

Getting IT Help - Quick Start

CREATING A NEW IT INCIDENT

The first step in getting help from the Palmer IT help desk is to create an IT Incident in the Palmer ServiceNow help desk. This document outlines the steps required to create an IT help desk incident.

1. Open the IT Help Desk in your Web Browser

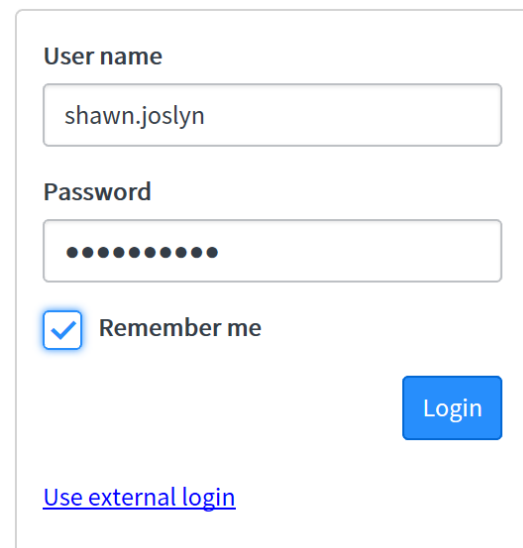
Visit the IT Help Desk directly at <https://palmer.service-now.com/sp>

A link to the IT Help Desk is also available at <http://portal.palmer.edu/support>

2. Log in to the IT Help Desk

You must use your Palmer network credentials to log in to the IT Help Desk.

- > Enter your Palmer user name (firstName.lastName or lastName_firstInitial) in the **User name** field.
 - > **Do NOT use your Palmer email address.**
- > Enter your Password in the **Password** field.
- > Click **Remember me** if you wish to be automatically logged into the IT Help Desk next time you visit.
- > Click the **Login** button.



The screenshot shows a login form with the following elements:

- User name** field: Contains the text "shawn.joslyn".
- Password** field: Contains a series of dots representing a masked password.
- Remember me**
- Login** button: A blue button with white text.
- [Use external login](#): A blue link below the login button.

NOTE: You may visit the Clinic Table and Facilities help desk by clicking the links below the log in form.

Other Support Options



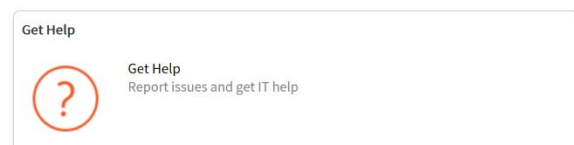
[Clinic Table Help](#)



[Facilities Help](#)

3. Select Get Help

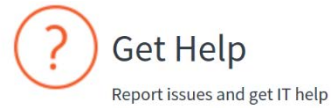
- > Click on **Get Help** to reveal the Create Incident option.




The screenshot shows a button labeled "Get Help" with a question mark icon. Below the button, the text reads: "Get Help Report issues and get IT help".

4. Select **Create Incident**

- > Click on **Create Incident** to reveal the Create Incident Form.



Items

 **Create Incident**
Request assistance or report an issue you are having
[▶ More Information](#)

5. Complete the **Create Incident Form**

- > Choose your *Campus* from the **What Campus are you on** drop down menu (**required**).

* What campus are you on?

Davenport

- > Choose the *Category*, that best fits your support request, from the **Please choose a category** drop down menu (**required**).

* Please choose a category:

▶ More information

-- None --

Available IT Support Categories

- **Hardware** – for issues related to computers (desktop, laptop, tablet), monitors, keyboards, mice, printers and other.
- **Software** – for issues related to applications (Office, Great Plains, PowerCampus, etc.).
- **Network** – for issues related to devices (desktops, laptops, tablets and mobile) that aren't connecting to wired, wireless, hotspot or VPN networks properly.
- **Phone** – for issues related to Palmer desk phones, Palmer voicemail, and mobile devices.
- **Audio Visual** – for issues related to classroom and conference room projectors and other audio visual devices.
- **Inquiry / Help** – for general questions and for issues that don't fit the categories above.

-- None --

Hardware

Software

Network

Phone

Audio Visual

Inquiry / Help

- > Enter a *Short Description* about your support request in the **Please enter a short description of what you need help with** field (**required**).


* Please enter a short description of what you need help with:

▶ More information

- > Enter *Additional Information*, providing as much detail as you can, about your support request in the **Enter any additional comments you may have** field.

Enter any additional comments you may have:

▶ More information

NOTE: You may attach files to your support request by clicking the  icon in the upper right corner of the *Create Incident* screen.

- > **Click the Submit button** in the lower right of your screen to send your request to the IT Help Desk.



IMPORTANT: *If your support request is **URGENT** please call the Palmer Help Desk directly at extension 5300 after submitting your request.*

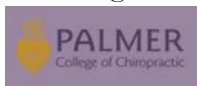
NOTE: You may cancel your support request submission by clicking the *Cancel* button in the lower left of your screen.



- > **Incident Detail** – After clicking the submit button, you will see a new page containing the details of the incident you just created. *This is confirmation that your incident has been successfully created and submitted.*

IMPORTANT
Do NOT click the **RESOLVE** Button unless you want to cancel your request.

NOTE: Click the



Palmer Logo in the upper left corner of the screen to return to Get Help home page.

