting a ServiceNow Ticket

Follow the steps below on how to submit a ServiceNow Ticket.

### Try It Out

1. Go to the Aspirus Intranet <http://aspirusintranet/>
2. Hover over **Work Tools & Resources**

System Info   Life & Career **1** Work Tools & Resources   Documents & Forms

Applications	Tools	Resources & References	Service Requests
Clinical Pharmacology	Aspirus Network Provider Directory	Aspirus E-Journals & Books	Aramark Biomed
Citrix NFuse	Clinical Value Program	Cisco Phone Reference	Food Service
GE iCenter	Employee Directory	Current Drug Shortages	Graphic-Print Order
Micromedex	Infection Prevention Job Aids	EMR Info Center	<b>2</b> IT Self Service
Outlook Web App	LiquidFiles - Large File	ImmuLINK	Maintenance Requests
PWA - Project Web App		Interpreter Information	Staples

3. Click on **IT Self Service**
4. Click on **Go to IT Self-Service**

#### IT Self-Service

Contact the IT Service Desk at ext 72300 or 800-297-8780 or use the IT Self-Service link below.

*NOTE:* Employees of Aspirus Riverview Hospital & Clinics should dial Ext. 2300 to reach the IT Service Desk.

#### **4** Go to IT Self-Service

- [View User Guide](#)

5. You will be brought to ServiceNow, Click on **Get Help**
6. Select the correct topic that corresponds with your issue
  - a. Note: If you select Epic Issue and it relates specifically to **Oncology**, select the Epic Subcategory of **Oncology**
7. Fill in the any items that have a \*