

The Cooper IT team recently launched the ServiceNow portal to provide you with a quick and convenient way to submit and track your IT requests (i.e. access to folders, creating an account) and non-urgent issues (i.e. a program or other application that is not working).

ServiceNow makes your interactions with Cooper IT easy.

Here's how it works:

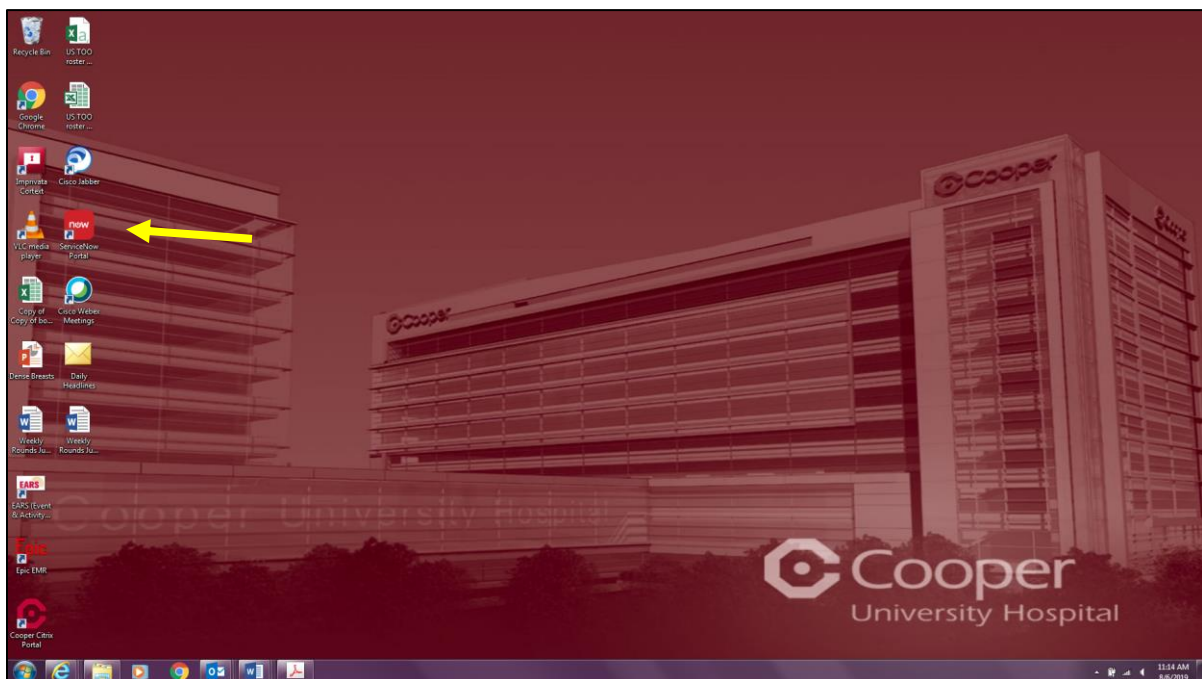
Frequently Asked Questions:

- **How do I access the ServiceNow portal?**

Click the ServiceNow icon on your desktop or use the link on the Pulse under IT Links.

Once logged into the Cooper system, you are automatically able to access ServiceNow.

If you are not in the Cooper system, you can log into ServiceNow using your Cooper network username and password.



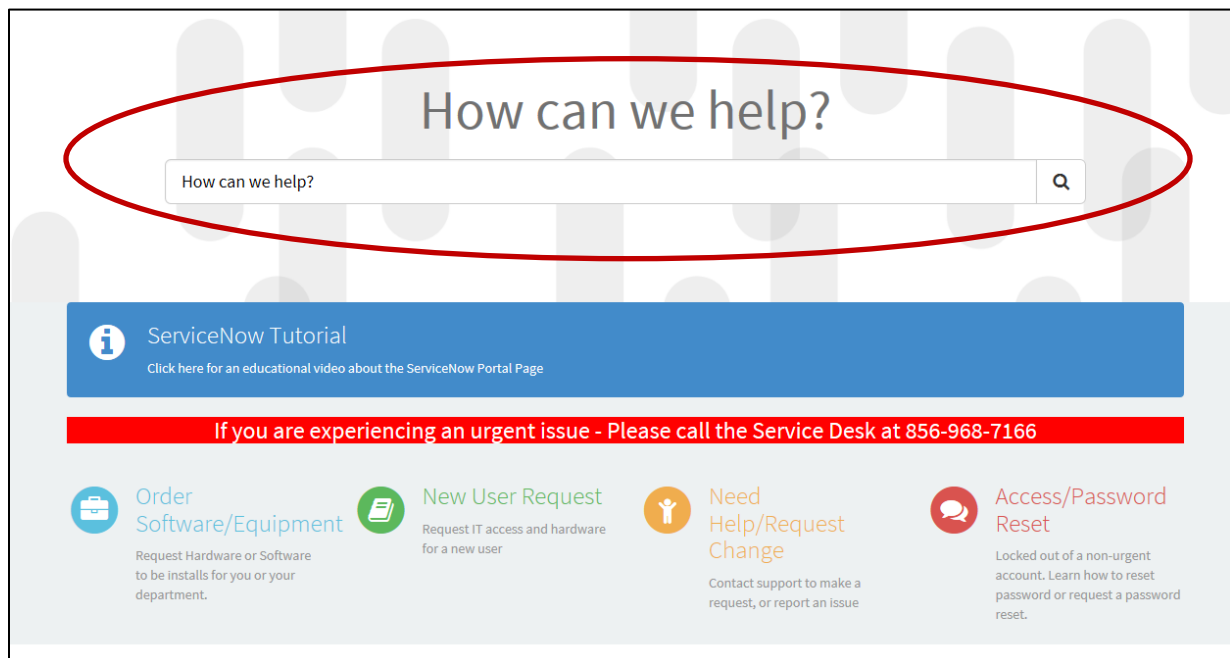
Quality and Safety ▾ Clinical Links ▾ Frequently Used Links ▾ IT Links ▾ Departments

ADFS	Mobile E-mail Setup / Mobile Device Management (MaaS360) and Secure Texting (Cortext)
Barracuda Message Archiver	
Cooper Apps (Citrix)	Outlook Web App
Cooper USB Devices	Phone Conversion Training - September 2017
KH Capital Budget Planning	ServiceNow Service Portal
	Telecom Changes/Migration/Training

Posted in [General](#)

- **How do I use the ServiceNow portal?**

The website is easy use. The first thing you will see on the website is a search bar for you to request help. Just follow the instructions provided.



How can we help?

How can we help?

i ServiceNow Tutorial
Click here for an educational video about the ServiceNow Portal Page

If you are experiencing an urgent issue - Please call the Service Desk at 856-968-7166

Order Software/Equipment
Request Hardware or Software to be installs for you or your department.

New User Request
Request IT access and hardware for a new user

Need Help/Request Change
Contact support to make a request, or report an issue

Access/Password Reset
Locked out of a non-urgent account. Learn how to reset password or request a password reset.

Click [here](#) for a tutorial video that walks you through reporting an issue and submitting a generic request via the ServiceNow portal.

- **How does using ServiceNow benefit me?**

Submitting a request or a non-urgent issue through the ServiceNow portal is the fastest way to ensure that your needs are met. ServiceNow requests are created directly in the system, while emailed requests can take an additional 24 hours for manual entry.

Through ServiceNow, an IT technician will be assigned and you will be able to communicate directly with your technician, speeding resolution of your request.

You will be able to view your IT requests on ServiceNow by clicking My Open Incidents or Requests button.

The screenshot displays a ServiceNow interface for a Change Request titled "testing". At the top, there is a search bar with a "Send" button. Below this is a conversation history with three messages from Melanie Gross (MG):

- Message 1: "Can you please update me on that status?" (sent just now)
- Message 2: "Hello IT" (sent just now)
- Message 3: "RITM0010916 Created" (sent 13d ago)

A "Start" button is located at the bottom of the conversation history. To the right, a sidebar provides details for the request:

- Number:** RITM0010916
- State:** New
- Created:** 13d ago
- Updated:** just now
- Quantity:** 1
- Options:** (expanded)
- Who is this Requested by?:** Melanie Gross
- Best Method of Contact:** Phone
- Who is this Requested For?:** Melanie Gross
- Best Phone Number to Contact You:** 856-382-6772
- Email for Contact:** gross-melanie@CooperHealth.edu
- Details:** testing

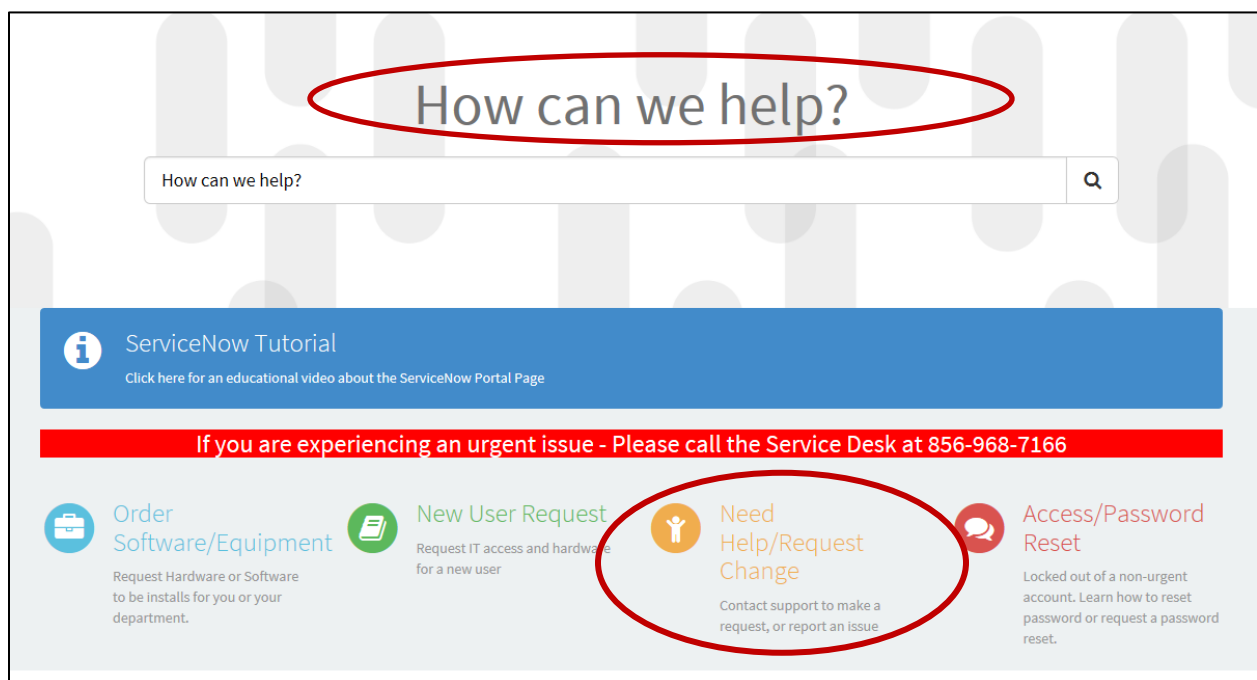
At the bottom right, there is an "Attachments" section with a paperclip icon.

- **What is the difference between a request and a non-urgent issue?**

A **request** is for something new. For example, you may need access to a folder or report, or you may want to create a Cooper account for a new employee.

A **non-urgent issue** is for something that is not working. For example, you can no longer open Outlook, or you are unable to access a drive on your computer.

Simply click on the yellow Need Help/Request Change button for most all of your requests and issues or simply use the Search bar. Quick and easy.



- **I have a request that doesn't fit any of the suggested categories or services. Where do I submit it?**

For unique requests, simply click on the yellow Need Help/Request Change button and then click on Change Request. Type your unique request or issue and a technician will be assigned to your ticket.

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Go back to Home Page

Search

Categories

- Accounts and Access Management
- Business System Services
- Clinical Services
- HIM and Document Management
- Order Software/Equipment
- Reg/Sched/ADT & Billing
- Reporting Services
- Training

Popular Items

Change Request
Other change request. If your request does not fit any existing service.
View Details

Software & Equipment Req...
Request for Software & Equipment
View Details

New User
Request a new User
View Details

Report a Non-Urgent Issue t...
Report an issue to the Service Desk
View Details

Clinical Service Change Req...
Clinical Service Change Request
View Details

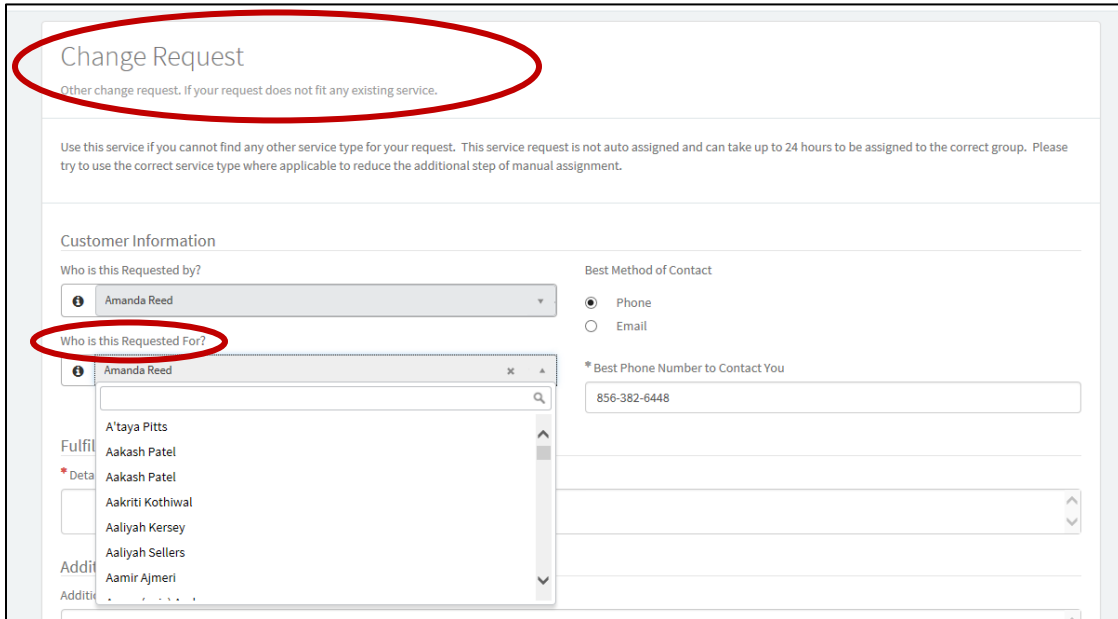
Epic Training Request
Request IT training course
View Details

CooperCare Link PGP User...
CooperCare Link PGP User Maintenance
View Details

Kronos Clock Issue
Use this catalog item to report an issue with a Kronos time clock
View Details

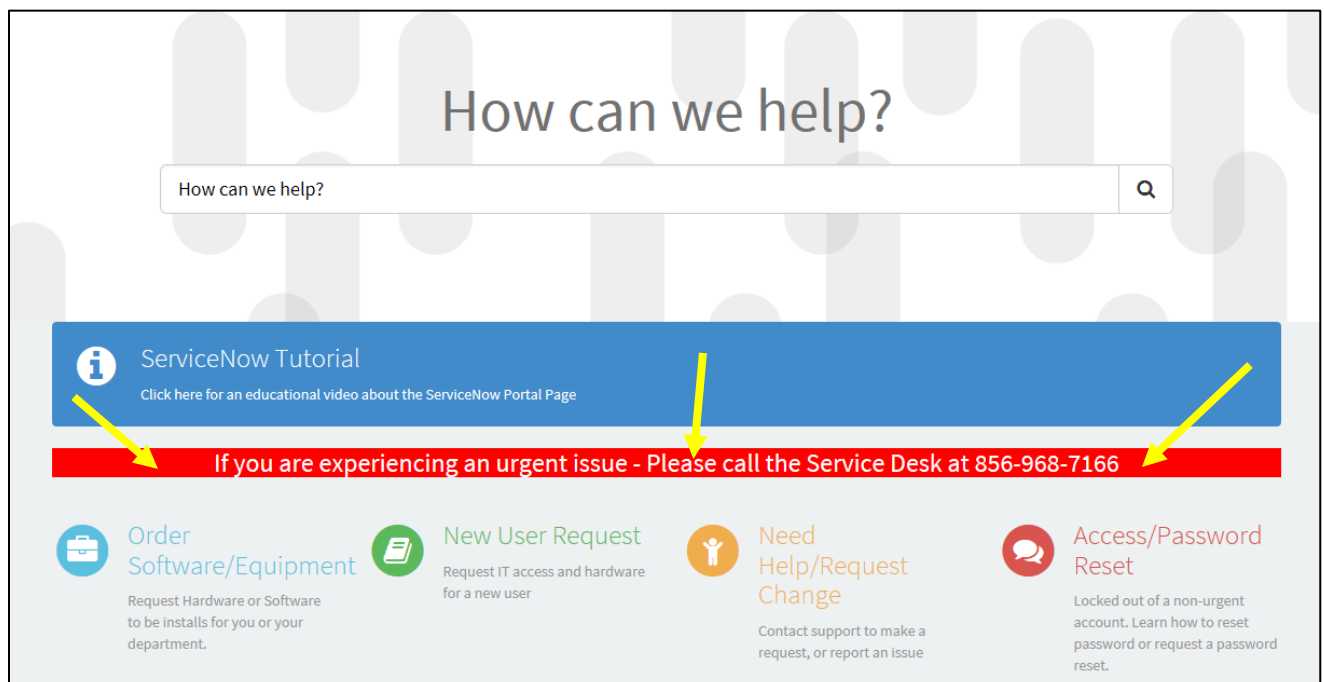
- **Can I submit a request on behalf of a colleague?**

Yes! Both you and the person you are submitting the request for will receive notifications about the status of your request. You can both also follow up with the technician(s) assigned to your ticket.



- **When should I call the IT service desk instead of using the ServiceNow portal?**

IT issues that must be resolved immediately require a call to the IT Help Desk.



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- Order Software/Equipment**
Request Hardware or Software to be installed for you or your department.
- New User Request**
Request IT access and hardware for a new user
- Need Help/Request Change**
Contact support to make a request, or report an issue
- Access/Password Reset**
Locked out of a non-urgent account. Learn how to reset password or request a password reset.

- **What if I need additional help with using ServiceNow?**

Simply click on the yellow Need Help/Request Change button.

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New User Request
Request IT access and hardware for a new user

Need Help/Request Change
Contact support to make a request, or report an issue

Access/Password Reset
Locked out of a non-urgent account. Learn how to reset password or request a password reset.

Then click on Report a Non-Urgent Issue.

Go back to Home Page

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Under “Select area where your issue is present” select ServiceNow Portal.

Go back to Home Page Search

Report a Non-Urgent Issue to the Service Desk

Report an issue to the Service Desk

Thank you for contacting the Information Technology Service Desk. Please describe the nature of your issue in the fields below. Upon receipt this issue will be classified as a non-urgent issue to our Information Technology Service Desk.
If this submission needs immediate attention, please call the Service Desk 856-968-7166.

* Requested for

Current location * Preferred contact number

* Select area where your issue is present:

- None --
- Emergency Services
- Network/Internet/Wireless
- Other Clinical Application
- Other Financial Application
- Other IT Related Problem
- Radiology Application
- Business Intelligence Data/Report Problem
- ServiceNow Portal**

Add attachments