

Redesigned ServiceNow Portal

New Login Page:

MONTCLAIR STATE	
Please use your MSU NetID to log in.	Welcome to The Information Technology Service Portal at Montclair State University
Log in	
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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**.

D MONTCLAIR STATE				Ecatalogs 📼 My Open Items - 🙆 Happy Staff
	Information Good A	Technology Self-S Afternoon Happ	ervice Portal by Staff	
	Equipment Loan	Access Request	Check Asset Status	
	Report an issue Click on this icon to open an indefert.	Countiand soft	re Repository	
	Log Hits your HSU account.	CANVAS	WORKDAY	
	🚨 MSU NetID	Product Vendors	🛨 IT Website	
		Get Assistance		
	IT Service Desk	(³⁾ 973-655-7971	喿 Chat With Us	
	Workday Customer Care 978-855 5000	Local Academic Support CEHS, CSM, SBUS	Red Hawk Central	
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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.

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	Home > Submit an Incident	Search Cata	alog Q		
	Submit an Incident		Submit		Â
	Thank you for contacting the service desk. Please describe the nature of your problem in the fields below. Upon receipt, the ser will categorize and prioritize your problem at which time you will receive an automated email with the details of that update.	rice desk			
	* Open on behalf of this user 😧	× ×			
	Short description				
	Please describe your issue below 😧				
	D Add	attachments			-
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To View Your Incidents/Requests:

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

MONTCLAIR STATE	€ Catalogs	🗐 My Open Items -	Happy Staff
Home > DIT Service Catalog	Search	My incidents My requests	٥

Catalogs:

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

MONTCLAIR STATE					Catalogs	🛙 My Open Items 🗸	B Happy Staff
	Home > DIT Service Catalog		Sear	rch	٩		
	Categories	Popular Items					
	Applications 2 Equipment Information 3 Feliciano School of Business 3 Hardware Requests 2		Request for Access Request access to applications, tools databases.	Asset Request use this catalog item to	request an asset.		
			View Details View Details				
Project Requests		Report an Issue Simple form with Subject and Description	Telecom Telecom work request	Check Equipme Use this request to che your equipment.	ent Status ck the status of		
		View Details	View Details	View Details			
		Ask a Question Get an answer	Clinical Services Release Center for Clinical Services Video Rele Request	e Department Pu Add department purch ServiceNow.	Irchased A ased asset to		
		View Details	View Details	View Details			
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