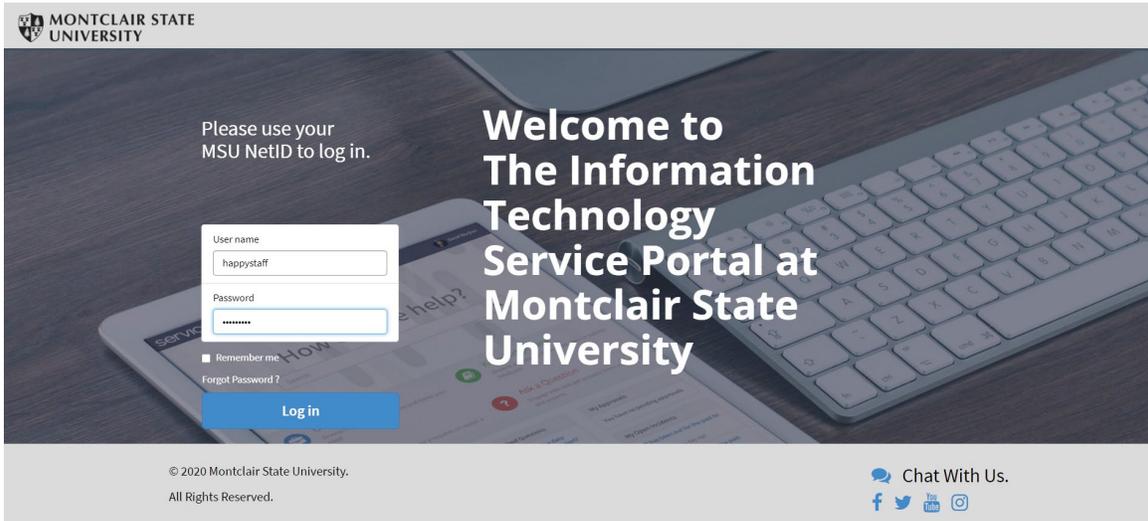




## Redesigned ServiceNow Portal

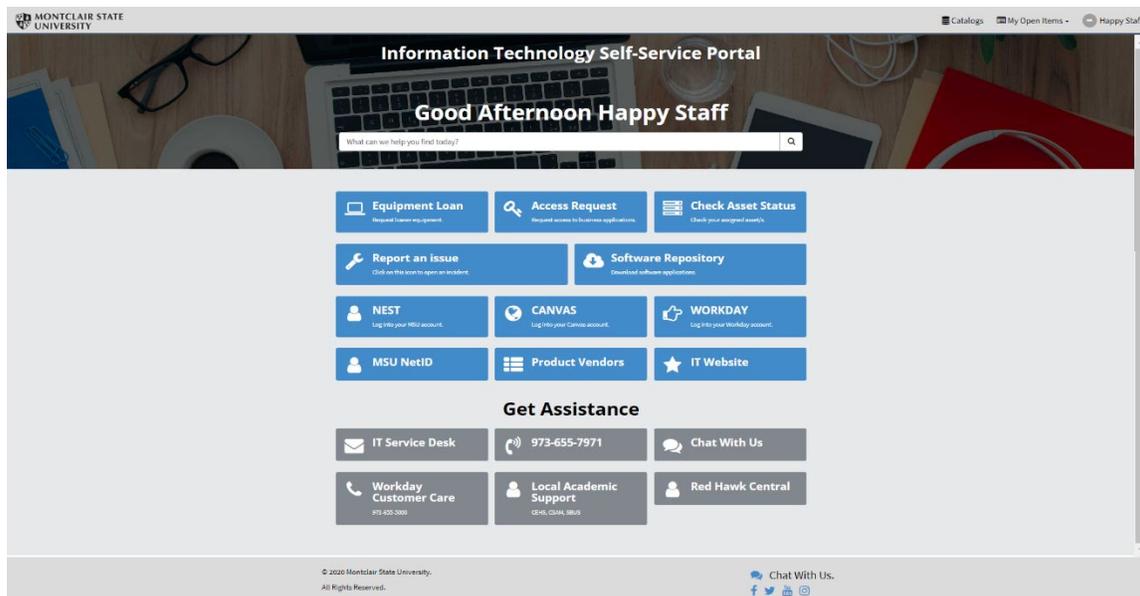
### New Login Page:



### New Home Page:

The Home Page includes:

- A search bar.
- Buttons to IT related tasks/requests, MSU tools and resources, etc.
- Buttons for various assistance options. Assistance is also available in the footer section under **Chat with Us.**



## Reporting an Issue:

- Click the **Report an Issue** button on the Home Page.
- Complete the provided fields. If you need further explanation, click the **Question mark** for **More information**.
- Click **Submit**.

The screenshot shows the 'Submit an Incident' form on the Montclair State University website. The form includes a 'Submit' button, a search bar, and several input fields: 'Open on behalf of this user' (set to Happy Staff), 'Impact' (set to S-Low), 'Short description', and 'Please describe your issue below'. There is also an 'Add attachments' link. The footer contains copyright information and social media links.

## To View Your Incidents/Requests:

- Click **My Open Items**
- Select **My incidents** or **My requests**



## Catalogs:

- Click **Catalogs** for additional items not available on the Home Page.

