

Overview

Anyone at the DCRI can submit a ticket into ServiceNow for a variety of services. This quick reference card (QRC) summarizes how non-ITIL users create a miscellaneous incident (loss of functionality or access that previously was working for you).

If your issue is urgent, immediately call the Research Service Desk at 919.668.8916.

Should You Be Looking Elsewhere?

If you need help with anything covered by the DCRI Facilities group, from keys to plumbing problems, we recommend you turn to the [ServiceNow: Creating a Facilities Ticket](#) QRC. Use that QRC as a guide to send incidents (or requests) directly to DCRI Facilities.

An Incident or a Request?

You fill out different forms for incidents and requests, so you must decide up front what you are asking the Service Desk to do.

- An **Incident** is a service issue (a loss of functionality with something you previously had access to).
- As the name implies, with a **Request** you ask for something you did not have or did not have access to.

For information on how to submit a miscellaneous Request, see the [ServiceNow: Creating a Request](#) QRC.

Opening ServiceNow

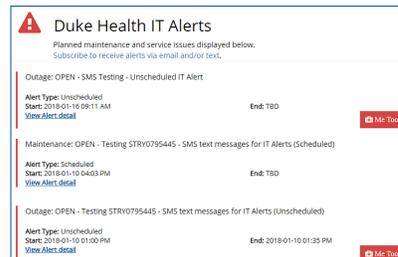
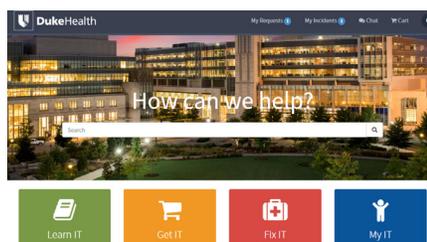
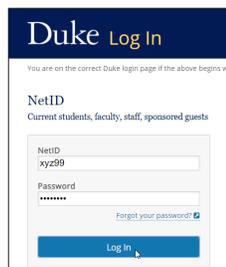
1 On a modern browser, go to: <https://duke.service-now.com/>.
 The Duke Log In page appears.

2 Enter your **NetID** and network **Password**.

3 If prompted for multi-factor authentication, complete that task with your choice of authentication method.

4 Click **Log In**.

The Duke Health IT Portal page opens.



Before you fill out an incident, scroll down to scan the IT Alerts. Your issue may already be known and in the process of being resolved (some messages include an estimated time of repair).

You are asked *not* to submit an incident against a known problem. However, you can click the red **Me Too** button to fill out a short form to help agents understand how widespread the issue is.

► **Opening the Form**

There are multiple ways to open the incident form.

Option 1: From the Duke Health IT Portal Page

In the middle of the Duke Health IT Portal page, click the red **Fix IT** button.



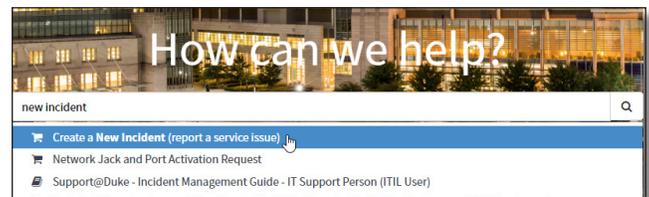
The Fix IT page appears. Proceed to “Completing the Form.”

Option 2: From the Search Box

1 In the Search box on the portal page, enter **new incident** (the Search field is *not* case sensitive).

As you type, a list appears with possible matches.

2 In the list, click **Create a New Incident (report a service issue)**.

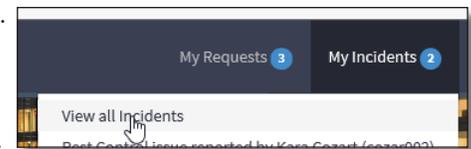


The Fix IT page appears. Proceed to “Completing the Form.”

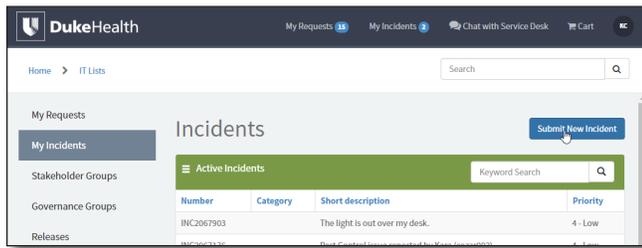
Option 3: From the My Incidents Page

1 In the black bar at the top of the page, click **My Incidents**.
 A menu appears.

2 Select **View all incidents** at the top of the menu.

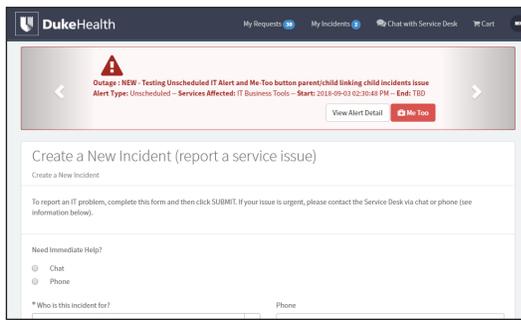


The My Incidents page appears.



- 3 In the upper right, click **Submit New Incident**. Proceed to “Completing the Form.”

Completing the Form



Known system problems appear in a slider across the top of the page. Do not enter an incident for a known problem.

Is your problem urgent? Instead of filling out a ticket, notice the first field offers Chat links or **Phone** numbers (use the link or number for *Duke Health*) you can use for immediate help.

Each mandatory field has a red asterisk *. Notice that a **Required Information** box at the bottom of the page identifies at a glance all required fields you have yet to complete. Click a red box and your cursor jumps to that field.



Although email and phone fields appear on the form as optional, your selection in Step 3 makes Step 2 or Step 4 below necessary.

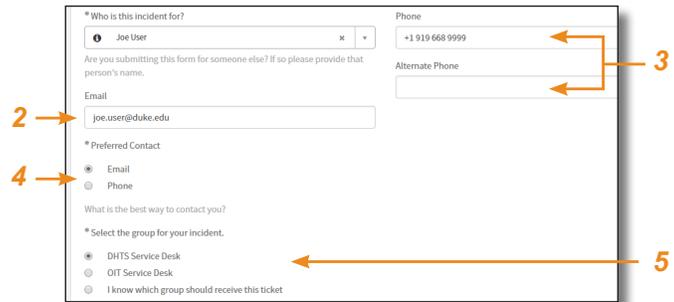
- 1 If you are submitting the ticket on behalf of someone else, click the drop-down arrow at **Who is this incident for?** and start entering that person’s name.

As you type, possible matches appear in a list.

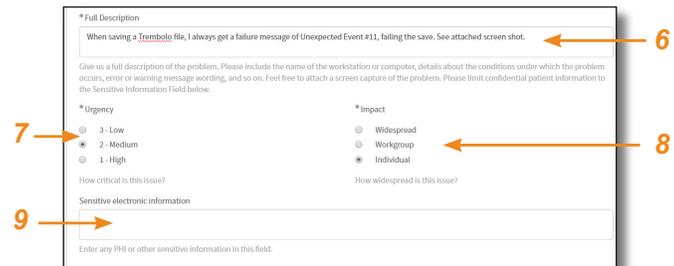
When you see the person’s name, click it.



- 2 Check that the **Email** information is correct for the person listed in the previous field.



- 3 Verify or add **Phone** numbers where you can be reached.
- 4 Specify whether the agent is more likely to reach you by **Email** or **Phone**.
- 5 If you want the Service Desk to route your ticket to the correct group, select **DHTS Service Desk**. If you happen to know which assignment group should work on this incident:
 - a Select **I know which group should receive this ticket**. The Assignment Group field appears.
 - b Click the drop-down arrow in the new field to select the name of the assignment group.

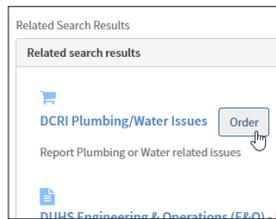


- 6 Provide a **Full Description** of what the problem is and what has been tried already to remedy the situation. The box will expand, if necessary, to accommodate your text.
Note: If, for any reason, you have to enter PHI, DCRI proprietary data, or other sensitive information, enter that later in the **Sensitive electronic information** box.
- 7 The **Urgency** of your incident determines where it falls in priority for agents. However, do not put yourself further “up in the line” than is realistic. Generally, if you cannot proceed with any work, you can select **High**. If you can proceed with *other* work, select **Medium**.
- 8 Next, identify the **Impact** of your incident. If unsure, select the next higher designation.
- 9 Skip the **Sensitive electronic information** field *unless* you need to enter PHI, DCRI proprietary data, or other sensitive information.

Based on what you entered in the **Full Description** field, the **Related Search Results** section lists Knowledge Base articles and other links that might be a help.

- 10 Read pertinent articles to see if you can remedy the situation on your own. If so, you can exit out of the Incident form without saving. If not, then proceed to Step 11.

Tip: If the Related Search Results includes a Service Request Catalog item for DCRI, we recommend you open that up and enter your information on that form instead.



- 11 You are encouraged to add one or more document or image files to the incident, when appropriate, to give agents more information up front. The maximum total upload per ticket is 1024MB. All commonly used file formats are supported.

- a Scroll to the bottom of the page to click **Add Attachments**.



An operating system dialog for selecting a file opens.

- b Click the file you want.

A new field appears with the file you uploaded. The elapsed time since the upload appears under the file name.



- c To view the file, click the page icon on the left.

- d To edit the file's name, click the edit icon on the right.

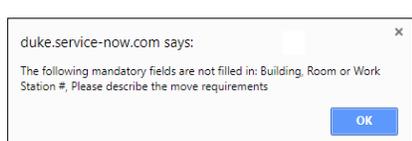
- e To remove a file, click the X icon to the right of the file name, and then click **OK** in the confirmation message.



- f To add another file, repeat this procedure from Step a.

- 12 At the bottom of the page, click **Submit**.

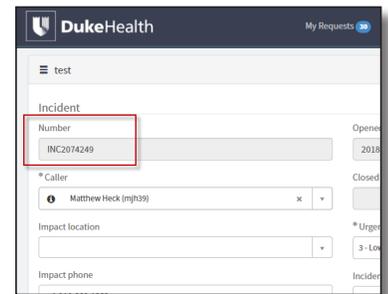
If there were any required fields you did not complete, a warning message appears.



To close the message, click **OK**. Complete the fields, and then click **Request Now** once more.

If you are successful, the **Incident** page opens. Take note of the INC number. You can close this page.

You also receive an email confirmation of your ticket with the INC number included.



What's Next

You can now track activity on your incident or (rarely) other tasks such as change attachments, add a message, edit the short description, or close out your incident (if assistance is no longer needed).

Details on how to complete all these tasks appear in the [ServiceNow: After you Submit a Ticket QRC](#).

Logging Out

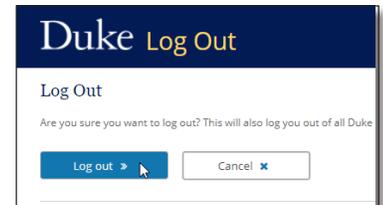
- 1 On any page, go to the black bar running across the top to click the log out icon at the extreme right end.



The Duke Log Out page appears.

- 2 Click **Log out**.

- 3 Close the browser tab.



Getting Help

To quickly reach the ServiceNow Learning Center, search on any Pulse page for **ServiceNow Learning**, and then click the **ServiceNow Learning Center** link. Or, point your browser to: <https://dcrihome.dcri.org/IT/Pages/LearningCenters/sn.aspx>

If you have questions or comments about the content of this QRC, please email [Technology Training \[dcritrain@dm.duke.edu\]](mailto:dcritrain@dm.duke.edu). If you experience any technical problems working with incidents in ServiceNow you are unable to resolve, email the [Research Service Desk \[dcriservicedesk@duke.edu\]](mailto:dcriservicedesk@duke.edu), formerly known as the DCRI Service Desk. Or, for time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.