

Creating Service Requests Using Service Now

All services requests (except data issues pertaining to UC Data Warehouse) must be made to the Data Services team using the Service Now application. Service Requests can no longer be made via the old paper based process. 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.

All data issues regarding the UC Data Warehouse should be reported to the IRAP Data Infrastructure team who will investigate and log an issue in JIRA and Service Now.

IRAP users should not create a Service Now ticket regarding UCDW data issues.

If you have any problems assessing the Service Now application, contact the IT Service Desk at 70457. Use option 2 on the call options.

Steps to log in a Service Request

1. Navigate to the web address located at <https://ucop.service-now.com/navpage.do>.

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.

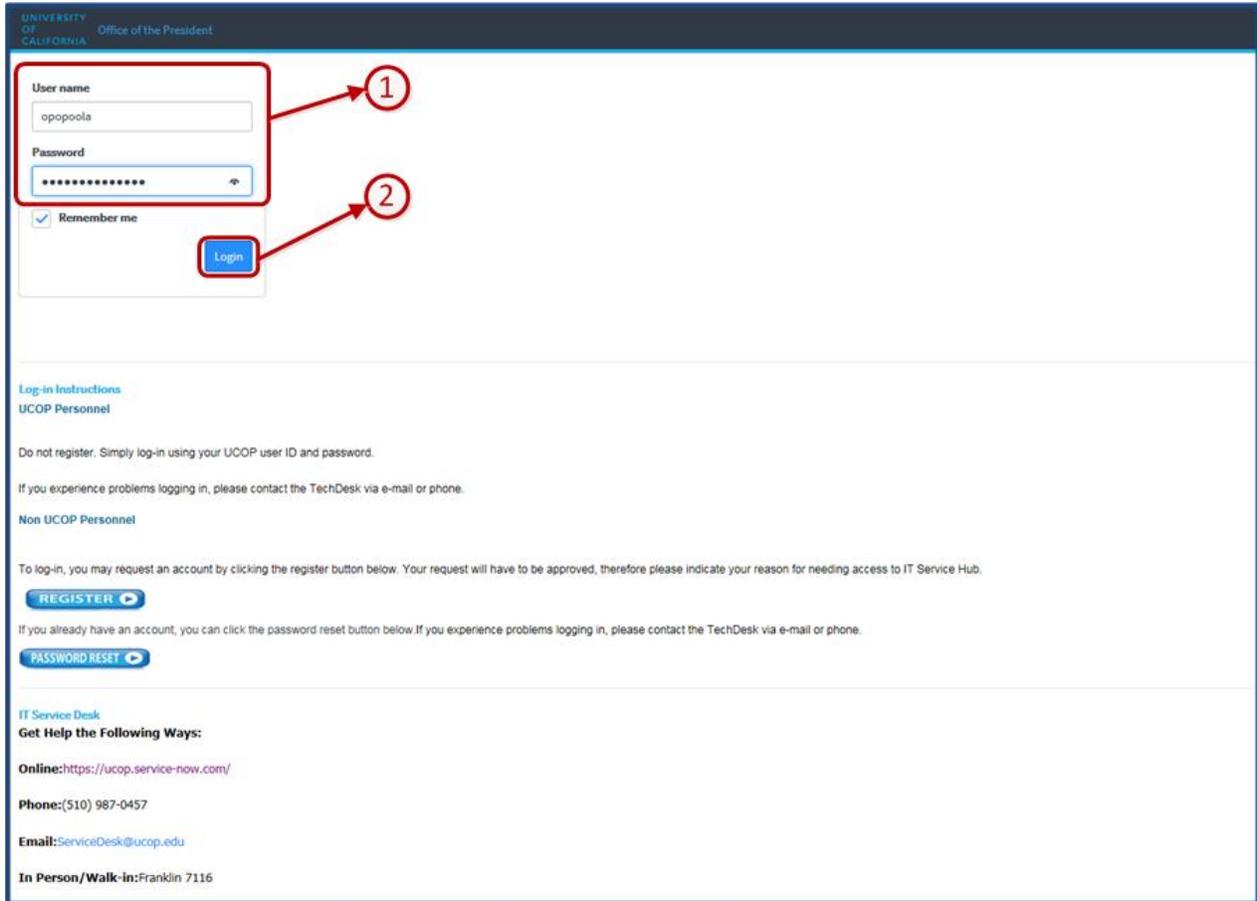
[PASSWORD RESET](#)

IT Service Desk
Get Help the Following Ways:

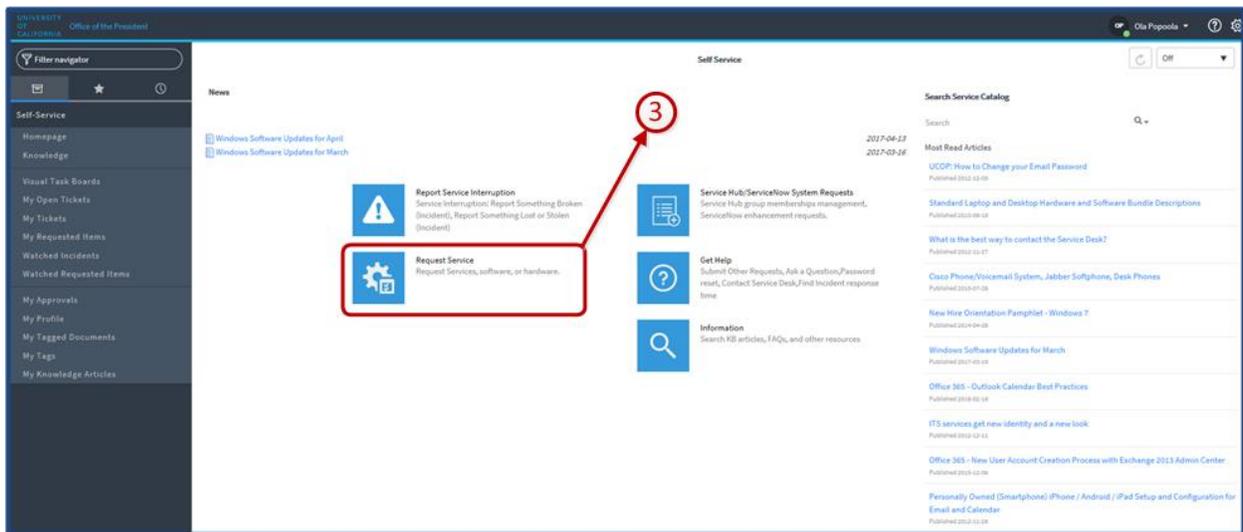
Online: <https://ucop.service-now.com/>

Phone: (510) 987-0457

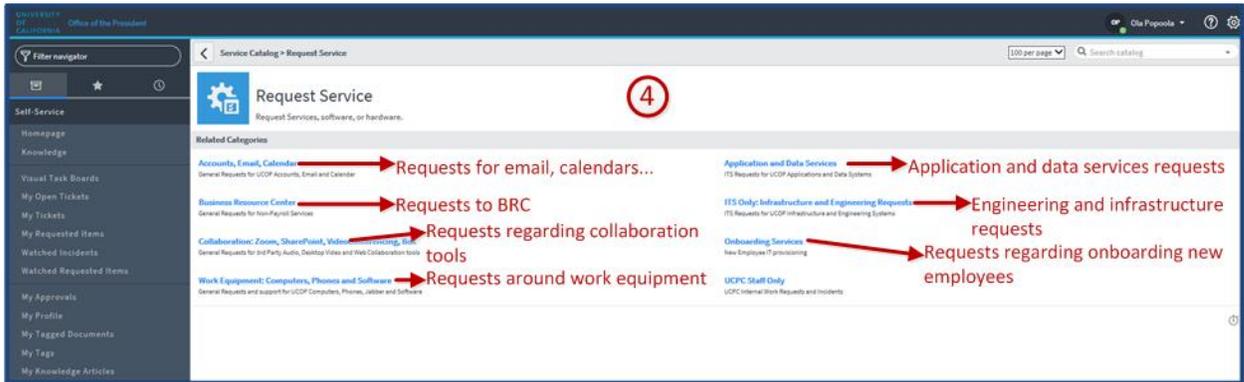
- 2. Enter your Windows AD username and password (Step 1). This is the same username and password you use to log into your office computer. Click on the Login button (Step 2).



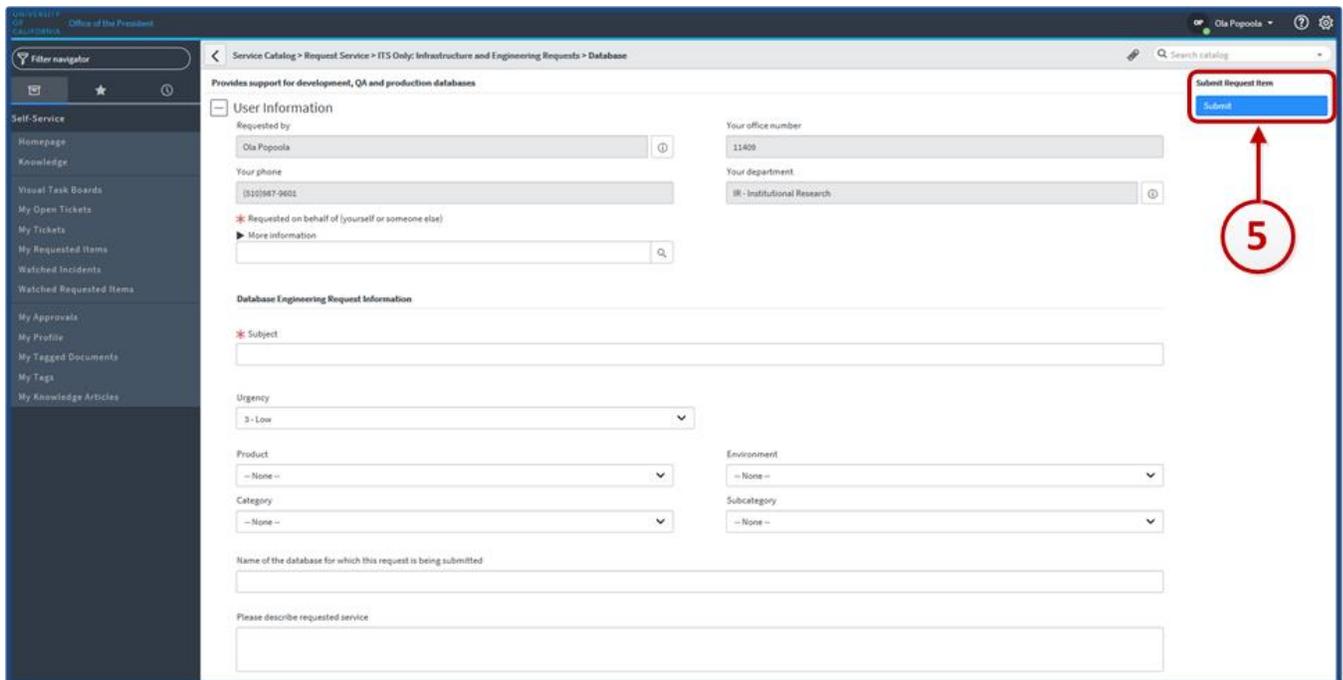
- 3. On the landing page within the Order, click on Request Service (Step 3).



4. Under the Request Service options, select the applicable service you are requesting (Step 4)



5. Enter the details of your new Service Request into the provided form. Forms will differ depending on the type of service being requested. Once the form is completed, click on the Submit button on the right hand side of the screen (Step 5).



- Options for Urgency are High, Medium and Low

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