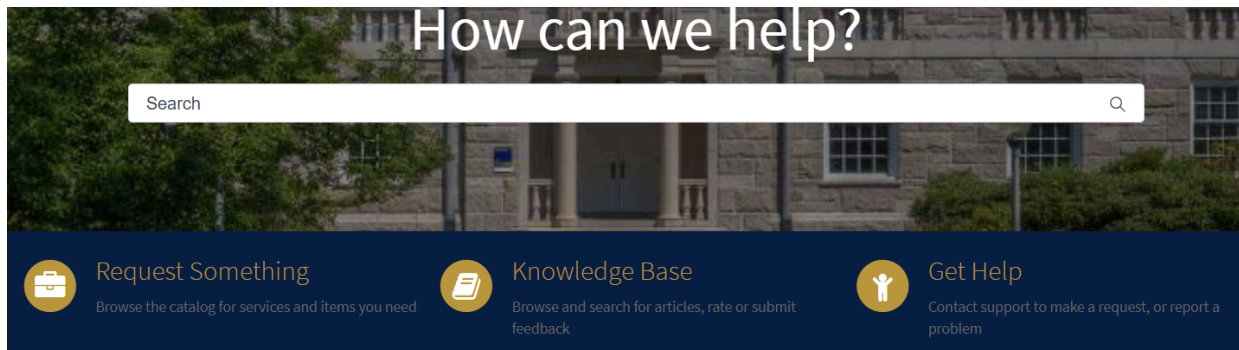


Creating an IT Ticket for College of Business

1. Open up any browser, go to this page: <https://uriproduct.service-now.com/sp>



2. Click on “Request Something” in the left panel - you’ll get this page next:

Popular Items ☰ | ☰

<p>Create Incident</p> <p>Create an Incident record to report and request assistance with an issue you are having</p> <p>View Details</p>	<p>IT Security Assessment</p> <p>Request for IT Security Assessment</p> <p>View Details</p>	<p>Student VPN Access</p> <p>VPN provides access to local campus resources not available over the Internet.</p> <p>View Details</p>
<p>Brightspace Feature Request</p> <p>Submit a Brightspace system setting or functional change for consideration</p> <p>View Details</p>	<p>Request a new phone/line</p> <p>request a new phone or phone line</p> <p>View Details</p>	<p>Dining - Employee Onboardin...</p> <p>Add or Remove a Dining Services employee</p> <p>View Details</p>

3. To create a ticket for IT Support, click on ‘Create incident’ at the top left - you’ll get this page next:

Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

* Indicates required

* Urgency

-- None --

* Preferred Contact Method

moliver@uri.edu

* Short description

* Please describe your issue below

Add attachments

Save as Draft

Submit

Required information

Urgency Short description Please describe your issue below

4. There are four fields to be filled in:
 - a. Urgency (High/Medium/Low)
 - i. High urgency is usually related to campus-wide problems (Brightspace down, eCampus down, etc).
 - ii. Medium urgency is usually related to problems affecting a building or large group (such as wired / wireless network down in a building).
 - iii. Low urgency is the typical selection, indicating a problem for one person/computer.
 - b. Preferred contact method (can be your email address or your phone number or both)
 - c. Short description will become the "title" of the incident
 - d. Issue description is where you indicate what is wrong - PLEASE ADD BALLENTINE HALL or COLLEGE OF BUSINESS in the Issue Description field - that will help move the ticket more quickly to the correct people who can help
5. You can include attachments to the ticket (pictures, documents, etc) if you think they will help.
6. Click on the SUBMIT button on the right side of the window.