In a browser, go to **https://sccoe.service-now.com/sp** to open the Service Portal.

The Service Portal has separate "screens" for each of our user types:

(1) School District Employees and (2) SCCOE Staff.

1 **SCHOOL DISTRICT EMPLOYEES**

If you are an employee at a school district served by the Santa Clara County Office of Education, enter your district email address and portal password.

Enter your district email address

Enter your portal password

NOTE: *if you are a district user and are accessing the SCCOE Service Portal for the first time, you will need to reset your password.* Why? Because when accounts were migrated from AccessPoint, the passwords were not migrated due to security. Click **Forget Password** to reset your portal password and go through the ServiceNow password reset procedure.

Click Forget Password

2 SCCOE Staff

If you are an employee of the Santa Clara County Office of Education, do not use the district user sign-on form! Instead, click the SCCOE Staff Login link to switch to the SCCOE login screen.

Click SCCOE Staff Login

On the SCCOE sign-on screen, enter your SCCOE email address. You will then be redirected to the SCCOE Single Sign-On interface (which is very similar to the Office 365 sign-on). If prompted, enter your email address again and SCCOE password. If everything is correct, you will be directed to the Service Portal.

Enter your SCCOE email address.

NOTE: *if you are already signed on to the Office 365 Portal, depending on your local device settings, the system may transition you directly to the Service Portal without having to enter your email address or password.*

PLEASE REMEMBER TO NOTE THE DIFFERENCE BETWEEN DISTRICT VS. SCCOE USER LOGIN SCREENS