

Application: Service Now

Affected Role: Managers

Revision Date: 6/8/2022

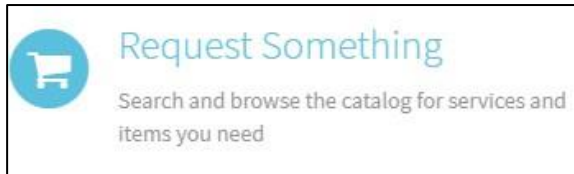
The purpose of this job aid is to define the process for opening a service now ticket when an issue with TogetherCare training is identified. This catalog form and subsequent ticket has a defined list of user issues. This aids in streamlining the resolution and the ticket being handled by the correct team(s). Additional notes are available if necessary for more information to be entered.

All training is determined by your job role.

Please use the following steps:

1. Launch ServiceNow Self Service
 - [Homepage - TIS Service Portal \(service-now.com\)](https://service-now.com)

2. Click Request Something



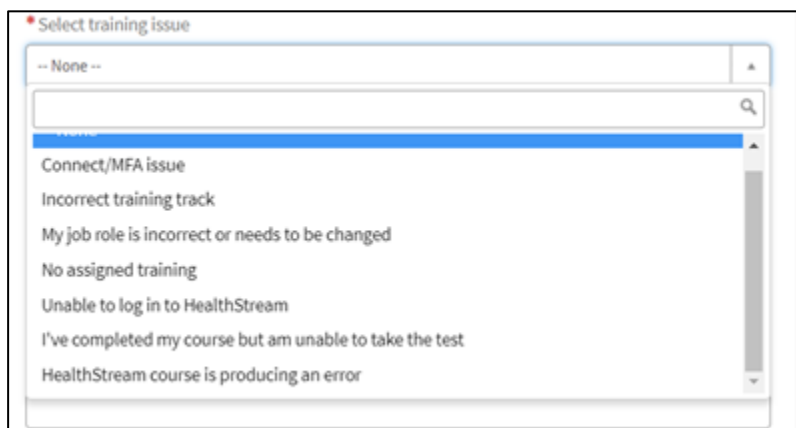
3. From the Categories List, select TogetherCare under the Application Support Heading



4. Select TogetherCare Training Issue Reporting option from the list of available selections.



5. Enter all requested information and system mandated fields.
6. Under the Select training issue form, choose the appropriate issue.



7. Click Submit to finish entering ticket.

Depending on the training issue selected, the ticket will route to either the Training team or the Security team for review.