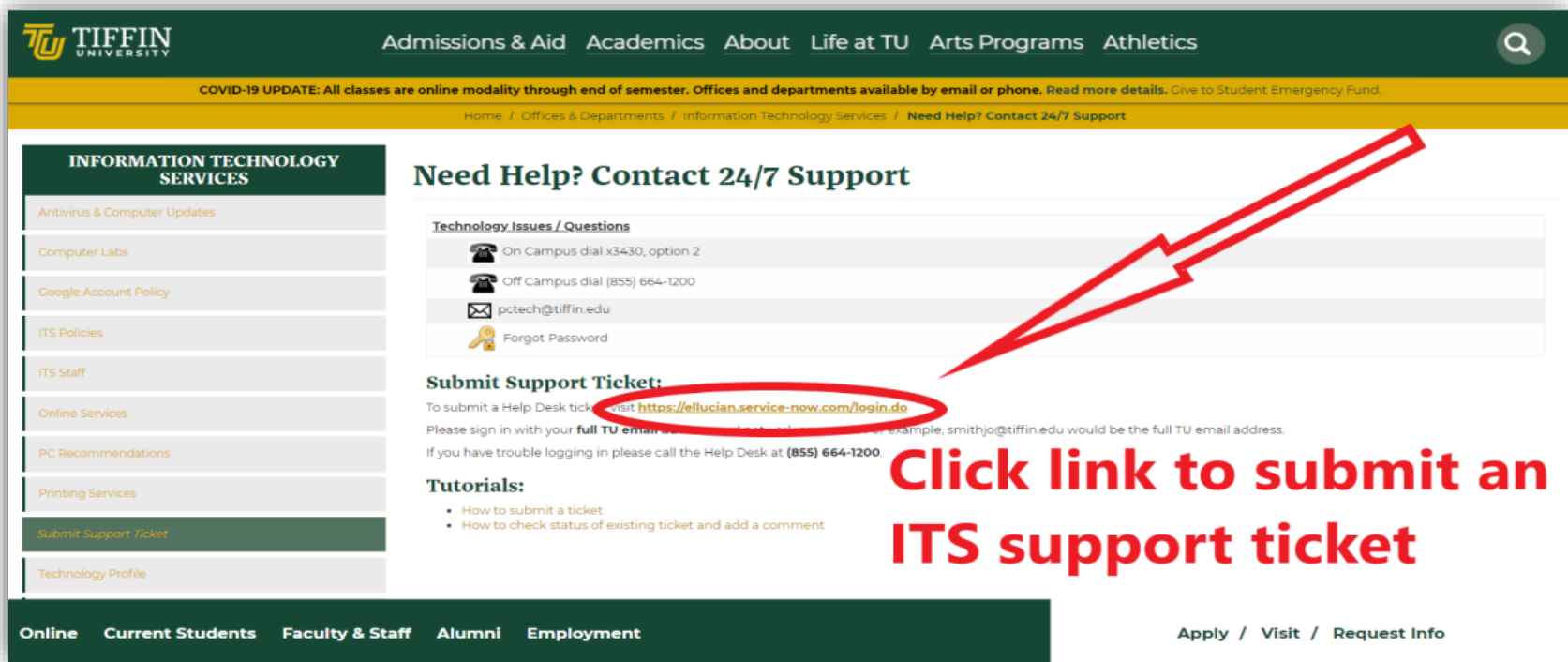


Submitting a Help Desk Ticket

Steps for using the ServiceNow (SNOW) ticketing system

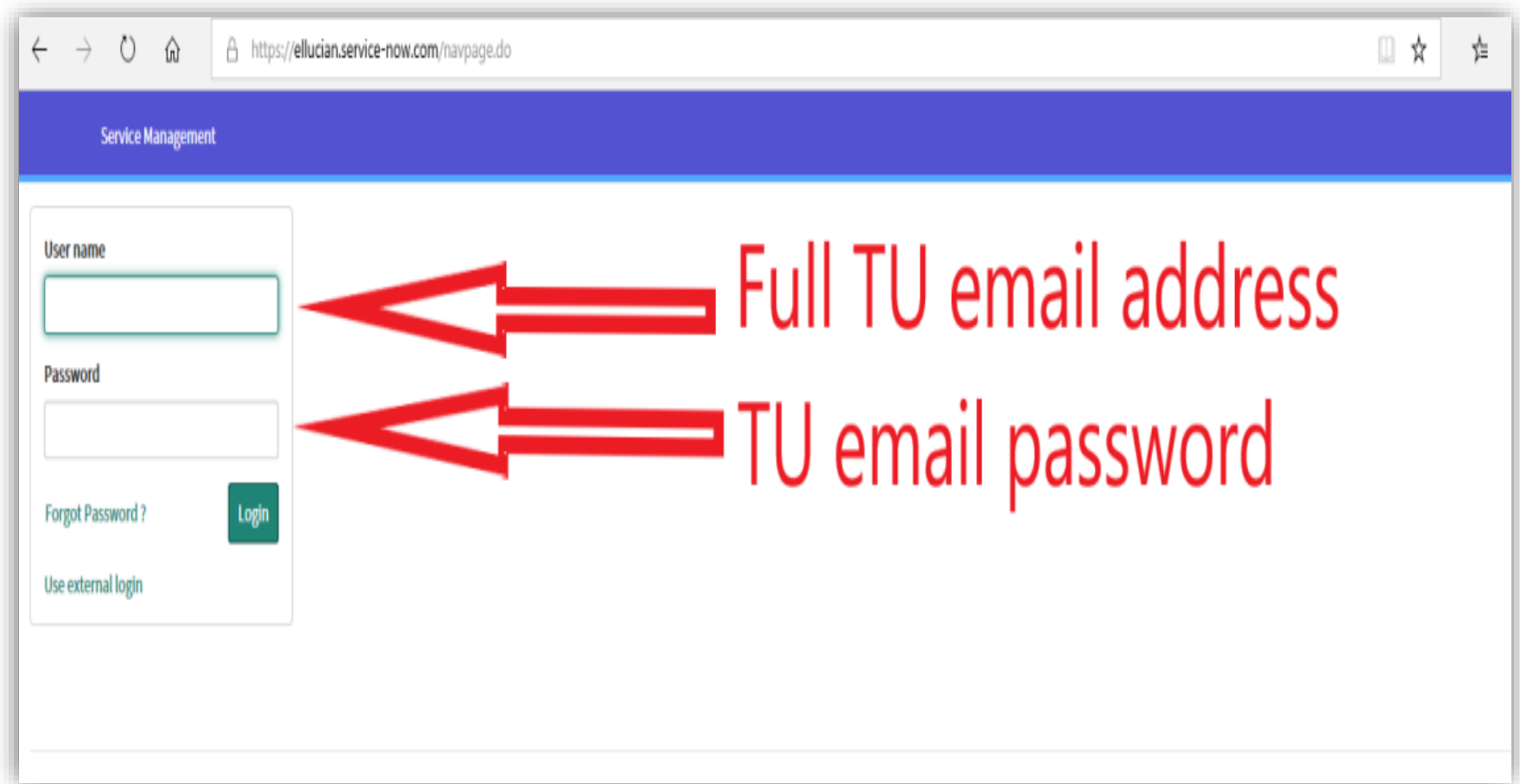
Step 1: Login

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



The screenshot shows the Tiffin University website's Information Technology Services (ITS) help page. The page has a green header with the university logo and navigation links: Admissions & Aid, Academics, About, Life at TU, Arts Programs, and Athletics. A yellow banner below the header contains a COVID-19 update. The main content area is titled "Need Help? Contact 24/7 Support" and includes a "Technology Issues / Questions" section with contact options: On Campus dial x3430, option 2; Off Campus dial (855) 664-1200; email pctech@tiffin.edu; and a "Forgot Password" link. Below this is the "Submit Support Ticket:" section, where the link <https://ellucian.service-now.com/login.do> is circled in red. A red arrow points from this link to a large red text overlay that reads "Click link to submit an ITS support ticket". The page also features a sidebar with "INFORMATION TECHNOLOGY SERVICES" and a footer with navigation links for Online, Current Students, Faculty & Staff, Alumni, and Employment, along with "Apply / Visit / Request Info".

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



Service Management

User name

Full TU email address

Password

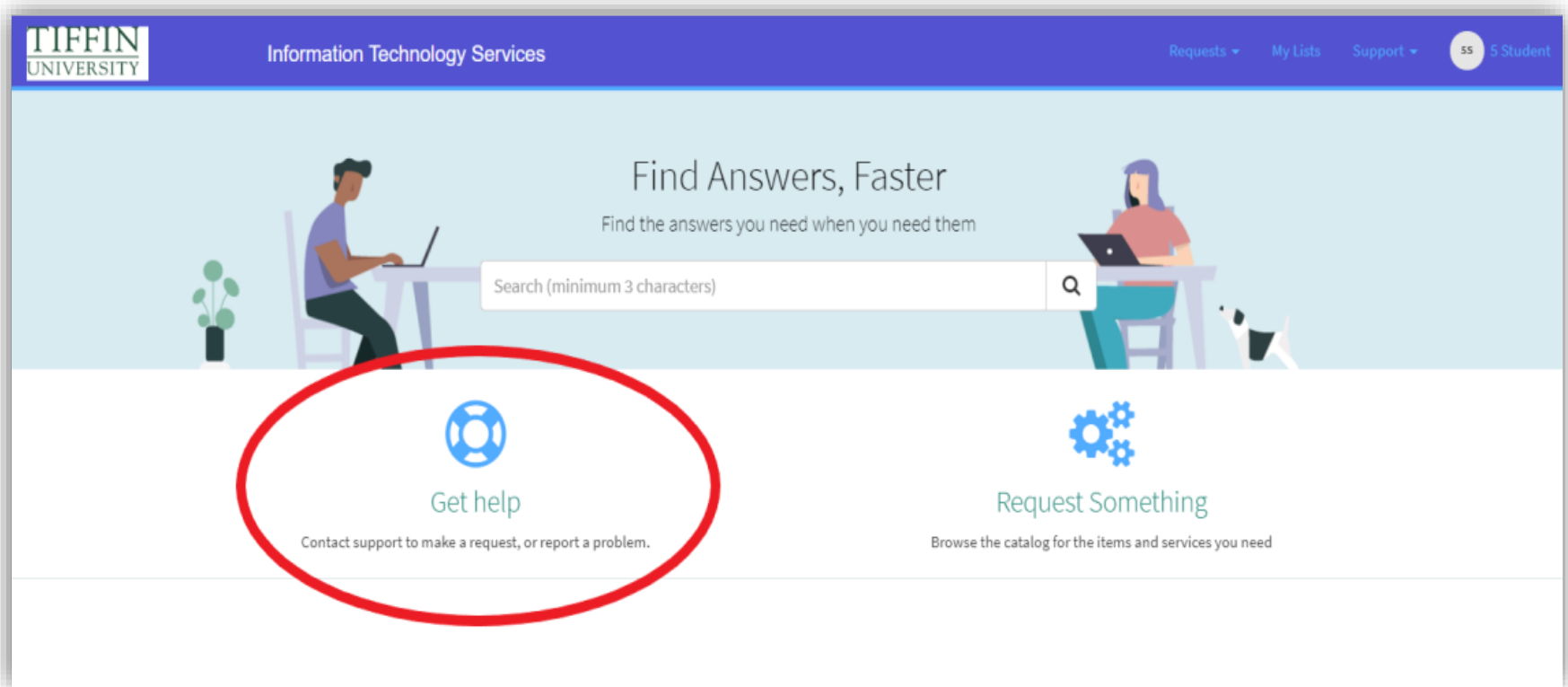
TU email password

[Forgot Password?](#)

[Use external login](#)

Step 1: Submit a Ticket

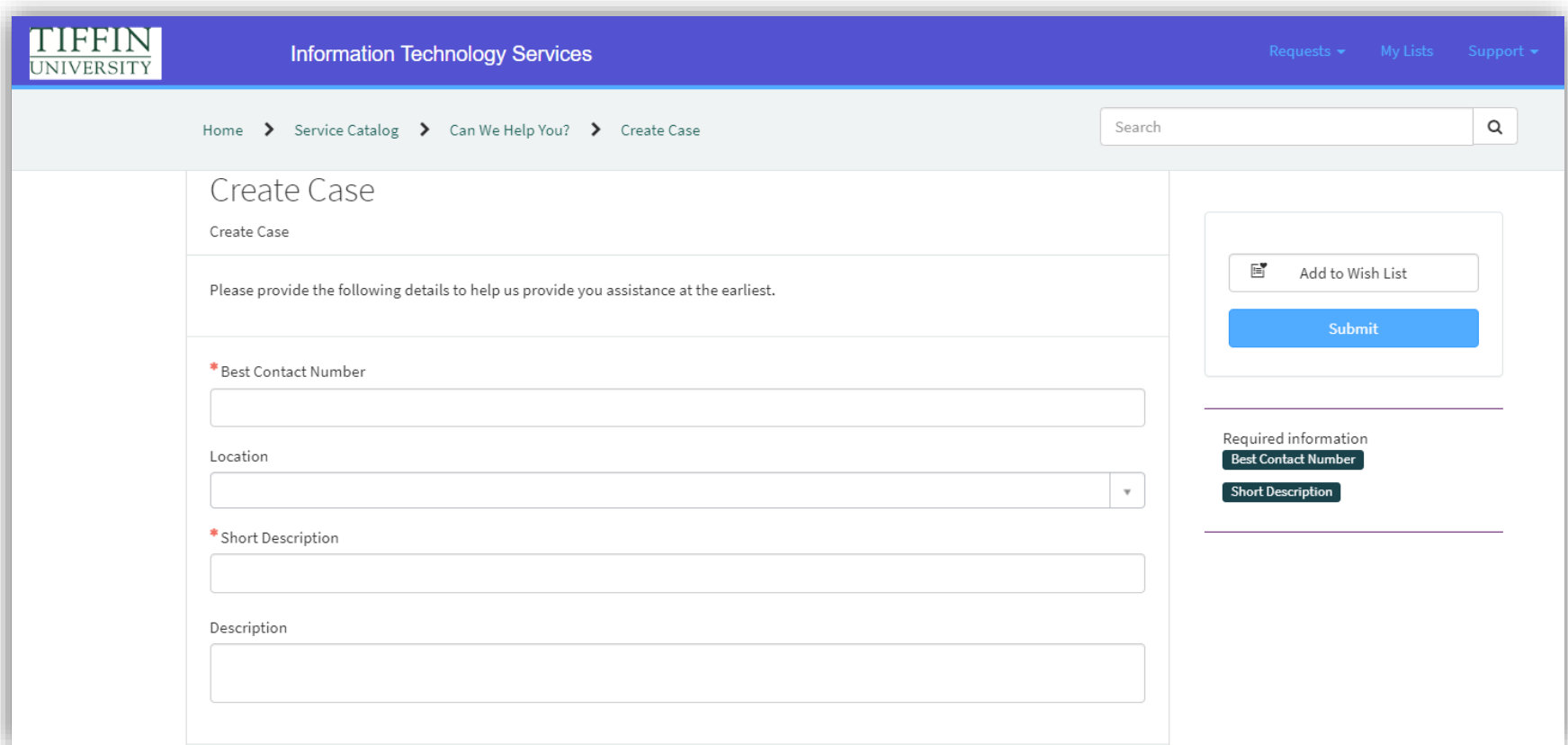
- To submit a new ticket, click **Get Help**



Step 3: Enter Information

- Enter information in the following fields
 - Best contact number:
 - Enter a phone number to be reached at
 - Location:
 - Enter campus location (office or residential)

- Short description:
 - Brief description of issue (e.g. Forgot Password)
- Description:
 - Describe in detail the request being submitted



The screenshot shows the 'Create Case' form on the Tiffin University Information Technology Services website. The page has a blue header with the university logo and navigation links for 'Requests', 'My Lists', and 'Support'. A breadcrumb trail indicates the path: Home > Service Catalog > Can We Help You? > Create Case. A search bar is located in the top right. The main content area is titled 'Create Case' and includes a sub-header 'Create Case' and a prompt: 'Please provide the following details to help us provide you assistance at the earliest.' The form contains several input fields: a text field for '* Best Contact Number', a dropdown menu for 'Location', a text field for '* Short Description', and a larger text area for 'Description'. On the right side, there is a box with an 'Add to Wish List' button and a blue 'Submit' button. Below this, a 'Required information' section lists 'Best Contact Number' and 'Short Description' as required fields.

Step 4: Submit Ticket

- Click **Submit**

TIFFIN UNIVERSITY Information Technology Services

Home > Service Catalog > Can We Help You? > Create Case

Search

Create Case

Create Case

Please provide the following details to help us provide you assistance at the earliest.

* Best Contact Number

Location

* Short Description

Description

Add to Wish List

Submit

Required information

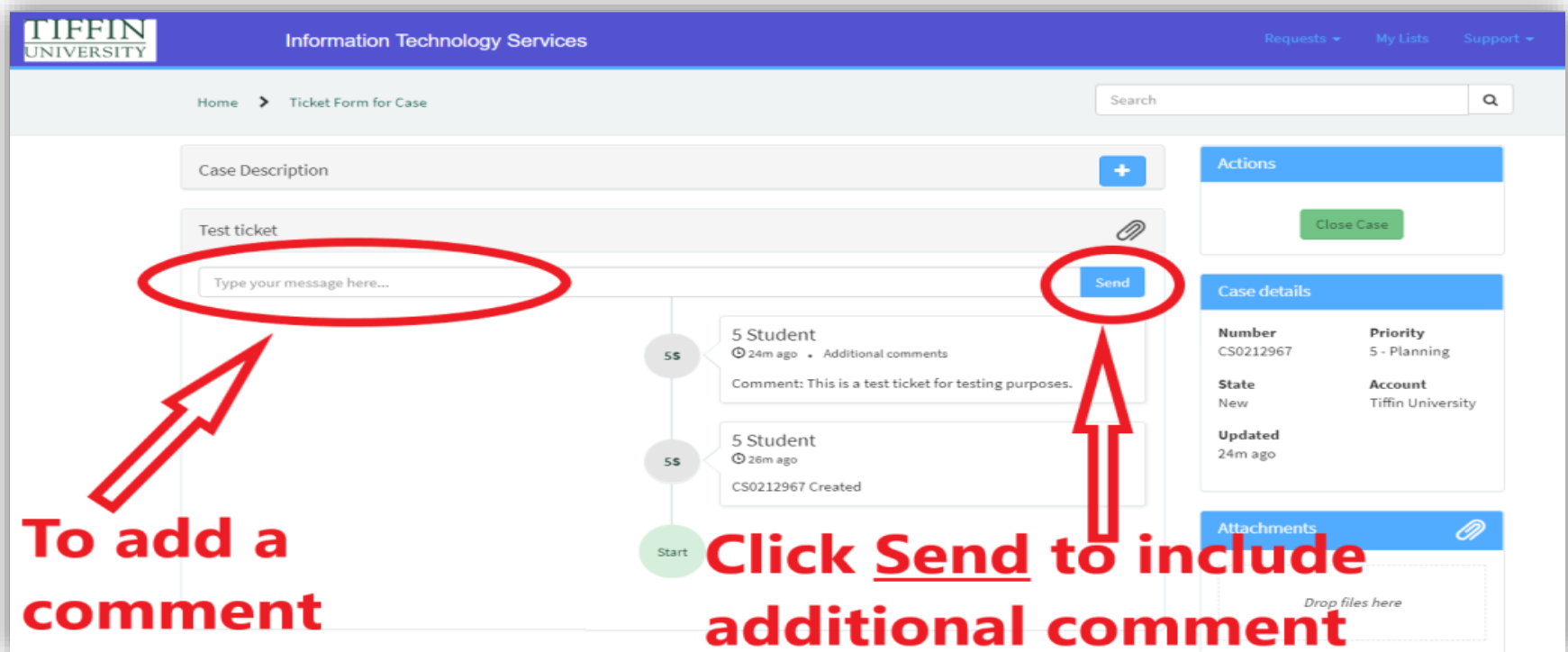
Best Contact Number

Short Description

Click submit

Step 5: Adding a Comment

- This step is optional: if you forgot to add something to the ticket, type a comment to be added in the **Type your message here** textbox and click **Send**



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

Attachments

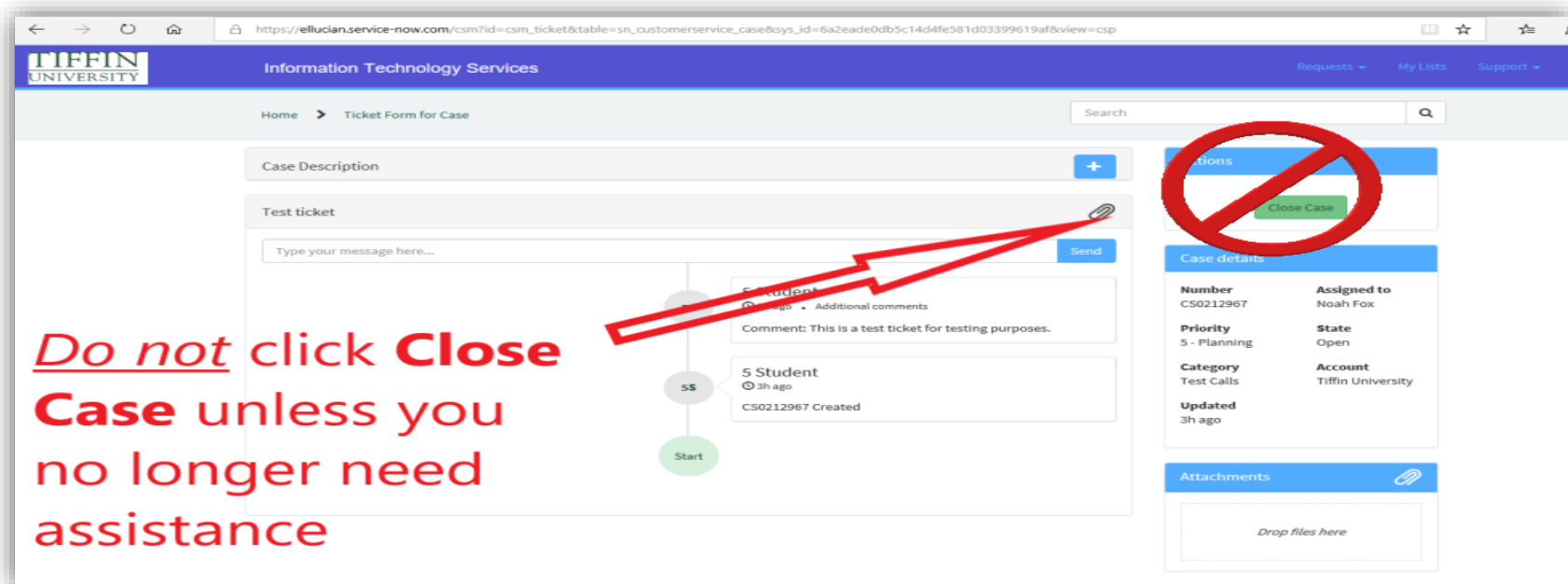
Drop files here

To add a comment

Click Send to include additional comment

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



Do not click Close Case unless you no longer need assistance

Information Technology Services

Home > Ticket Form for Case

Case Description

Test ticket

Type your message here...

Send

5 Student
3h ago
CS0212967 Created

Comment: This is a test ticket for testing purposes.

Start

Actions

Close Case

Case details

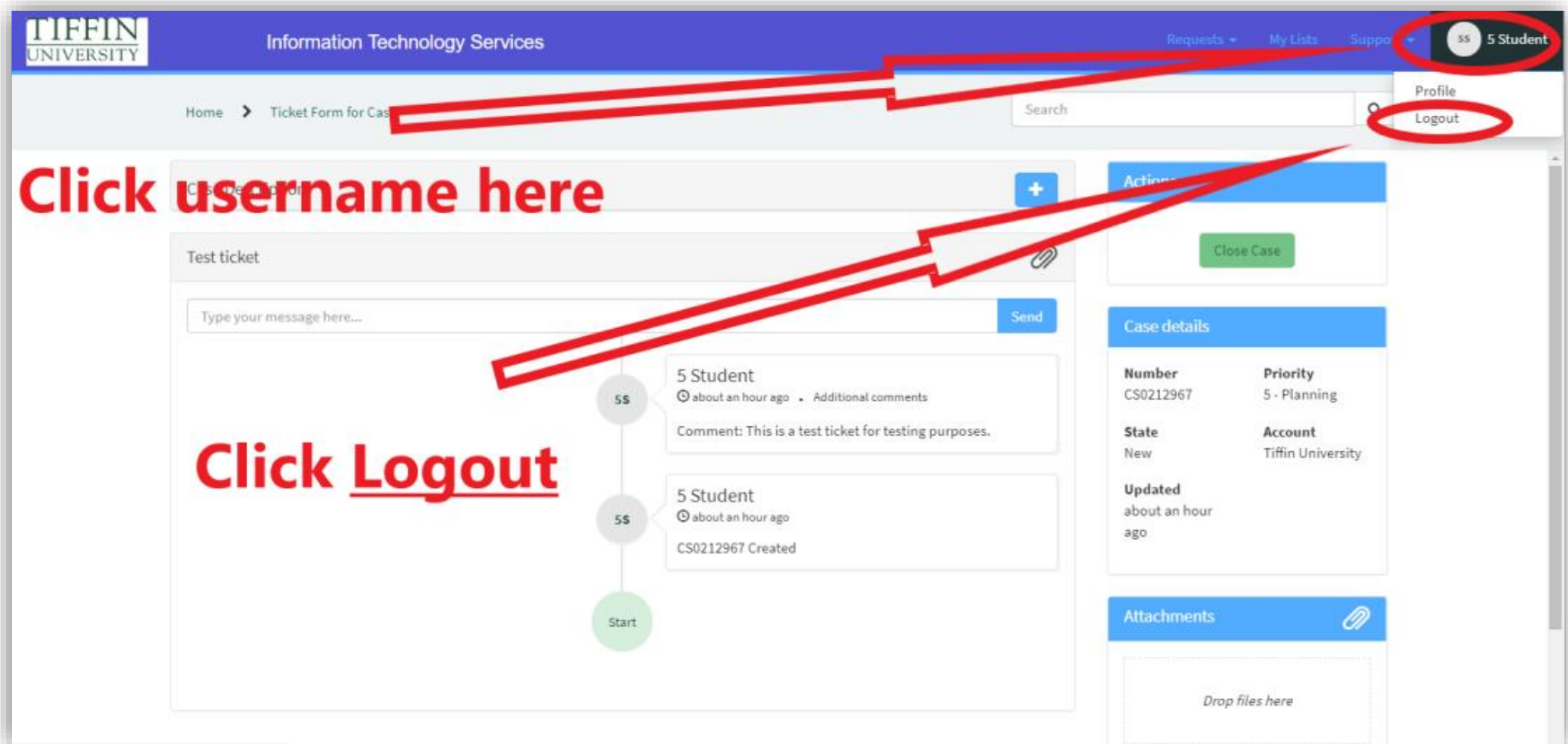
Number	CS0212967	Assigned to	Noah Fox
Priority	5 - Planning	State	Open
Category	Test Calls	Account	Tiffin University
Updated	3h ago		

Attachments

Drop files here

Step 6: Logging Out

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



Information Technology Services

Home > Ticket Form for Cas

5 Student

Profile
Logout

Click username here

Test ticket

Type your message here... Send

Click Logout

5 Student
about an hour ago
Additional comments
Comment: This is a test ticket for testing purposes.

5 Student
about an hour ago
CS0212967 Created

Start

Case details

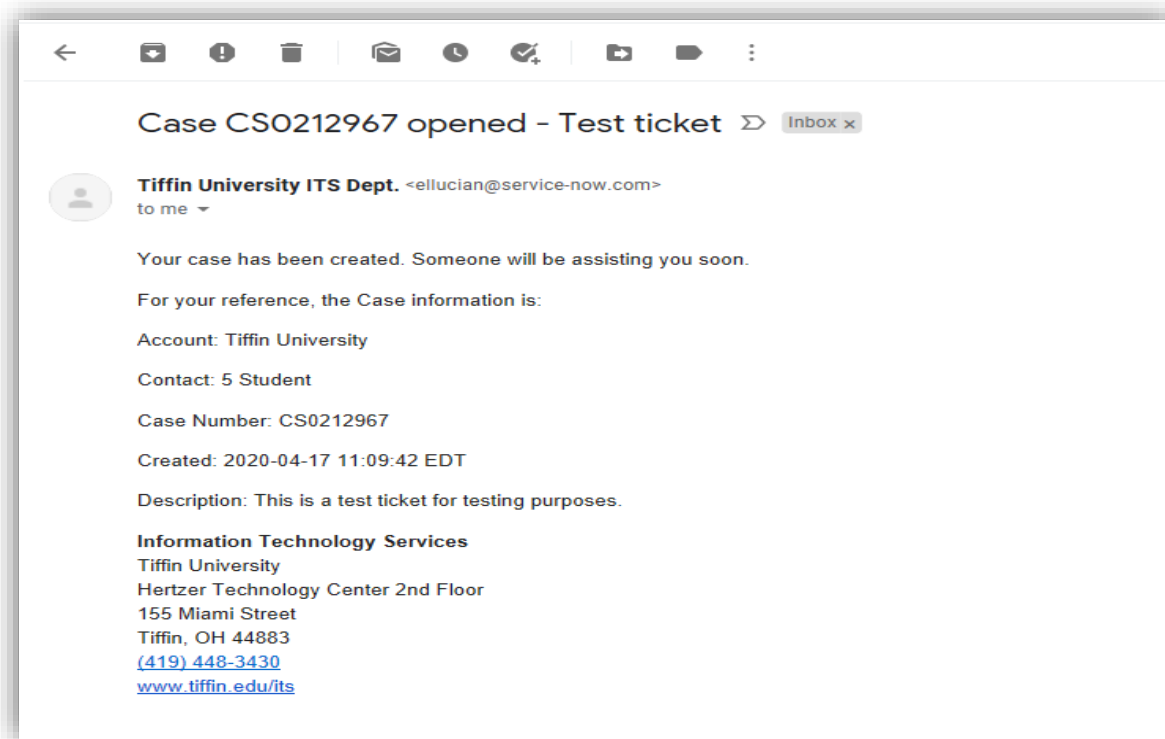
Number	Priority
CS0212967	5 - Planning
State	Account
New	Tiffin University
Updated	
about an hour ago	

Attachments

Drop files here

Email Notifications

- All parties involved in the ticket will receive an email notification each time a comment or update is made.
 - This includes ITS staff and the Central Help Desk



Other Ticket Submission Methods

- **By Phone:** available 24/7
 - On-Campus office or classroom phone dial *3
 - Off-Campus dial (855) 664-1200
 - A Central Help Desk representative will speak to you, gather details, and submit the ticket

- **By Email:**
 - Email your ITS request to pctech@tiffin.edu
 - This will automatically create a ticket in ServiceNow (SNOW)



- **By Live Chat:**

- Navigate to

- <https://webchat.ellucian.com/Ellucian.WebChat/Tiffin?queueid=Tiffin>

A screenshot of a web browser window showing the Tiffin University live chat interface. The browser's address bar displays the URL: webchat.ellucian.com/Ellucian.WebChat/Tiffin?queueid=Tiffin. The page features the Tiffin University logo at the top center, followed by a dark green banner with the text 'Chat with us'. Below this is a 'Welcome to Tiffin Chat' message. The form contains several input fields: 'First Name *', 'Last Name *', 'Email Address *', and 'Phone number *', each with a red asterisk indicating a required field. Below these is a larger text area with the placeholder text 'Please enter your question here (required)'. At the bottom, there are two dark green buttons: 'Submit' and 'Cancel'.