ServiceNow Customer Portal

https://wusm.service-now.com/selfservice/

Request IT Services
Search for an IT solution
Report an issue
View Status of your IT tickets

Logging in:
Login with WUSTL Key

Enter your WUSTL Key credentials

TIP: This is the same as your HRMS login
Request a Service

Shop by category to find the IT Service you need.

**Step 1:** Clicking the shopping cart takes you to the Service Catalog.

There are three ways to request a service:

A: Type a general description of what you need in the Search bar.

B: Click first letter of Service Category name (if known).

C: Browse by Service Category Drill-down (recommended).
   - C1: Click Information Technology.
   - C2: Select Request Category.
   - C3: Select your Service from the list.

**Tip:** Option C will help guide you, if you’re not sure how your request would be categorized or described in ServiceNow.

**Step 2:** Selecting a Service takes you to the Service Request Form.

- Fill out form fields. Form fields will vary based upon the service you have requested. **Starred fields are required.**
- When form is complete, click Add to Cart button in the upper right.

**Step 3:** Your shopping cart opens for your review.

- Review your requested item.
- Click the blue triangle to see order details.
- Click Edit button to change your order, or Delete to cancel order.
- After reviewing, click blue Checkout button.
Complete the fields on the form. An asterisk * indicates required field.

A. Provide the name of the user experiencing the issue.
B. Rate the impact that this issue is having on your ability to do your job.
C. If known, provide your device name.
D. Tell us the best call back number for information regarding this incident.
E. Provide a location where you can be found regarding this issue.
F. Explain briefly the reason for submitting a ticket. Example: “unable to print.”
G. Provide more detailed information about the issue. Example: “Printing from desktop machine and receive an error message ‘Unable to locate network printer.’ “

Hit the Submit button at the bottom of the form.

- You will receive an email from WUSTL IT Services to let you know a ticket has been entered in the system for your issue.
- The email will contain a link to Service Now.
- Log in to Service Now, and click My Tickets to see updates to your ticket.
Search for a Solution

Click the magnifying glass icon

A. Enter your search phrase in the search bar.

B. Informational and How-to Articles will appear in the Knowledge box. Click selection in list to read article.

C. Related Services appear in the Service Catalog. Click selection to order service.

The Frequent Help Topics section allows you to browse popular Help articles.

View Your Tickets

Click the list icon

In the My Tickets area, you can view both open and closed tickets for requests and issues. The search bar allows you to search through your tickets by keyword. Click a ticket in the list to see details, and any updates.