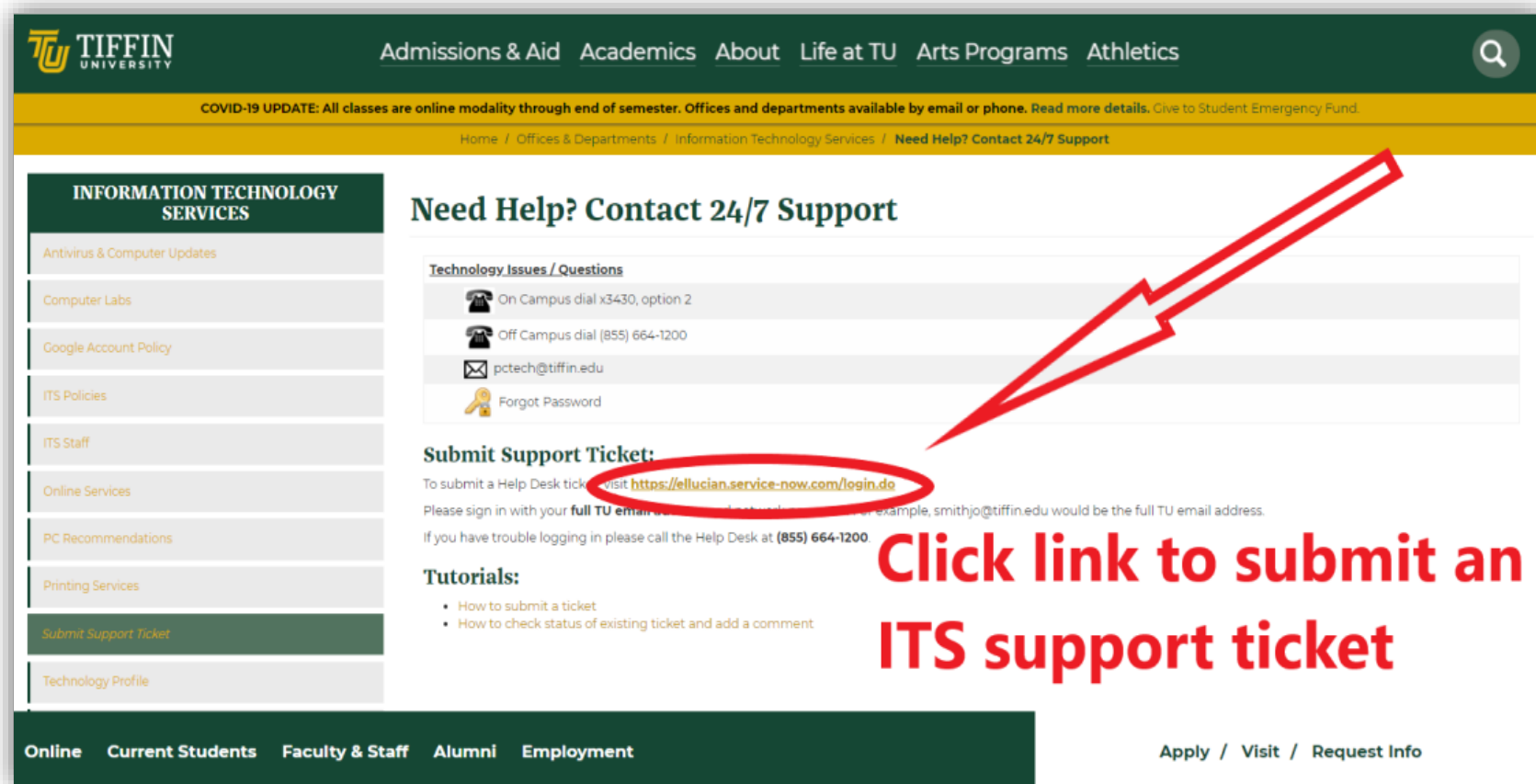


Checking the Status and Adding a Comment to a Ticket

Steps for using the ServiceNow (SNOW) ticketing
system

Step 1: Login

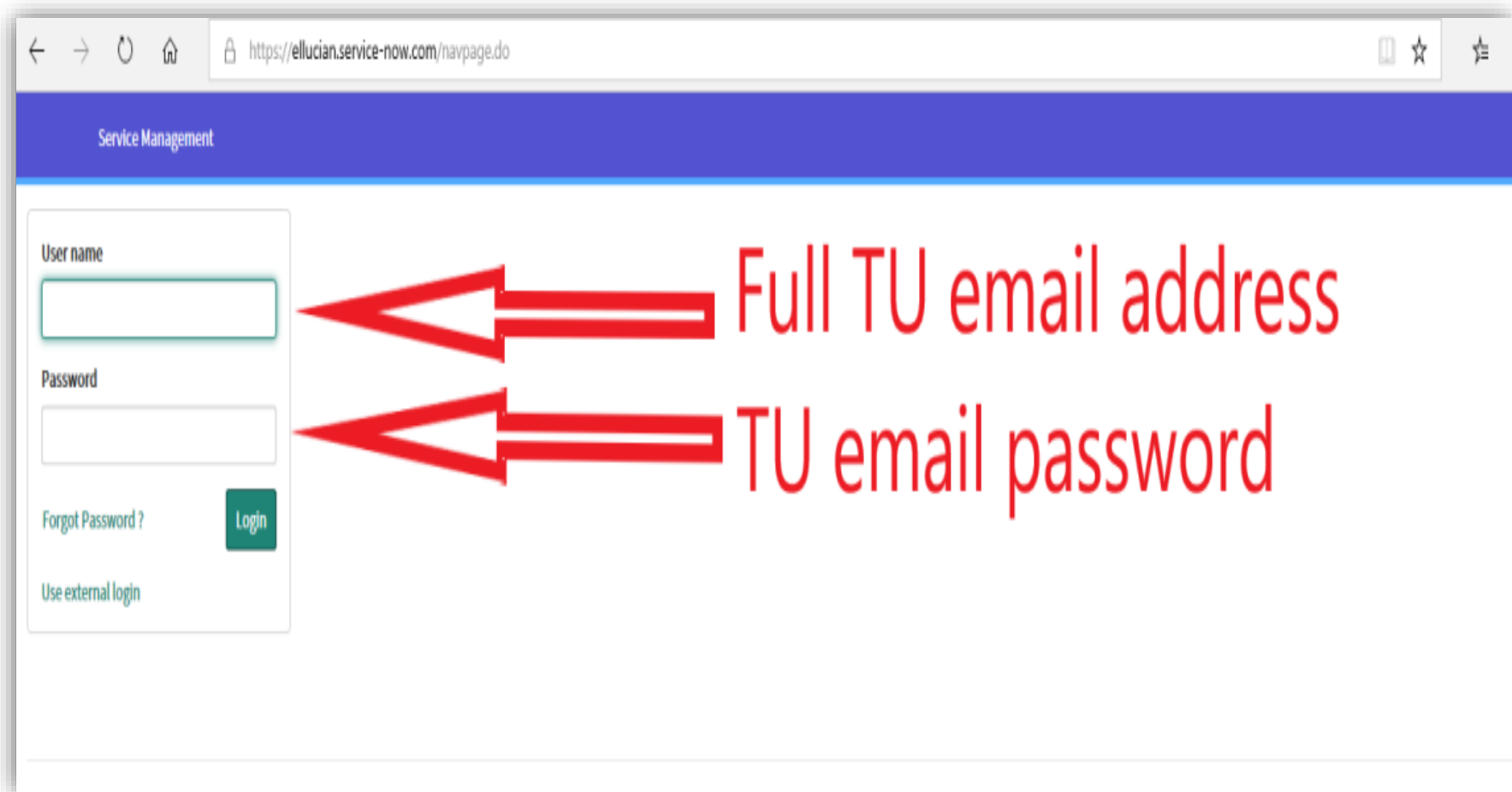
- Navigate to <https://www.tiffin.edu/its/help>
- Click the link associated with **Submit Support Ticket:**



The screenshot shows the Tiffin University Information Technology Services (ITS) website. The page title is "Need Help? Contact 24/7 Support". A red arrow points to the "Submit Support Ticket:" section, which contains a link to <https://elucian.service-now.com/login.do>. The link is circled in red. Below the link, there is a note: "Please sign in with your full TU email address. For example, smithjo@tiffin.edu would be the full TU email address." The page also includes a sidebar with "INFORMATION TECHNOLOGY SERVICES" and a footer with "Online Current Students Faculty & Staff Alumni Employment" and "Apply / Visit / Request Info".

Click link to submit an ITS support ticket

- Enter your full TU email address and password, then click **Login**



Service Management

https://ellucian.service-now.com/navpage.do

User name

Full TU email address

Password

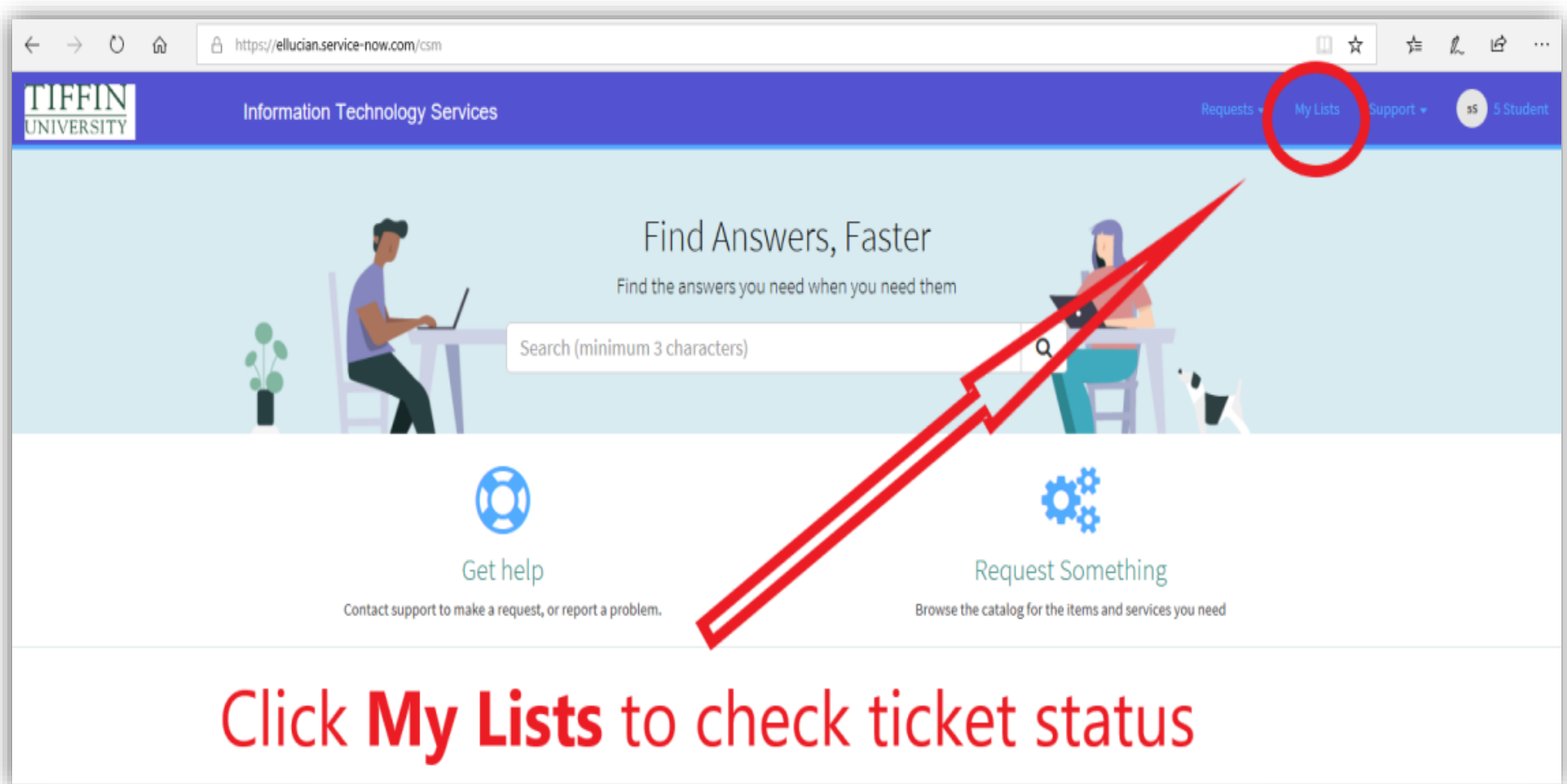
TU email password

[Forgot Password?](#)

[Use external login](#)

Step 2: Checking the Ticket Status

- Once logged in, click **My Lists** to check ticket status



Information Technology Services

Requests My Lists Support 95 5 Student

Find Answers, Faster
Find the answers you need when you need them

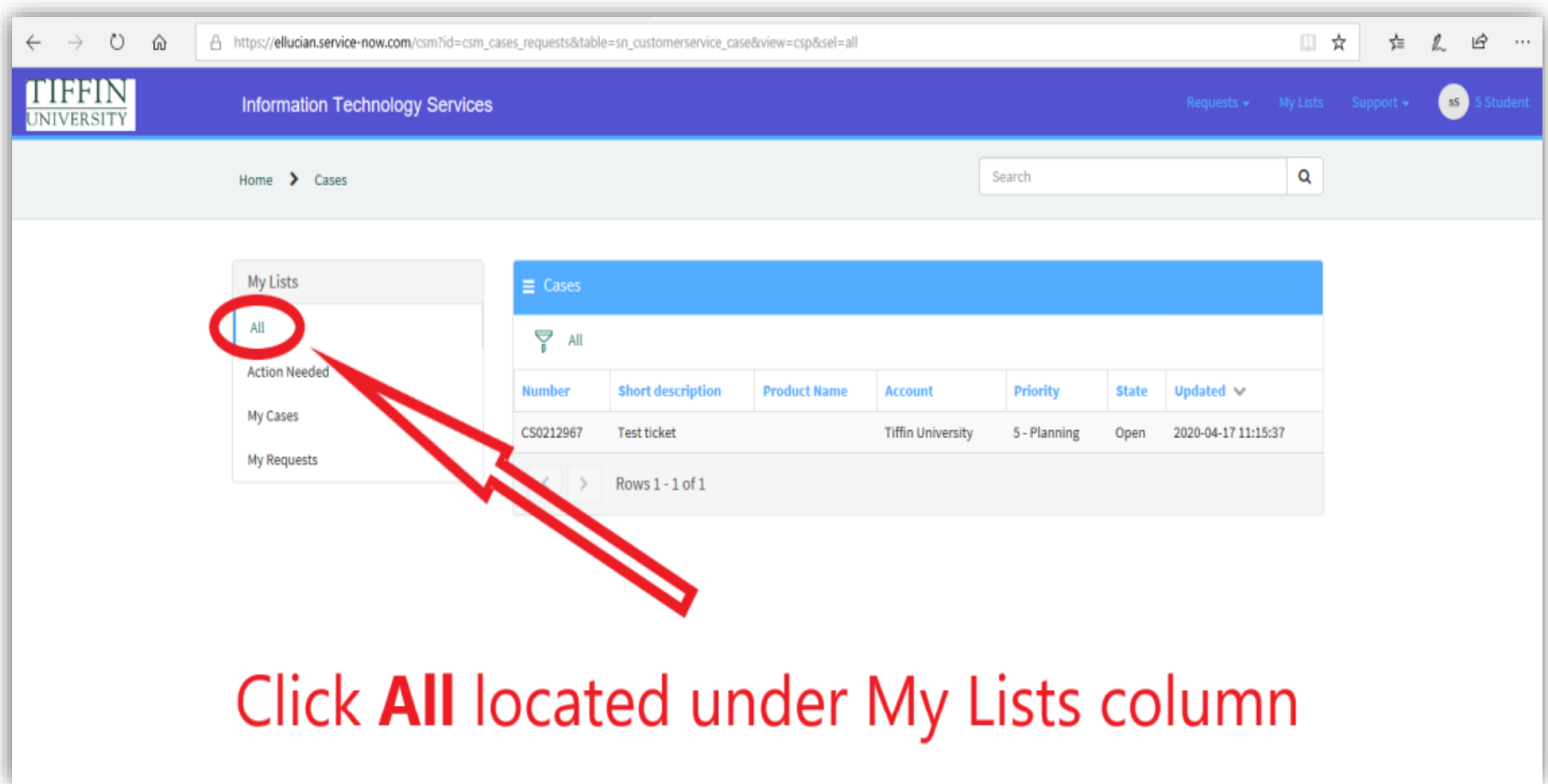
Search (minimum 3 characters)

Get help
Contact support to make a request, or report a problem.

Request Something
Browse the catalog for the items and services you need

Click **My Lists** to check ticket status

- Click **All** located under My Lists column

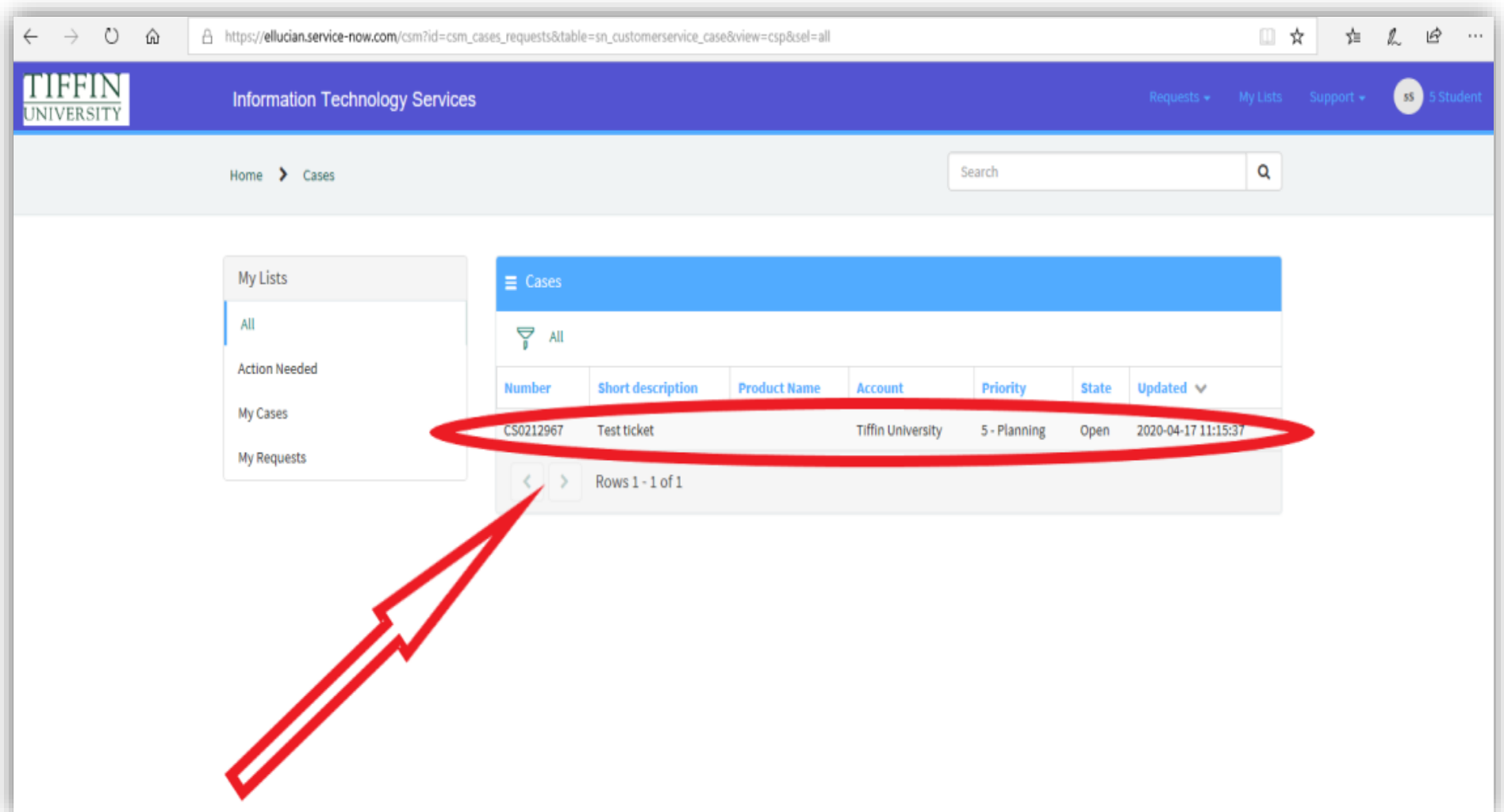


The screenshot shows the ServiceNow interface for Tiffin University. The breadcrumb navigation indicates the user is in the 'Cases' section. On the left, a 'My Lists' dropdown menu is open, with the 'All' option circled in red. A red arrow points from the 'All' option to the main 'Cases' table. The table has a single row with the following data:

Number	Short description	Product Name	Account	Priority	State	Updated
CS0212967	Test ticket		Tiffin University	5 - Planning	Open	2020-04-17 11:15:37

Below the table, it shows 'Rows 1 - 1 of 1'. At the bottom of the image, a red text instruction reads: 'Click **All** located under My Lists column'.

- Click the ticket you wish to see the status for under **Cases**

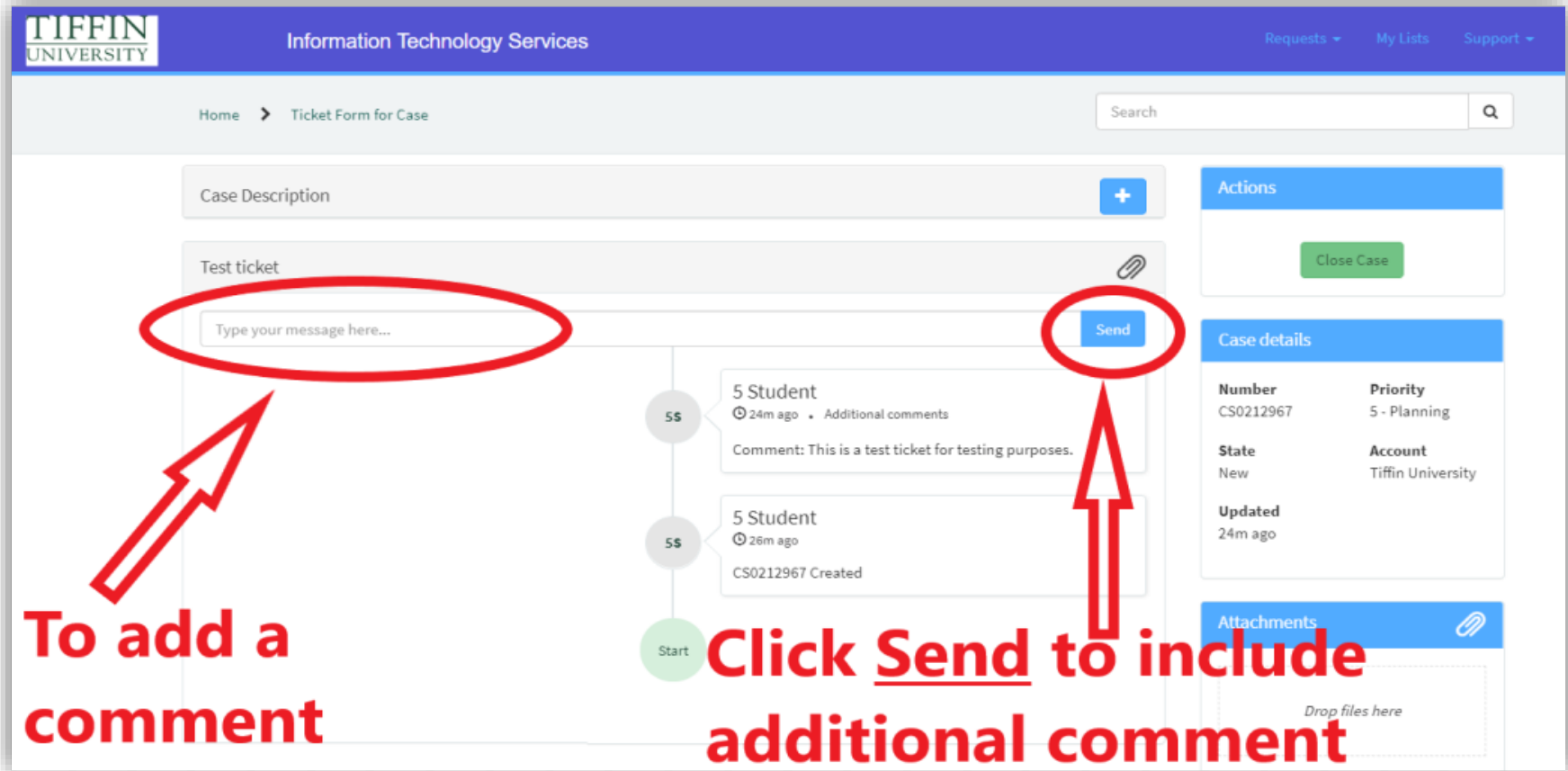


The screenshot shows the ServiceNow interface for 'Cases'. The page title is 'Information Technology Services'. The breadcrumb trail is 'Home > Cases'. A search bar is present. On the left, there is a 'My Lists' sidebar with options: 'All', 'Action Needed', 'My Cases', and 'My Requests'. The main content area shows a table with the following data:

Number	Short description	Product Name	Account	Priority	State	Updated
CS0212967	Test ticket		Tiffin University	5 - Planning	Open	2020-04-17 11:15:37

The table is titled 'Cases' and has a filter set to 'All'. The pagination shows 'Rows 1 - 1 of 1'. A red circle highlights the entire row of data, and a red arrow points to the 'Number' column of that row.

Adding a Comment to an Existing Ticket



TIFFIN UNIVERSITY Information Technology Services

Home > Ticket Form for Case

Case Description

Test ticket

Type your message here...

Send

5 Student
24m ago • Additional comments
Comment: This is a test ticket for testing purposes.

5 Student
26m ago
CS0212967 Created

Start

Actions
Close Case

Case details

Number	Priority
CS0212967	5 - Planning
State	Account
New	Tiffin University
Updated	
24m ago	

Attachments
Drop files here

To add a comment

Click Send to include additional comment

Logging Out

- To logout, click your username in the upper right corner then click **Logout** just below

The screenshot shows the Tiffin University Information Technology Services portal. The user is logged in as '5 Student'. The interface includes a search bar, a 'Close Case' button, and a 'Test ticket' section with a message input field and a 'Send' button. The user's profile information is visible in the top right corner, and the 'Logout' button is highlighted in red. Red arrows point from the 'Logout' button to the user's profile information in the top right corner.

Click username here

Click Logout

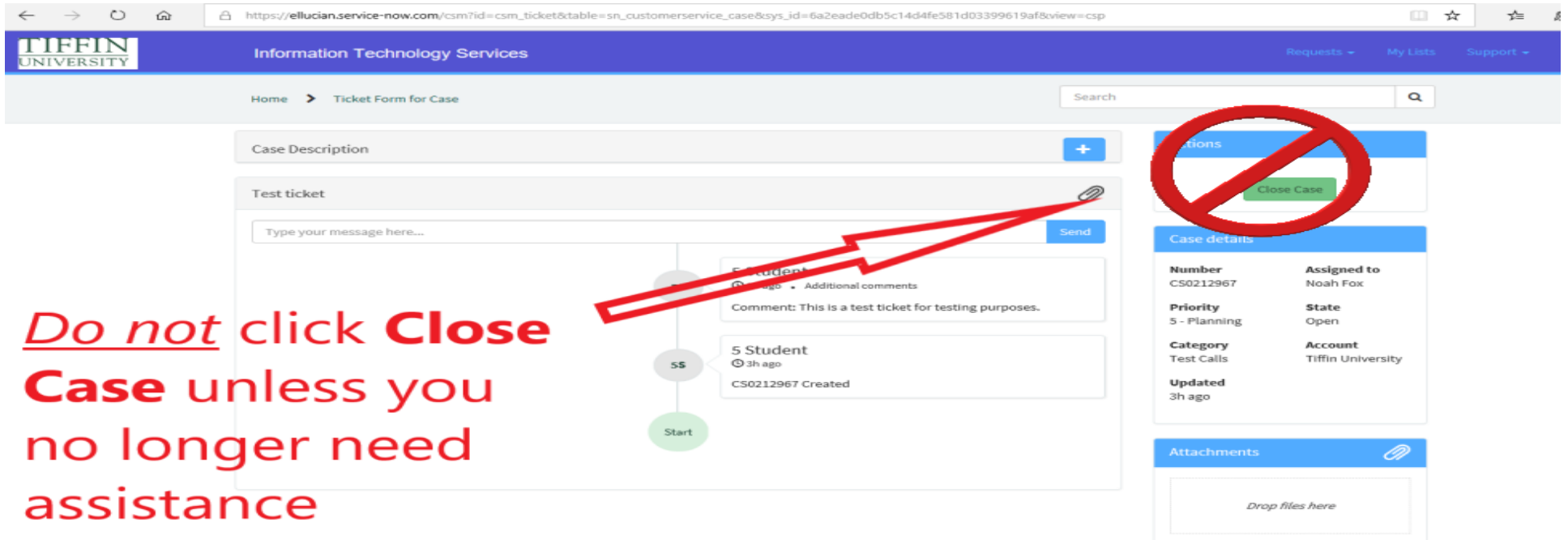
Number	Priority
CS0212967	5 - Planning

State	Account
New	Tiffin University

Updated
about an hour ago

Important

- If you click **Close Case**, THIS WILL CANCEL YOUR ITS TICKET
 - Note: if you no longer need assistance, please click Close Case. If you still need assistance DO NOT CLICK CLOSE CASE



Information Technology Services

Home > Ticket Form for Case

Search

Case Description

Test ticket

Type your message here...

Send

5 Student
3h ago
CS0212967 Created

Comment: This is a test ticket for testing purposes.

Additional comments

Start

Actions

Close Case

Case details

Number CS0212967	Assigned to Noah Fox
Priority 5 - Planning	State Open
Category Test Calls	Account Tiffin University
Updated 3h ago	

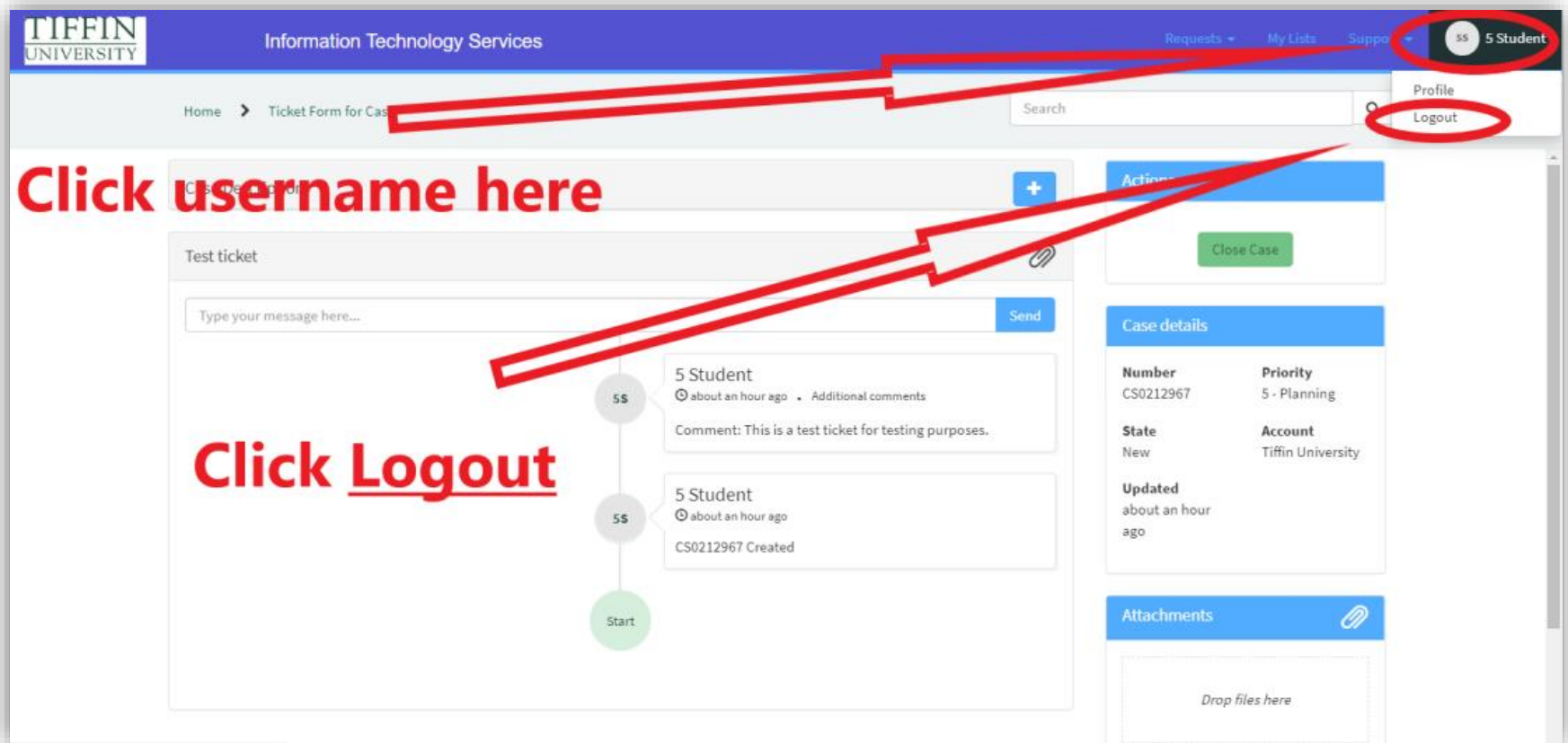
Attachments

Drop files here

*Do not click **Close Case** unless you no longer need assistance*

Logging Out

- To logout, click your username in the upper right corner then click **Logout** just below



The screenshot shows the Tiffin University Information Technology Services portal. The user is logged in as "5 Student". The interface includes a search bar, a "Close Case" button, and a "Case details" section. The "Logout" button is highlighted in red, and a red arrow points to the user's profile menu in the top right corner.

Click username here

Click Logout

Number	Priority
CS0212967	5 - Planning

State	Account
New	Tiffin University

Updated
about an hour ago