

**Overview**

Anyone in the DCRI community that needs services from DCRI Facilities can quickly create a service ticket in ServiceNow. The interface differs if you are a non-ITIL user (the scope of this document) or ITIL (agent) user. Please note there is a separate quick reference card for ITIL users [*ServiceNow: Creating a Facilities Ticket (ITIL User) QRC*].

**What the Facilities Group Covers**

Before you start, be clear about what you need: in the form, you must select a specific service from a list.

The list covers the wide range of services that Facilities provides the DCRI community, including: badge access, breakroom supplies, access to ePrint for business cards/letterhead, conference room setup, construction or renovation, chairs and office furniture, door or elevator maintenance, ergonomic assessment, FedEx Ship Manager account, first aid cabinet, housekeeping, keys/lockouts, lights, mail, parking, pest control, plants, plumbing, poster/flyer postings, printers and print supplies, record retention, recycling, relocating/pickup/delivery of items (not people\*), safety and security, signage, supplies, and temperature in your work area.

\* If a move is needed for a *person*, have your department move coordinator submit an eMove request on your behalf.

**Important!** If there is an active water leak, please call the Service Desk immediately at 919-668-8916.

**Accessing the DCRI Category**

1 On a modern browser, go to: <https://duke.service-now.com/>.

The Duke Log In page appears.

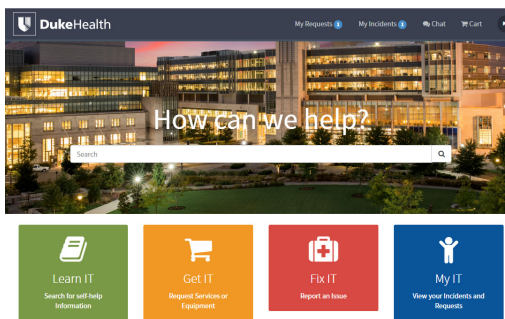
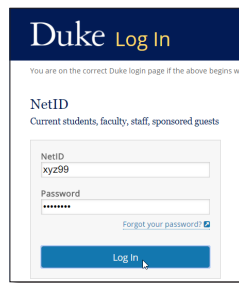
2 Enter your **NetID** and network **Password**.

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.

**Note:** the screen shots shown are for *non-ITIL* users.

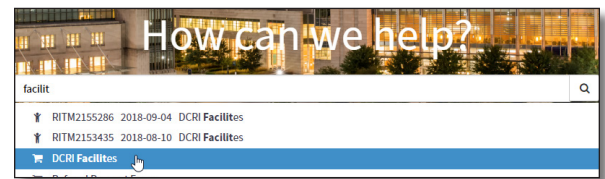


5 If you have fewer than a dozen Facilities tickets in the system (open and closed), you can use Search on the home page.

a Start entering **facilities**.

A menu of possible matches appears. The top part of the list lists all your Facilities tickets in the system: if you have more than a dozen tickets, proceed to Step 6.

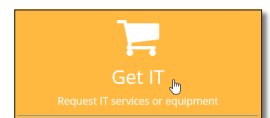
b In the list, click **DCRI Facilities**.



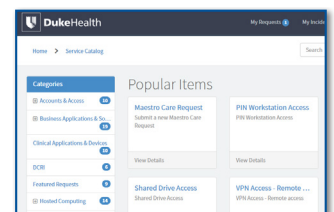
c Do one of the following.

- ♦ If successful, the form opens. Proceed to “Completing a Service Request.”
- ♦ If **DCRI Facilities** is not on the list, then proceed to Step 6.

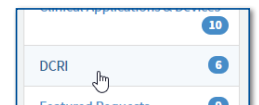
6 In the middle of the page, click the orange **Get IT** button.



The Service Catalog appears with various categories of services.



7 Under **Categories** (on the left side of the page), click anywhere in the **DCRI** block.

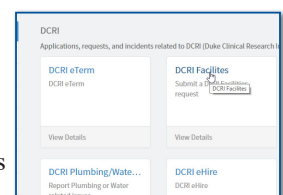


On the main part of the page boxes appear with names of various DCRI-specific apps.

8 Click anywhere inside the box for **DCRI Facilities**.

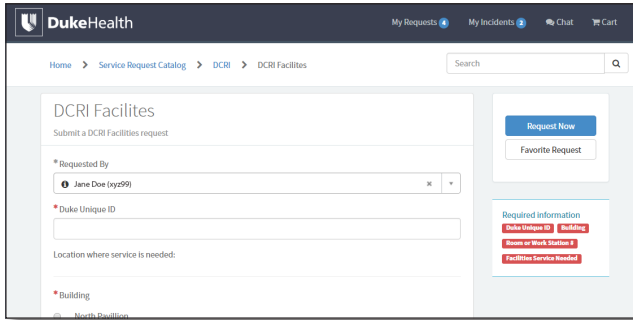
The application opens.

**Note:** There are two other Facilities options (**DCRI Pest Control** and



**DCRI Plumbing/Water issues**) that you *can* open directly (if needed)—but you can *also* access them by going to **DCRI Facilities** first.

The **Submit a DCRI Facilities request form** appears.



## Completing a Service Request

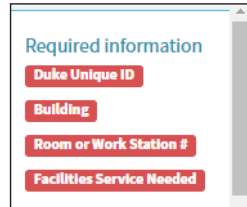
A request form must be completed in a single session (there is no provision to partially fill it out so you can complete it later).

Since you can access *all* Facilities services with **DCRI Facilities**, we assume below that you clicked that particular option.

### ► Keep in Mind

Complete this self-explanatory form completely. Fields marked with a red asterisk \* are mandatory.

**Tip:** The Required Information box in the far right column quickly identifies required fields you have yet to complete. Click a red box and your cursor jumps to that field.



**Warning!** Clicking the browser's **Back** button erases all work you have entered.

The **Building** and **Room or Work Station #** fields prompt you for the location where service is needed. The **Location needing service** field is an optional field for location details, if needed.

When you select a service in the **Facilities Service Needed** field, new fields appear. **The number and types of new fields vary, depending on the service you select.** Although you *can* switch from one service to another, fields do not always update correctly. For best results, be certain which service you want before you select it in the **Facilities Service Needed** field, and do *not* change it in the same session.

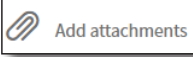
Please note you complete two services—**Pest Control** and **Plumbing/Water Issues**—on a separate page. After you select one of these services, a link at the bottom of the page brings you to a separate form for entering an Incident.

### ► Guidance on some individual services:

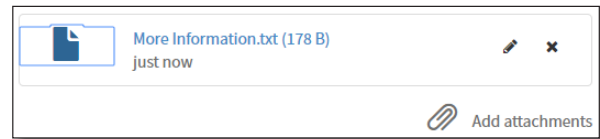
- **Badge Access** - You do *not* use ServiceNow to report a stolen or missing card. Instead, contact Duke Card Services at (919) 681-0648.
- **Business Cards** - This service covers password access to the Universal Printing website.
- **Pest Control and Plumbing/Water Issues** - If you start on the Facilities page, a link at the bottom of the page takes you to a second page to complete the fields for an Incident.



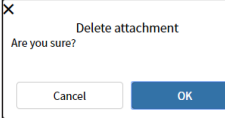
### ► Adding Attachments (optional)

If you feel it would be beneficial, ServiceNow enables you to attach one or more document or image files. The maximum total upload per ticket is 1024MB.

- 1 Scroll to the bottom of the page to click the paper clip icon or the words next to it.   
A system dialog for selecting a file opens.

- 2 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.



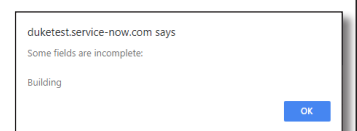
- 3 To view the file, click the page icon  on the left.
- 4 To edit the file's name, click the edit icon  on the right.
- 5 To remove a file, click the **X** icon to the right of the file name, and then click **OK** in the confirmation message. 

- 6 To add another file, repeat this procedure from Step 1.

## Submitting the Form

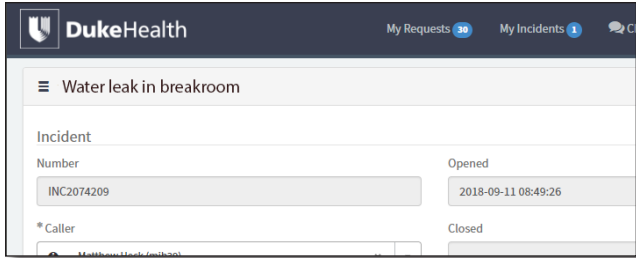
Check your form over for completeness and accuracy. When done, click **Request Now**, either in the floating right column or near the bottom of the page. If your ticket is for plumbing or pest control, click **Submit** in the floating right column.

If there are any required fields you did not complete, a warning message appears at the top. To close the message, click **OK**.

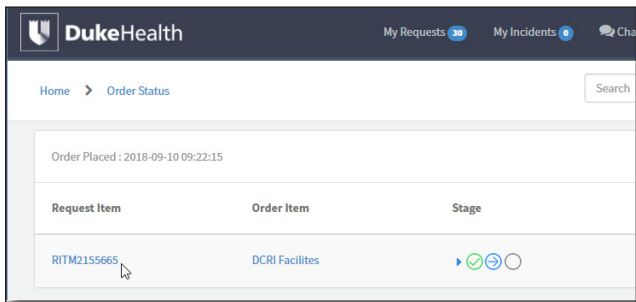


If you are successful, you receive email confirmation of your ticket. Also, one of the following happens:

- If your request was for either plumbing or pest control, then the **Incident** opens. Take note of the INC number.



- For *all* other Facilities services, the **Order Status** page opens. Take note of the RITM number.



You are free to close this window.

You also receive a confirmation email with your ticket's INC or RITM number.

## Tracking Your Ticket

You can now track activity on your ticket, add a message, and a few other tasks.

Details on how to do all these tasks appear in the [ServiceNow: After You Submit a Ticket](#) quick reference card (QRC).

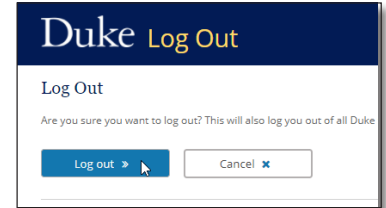
Remember, you track plumbing or pest control tickets as *Incidents*; you track all other facilities tickets as *Requests*.

## 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 creating a Facilities ticket in ServiceNow that 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.