This new platform allows you to communicate your needs directly through the Service Portal for better and faster support. It enhances user experience in the following ways:

**BLUE BAR AT TOP OF SERVICE PORTAL FEATURES**

*Home* takes you to the Service Portal homepage (as does clicking the SCCOE logo).

*Knowledge* is where you can view the most recent and featured articles or search for the ones you need to access right now.

*Catalog* currently includes:

- Submit a Generic Request for something that covers other requests not listed in the catalog
- Employee Equipment Request for standard equipment
- Firewall Service for URL filtering changes, security policy updates, VPN setups, etc.
- Email Services to request an email item you do not already have

- Assign a distance learning device to a student such as a Chromebook, iPad, or wireless hotspot
- Return (check-in) student devices into inventory to allow use by other students

As the catalog evolves, it will become the central area where SCCOE employees or district external customers can request IT services. Updates and additions to the catalog will occur as they are rolled out.

*System Status* allows you to view current and past major system outages. You can also see a list of current and planned maintenance.

*Favorites* is where you can bookmark your favorite knowledge articles or IT catalog items for future quick reference.

*Tickets* shows your open requests as well as a history of closed requests.

*The User Profile* icon lets you view your ServiceNow User Profile and sign out – be sure to close the browser when you do!

*Use the How can we help? feature to search for information, locate and share knowledge, and submit service requests.*

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**REQUEST SOMETHING** here to initiate a service action for something new that enables you to do your job better. For example, a new device, new software, additional hardware peripherals, or a technology quote. You can also request access to training or make general inquiries through the Service Portal. This improved service means that emailing the Help Desk directly is eliminated.

**GET HELP** When something isn’t working for you, let us know ASAP through the Service Portal so that we may diagnose the problem and restore service as quickly as possible. Click Get Help to report an incident requiring IT support to fix a malfunction of software or hardware such as an unplanned interruption or reduction in quality of any IT service. Again, this improved method means emailing the Help Desk directly is no longer necessary.

**KNOWLEDGE BASE** is where you can search for articles that explain how to perform tasks like changing your passwords or setting up your email on your phone without waiting for a reply from the Help Desk.

**CURRENT STATUS** lets you check for any current system outages or IT service disruptions.

**PLANNED MAINTENANCE** lets you know scheduled outages in advance so you can plan your work accordingly.

**ANNOUNCEMENTS** include general IT project updates, reminders for work-related IT information, or security changes that might affect your work.

**MY TICKETS** provides full transparency. You can view the step-by-step progress to resolution of your support/service requests.

We hope that our new SCCOE Premier Service Portal will enhance your user experience with timely support and full progress transparency for your requests. Using the Service Portal also allows us to gather data to better plan and allocate our IT resources to benefit you! We are committed to continuous improvement. When tickets are closed, feedback features will appear for your response. We welcome your feedback.