

Renewing Your SAS License Using Service Now

All staff should have access to the Service Now application. The URL for the application is <https://ucop.service-now.com/navpage.do>. 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.

UNIVERSITY OF CALIFORNIA Office of the President

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 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.

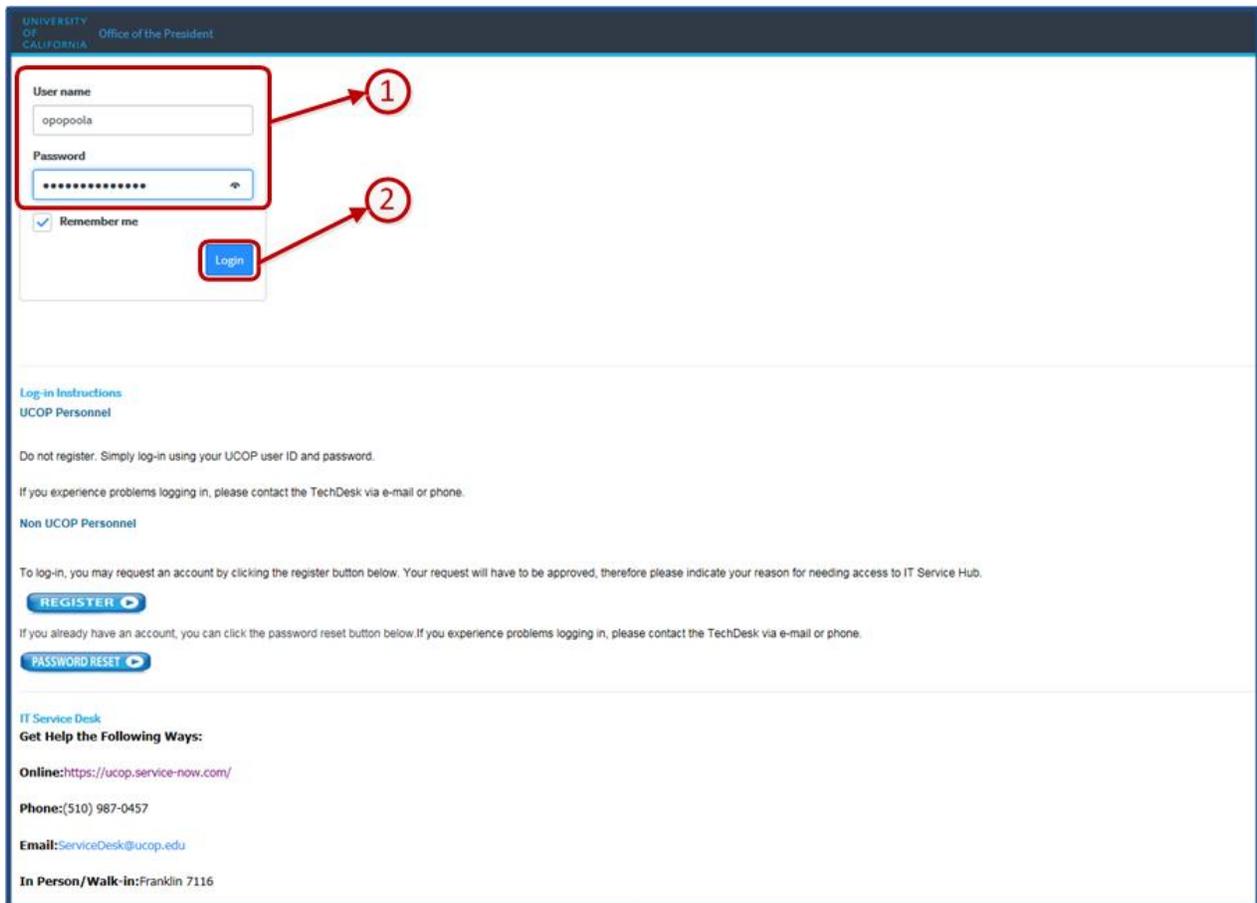
REGISTER

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.

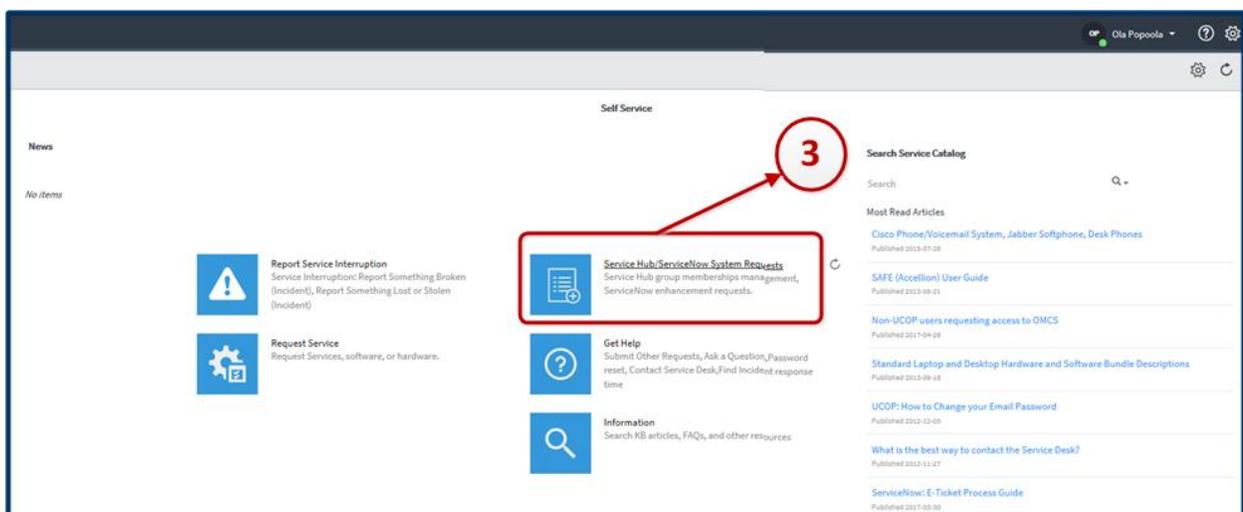
PASSWORD RESET

IT Service Desk
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).



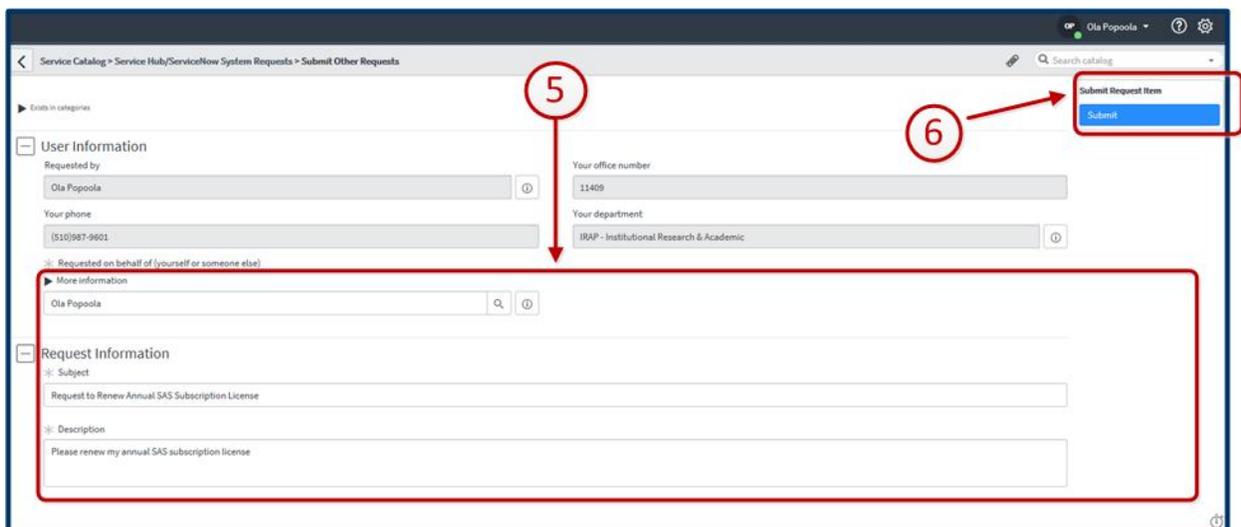
3. On the landing page within the Order, click on Service Hub/Service Now System Requests (Step 3).



4. Under the *Service Hub/Service Now System Requests*, select the *Submit Other Requests* option.



5. 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 *Submit* button on the right hand side of the screen (Step 6).



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