ServiceNow is used at UNC to report technical problems and to request services. ServiceNow sends your request to the correct campus contact and provides a channel for communication while your request is being processed. To access ServiceNow visit help.unc.edu. You will be prompted to complete Duo authentication.

**Getting Started**

First you must determine if you are reporting a technical problem or requesting a service.

**Need something fixed?**

Example: “My printer isn’t working.”
Select **Something’s Broken** to create an incident record to report a technical issue.

**Need something new?**

Example: “I need training on Office365.”
Select **Request Service** to browse available services and request things like help with a payroll issue, a shared mailbox or web travel.

**Something’s Broken**

To create an incident record, complete the **Something’s Broken** form.

1. The system will default to your primary **Department**. The dropdown allows you to choose a secondary department if you have one.
2. Select the **Urgency**. The dropdown allows you to select high, medium or low.
3. Enter a description of your issue. Be as descriptive as possible and make sure to include your preferred contact information if other than your University email address.
4. When you are done, click **Submit**.

The **Add attachments** option gives you the ability to upload files such as screenshots and other helpful documentation to assist fulfillers with requests.

**Knowledge Articles** tab: find online help for many campus technical and process issues
**Services** tab: lists services offered through ServiceNow
**My Requests** tab: allows you to view the status of your ServiceNow requests
Request Service

Request Service allows you to browse services offered by category.

1. Select what you need from the list of Categories. A list of topics will appear.
2. Click to choose your topic. The request form will open.

Fill in the request form.

3. The system will default to your name in the Requested for field.
   • The dropdown allows you to search for and select names in the directory if you are entering the request for someone else.
   • You can also check the box Requested for not in directory.
4. The system will default to your primary Department. The dropdown allows you to choose a secondary department, if you have one.
5. Complete the remaining fields. These will vary based on the request.
6. Add attachments if required.
7. When you are done, click Request.

If you can’t find what you are looking for, choose Request Something Else.

Required fields are marked with a red asterisk and are specific to your request.

Reviewing Requests

The My Requests tab at the top of your screen in ServiceNow allows you track your request.

Click on a specific request to view the status or to go to the conversation log to communicate with the fulfiller who is completing your request.