

ESS (Employee Self Service) abbreviated instructions for logging an Incident in the WNYRIC ServiceNOW ticket system (As an ESS user, you can make requests, comment your own requests, view articles, log incidents, and search the knowledge base through our user-friendly website).

Click the link on our webpage to get to the new ServiceNow page that has the new Tech Support options.



New link on website!

ServiceNow

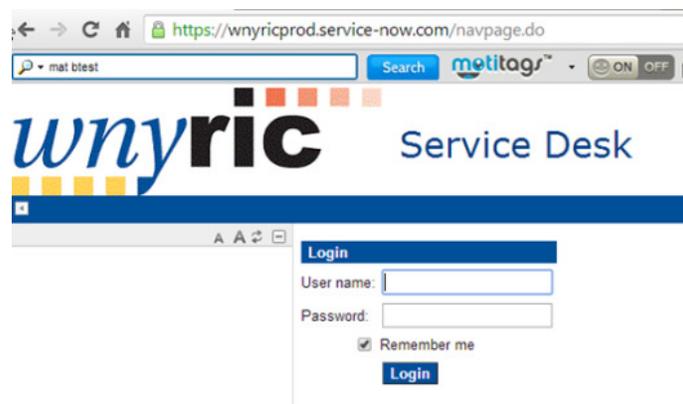
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WNYRIC ServiceNow Options:

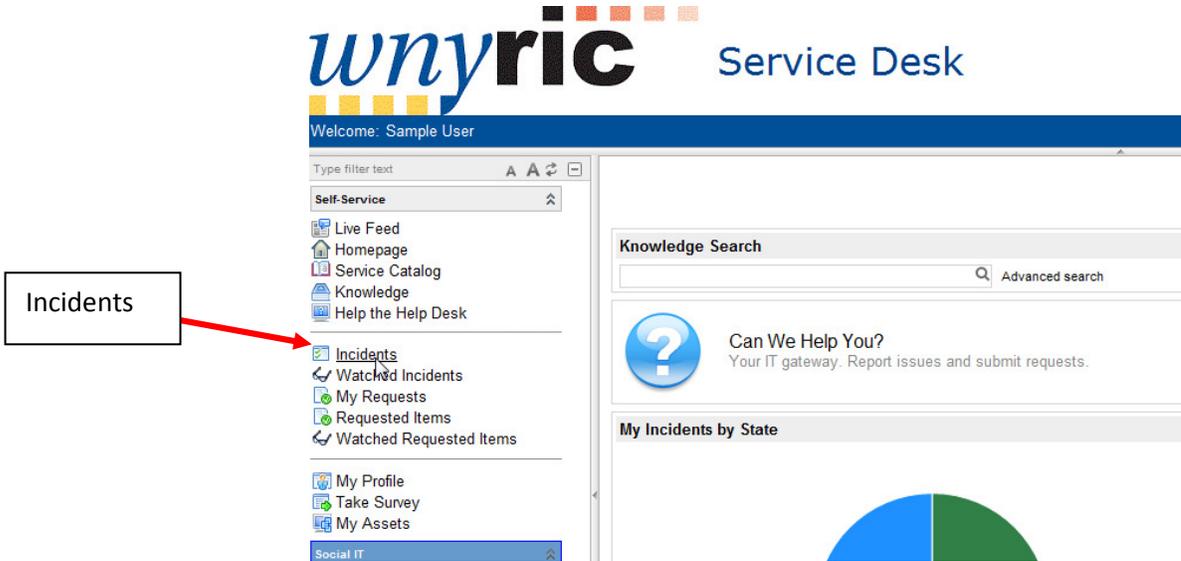
			
Dial 7171, option 2 OR 1-800-872-0780, option 2 7 AM - 4:30 PM	Click above to Chat (you will need to logon and choose Service Desk Chat). 7 AM - 4:30 PM	Click above to create or monitor your ServiceNow Ticket.	Click the above to send an email to the Service Desk.

Instructions below are used to create Tickets OR just the logon (using instructions below) to access Chat!

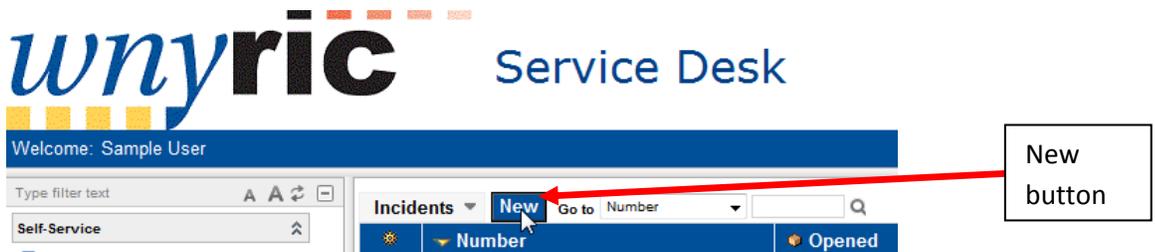
Your user ID and password are the same as your network (AD) user name and password. (The username and password you use to logon to computers)



click on  Incidents from the left navigational panel to create a new incident



Click on **New** between the blue banners to create your new incident



All fields that have a red bar on the left side require data to be typed in the field. If you see a  next to the field you have the option to auto populate the field by clicking on the  for a drop down list of available choices.

Type a short description of your problem.

Type any additional comments.

Click on  on the bottom right hand screen to submit your incident for processing.

If you are done with using ServiceNOW, you can click on the  from top right hand side of screen