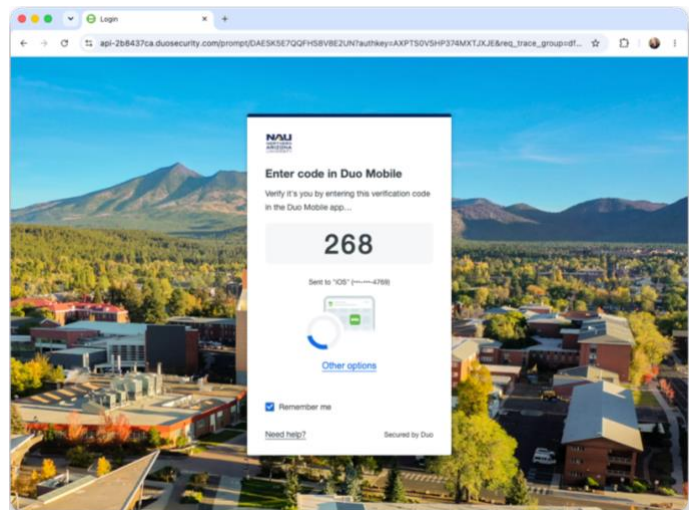
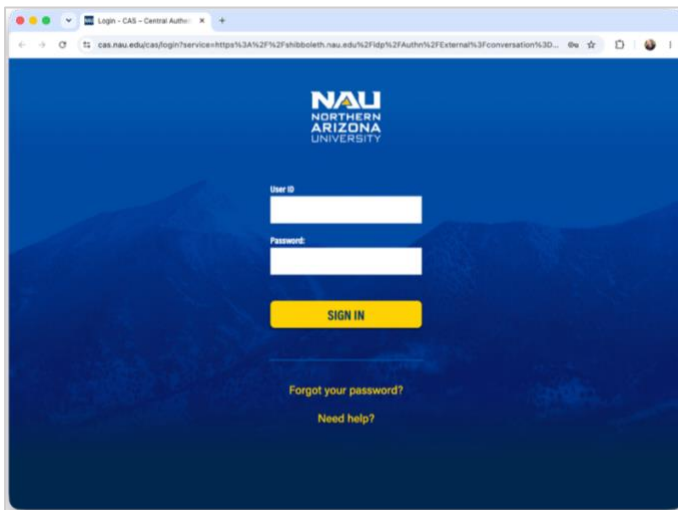
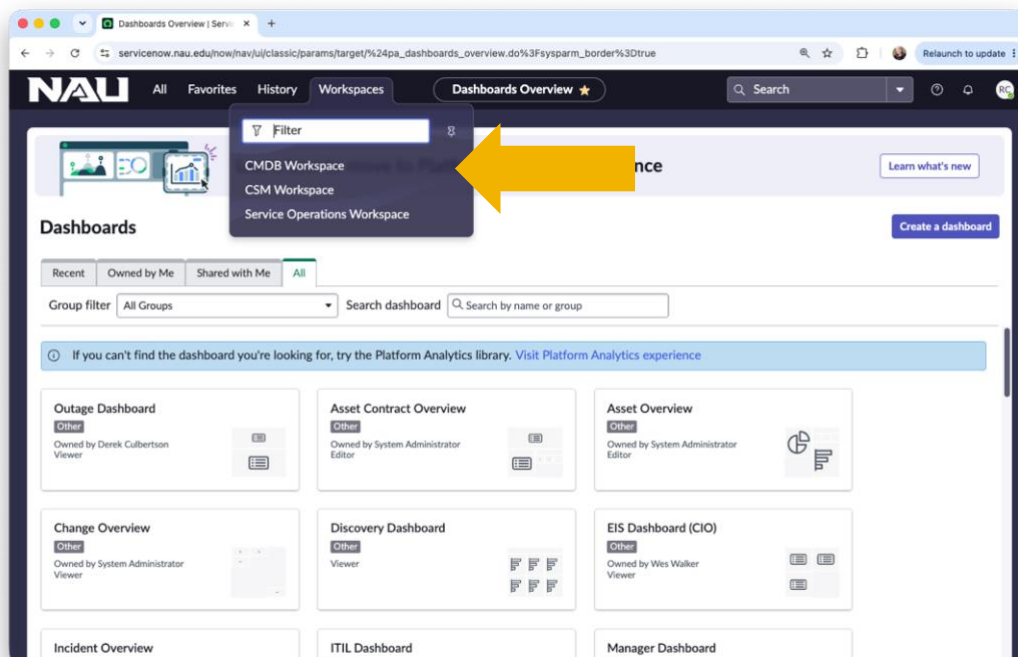


How to Log in to ServiceNow

To log in to ServiceNow to view your Cases, open a web browser and navigate to servicenow.nau.edu. Log in with your NAU credentials and complete the Duo authentication prompt. Once authenticated, you'll arrive at the ServiceNow homepage.

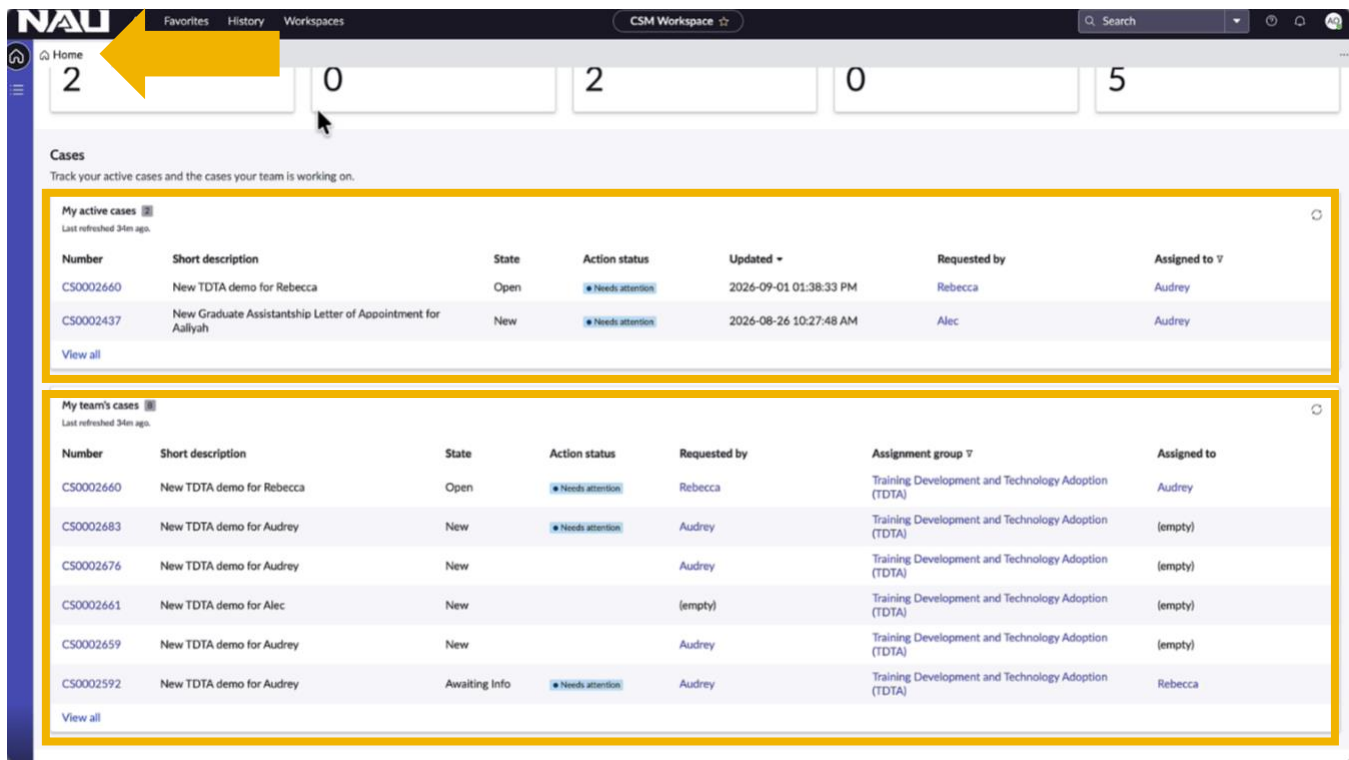


From the top navigation bar, select **Workspaces**. A drop-down will appear, select **CSM Workspace**.



Note: If you are not on your homepage, select the **Home** icon in the upper-left corner of the screen.

On the Workspace landing page, you'll see **My active cases**, which will list all the active cases that are assigned to you. **My team's cases**, will list all the team's cases you are a part of in ServiceNow.



My active cases

Number	Short description	State	Action status	Updated	Requested by	Assigned to
CS0002660	New TDTA demo for Rebecca	Open	Needs attention	2026-09-01 01:38:33 PM	Rebecca	Audrey
CS0002437	New Graduate Assistantship Letter of Appointment for Aaliyah	New	Needs attention	2026-08-26 10:27:48 AM	Alec	Audrey

My team's cases

Number	Short description	State	Action status	Requested by	Assignment group	Assigned to
CS0002660	New TDTA demo for Rebecca	Open	Needs attention	Rebecca	Training Development and Technology Adoption (TDTA)	Audrey
CS0002683	New TDTA demo for Audrey	New	Needs attention	Audrey	Training Development and Technology Adoption (TDTA)	(empty)
CS0002676	New TDTA demo for Audrey	New		Audrey	Training Development and Technology Adoption (TDTA)	(empty)
CS0002661	New TDTA demo for Alec	New		(empty)	Training Development and Technology Adoption (TDTA)	(empty)
CS0002659	New TDTA demo for Audrey	New		Audrey	Training Development and Technology Adoption (TDTA)	(empty)
CS0002592	New TDTA demo for Audrey	Awaiting Info	Needs attention	Audrey	Training Development and Technology Adoption (TDTA)	Rebecca

On the homepage, you can see the state of a case, if a case needs attention, who made the request, the assignment group, and who it is assigned to, if anyone. You can open a case by selecting the case number in the number column.

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