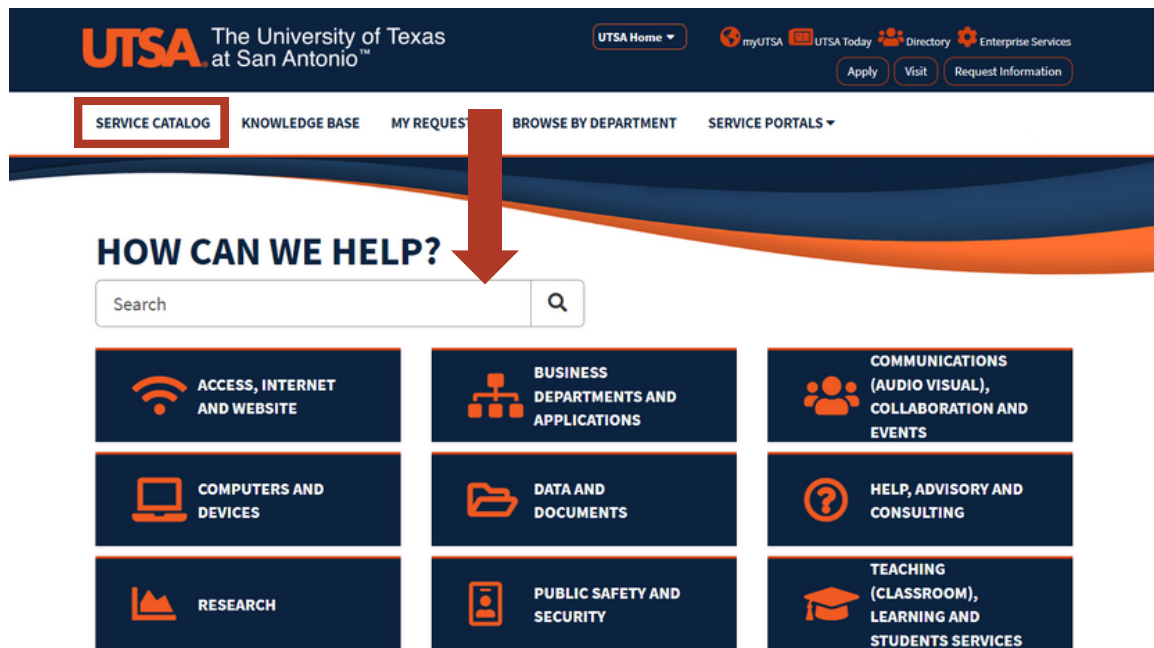


QUICK START GUIDE

CREATE A REQUEST

INSTRUCTIONS: HOW TO CREATE A REQUEST IN SERVICENOW

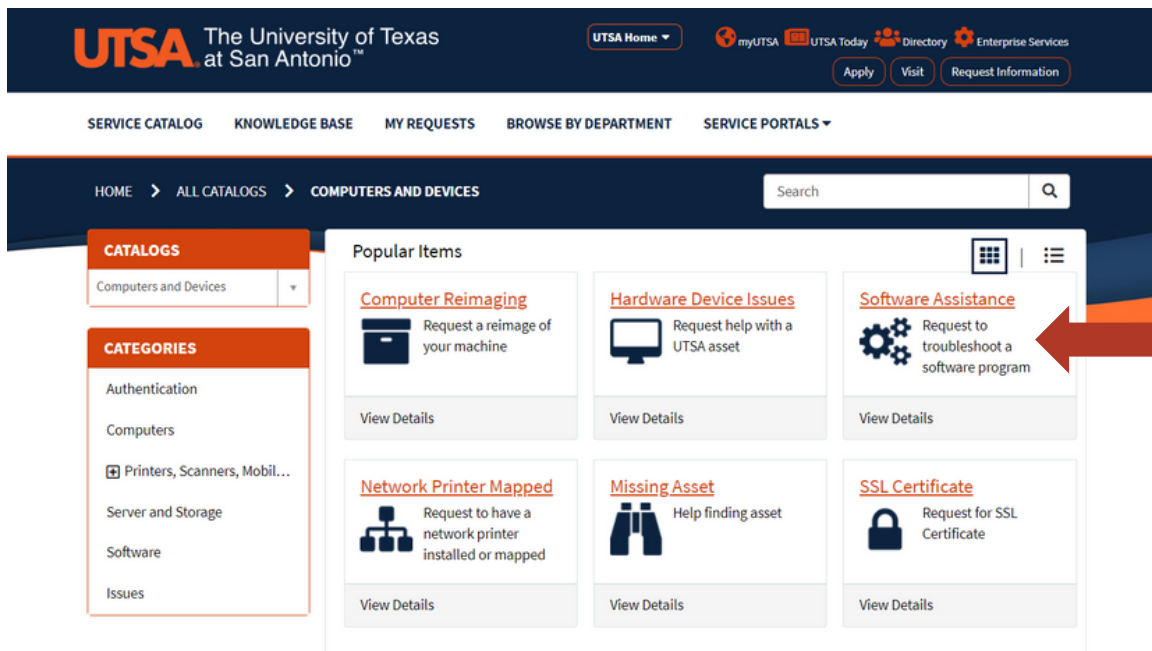
1. From the portal homepage, use the “How Can We Help” search bar to find request options and knowledge articles.



* Note: You can also browse service requests options by clicking “Service Catalog”

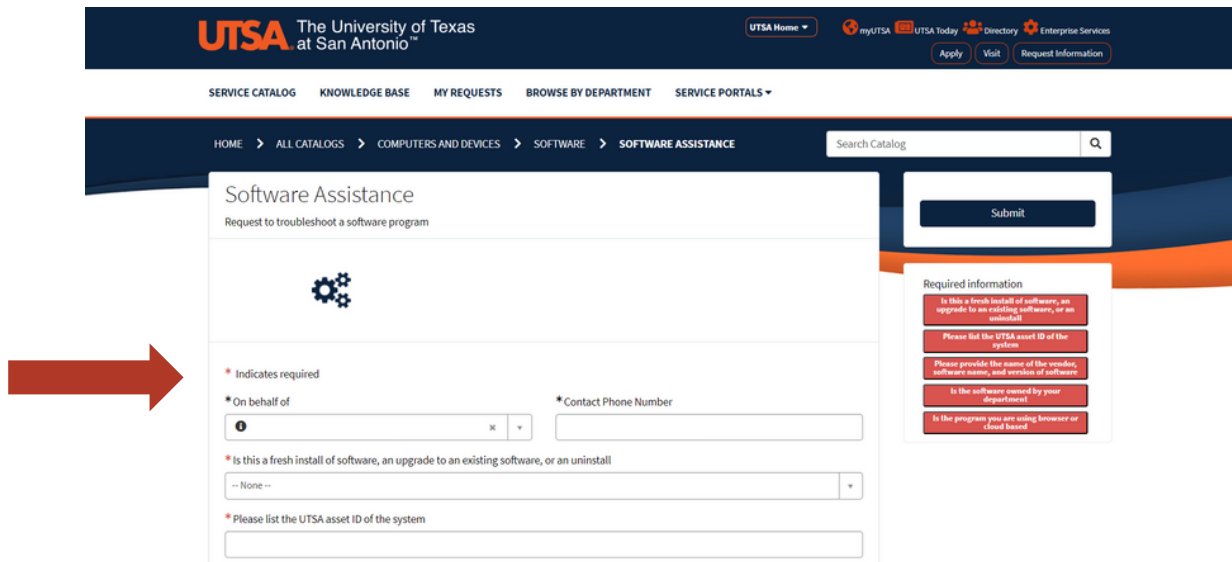
CREATE A REQUEST

2. Select a category to view available request options. Then, click a request to open the catalog request form.



CREATE A REQUEST

3. Next, Fill out the request fields. You can fill out a request for you or on behalf of someone else. * Note: red asterisk fields are mandatory



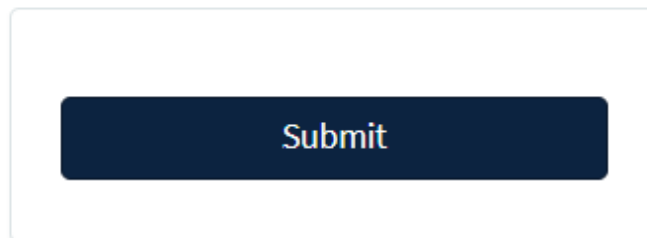
The screenshot shows the 'Software Assistance' request form on the UTSA website. The form is titled 'Software Assistance' and has the subtitle 'Request to troubleshoot a software program'. It features a gear icon and a 'Submit' button. The form fields include:

- * Indicates required
- * On behalf of (with a dropdown menu and a red asterisk)
- * Contact Phone Number (with a text input field and a red asterisk)
- * Is this a fresh install of software, an upgrade to an existing software, or an uninstall (with a dropdown menu and a red asterisk)
- * Please list the UTSA asset ID of the system (with a text input field and a red asterisk)

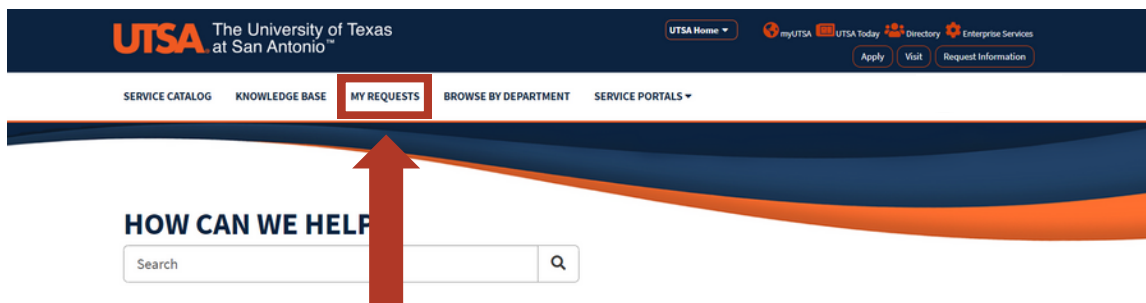
On the right side of the form, there is a 'Required information' section with four red boxes containing instructions:

- Is this a fresh install of software, an upgrade to an existing software, or an uninstall?
- Please list the UTSA asset ID of the system
- Please provide the name of the vendor, software name, and version of software
- Is the software owned by your department?
- Is the program you are using browser or cloud based?

3. Finally, click submit!



4. To view your request history/open requests at any time, click “My Requests”.



* Note: You can also browse service requests options by clicking “Service Catalog”