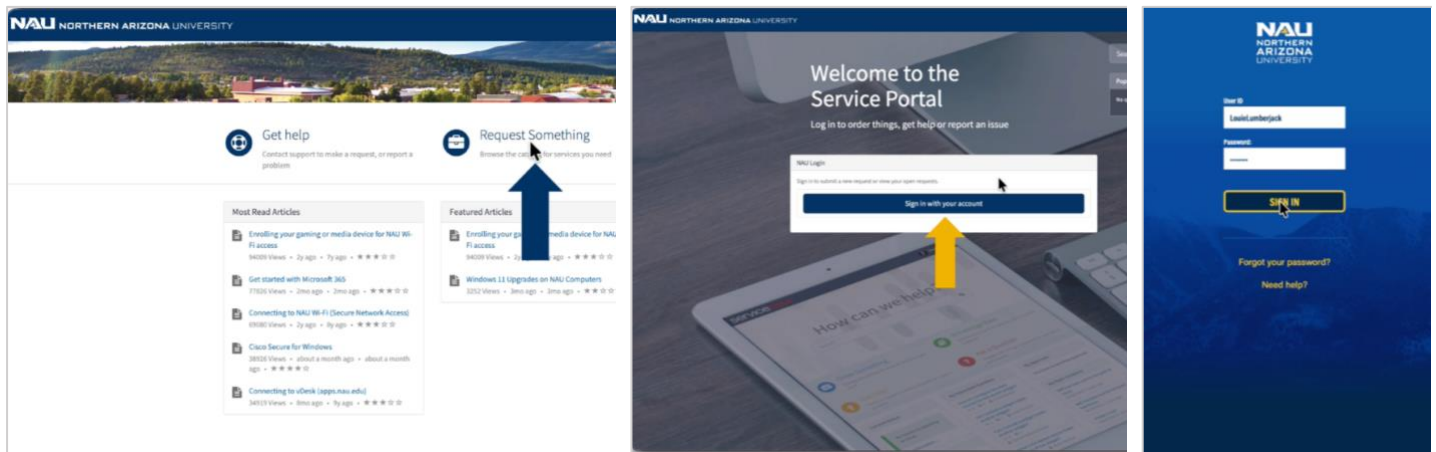
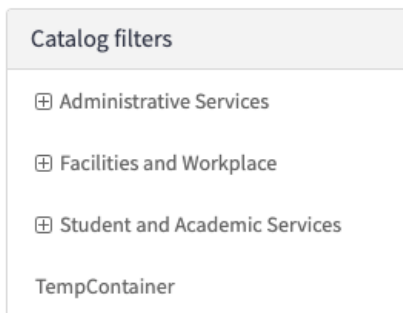


How to Request Services at NAU using ServiceNow

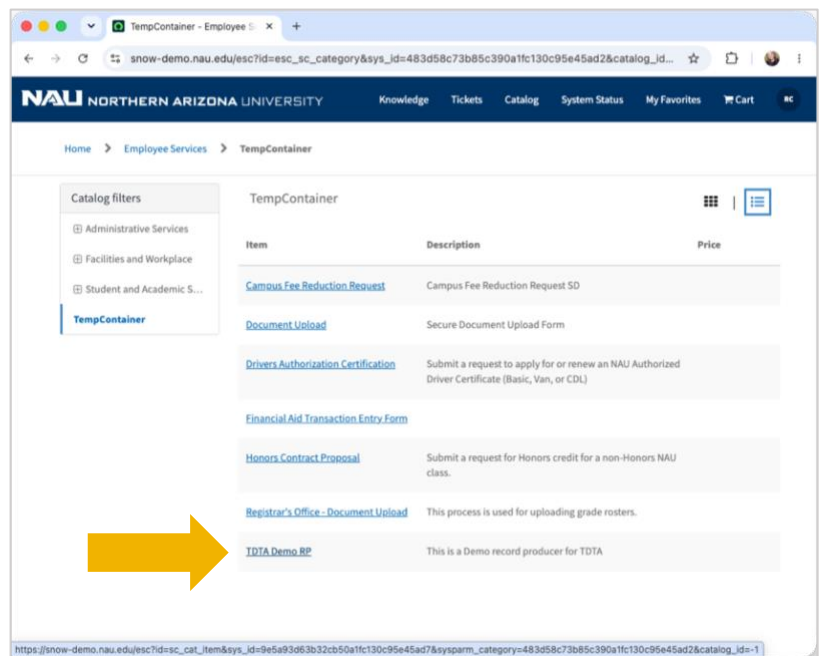
First, open a web browser and navigate to **servicenow.nau.edu/esc**. Select **Request Something** in the middle of the webpage. Then select **Sign in with your account** and log in with your NAU credentials.



Next, use the **Catalog filters** to browse the catalog for the service you need.



Once you locate your desired service item, select item link.



It is important to note that all forms are different. Fill out all required fields on each form.

The screenshot shows a web browser window with the URL `snow-demo.nau.edu/esc?id=sc_cat_item&sys_id=9e5a93d63b32cb50a1fc130c95e45ad7&sysparm_category...`. The page header includes the NAU logo and navigation links: Knowledge, Tickets, Catalog, System Status, My Favorites, Cart, and a user profile icon. The main content area is titled "TDTA Demo RP" and includes a "Back" link. Below the title, there is a description: "This is a demo record producer for TDTA." and a paragraph explaining that the content is placeholder text. A section titled "Indicates required" follows, with a "Submitter" field containing "Rebecca Campbell (rh2248)". Below this is a "This is a demo:" field and a checkbox labeled "I acknowledge this is a demo". An "Add attachments" section with a cloud icon and text "Choose a file or drag it here. Copy and paste clipboard files here." is also present. At the bottom, there are "Save as Draft" and "Submit" buttons.

Lastly, select **Save as Draft** or **Submit**. Submitting your request will create a Case. You can follow along with the activity in your Case in real time.

The screenshot shows the "My Request" page for a case titled "New TDTA demo for Audrey". The case number is CS002384. The page header includes the NAU logo and navigation links: Knowledge, Tickets, Catalog, Approvals, System Status, My Favorites, Cart, and a user profile icon. The case details section shows the title "New TDTA demo for Audrey", the priority "3 - Moderate", and the requester "Audrey". Below this, there is an "Activity" tab with a text input field "Type your message here..." and a "Post" button. A message from "Audrey" is shown, dated "just now". At the bottom, there is a "Start" button.

For additional assistance, contact the ITS Service Desk at 928-523-3335.