

Blue Stake Request User Guide – Reviewer Version

Document Creation Date: September 1, 2026

Contents

SUMMARY	3
SERVICENOW PROCESSES	3
CHAPTER 1: SIGN IN INSTRUCTIONS TO SUBMIT A BLUE STAKE REQUEST	4
CHAPTER 2: COMPLETE AND SUBMIT A BLUE STAKE REQUEST	10
CHAPTER 3: REVIEWING A BLUE STAKE REQUEST	18
CHAPTER 4: EXAMPLE EMAILS WITHIN LIFECYCLE OF REQUEST.....	24

SUMMARY:

The following document will provide details on the process of submitting and reviewing a Blue Stake Request within ServiceNow.

To perform excavation work and request a Blue Stake, contractors shall refer to the procedures and forms listed below.

SERVICENOW PROCESSES:

After reviewing this document, the user will have an understanding on:

- Sign In Instructions to Submit a Blue Stake Request
- Submitting a Blue Stake Request through ServiceNow
- Reviewing a Blue Stake Request through ServiceNow

1. Sign In Instructions to Submit a Blue Stake Request

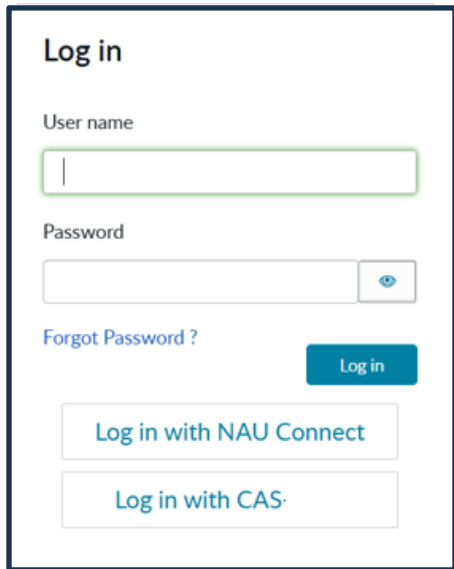
This section demonstrates how to submit a Blue Stake Request through the ServiceNow Portal.

(*) Required Field

Submitter Information Section: (*)

Step 1: Click on the link below.

[Blue Stake Request Form](#)



The screenshot shows a 'Log in' form with the following elements:

- Log in** header
- User name** label above a text input field.
- Password** label above a password input field with a toggle icon.
- [Forgot Password ?](#) link.
- Log in** button.
- Log in with NAU Connect** button.
- Log in with CAS** button.

Option #1) Log in with NAU Connect

If you are an active **NAU Faculty Staff or Affiliate**, log in with CAS (CAS Credentials)

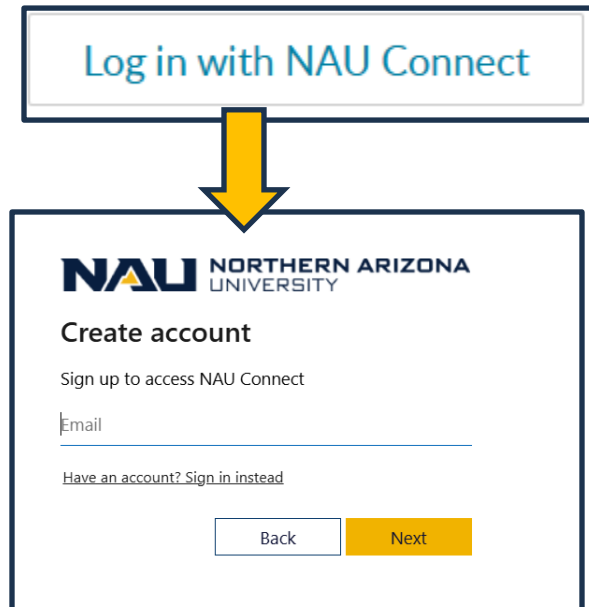


The diagram illustrates the next step in the login process:

- A box labeled **Log in with CAS** has a yellow arrow pointing down to a larger box.
- The larger box is the **NAU CAS login form**, which includes:
 - NAU NORTHERN ARIZONA UNIVERSITY** logo.
 - User ID** label above a text input field.
 - Password:** label above a password input field.
 - SIGN IN** button.

Option #2) Log in with NAU Connect (Do or Do Not have an Established Account)**Step 1:**

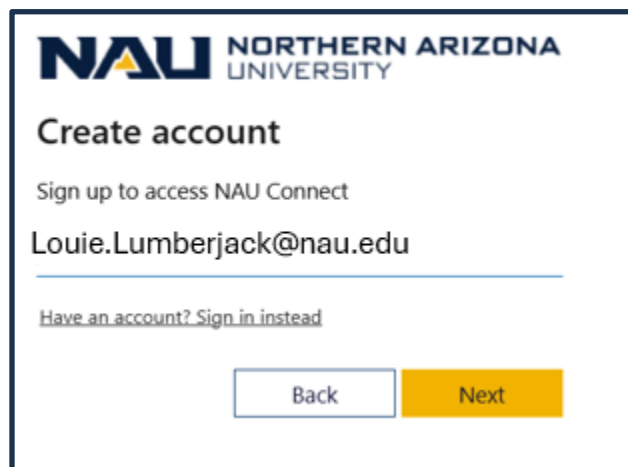
If you are a **NAU Contractor**, log in with CAS Connect and the following screen will appear.



The image shows a sequence of two screens. The top screen is a white box with a blue border containing the text "Log in with NAU Connect" in blue. A large yellow arrow points down from this box to a second screen. The second screen is the NAU Connect login page. It features the NAU Northern Arizona University logo at the top left. Below the logo, the heading "Create account" is followed by the instruction "Sign up to access NAU Connect". There is an email input field with the placeholder text "Email". Below the input field is a link that says "Have an account? Sign in instead". At the bottom of the form are two buttons: a white "Back" button and a yellow "Next" button.

Step 2A: Do Not have an Established Account

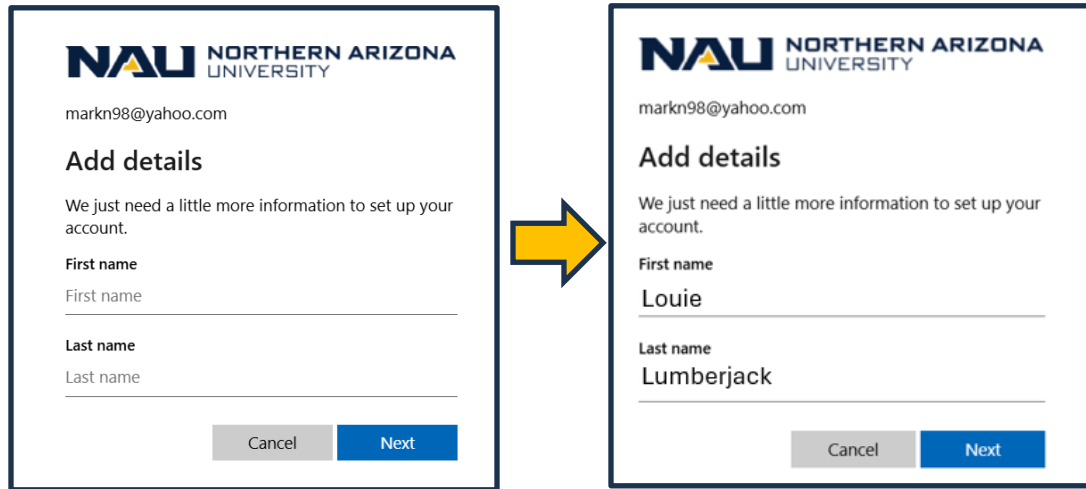
If you do not have an established an account, supply an email that will be associated with the Blue Stake Request & then select "Next"



This image shows the same NAU Connect login page as in the previous screenshot, but with the email "Louie.Lumberjack@nau.edu" entered into the email input field. The "Back" and "Next" buttons remain at the bottom.

Step 2A1:

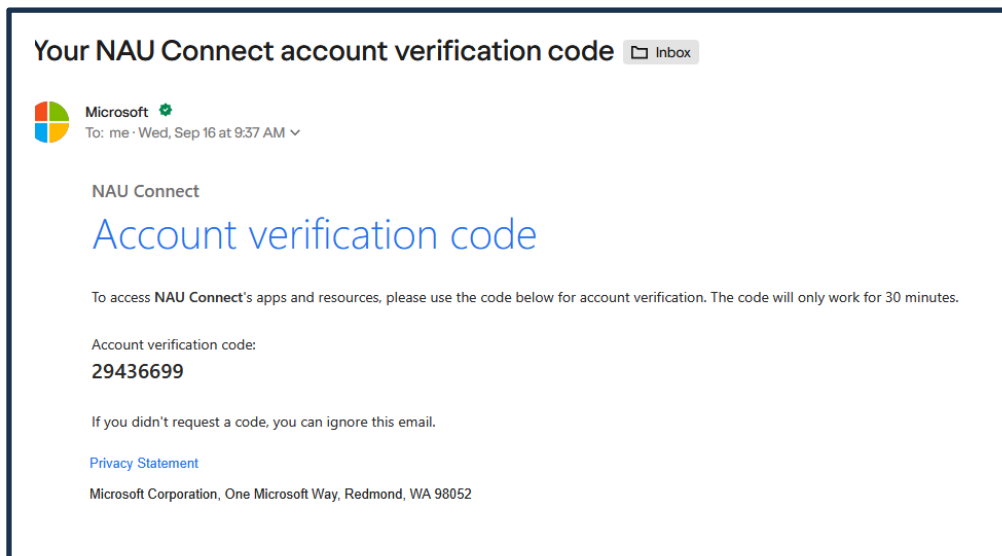
Supply First Name and Last Name and Select "Next"



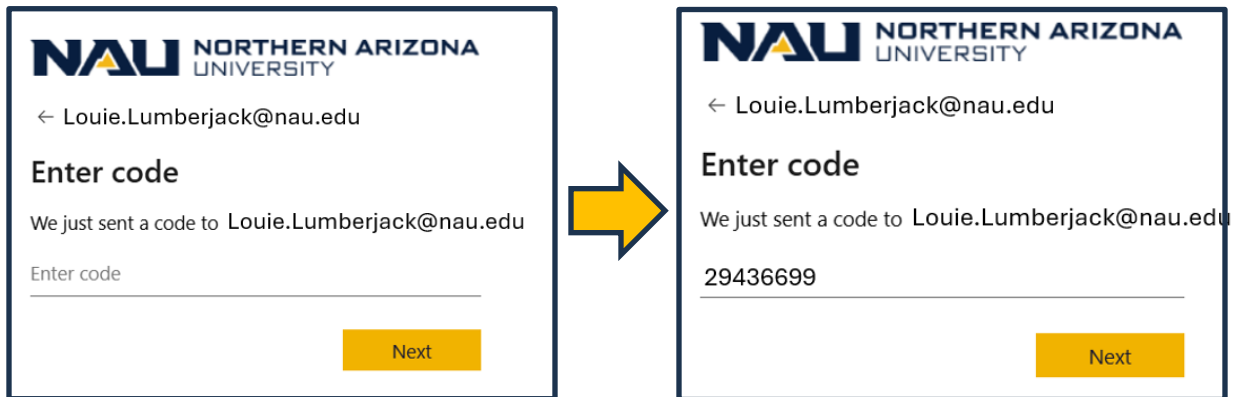
The image shows two screenshots of the Northern Arizona University (NAU) account setup form, connected by a large yellow arrow pointing from left to right. Both screenshots show the NAU logo and the email address 'markn98@yahoo.com'. The left screenshot shows the 'Add details' section with empty input fields for 'First name' and 'Last name'. The right screenshot shows the same form with 'Louie' entered in the 'First name' field and 'Lumberjack' entered in the 'Last name' field. Both forms have 'Cancel' and 'Next' buttons at the bottom.

Step 3A2: Account Verification Code

The Email that was supplied, a one-time Verification Code will be sent



The image is a screenshot of an email from Microsoft. The subject line is 'Your NAU Connect account verification code' with an 'Inbox' tag. The email header shows the Microsoft logo and the text 'To: me · Wed, Sep 16 at 9:37 AM'. The body of the email is from 'NAU Connect' and has the title 'Account verification code'. It states: 'To access NAU Connect's apps and resources, please use the code below for account verification. The code will only work for 30 minutes.' The account verification code is displayed as '29436699'. Below the code, it says 'If you didn't request a code, you can ignore this email.' and provides a link to the 'Privacy Statement'. The footer of the email is 'Microsoft Corporation, One Microsoft Way, Redmond, WA 98052'.

Step 3A3: Enter the Code & Select Next

The diagram illustrates the process of entering a code. It consists of two rectangular boxes connected by a large yellow arrow pointing from left to right. Both boxes have the NAU Northern Arizona University logo at the top left. The left box shows a back arrow and the email address 'Louie.Lumberjack@nau.edu', followed by the heading 'Enter code', a message 'We just sent a code to Louie.Lumberjack@nau.edu', a text input field with the placeholder 'Enter code', and a yellow 'Next' button at the bottom right. The right box shows the same elements, but the text input field now contains the code '29436699'.

NAU NORTHERN ARIZONA UNIVERSITY

← Louie.Lumberjack@nau.edu

Enter code

We just sent a code to Louie.Lumberjack@nau.edu

Enter code

Next

NAU NORTHERN ARIZONA UNIVERSITY

← Louie.Lumberjack@nau.edu

Enter code

We just sent a code to Louie.Lumberjack@nau.edu

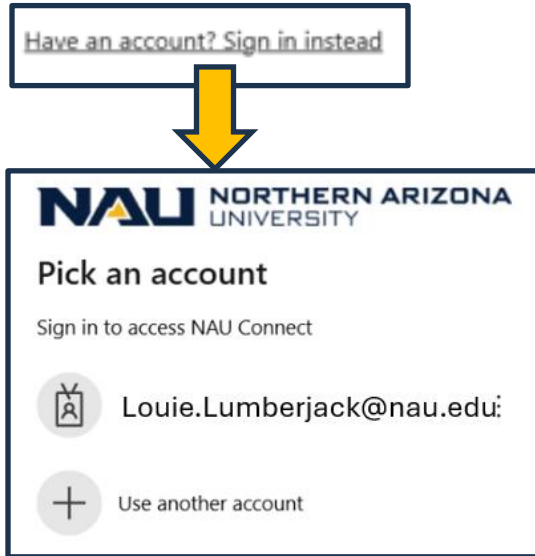
29436699

Next

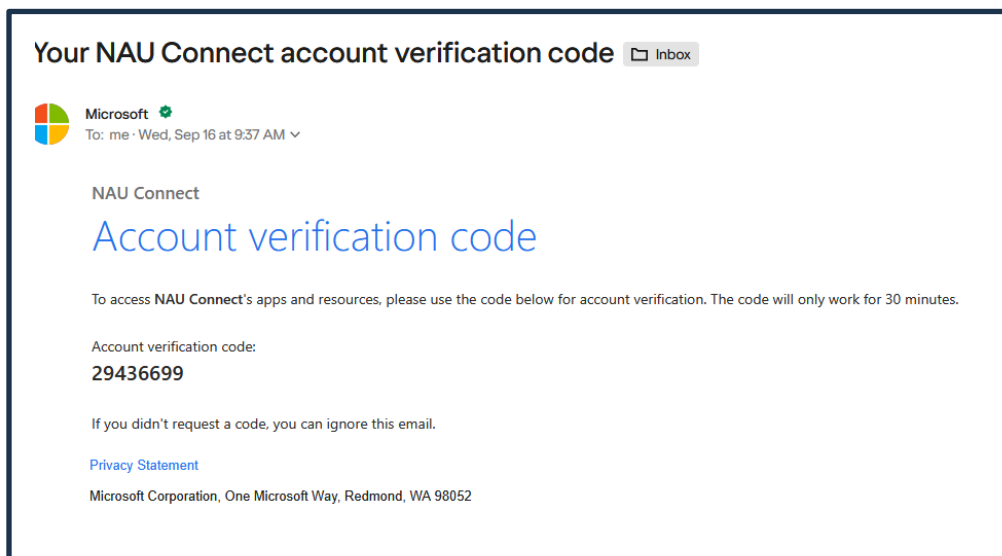
This will complete the Sign-In Process, and you will be directed to the Blue Stake Request Form

Step 2A) Have an Established Account

If you have established an account, select “Have an account? Sign in instead” and select the Active Email Account

**Step 2A1: Account Verification Code**

The Email that was supplied, a one-time Verification Code will be sent



Step 2A2: Enter the Code & Select Next

The diagram illustrates the process of entering a code during the sign-in process. It consists of two side-by-side screenshots of the Northern Arizona University (NAU) login interface, connected by a large yellow arrow pointing from left to right.

Left Screenshot: The interface shows the NAU logo and the text "NORTHERN ARIZONA UNIVERSITY". Below this is a back arrow and the email address "Louie.Lumberjack@nau.edu". The heading "Enter code" is followed by the message "We just sent a code to Louie.Lumberjack@nau.edu". There is a text input field labeled "Enter code" which is currently empty. At the bottom right is a yellow button labeled "Next".

Right Screenshot: This screenshot is identical to the first one, but the text input field now contains the code "29436699".

This will complete the Sign-In Process, and you will be directed to the Blue Stake Request Form

2. Complete and Submit a Blue Stake Request

This section demonstrates how to complete and submit a Blue Stake Request through the ServiceNow Portal.

Blue Stake Request

Public Blue Stake request form for Facility Services.

Request to have underground utilities located and marked on NAU property before digging, excavating, or other ground-disturbing work. Call Arizona 811 and mark the work area in white before submitting. NAU Facility Services will route your request to the utility groups for marking, and you'll be notified when it's complete.

Step 1: Acknowledgments Section (*)

Acknowledgements

Please read and understand the Blue Stake guidelines before submitting:

[NAU Blue Stake Grid Procedures Map \(PDF\)](#)

You will be required to attach an image of the work area before submitting. Please have an image of the location prepared.

Please use the following formats:

- AZ Blue Stake Number – e.g. 2026.03.25.00516
- Project # – e.g. 09.080.241

Within this section, click on all the acknowledgements

- ☐ * I acknowledge that I have called and made a request with Arizona 811.
- ☐ * I acknowledge that I have read and understand the Blue Stake guidelines linked above.
- ☐ * I acknowledge that the area being worked on has been marked in white before proceeding with this request.
- ☐ * I acknowledge that I have an image of the work area prepared and ready to attach.



- ☒ * I acknowledge that I have called and made a request with Arizona 811.
- ☒ * I acknowledge that I have read and understand the Blue Stake guidelines linked above.
- ☒ * I acknowledge that the area being worked on has been marked in white before proceeding with this request.
- ☒ * I acknowledge that I have an image of the work area prepared and ready to attach.

Step 3: Project Information Section

Complete the Project Information Section

AZ Blue Stake Number *:

The diagram shows two boxes representing the AZ Blue Stake Number field. The left box contains the label "* AZ Blue Stake Number ?" and a text input field with the example "Example: 2026.03.25.00516 ✕" and a placeholder "XXXX.XX.XX.XXXXXX". A yellow arrow points from this box to the right box, which contains the same label and example, but the text input field now contains the value "1234.45.78.12345".

Previous AZ Stake Number (if applicable):

The diagram shows two boxes representing the Previous AZ Blue Stake Number field. The top box contains the label "Previous AZ Blue Stake Number (if applicable) ?" and a text input field with the example "Only fill this in if you are resubmitting after a prior request expired. Provide the AZ Blue Stake Number from your previous request. Example: 2026.03.25.00516 ✕" and a placeholder "XXXX.XX.XX.XXXXXX". A yellow arrow points from this box to the bottom box, which contains the same label and example, but the text input field now contains the value "5555.12.34.56789".

Requester Must Supply either Project # or Work Order #

*Choose either Project # or Work Order #

☒ Project #

☐ Work Order #

*Project # ?

Enter your project reference. Example: 09.080.241 ✕

XX.XXX.XXX

Project # *(Option 1)

*Project # ?

Enter your project reference. Example: 09.080.241 ✕

XX.XXX.XXX

*Project # ?

Enter your project reference. Example: 09.080.241 ✕

12.345.678

Work Order # *(Option 2)

*Work Order # ?

Example: F-12345678 ✕

F-XXXXXXXX

*Work Order # ?

Example: F-12345678 ✕

F-12345678

Project Name *:

*Project Name

*Project Name

Enter Project Name

NAU Project Manager *:

Select Project Manager from List

The diagram illustrates the selection process for the NAU Project Manager. It shows a dropdown menu with the text '* NAU Project Manager' and '-- None --'. A yellow arrow points down to a list of names: John Doe, Jane Doe, and Louie Lumberjack.

Step 4: Requester Information Section**Requester Name *:**

The diagram shows the Requester Name field. On the left, the field is empty with the label '* Requester Name'. A yellow arrow points to the right, where the field is populated with the name 'Louie Lumberjack'.

Note: Users that signed in via CAS Authentication, field will populate based on sign in credentials.

Company Name *:

The diagram shows the Company Name field. On the left, the field is empty with the label '* Company Name'. A yellow arrow points to the right, where the field is populated with the name 'Lumberjack Corporation'.

Phone Number *:

The diagram shows two boxes connected by a yellow arrow pointing right. The left box contains the label '* Phone Number' and a text input field with the placeholder '(XXX) XXX-XXXX'. The right box contains the label '* Phone Number' and a text input field with the value '555-123-4567'.

Email *:

The diagram shows two boxes connected by a yellow arrow pointing right. The left box contains the label '* Email' and an empty text input field. The right box contains the label '* Email' and a text input field with the value 'Louie.Lumberjack@nau.edu'.

Note: Users that signed in via CAS Authentication, field will populate based on sign in credentials.

Type of work, description, and location where work is to be performed *:

The diagram shows two boxes connected by a yellow arrow pointing down. The top box contains the label '* Type of work, description, and location where work is to be performed' and an empty text input field. The bottom box contains the label '* Type of work, description, and location where work is to be performed' and a text input field with the value 'RAYMOND HALL: LOCATE NORTH SIDE OF BUILDING, GOING NORTH 6 FT FROM NE CORNER TO NW CORNER.'

Add attachments*:

Attach an image of the Blue Stake Request Location.

* Add attachments



[Choose a file](#) or drag it here.
Copy and paste clipboard files here.

↓

* Add attachments



[Choose a file](#) or drag it here.
Copy and paste clipboard files here.



[Attachment of Location.pdf \(10 KB\)](#)
just now

Step 5: Select Submit *

By selecting submit, the request has been successfully submitted and is under review

Select Submit

Submit

↓

Thank you - your Blue Stake request CS0001177 has been submitted. A confirmation email has been sent to you. NAU Facility Services will review it and you will be notified by email when it is complete.

Example of Blue Stake Request Form:**Blue Stake Request**

Public Blue Stake request form for Facility Services.

Request to have underground utilities located and marked on NAU property before digging, excavating, or other ground-disturbing work. Call Arizona 811 and mark the work area in white before submitting. NAU Facility Services will route your request to the utility groups for marking, and you'll be notified when it's complete.

* Indicates required

Acknowledgements

Please read and understand the Blue Stake guidelines before submitting:

[NAU Blue Stake Grid Procedures Map \(PDF\)](#)

You will be required to attach an image of the work area before submitting. Please have an image of the location prepared.

Please use the following formats:

- AZ Blue Stake Number – e.g. 2026.03.25.00516
- Project # – e.g. 09.080.241

- ☐ * I acknowledge that I have called and made a request with Arizona 811.
- ☐ * I acknowledge that I have read and understand the Blue Stake guidelines linked above.
- ☐ * I acknowledge that the area being worked on has been marked in white before proceeding with this request.
- ☐ * I acknowledge that I have an image of the work area prepared and ready to attach.

Project Information

* AZ Blue Stake Number ⓘ

Example: 2026.03.25.00516 ✕

XXXX.XX.XX.XXXXX

Previous AZ Blue Stake Number (if applicable) ⓘ

Only fill this in if you are resubmitting after a prior request expired. Provide the AZ Blue Stake Number from your previous request. Example: 2026.03.25.00516 ✕

XXXX.XX.XX.XXXXX

* Project # ?

Enter your project reference. Example: 09.080.241 ✕

XX.XXX.XXX

* Project Name

* NAU Project Manager

-- None --



Requester Information

* Requester Name

* Company Name

* Phone Number

(XXX) XXX-XXXX

* Email



* Type of work, description, and location where work is to be performed

Attach an image of the Blue Stake Request Location.

* Add attachments



[Choose a file](#) or drag it here.
Copy and paste clipboard files here.

3. Reviewing a Blue Stake Request

As a reviewer, this section demonstrates how to review a Blue Stake Request form

Step 1: Access the ServiceNow Portal and log in using your NAU credentials by

[Customer Service Portal - Employee Service Center](#)

Additional ServiceNow Log In information is available by reviewing the document provided below:

[How to Log in to ServiceNow](#)

The following landing page will appear.

Step 2: Within “My Teams Cases”, Select any Cases that have a State Status of “New”

Number	Contact	Short description	Action status	Channel	State
CS0002272	(empty)	Blue Stake Request: 2026.03.25.00516 - 09.080.241		Web	Open
CS0002269	(empty)	Blue Stake Request: 2026.03.25.00516 - test		Web	New
CS0002697	(empty)	Blue Stake Request: 2026.03.25.00516 - test		Web	New
CS0002556	(empty)	Blue Stake Request: 2026.03.25.00516 - test		Web	New
CS0002271	(empty)	Blue Stake Request: 2026.03.25.00516 - test		Web	New
CS0002555	(empty)	Blue Stake Request: 2026.03.25.00516 - test		Web	New
CS0002133	(empty)	Blue Stake Request: 2026.03.25.00516 - test		Web	New
CS0002292	(empty)	Blue Stake Request: 2026.08.10.00003 - Test		Web	New
CS0002428	(empty)	Blue Stake Request: 2222.22.22.22222 - Use Case #2		Web	Open
CS0002429	(empty)	Blue Stake Request: 3333.33.33.33333 - Use Case #3		Web	Open
CS0002430	(empty)	Blue Stake Request: 4444.44.44.44444 - Use Case #4		Web	Open
CS0002557	(empty)	Blue Stake Request: 4564.12.12.45675 - test for jed		Web	New

Step 3: Once a Reviewer has selected a New Case, the following page will appear (Details > Case)

The screenshot shows the ServiceNow Case Details page. At the top, there are tabs for 'Details', 'Approvers', 'Draft Emails', and 'Emails (1)'. The 'Details' tab is active. The case title is 'Blue Stake Request: 2026.03.25.00516 - test'. A notification banner at the top right states: '6#128204; Action needed: open the Variables tab, enter the FS Work Order #, and click Update. This request will NOT be sent to the reviewer groups until the FS Work Order # is... Show more'. The left sidebar shows the case details: Number (CS0002269), State (New), Requested by (—), Opened (2026-08-08 11:00:17 AM), Consumer (—), Approval (Not Yet Requested), Priority (3 - Moderate), Channel (Web), Category (Issue), Service (Facilities Services), and Product (Blue Stake Request). The right sidebar shows the 'Comments' tab with a rich text editor and a 'Post Comments' button. Below the comments is the 'Activity' section, which shows a system message: 'Email sent • 1 about a month ago • 2026-08-08 11:00:27 AM. Subject: New Blue Stake Request - CS0002269. From: IT Service Desk <naudemo@service-now.com>. To: NAUBlueStake@nau.edu. Show less'. At the bottom of the activity section, it says 'NAU ServiceNow Testing from naudemo. This email originally intended for: NAUBlueStake@nau.edu'.

NOTE: THERE ARE (4) SECTIONS WITHIN THE DETAILS TAB:

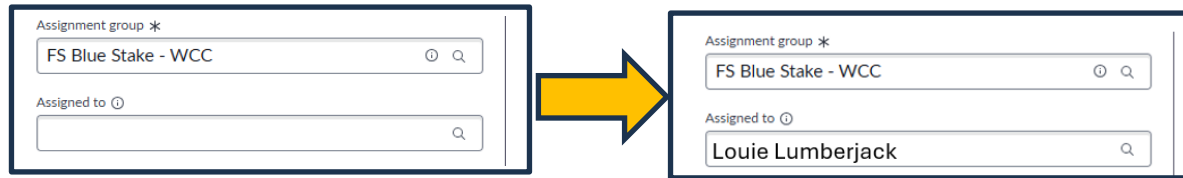
- **CASE**
- **CLOSURE INFORMATION**
- **VARIABLES**
- **NOTES**

Click on the carrot to expand each section

The screenshot shows the 'Details' tab of the ServiceNow Case Details page. The left sidebar shows the case details: Case, Closure Information, Variables, and Notes. Each section has a downward-pointing arrow (carrot) next to it, indicating it can be expanded.

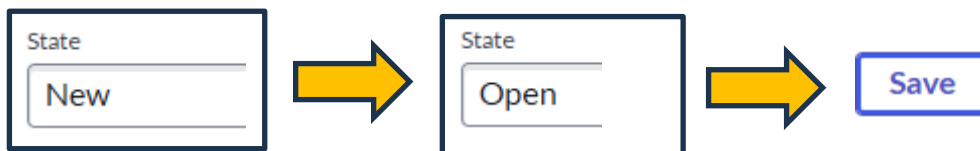
Step 4: Case will default to the Assignment Group “FS Blue Stake – WCC”.

Select Assigned to that will review the Case



The diagram illustrates the change in the 'Assigned to' field. On the left, a form titled 'Assignment group *' has a search bar containing 'FS Blue Stake - WCC' and a search icon. Below it, the 'Assigned to' field is a search bar. A large yellow arrow points to the right, where the same form is shown, but the 'Assigned to' field is now a dropdown menu with 'Louie Lumberjack' selected.

Step 5: Change State of Case from “New” to “Open” and select “Save”



The diagram shows the process of changing the case state. It starts with a box labeled 'State' containing the text 'New'. A large yellow arrow points to the right, where a similar box labeled 'State' contains the text 'Open'. Another large yellow arrow points to the right, leading to a blue button labeled 'Save'.

ONCE THE CASE HAS BEEN ASSIGNED TO THE APPROPRIATE REVIEWER, THE FOLLOWING SECTION PROVIDES DIRECTIONS ON HOW TO NAVIGATE WITHIN THE SERVICE NOW CASE & CLOSE THE CASE ONCE ALL STEPS ARE COMPLETED BY THE ASSIGNED REVIEWER

Work Control Center (WCC) Reviewer Tasks

The Assigned to Work Control Center complete the following steps

ⓘ 📌 Action needed: open the Variables tab, enter the FS Work Order #, and click Update. This request will NOT be sent to the reviewer groups until the FS Work Order # is entered.
Show less ▲

Step 1: Go to Details > Variables and supply the FS Work Order # and select “Save”

The diagram illustrates the process of entering the FS Work Order # in the Variables section of the Work Control Center. It shows two states of the 'Variables' section: first, with an empty 'FS Work Order #' field, and second, with the field populated with 'F-12345678'. A yellow arrow points from the first state to the second. Below the second state is a blue 'Save' button.

This will complete the Work Control Center (WCC) tasks

Optional: Within Details > Variables, Notes section is available:

- Additional comments (Customer Visible)
- Work Notes (Private) – Only visible to Department Reviewers

The diagram shows the 'Notes' section of the Work Control Center. It contains two text input areas. The first is labeled 'Additional comments (Customer visible)' and the second is labeled 'Work notes (Private)'. Both areas have a rich text editor toolbar with options for Bold (B), Italic (I), Underline (U), Font (Verdana), and a dropdown menu. The 'Work notes (Private)' area also has a small icon in the bottom right corner.

Utility Reviewer Tasks

Once the Work Control Center (WCC) has completed their task, the following departments will be emailed to complete the Utility Sign-Off Tasks.

Note: Daily reminders emails will areas that have not completed their tasks.

- Facilities – Utilities
 - Electrical
 - Water
 - Reclaimed Water
 - Gas
 - Sewer
 - Stormwater
 - Chilled Water
 - Steam
 - High Temperature Hot Water
- Facilities – Landscaping
 - Irrigation
- ITS – Telecom
 - Telecom / ITS

Step 1: Go to Details > Variables and complete your areas Utility Sign-Off areas of responsibility.

With any updates, select “Save”



Note: The “Signed By” will be recorded based on users CAS authentication within ServiceNow.

- Facilities - Utilities

Utility Sign-Offs

Electrical

-- None --

Electrical

-- None --

✓ -- None --

Complete

No Conflict

Telecom / ITS

Complete

Signed By

Jane Doe

Signed At

2026-09-17 10:22:07 AM

- Facilities - Landscaping

Irrigation

-- None --

Irrigation

No Conflict

Signed By

John Doe

Signed At

2026-09-17 10:21:43 AM

- ITS – Telecom

The diagram illustrates a two-step process. The top box shows a dropdown menu labeled 'Telecom / ITS' with the selection '-- None --'. A large yellow arrow points down to a second box. This second box shows the same dropdown menu, but now it is set to 'Complete'. Below the dropdown, there are two fields: 'Signed By' with the name 'Louie Lumberjack' and a user icon, and 'Signed At' with the timestamp '2026-09-17 10:22:07 AM' and a clock icon.

Step 2: Once all reviewers have completed their areas of Utility Sign-Offs, the State of the case will automatically update from “Open” to “Resolved”



This will complete all the steps as a reviewer for Blue Stake ServiceNow Request Forms

Optional: Within Details > Variables, Notes section is available:

- Additional comments (Customer Visible)
- Work Notes (Private) – Only visible to Department Reviewers

The screenshot shows a 'Notes' section with two columns. The left column is titled 'Additional comments (Customer visible)' and the right column is titled 'Work notes (Private)'. Both columns have a rich text editor with formatting options (Bold, Italic, Underline) and a font dropdown set to 'Verdana'. The editors are currently empty.

4. Example Emails within Lifecycle of Request

This section details email notifications within the lifecycle of the request

4A – INTIAL EMAIL SENT TO REQUESTOR ONCE SUBMISSION HAS BEEN SUCCESSFUL

Blue Stake Request Received - CS0001728



2026-07-07 06:17:00 PM

To: Louie Lumberjack

NAU ServiceNow Testing from naudemo

This email originally intended for: Louie.Lumberjack@nau.edu



Your Blue Stake request has been received.

AZ Blue Stake Number: 1212333333

Case Number: CS0001728

Please allow a few days for processing. You will be notified when your request has been completed.

Facility Services
928-523-4227

4B – INITIAL EMAIL SENT TO BLUE STAKE A NEW REQUEST HAS BEEN SUBMITTED

New Blue Stake Request - CS0002168



2026-07-22 03:36:47 PM

To: NAUBlueStake@nau.edu

NAU ServiceNow Testing from naudemo

This email originally intended for: NAUBlueStake@nau.edu



A new Blue Stake request has been submitted and is awaiting an FS Work Order #.

AZ Blue Stake Number: 2023.04.55.11112

Project Name: Tested latest Updates

Open the case: [CS0002168](#)

4C – INITIAL EMAIL SENT TO UTILITY REVIEWERS

Blue Stake Request Ready for Review - CS0002168


2026-07-22 03:40:17 PM

To:

NAU ServiceNow Testing from naudemo

This email originally intended for:



A Blue Stake request is ready for your utility sign-off.

AZ Blue Stake Number: 2023.04.55.11112
FS Work Order #: F-12345678
Project Name: Tested latest Updates

Please open the case and mark Complete or No Conflict for each utility your group is responsible for.

Open the case: [CS0002168](#)

4D – DAILY EMAIL REMINDER TO UTILITY REVIEWERS

Reminder: Blue Stake Sign-Off Outstanding - CS0001728


2026-09-14 02:00:11 PM

To:

NAU ServiceNow Testing from naudemo

This email originally intended for:



This is a daily reminder that a Blue Stake request is still awaiting your utility sign-off.

AZ Blue Stake Number:
FS Work Order #:

Open the case: [CS0001728](#)

4E – BLUE STAKE REQUEST EMAIL IS COMPLETE

Blue Stake Request Completed - CS0002168



2026-07-22 03:41:29 PM

To: NAUBlueStake@nau.edu

NAU ServiceNow Testing from naudemo

This email originally intended for: NAUBlueStake@nau.edu



All utility sign-offs for this Blue Stake request are complete.

AZ Blue Stake Number: 2023.04.55.11112

FS Work Order #: F-12345678

Case Number: CS0002168

Per Arizona law, work must begin within 15 business days. If it does not, a new request (or resubmission referencing the previous AZ Blue Stake Number) is required.

Facility Services

928-523-4227