



# ServiceNow User Guide

Updated 09/29/2025

## About

The ITS Help Desk has implemented ServiceNow as our new IT Service Management (ITSM) tool.

This guide outlines how to use ServiceNow Portal for [Incidents and Service Requests](#).

Visit the ServiceNow portal at <https://rsccd.edu/helpdesk>.

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## Defining Incidents & Service Requests

The [ServiceNow Portal](#) is split between **Incidents** and **Service Requests**.

### What is an Incident?



#### Report an Issue

Select this option to report broken or non-functioning technology

An incident is an unplanned interruption or a reduction in the quality of an IT service. **It means something is broken or not working as it should.**

**Examples include:**

- A software bug causing errors.
- A user unable to access their email.
- A computer is not able to turn on.

**Incidents can be submitted through:**

- [Report an Issue](#) at the [ServiceNow Portal](#) (<https://rscdd.edu/helpdesk>)
- Calling the ITS Help Desk at 714-564-4357 Ext 0.
- Emailing [itshelpdesk@rscdd.edu](mailto:itshelpdesk@rscdd.edu) from your District account.

### What is a Service Request?



#### Submit a Request

Select this option to request a technology move, add or change

A service request is **for something new, or to modify an existing service.**

**Examples include:**

- Requesting access to an H Drive folder or new software application.
- Ordering a new computer.
- Requesting a new user account.

**Service Requests can be submitted through:**

- [Submit a Request](#) at the [ServiceNow Portal](#) (<https://rscdd.edu/helpdesk>)
- Calling the ITS Help Desk at 714-564-4357 Ext 0.

## Miscategorized Incidents and Service Requests

If an Incident or Service Request was miscategorized (e.g., a Service Request was submitted as an Incident, or vice versa) -- the Help Desk will close the Incident or Service Request and require the requestor to re-create it.

## Incidents (Break/Fix Issues)

### Report an Incident

1. Go to the [ServiceNow Portal](https://rsccd.edu/helpdesk) (<https://rsccd.edu/helpdesk>)
2. Select “Report an Issue.”



3. On the **RSCCD Create Incident** screen, fill out the form fields.

### RSCCD Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

\* Indicates required

Requested for

Nico Fulgencio

✕

▼

Category

-- None --

▼

\* Impact

-- None --

▼

\* Urgency

-- None --

▼

Priority

-- None --

▼

\* Location

DO Rm 250

✕

▼

\* Please describe your issue below

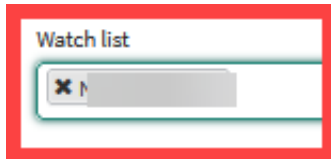
Watch list

✕

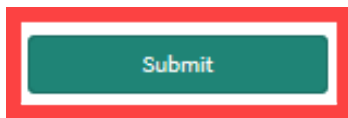
Save as Draft

Submit

4. If desired, use the **Watch List** to include other users in notifications and updates on the incident. You can search for users in the Watch List by First Name & Last Name.



5. When done, select **Submit**.



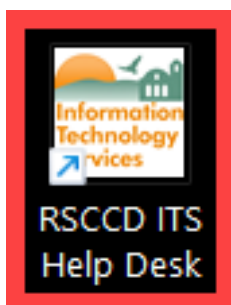
6. Once created, Your Incident will produce an Incident number (e.g., INC0012345).
7. You can [manage this incident in the ServiceNow portal](#).

Update Web Bookmarks to ServiceNow portal at <https://rsccd.edu/helpdesk>

As we transition to ServiceNow, please update your Web Bookmarks for the ITS Help Desk portal to point to <https://rsccd.edu/helpdesk>. This will ensure your bookmarks route to the new ServiceNow portal.

Use the Desktop Icon for RSCCD ITS Help Desk on your District computer

If you're using a District computer, you can also use the RSCCD ITS Help Desk icon on your desktop to open a web browser window to <https://rsccd.edu/helpdesk>.



## Report an Incident via Email or Phone Call

Alternative ways to submit an incident are to:

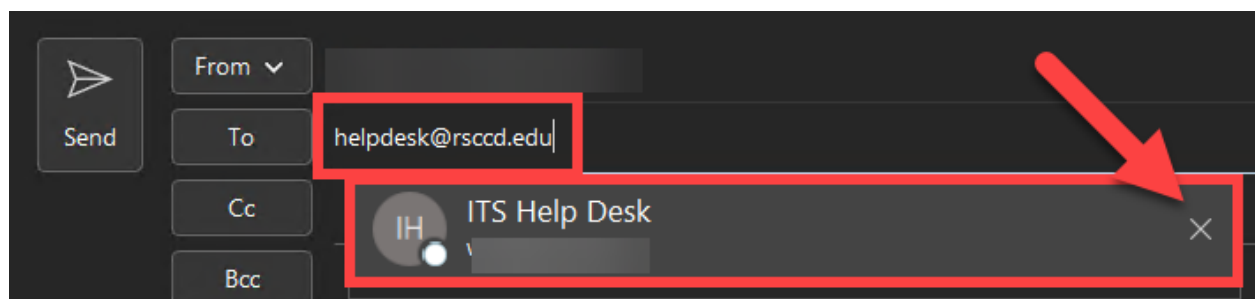
1. Call the ITS Help Desk number at **714-564-4357 Ext 0**.
2. Email [itshelpdesk@rscdd.edu](mailto:itshelpdesk@rscdd.edu) or [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu) with your District email account.
  - a. If you're using [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu) to send email, follow the directions to [Clear the autocomplete entry in Outlook](#).

### Clear the Autocomplete Entry in Outlook for [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu)

As we transition to ServiceNow, please update your cached email address for [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu) by clearing the autocomplete field in Outlook. This will ensure your emails sent to [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu) route to the ServiceNow portal.

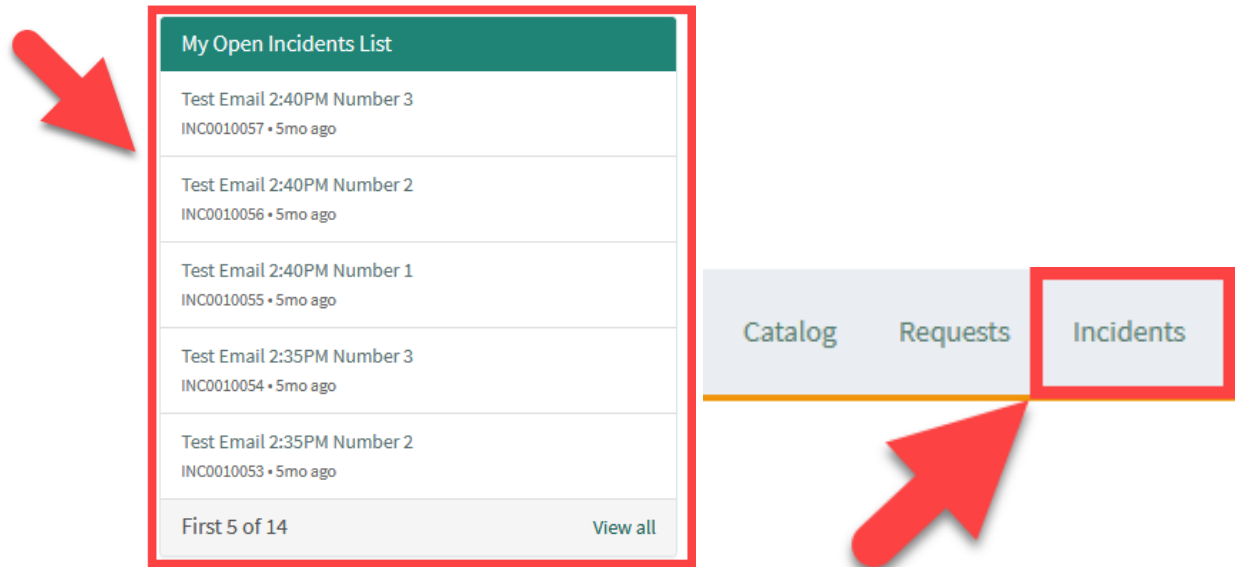
To clear your autocomplete entry for [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu):

1. Open a new email in Outlook.
2. Type in [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu) or "ITS Help Desk".
3. Select the "X" button to clear the autocomplete entry that appears.
4. Manually type in [helpdesk@rscdd.edu](mailto:helpdesk@rscdd.edu) and send your email.
5. This will create a new autocomplete entry that points to the updated email routing for ServiceNow.

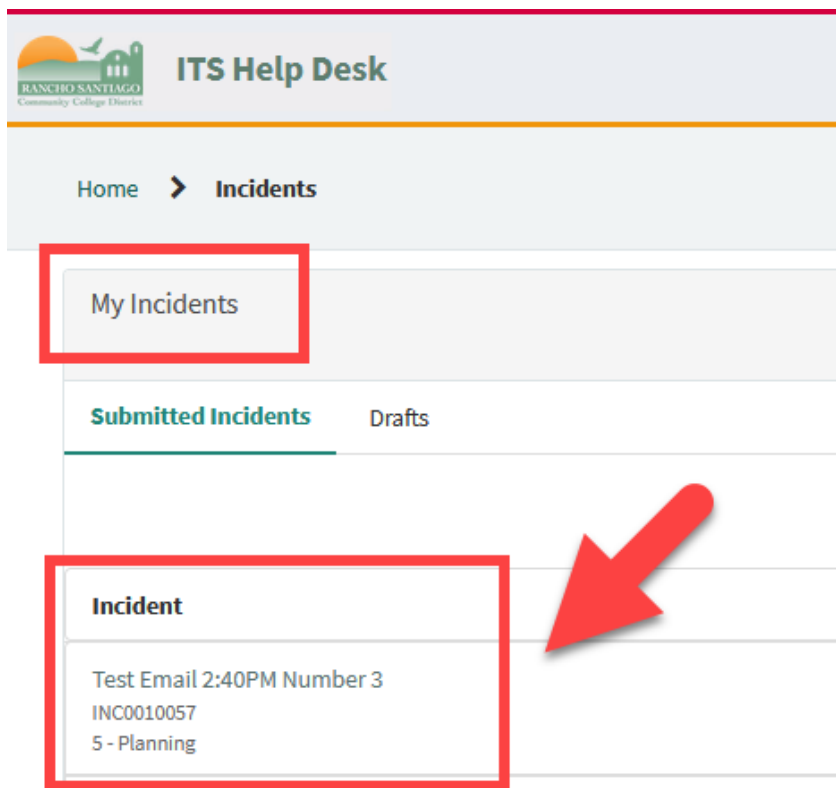


## Manage an Incident

1. Go to the [ServiceNow Portal](https://rsccd.edu/helpdesk) (<https://rsccd.edu/helpdesk>)
2. Select the **My Open Incidents List** or the **Incidents** link in the menu bar.



3. Select an Incident from the **My Incidents** list.



4. **Post a comment** to update the incident or select **Actions > Resolve** to close the incident yourself.

Home > My Request - INC0010267

Number	Created	Updated	Status
INC0010267	3d ago	3d ago	New

Test @ 12:07PM

Caller: NF [Redacted] Urgency: 3 - Low (Minimal or no int...)

Actions ▾  
Resolve

Activity Attachments

Type your message here... [Post]

### Incident Lifecycle

These steps describe the incident lifecycle, and the meaning of each status type:

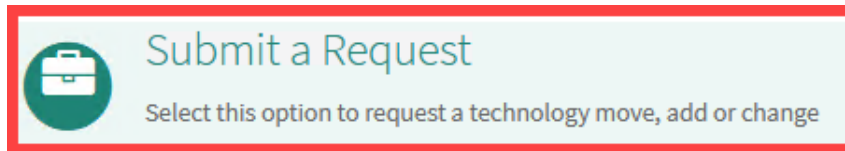
- **Step 1: Report an Incident**
  - a. New: Incident is logged by a requestor, but not yet investigated.
- **Step 2: Incident is Assigned**
  - a. Assigned to Tech: Incident is assigned to an ITS team member (i.e., fulfiller) for investigation and resolution.
- **Step 3: Work in Progress**
  - a. In Progress: Incident is assigned and is being investigated.
  - b. On Hold: Incident requires input from another party (e.g., feedback from the requestor, order from a vendor, etc).
- **Step 4: Incident Resolved**
  - a. Resolved: A fulfiller provides a resolution for the incident.
- **Step 5: Incident is Closed (or Canceled)**
  - a. Closed: After an incident is Resolved for 3 business days, it is confirmed the incident is satisfactorily resolved and becomes Closed.
  - b. Canceled: Incident is canceled because it is a duplicate, not an incident (e.g., it is really a [Service Request](#)), or no longer necessary to investigate.



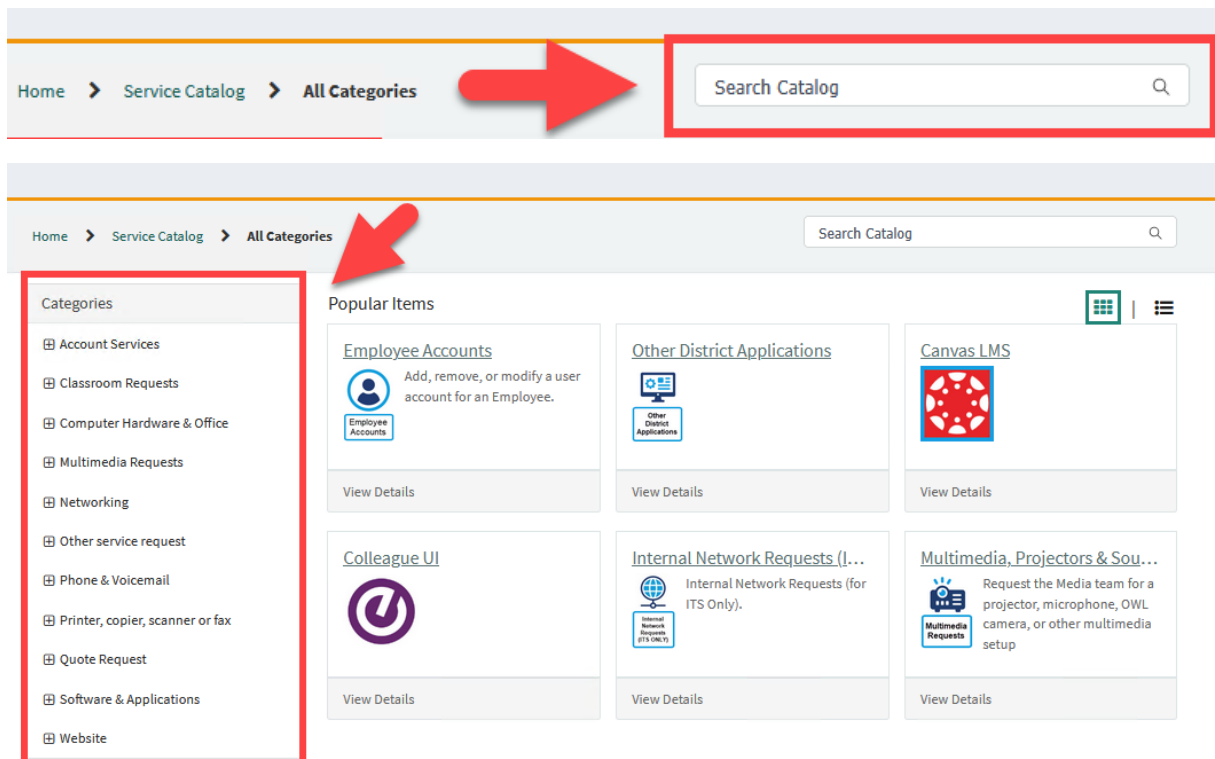
# Service Requests

## Submit a Service Request

1. Go to the [ServiceNow Portal](https://rscdd.edu/helpdesk) (<https://rscdd.edu/helpdesk>)
2. Select “Submit a Request” to access the Service Catalog.



3. In the Service Catalog, use the **Search Catalog** bar to find a catalog item via keyword search, or navigate the **Categories** menu and select a catalog item (e.g., Employee Accounts).




4. After selecting a Catalog Item, **fill out the form fields** and **select a Request Type** to further specify the nature of your request (e.g., *New Computer Installation > New Desktop Installation*).

Home > Service Catalog > Computer Hardware & Office > New Computer Installation >

### New Computer Installation

Install, set up, or configure a new computer.

- New Desktop Installation
- New Laptop or Tablet Installation

requested by 

Requested on behalf of

Requestor Email ID

\* Manager

Requestor Location

\* Select your request type

\* What is the request about?

\* Please provide us a detailed description of your request.

5. If you want to add other users to the **Watch List** so they receive notifications and updates on this Request, please ask for that in the field for **“Please provide a detailed description of your request.”**
6. Select the **Request** button at the bottom of the form to submit your request.



8. Your Request will produce a Request number (e.g., REQ0012345) with a request item (e.g., a New Computer Installation).

Home > Request Summary

---

Submitted : 2025-07-11 13:59:53  
Request Number : REQ0010483  
Short Description : test new desktop

**Thank you for contacting the ITS Help Desk.**

**Your Request has been received.**

**Please check your email for further updates on the Request.**

-----  
[Click here to go to Request Portal.](#)  
[Click here to create another Request.](#)

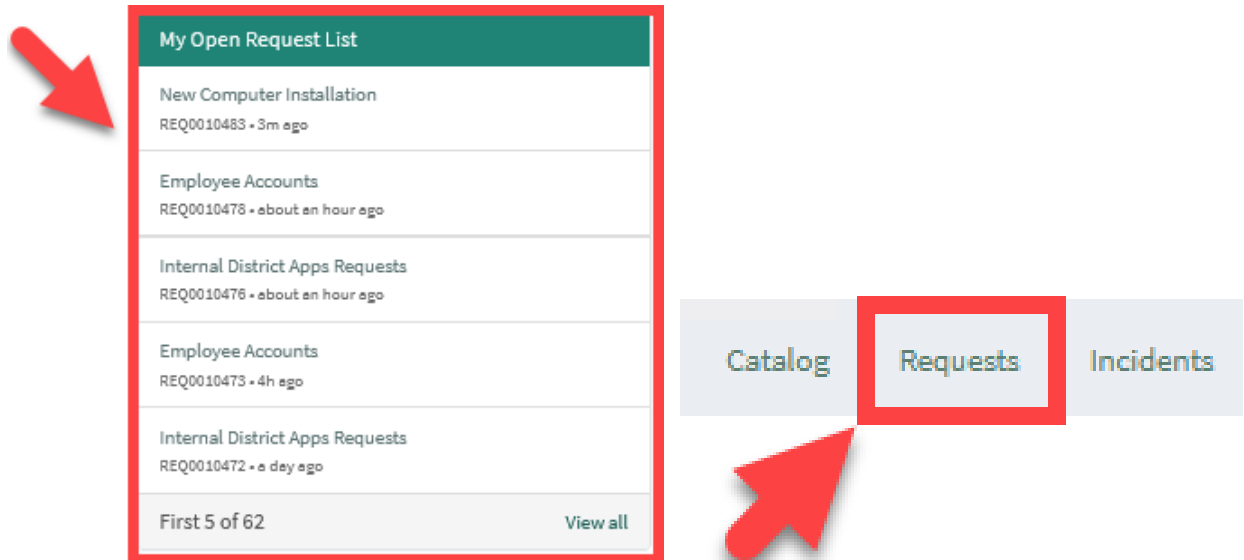
---

Item	Stage
New Computer Installation	► Fulfillment

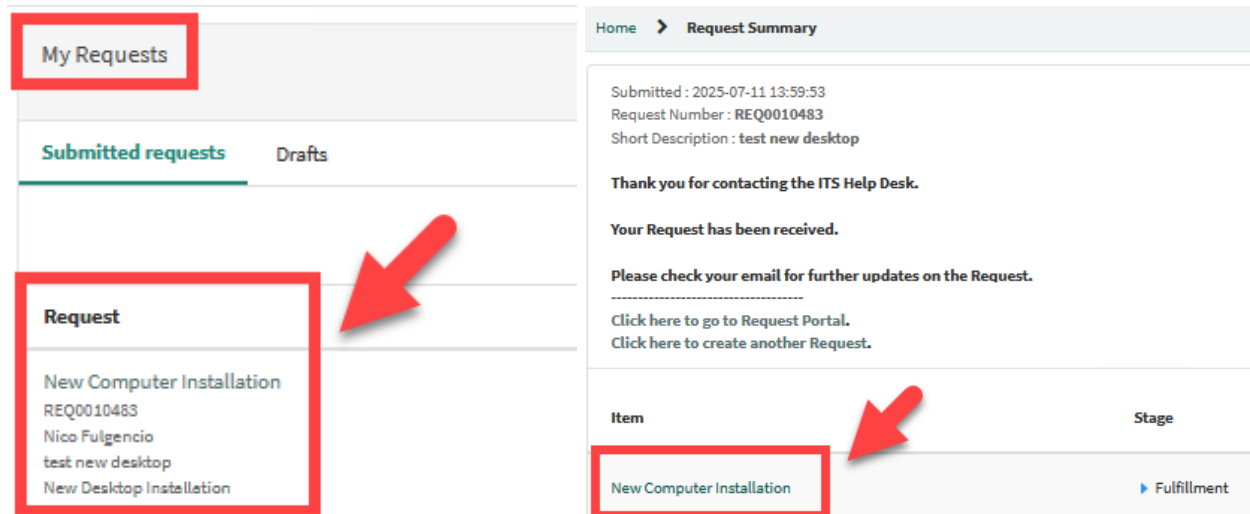
9. You can [manage your Request in the ServiceNow portal.](#)

## Manage a Service Request

1. Go to the [ServiceNow Portal](https://rscdd.edu/helpdesk) (<https://rscdd.edu/helpdesk>)
2. Select the **My Open Request List** or the **Requests** link in the menu bar.



3. Select a **Request** from the **My Requests** list, then select the **Request Item** link to view the request item details.



4. **Post a comment** or check the **Stage** of the request on the **Item Details** page.

Home > My Request - RITM0010459

Number	Created	Updated	Status
RITM0010459	15m ago	15m ago	Open

test new desktop

Item: New Computer Installation

Requested for: Nico Fulgencio

Stage: **Fulfillment**

Activity | Attachments | Additional Details

Type your message here... [Post] [Link]

Nico Fulgencio  
RITM0010459 Created 15m ago

### Service Request Workflow

These stages describe the Service Request workflow:

- **Stage 1: Raise a Request**
  - a. New: A user submits a service request from the Service Catalog.
- **Stage 2: Approval Process (if required)**
  - a. Waiting for Approval: If your request requires Approval (e.g., from your supervisor or Manager), the Approver will be sent an email requesting their approval. See [Approval for Service Requests](#) for additional details.
- **Step 3: Task Creation & Assignment**
  - a. Fulfillment: Once approved, the catalog task(s) required to fulfill the request will be assigned to the ITS team.
- **Step 4: Deployment**
  - a. Delivery: The ITS Team is assigned, deploys the requested items, and completes necessary task(s) to complete the request.
- **Step 5: Completion (or Cancellation)**
  - a. Completed: The tasks and request items have been delivered, and the request is fulfilled.
  - b. Cancelled: The request cannot be fulfilled (e.g., the equipment cannot be purchased, the supervisor denies the request, etc); or the user cancels the request.

# Approval for Service Requests

## For Requestors

If you are a requestor submitting a Service Request that requires an Approval, the person you list as the “Manager” in the request form will be sent an email from [itshelpdesk@rsccd.edu](mailto:itshelpdesk@rsccd.edu) to Approve your request.

A screenshot of a web form field labeled "\* Manager". The field contains a dropdown menu with "Austin Powers" selected. To the left of the text is an information icon (i), and to the right are a close button (x) and a dropdown arrow (v). The entire field is enclosed in a red rectangular border.

### Notes about the Manager field

#### 1. “Manager” as a Required Field:

- a. The Manager field is always a required field (denoted with an asterisk \*), but not all Service Requests require the Manager to approve them.

#### 2. For Requestors that are Management personnel:

- a. If you are Management personnel submitting a **Request on behalf of your employee** -- select the employee’s name in the “Requested on behalf of” field, and list yourself as their manager.
  - i. You will be sent an email to Approve the request.
- b. If you are Management personnel submitting a **Request on behalf of yourself** -- please select yourself in the “Requested on behalf of” field and select your own Manager in the Manager field.
  - i. Your Manager will be sent an email to Approve the request.

#### 3. Service Requests with Multiple Levels of Approval

- a. A select number of Service Requests require multiple levels of approval.
- b. In these cases, after the Manager approves the request, it may be sent to other parties (e.g., Vice President or Vice Chancellor cabinet members or ITS personnel) for additional Approval.

### Task Creation After Approval

- 1. After all Approvals have been met for a Service Request, ServiceNow will create the Tasks required for the ITS team to fulfill the request.
- 2. **Tasks will not be created for the ITS team to work on until all required Approvals are met.**

## For Managers and Approvers

If you are an Approver for a Service Request, here is how to Approve or Deny it.

### Approve Request via Email


1. Check your District email for an Approval Request email sent from [itshelpdesk@rsccd.edu](mailto:itshelpdesk@rsccd.edu). The subject line will look something like this:

Example: **REQ0012345** → **Approval Request**.

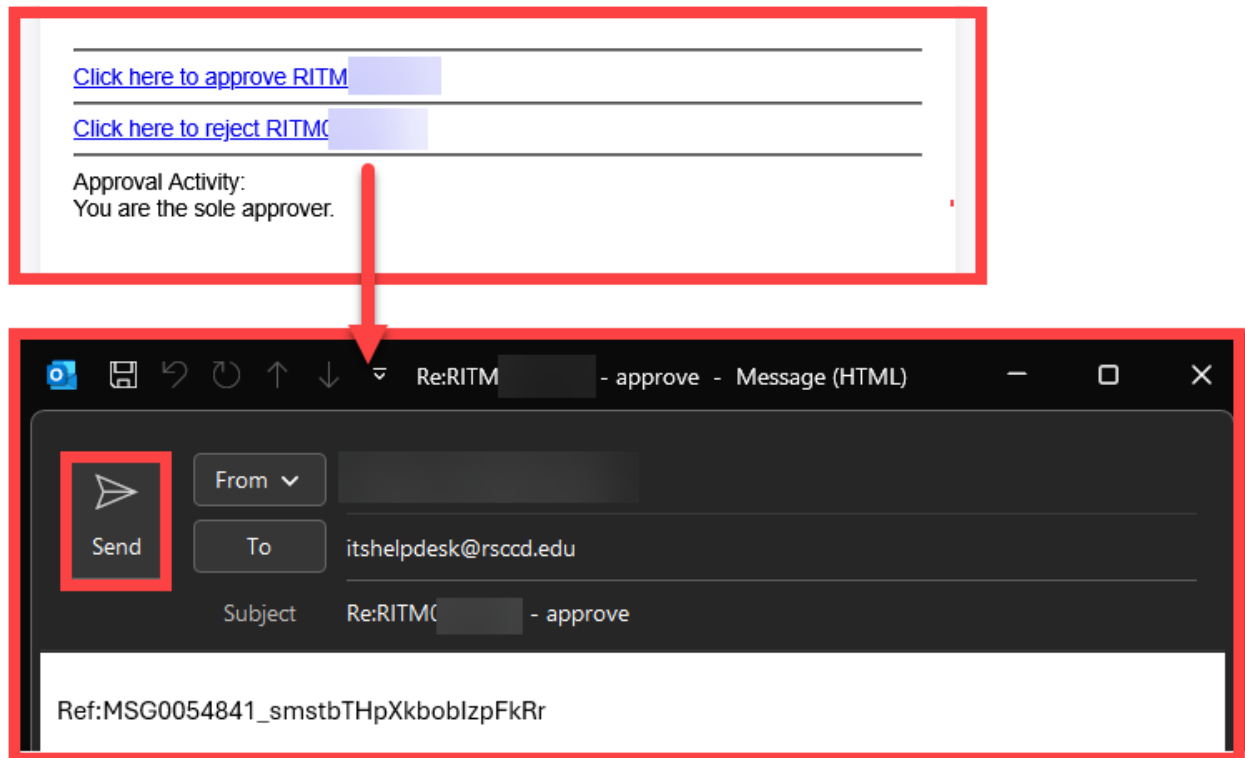
**From:** RSCCD ITS Help Desk <itshelpdesk@rsccd.edu>  
**Sent:** Thursday, August 28, [REDACTED]  
**To:** [REDACTED]  
**Subject:** REQ0011205 --> Approval Request

2. The body of the email contains details about the Request Item that requires your review before approval.

REQ Number: REQ [REDACTED]  
RITM Number: RITM [REDACTED]  
REQ Category: Account Services  
REQ Sub-Category: Employee Accounts  
Short Description: New email account

<b>Requested By :</b>	
<b>Requested on behalf of :</b>	
<b>Requestor Email ID :</b>	
<b>Manager :</b>	
<b>Manager Email ID :</b>	
<b>Requestor Location :</b>	
<b>Select your request type :</b>	
<b>What is the request about? :</b>	
<b>Please provide us a detailed description of your request. :</b>	
<b>New Employee's Personal Email Address (if not known, please write unknown) :</b>	
<b>Name of Employee :</b>	
<b>Colleague ID Number :</b>	
<b>Position Title :</b>	
<b>Location (site, building &amp; room number; e.g., SAC A-119) :</b>	

3. At the bottom of the email, select **“Click here to Approve”** or **“Click here to Reject”** to approve or deny the request.
  - a. These links will open a new email reply with a subject line that contains the RITM number, and either “approve” or “deny”.
  - b. Send this email reply as-is to approve or deny the request.
    - i. Do not alter the contents of the email reply’s subject line or body.



- c. If you’re unable to open the link to Approve or Deny the email, or it opens to a blank web browser window, see [Troubleshooting Steps for Approval Email Replies](#).



## Troubleshooting Steps for Approval Email Replies

### Issue Description

“Approve” or “Deny” links in an Approval email from ServiceNow open into a web browser like Google Chrome or Firefox, instead of Outlook desktop app.

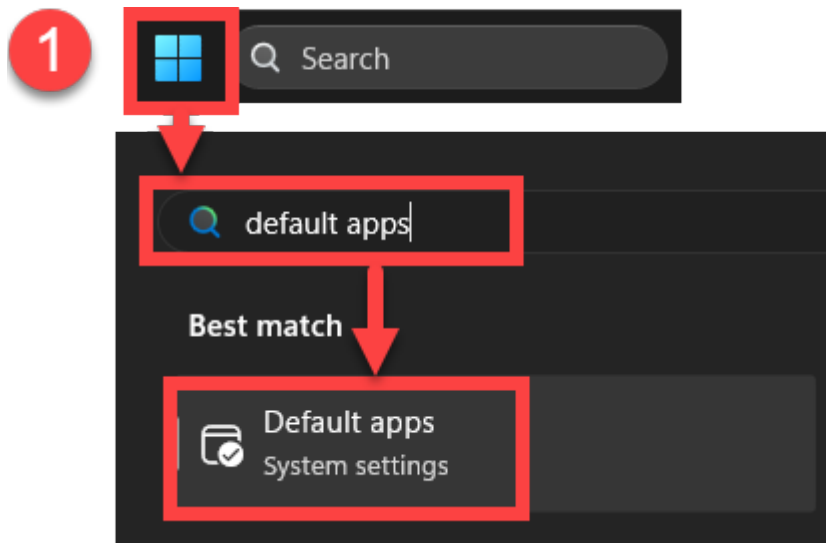
### Root cause

This behavior happens when the default app for [URL:MailTo Protocol](#) is set to a web browser instead of Outlook desktop app.

### Solution

Below are the steps for how to fix this in Windows:

1. In Windows, go to **Start Menu > Search Bar > search for “Default Apps” > open Default Apps in System Settings**
2. In the **Default Apps search bar**, search for “mailto” and open the search result for “[URL:Mail To Protocol](#)”
3. When prompted to “**Select a default app for ‘mailto’ links**”, select “**Outlook**” > **Set default**
4. Test a mailto link by opening an Approval email from ServiceNow and see if the “Approve” link at the bottom opens an email reply in Outlook as expected.



2

## Apps > Default apps

Set a default for a file type or link type

mailto

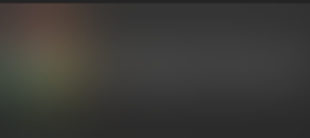


Google Chrome  
URL:MailTo Protocol

3

## Select a default app for 'mailto' links

Default app



Suggested apps



Outlook

Browse apps in the Microsoft Store

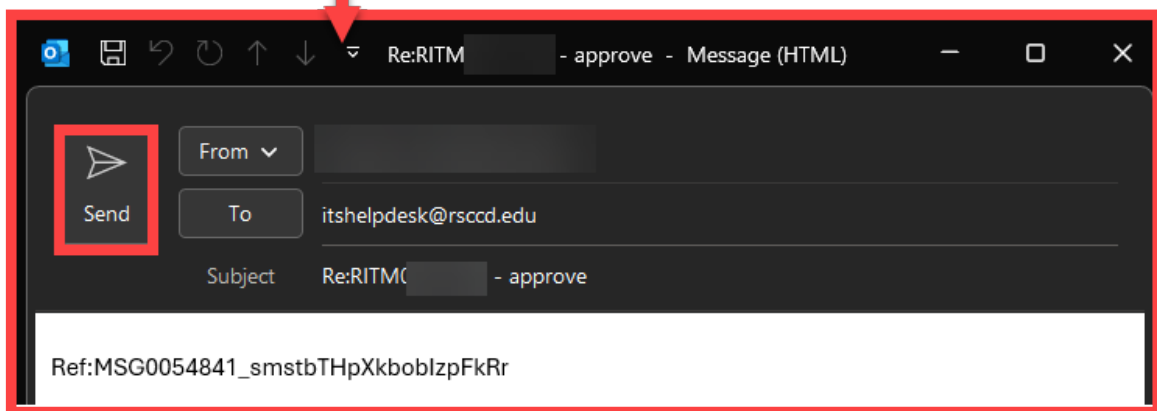
Set default

4

[Click here to approve RITM](#) [redacted]

[Click here to reject RITM](#) [redacted]

Approval Activity:  
You are the sole approver.



## Troubleshooting problems

### Contact the ITS Help Desk

- Website: <https://rsccd.edu/helpdesk>
- Phone: **714-564-4357** Extension 0
- Email: [itshelpdesk@rsccd.edu](mailto:itshelpdesk@rsccd.edu)