Renewing Your SAS License Using Service Now

All staff should have access to the Service Now application. The URL for the application is <u>https://ucop.service-now.com/navpage.do</u>. Username and password will be same as the Windows AD credentials that is utilized to log onto your personal computer.

To renew your SAS license, create a Service Now ticket using the instructions below:

Steps to log in a Service Request to Renew Your SAS License

1. Navigate to the web address located at https://ucop.service-now.com/navpage.do. If you have any problems assessing the Service Now application, contact the IT Service Desk at 70457. Use option 2 on the call options.

User name Password Remember me Login
Log in Instructions UCOP Personnel
Do not register. Simply log-in using your UCOP user ID and password.
If you experience problems logging in, please contact the TechDesk via e-mail or phone.
Non UCOP Personnel
To lop-in, you may request an account by clicking the register button below. Your request will have to be approved, therefore please indicate your reason for needing access to IT Service Hub. REGISTER If you already have an account, you can click the password reset button below if you experience problems logging in, please contact the TechDesk via e-mail or phone.
Get Help the Following Ways:
Online:https://ucop.service-now.com/
Phone:(510) 987-0457

2. Enter your Windows AD username and password (Step 1). This is the same username and password you use to log into your office computer. Click on the *Login* button (Step 2).

UNIVERSITY OF CALIFORNIA

UNIVERSITY OF Office of the President CALIFORNIA					
User name opopoola					
Password Remember me					
Login					
Log-in Instructions. UCOP Personnel					
Do not register. Simply log-in using your UCOP user ID and password.					
If you experience problems logging in, please contact the TechDesk via e-mail or phone.					
Non UCOP Personnel					
To log-in, you may request an account by clicking the register button below. Your request will have to be approved, therefore please indicate your reason for needing access to IT Service Hub.					
If you already have an account, you can click the password reset button below. If you experience problems logging in, please contact the TechDesk via e-mail or phone.					
IT Service Desk Get Help the Following Ways:					
Online:https://ucop.service-now.com/					
Phone:(510) 987-0457					
Email:ServiceDesk@ucop.edu					
In Person/Walk-in:Franklin 7116					

3. On the landing page within the Order, click on *Service Hub/Service Now System Requests* (Step 3).

			ar Ola Popoola - 🕐 🐼
			5 @
News No Rens		Self Service	Search Service Catalog Search Q Most Read Articles
A	Report Service Interruption Service Interruption: Report Something Broken (Incident), Report Something Lost or Stolen (Incident)	Service Hub/ServiceNow System Resuerts Service Hub group membraships management, ServiceNow enhancement requests.	Claco Phone/Voicemail System, Jabber Softphone, Deak Phones Patitude 2013-01-00 SAFE (Accellion) User Guide Patitude 2013-01-01 National 2013-01-01
橋	Request Service Request Services, software, or hardware.	Get Help Submit Other Requests, Kak a Question, Pasyword reset, Contact Service Desk, Find Incident respons time	Robuctor uses requesting access to UNLS Positivare 2015/09-0 Standard Laptop and Desktop Hardware and Software Bundle Descriptions Published 2015/09-08
		Q Information Search KB articles, FAQs, and other resources	UCOP: How to Change your Email Password Authines 2012-10 to What is the best way to contact the Service Desk? Public 2012-11-27
			ServiceNow: 5-Ticket Process Guide Published 2017-03-00

UNIVERSITY OF CALIFORNIA

4. Under the <u>Service Hub/Service Now System Requests</u>, select the <u>Submit Other Requests</u> option.

	Ofa Popoola 👻	@ @
Service Catalog > Service Hub/ServiceNow System Requests	Q. Search catalog	
Service Hub/ServiceNow System Requests Service Hub group memberships management, ServiceNow enhancement requests.		
Heres Submit Other Requests Savida Catalage Order SolverAll Savidation 4 4		
Manage my ServiceHub assignment groups Request to add/remove member to the group		

Enter the details of your request to have your SAS license renewed as indicated below (Step 5).
 Once the form is completed, click on the <u>Submit</u> button on the right hand side of the screen (Step 6).

		😋 Ola Popoola 👻 🕐 🔯
Service Catalog > Service Hub/ServiceNow System Requests > Submit Other Requests	\sim	P Q. Search catalog +
Crists in categories	(5)	Submit Request Item
User Information	Your office number	
Ota Popoola	① 11409	
Yourphone	Your department	
(510)987-9601	IRAP - Institutional Research & Academic	0
3 Requested on behalf of (yourself or someone else)	•	
More information)
Ola Popoela	Q 0	
Request Information		
Request to Renew Annual SAS Subscription License		
∋∦: Description		
Please renew my annual SAS subscription license		
		Ŭ

If you have any questions regarding using Service Now or the status of a submitted request, contact the Service Desk (70457 Option 2).