

SCE Finance uses ServiceNow to track and route service requests to the proper fulfillers. Finance employees will now process and communicate on requests entered into the ServiceNow system. To access the service catalog go to <https://help.unc.edu> or the SCE Finance website. For any questions contact SCE Finance.

## Accessing ServiceNow

To submit an access request in ServiceNow open an internet browser and go to the SCE Finance website.

<https://fo.unc.edu/sce/finance/>

- Click Business and Financial Systems Access
- Click Request Service. You will be taken to ServiceNow
- Log in with your ONYEN and Password
- Complete Duo Authentication. You will be taken to the business systems access request form.

## Submitting a Request

Before submitting an access request complete the required form for the system you wish to access. Click the link to download the form.

Complete the required fields marked by a red asterisk listed on the screen.

- Complete and upload the system access form using the paperclip at the bottom of the screen.
- Select the service requested from the drop down menu.
- Include any additional information that may be relevant to SCE Finance in the additional comments field.
- Click Request to submit your system request.

**All Finance Requests for F&O are now entered and tracked within ServiceNow.**

Upload all completed system access forms by clicking the **Add Attachments** button.

## Communicating on Requests

ServiceNow enables you to track and communicate on your requests submitted. To send a message to your fulfiller/processor go to <https://help.unc.edu>

- Log in with your ONYEN and password
- Complete Duo Authentication
- In the top navigation menu, click My Requests.
- Click on the request you would like to view. You will see its status in the approval process.
- Click on Business Finance System to view the Request Screen.

On the Request screen you will see the details of your request including who is working your invoice, when it was last accessed and any messages your processor has sent to you. When your request is updated an email will direct you to this screen.

- To communicate with your fulfiller/processor, type your message in the comment box at the top of the screen.
- To add an attachment to your request, click the paper clip icon in at the top of the screen.
- To view the attachments included in this request click on the file name in the attachments listed in the bottom right of the screen.

Home > Requests

My Requests

View: Open

Search open requests

Request Type	Status	Time
Business Finance Systems REQ0018791 Alex Hoppe	Open	about an hour ago
Request a Purchase REQ0018789 Alex Hoppe	Open	3h ago
Travel Authorization REQ0018754 Alex Hoppe	Open	3d ago

Home > Order Status

Search

Order Placed : 10/10/2019 02:12 PM  
Request Number : REQ0018791  
Estimated Delivery : --

Order Item	Delivery Date	Stage	Price (ea.)	Quantity	Total
Business Finance Syst...	--	→ ✓ ⓧ ⓧ ⓧ	--	--	--

Total: \$0.00

Home > Business Finance Systems

Search

Your request has been submitted

System access and modification or revocations of existing access.

Workflow configuration, request new departments, name changes or inactivate existing departme

Type your message here... Send

Alex Hoppe  
about an hour ago

Options

- Requested for Alex Hoppe
- Requested for not in directory false
- Requested for department SCE\_Conf.Sms.Staff.Duo.En

When the fulfiller/processor updates your request you will receive an email notification to direct you to the request screen. Communicate with your processor/fulfiller within ServiceNow on the Request Screen rather than through email.

## Reviewing Requests

To view the status of all of your requests click the My Requests link at the top of the ServiceNow screen. You can view all of your open or closed requests in ServiceNow.

Search your requests by status or type.

Requests can have one of four statuses. Open (not processed/accepted), Work in Progress (processing at the SCE), Pending (processing outside of SCE), and Closed Complete.

Knowledge Articles Services My Requests Cart Tours

Home > Requests

My Requests

View: Open

Search open requests

Request Type	Status	Time
Office 365 Support REQ0018364 Joshua Ham	Open	3m ago
Finance Applications REQ0018363 Joshua Ham	Open	4m ago

Select Closed in the drop down to view all of your closed requests. Otherwise select the request you wish to view. The additional statuses will

