

# ServiceNow

## How to Submit a ticket to ISSIT

Go to the “Local IT Support” Form Via the [Shortcut](#) or [Search Bar](#). After finding the page, you can mark it as a [Favorite](#) for faster access in the future. Then follow the steps for [submitting a Ticket](#).

Another Method is to [Submit an Incident](#).

---

### Method: Shortcut

Go to <https://goto.unm.edu/2775000> or <https://goto.unm.edu/-issit>.

---

### Submitting a Ticket

Once on the Local IT Support Request Page, select “**Institutional Support Services (ISS)**” from the “\*Please select your college or department:” dropdown. *(Red Box)*

Next enter your request *(Green Box)* and attach any supporting documents and/or Screenshots regarding the request *(Blue Box)*. You may choose to Add another user to the request as well via the “On Behalf of” Dropdown.

The screenshot shows the 'Local IT Support' form. The title is 'Local IT Support' with a heart icon. Below the title is the subtitle 'Request IT support for your college or department'. There are two text input fields: 'IT support provided by your college or department's ITO.' and another empty one. A legend indicates that an asterisk (\*) denotes required fields. The 'Requestor' field is a dropdown menu with 'Your Name (As Requestor)' selected. The 'On behalf of' field is a dropdown menu with 'Name of 2nd User (To be included on the Request)' selected. The 'Please select your college or department:' dropdown menu is highlighted with a red box and contains 'Institutional Support Services (ISS)'. The 'Description of request:' text area is highlighted with a green box. At the bottom, there is an 'Add attachments' section with a dashed box and a blue box containing a cloud icon and the text 'Choose a file or drag it here. Copy and paste clipboard files here.'

Once you have entered the relevant details, Hit the Blue Submit Button on the right of the Request Form.

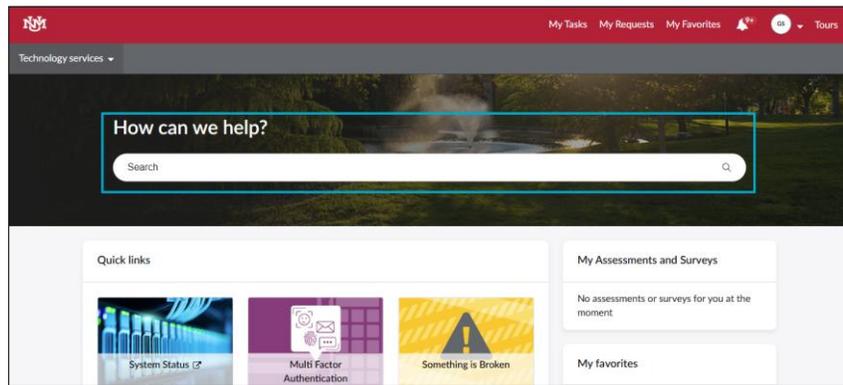
This close-up shows a blue 'Submit' button. Below it is a section titled 'Required information' which contains two blue-bordered boxes: 'Please select your college or department:' and 'Description of request:'.

After submitting the request, you will be given a request number:  
REQ#####  
Please save that number.

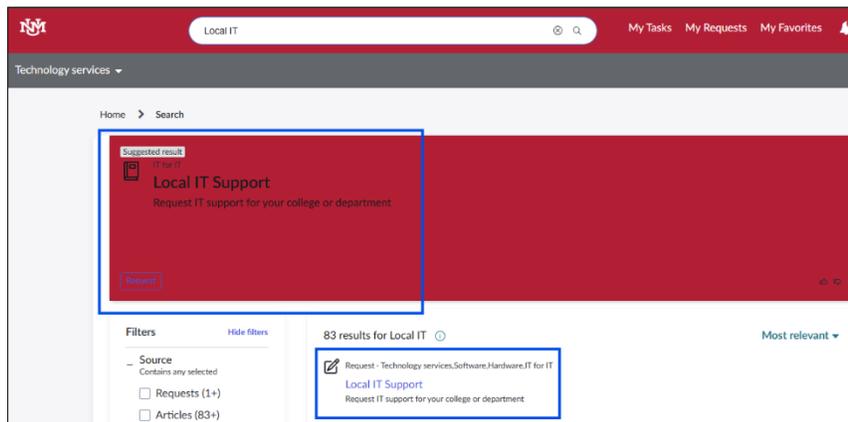
# ServiceNow

## Method: Search Bar

Go to <https://help.unm.edu/> and Enter “Local IT” into the Search Bar. (Blue Box)

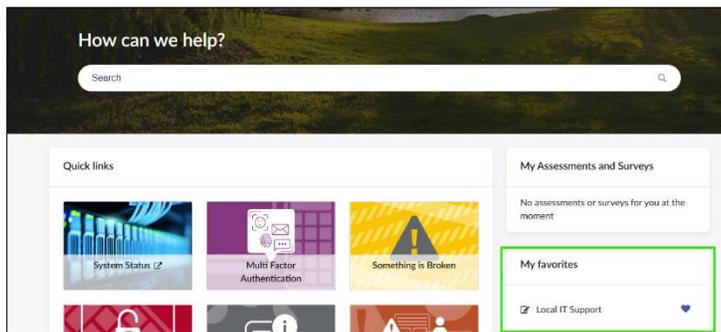
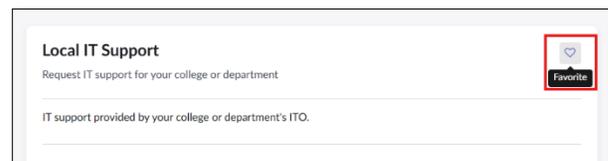


Then Select “Local IT Support” from the Results. Once at the Local IT Support Page, follow the steps for [Submitting a Ticket](#).



## Method: Favorite

Once on the “Local IT Support” Page. Click the Heart Icon, to add it to your Favorites. (Red Box)



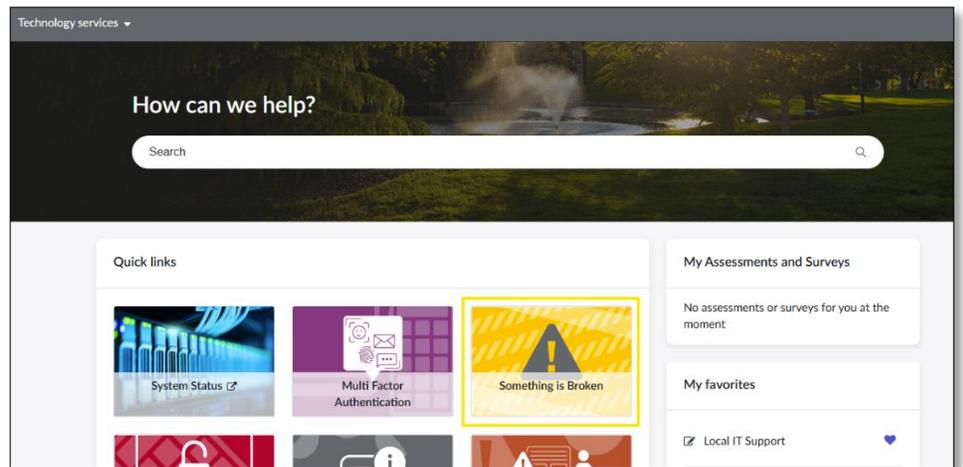
After that it will then be accessible on the Main Page of ServiceNow via the “My Favorites” Section. (Green Box) (<https://help.unm.edu/>)

# ServiceNow

## Submitting an Incident

Note: This method is a little slower, however it will go through IT Customer support and they can escalate it to other teams as needed.

To Submit an Incident, Go to <https://help.unm.edu/>, then click on the “Something is Broken” button. (Yellow Box)



That will take you to the “Create an Incident” page.

A screenshot of the "Create Incident" form. The form has a title "Create Incident" and a subtitle "Report an Issue". Below that is a paragraph of text: "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." There are several input fields: "\* Caller" with a dropdown menu showing "Your Name (As Requestor)"; "On behalf of" with a dropdown menu showing "Name of 2nd User (To be included on the Request)"; "\* Urgency" with a dropdown menu showing "2 - Medium"; and "\* Please describe your issue below" with a text area containing "Please task team ISS IT:". Below the text area is an "Add attachments" section with a blue box containing a cloud icon and the text "Choose a file or drag it here. Copy and paste clipboard files here." The "Urgency" dropdown and the "Please describe your issue below" text area are highlighted with a red box. The "Add attachments" section is highlighted with a blue box.

Your name will be automatically be listed, and you may choose to add another user to the request as well via the “On Behalf of” Dropdown.

You can select Urgency of the issue. (Green Box)

Most Importantly Under “Please describe your issue below:” (Red Box) be sure to start your request with:

**“Please task team ISS IT:”**

Followed by your request or the problem that needs attention.

Use the Attachment Area (Blue Box) to upload any relevant Documents or Screenshots.

Once you have entered the relevant details, Hit the Blue Submit Button on the right of the Request Form.

A screenshot of the bottom part of the "Create Incident" form. It shows a "Save as Draft" button and a "Submit" button. Below the buttons is a section titled "Required information" with two input fields: "Urgency" and "Please describe your issue below".

After submitting, you will be given an incident number: INC##### Please save that number and send it to your IT Contact.