Reference Guide

Everything you need to know to get help

Contents

Getting Started With ServiceNow 2
Logging into ServiceNow 2
Need Help? Submitting a Question, Concern, or Document 3
Question Type and Category Options 4
Search Knowledge: Find Answers To Your Questions 6
My Requests 7
Ticket Status Timeline 8
Details 8
Updates 9

Beginning May 22, 2019, you will no longer have an assigned CRC to answer your specific Data Operation questions. **Any questions that would have been directed to your CRC, must be submitted via Center Support in the ServiceNow application.**

In addition, any questions you previously submitted to the email addresses below, must now be submitted via ServiceNow:

CIBMTR-DonorCRC@nmdp.org	cibmtr-centermaintenance@nmdp.org
CIBMTR-CRC-jst1@nmdp.org	fnquestions@nmdp.org
CIBMTR-CenterMetrics@nmdp.org	cibmtr-portalhelp@mcw.edu
CIBMTR-RecipientCRC@nmdp.org	

Bookmark the ServiceNow link to gain quick access:

https://nmdp.service-now.com/csm

Useful Terms to Know

Knowledge = Database of self-service answers; look for answers to questions and solutions

Need Help? = Submit a question, concern, or request

My Requests = View status of open and closed tickets

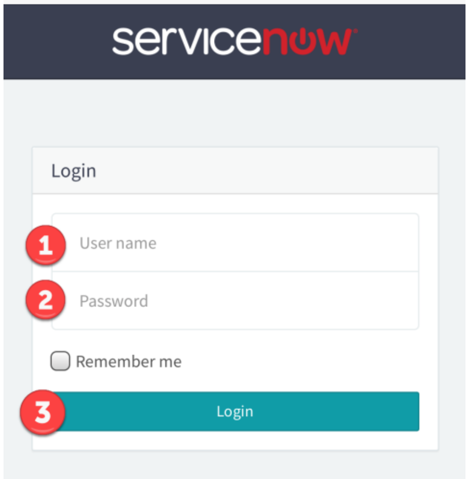
As a reminder, **do not send attachments with PHI directly to your Center Support representative through email.** Always use secure communication (ServiceNow) for all correspondence with the Center Support representative when sharing PHI.

Getting Started With ServiceNow

Logging into ServiceNow:

https://nmdp.service-now.com/csm

1. **Username =** FormsNet3 username
2. **Password** = FormsNet3 password
3. **Click *Login***

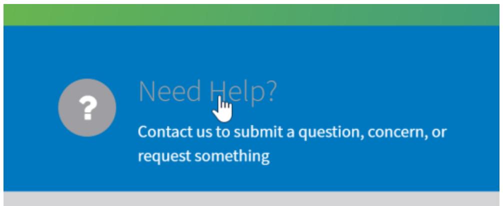


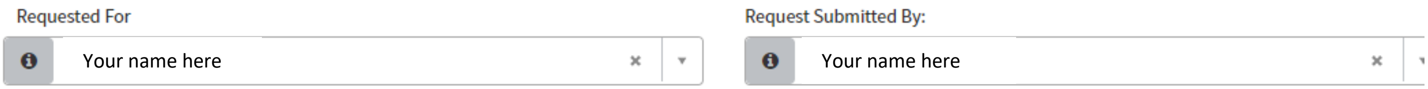
*if your email is wrong in the FormsNet3 application, your primary data manger can update your email

*if you can cannot remember your FormsNet3 username and password, please contact the Service Desk 1-800-526-7809 x3411 or 763-406-3411

Need Help? Submitting a Question, Concern, or Document

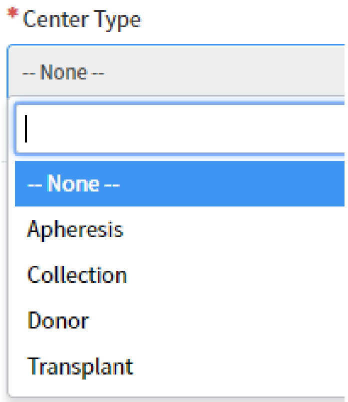
1. **Click *Need Help?*** to open a ticket to submit a question to the team

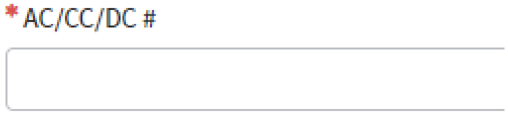




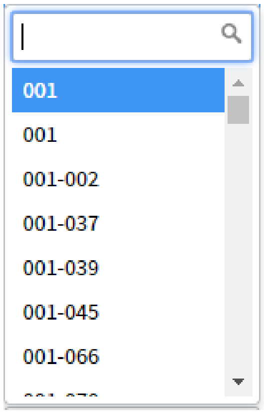
The ***Requested For*** and ***Request Submitted By*** are auto-filled in with your name. You should leave the ***Request Submitted By*** field alone, since you are submitting it, but you can change the ***Requested For*** field if you are submitting a request for another person.

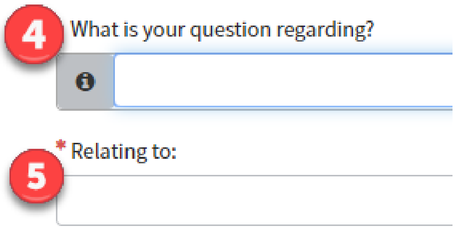
2. **Click** your **Center Type**





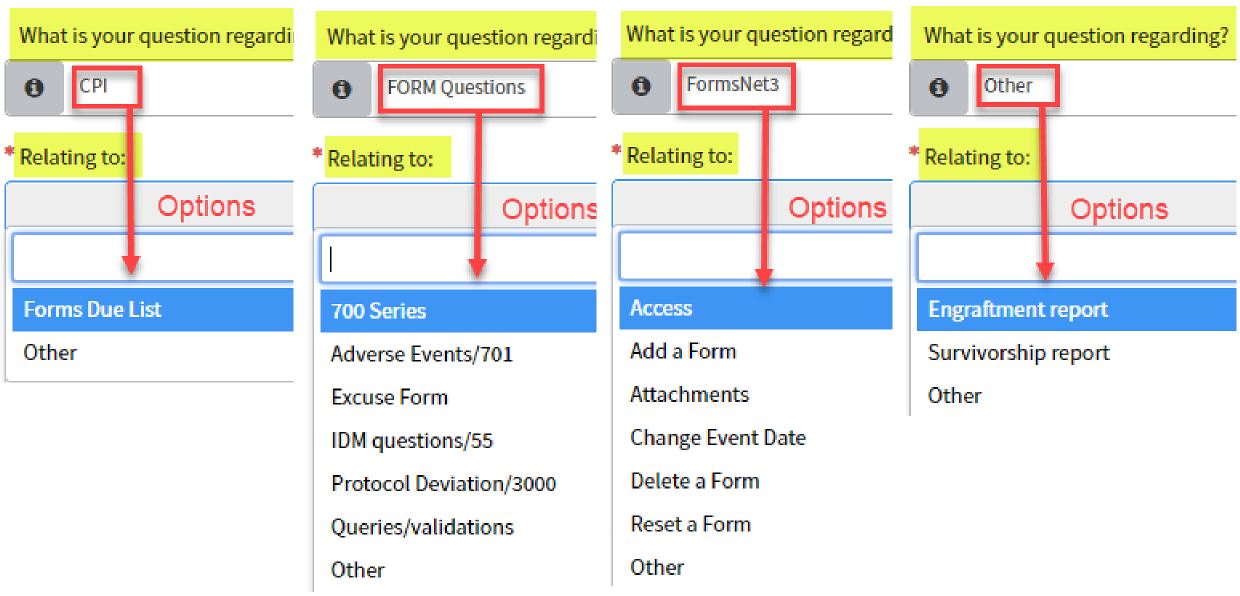
3. **Type** your **Center Number**
   a. Type in the first few numbers of your center number and then **click** to select it from the list.



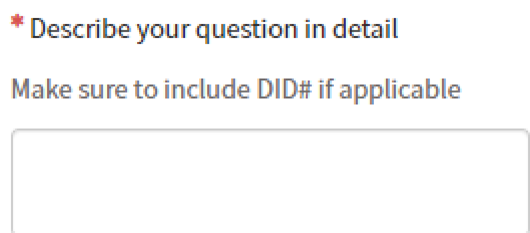


4. **Select** Question Type (What is your question regarding?)
5. **Select** a Category (Relating to)

Question Type and Category Options

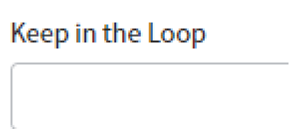


6. **Type** your question



7. *If applicable*, add other team members email addresses for them to receive the response, as well

*please note, at this time, the system doesn't support a group email address



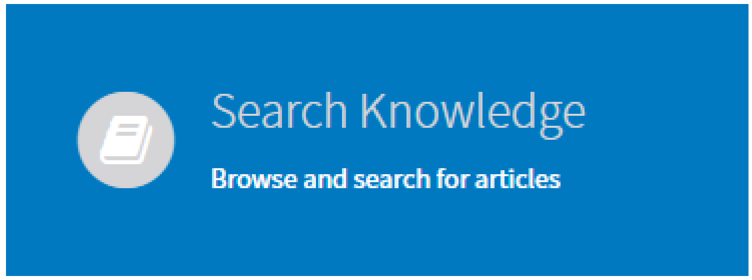
8. *If applicable*, **Click *Add attachments*** to attach supporting documents

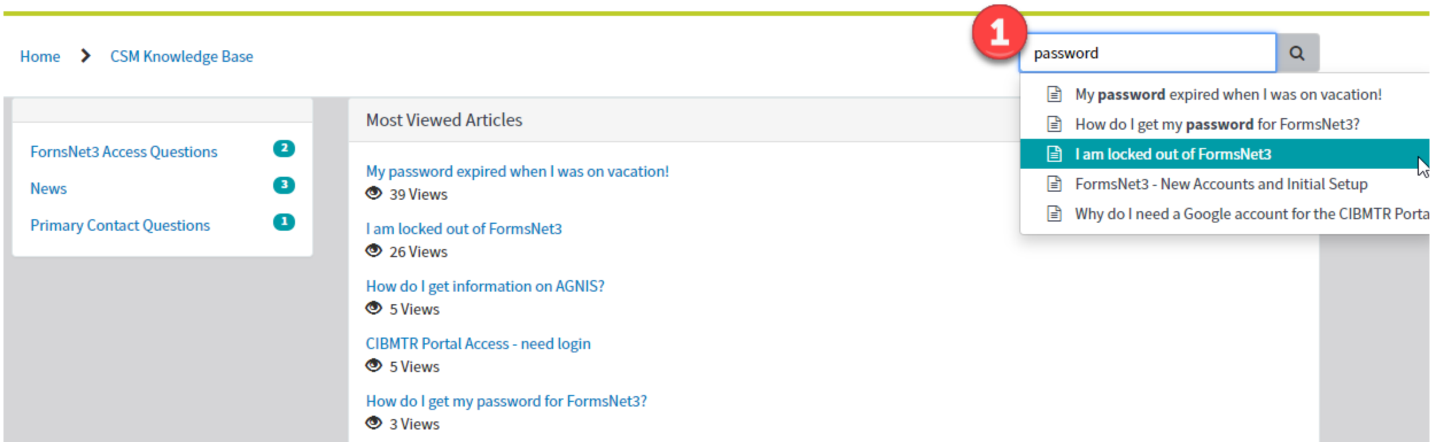
9. Once ready, **click Submit**

Search Knowledge: Find Answers To Your Questions

There are Knowledge Base articles on a variety of topics

- Some common questions are addressed within articles and how-to information
- As we discover new questions, new articles will be written

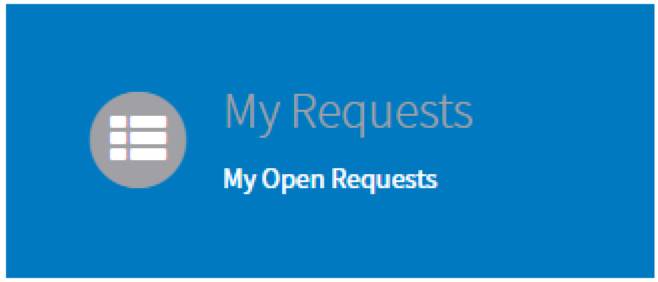




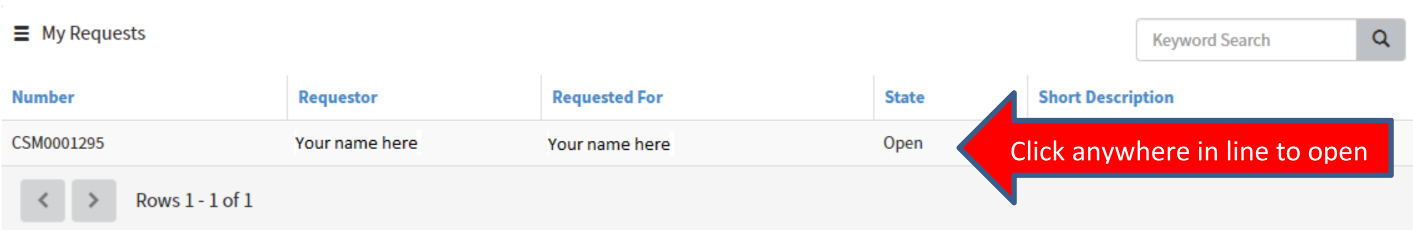
1. **Type** keywords in the **search bar** to your question. A list will appear with options to choose from
2. **Click** your **choice**

My Requests

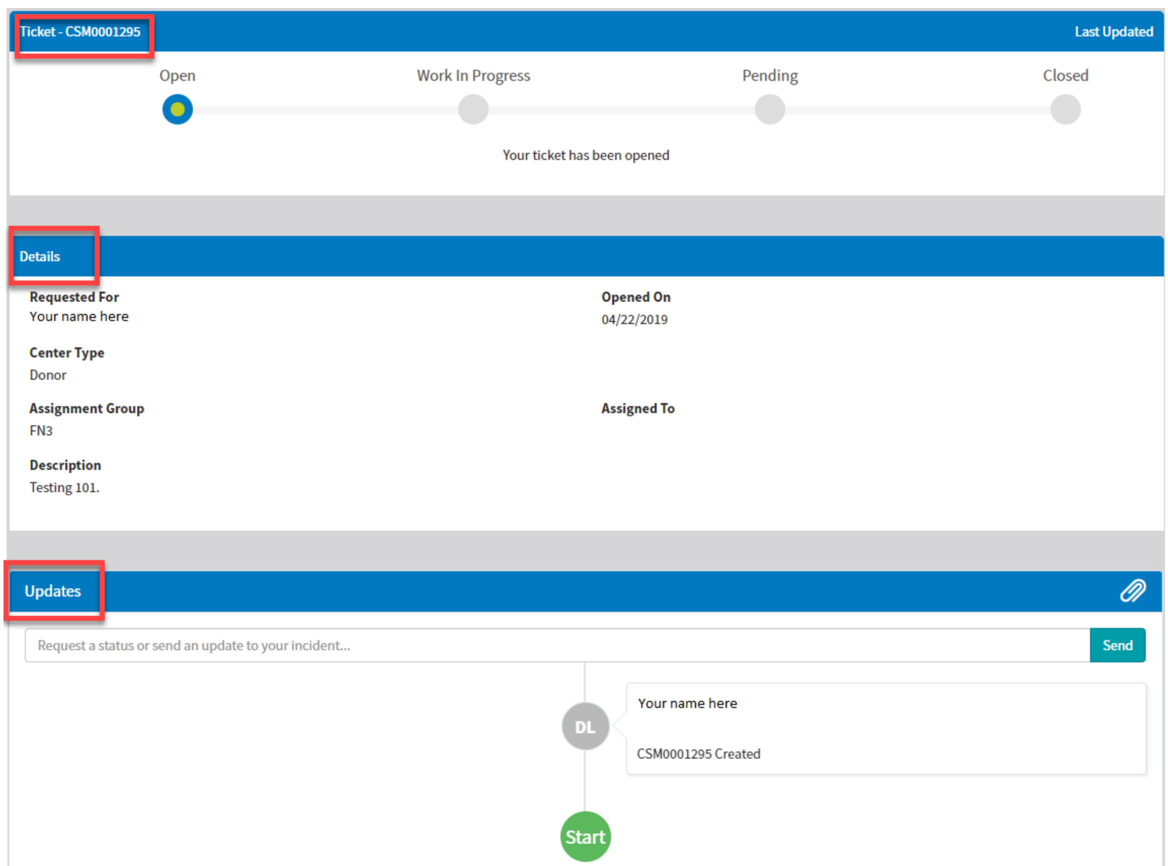
1. **Click *My Requests*** to see your requests and status



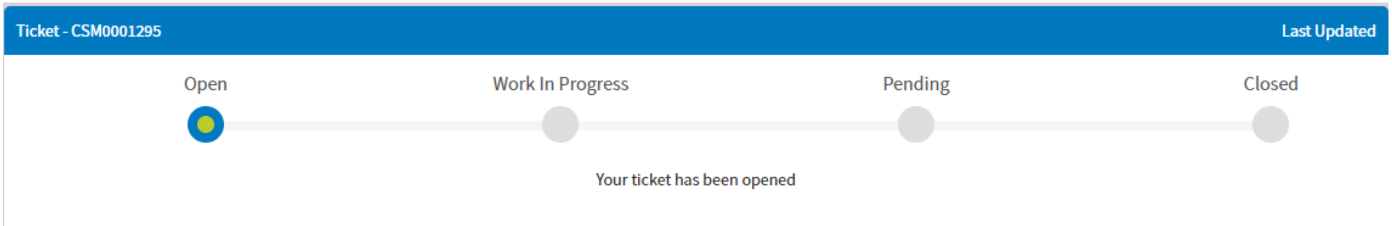
2. **Double Click** on the **ticket** you want open



When the ticket opens, there will be 3 sections in the view: ticket, details, and updates



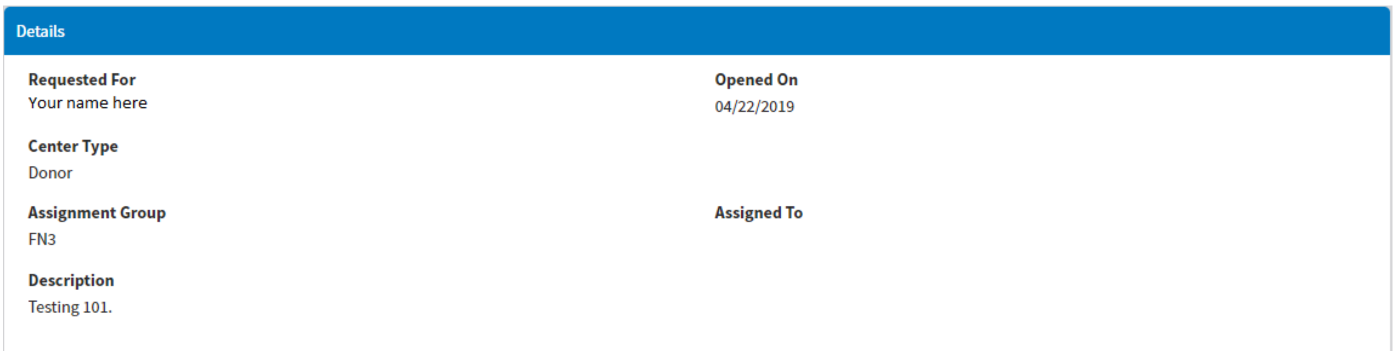
Ticket Status Timeline



Shows a timeline with current status

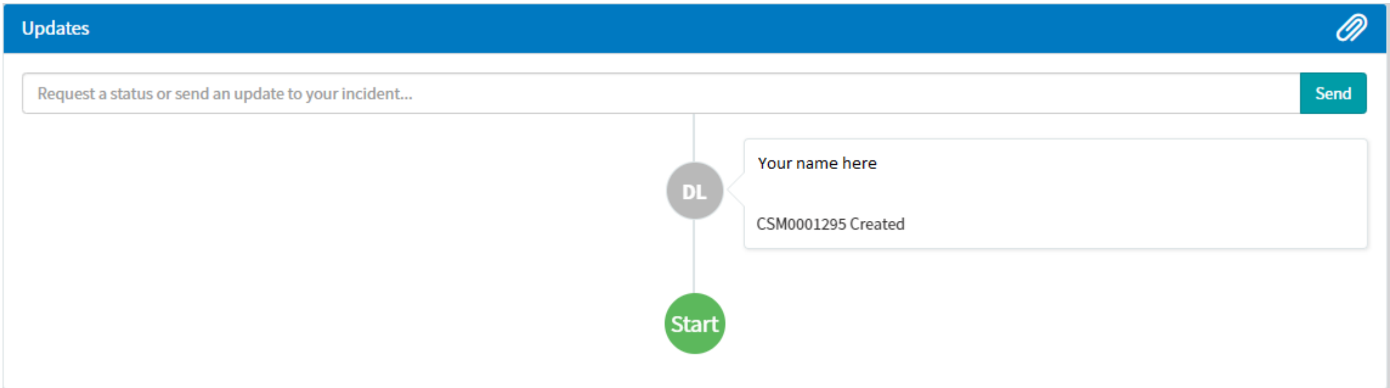
- *Work in Progress* = ticket *being* worked on
- *Pending* = usually means we need more information from you
- *Closed* = ticket has been resolved

Details



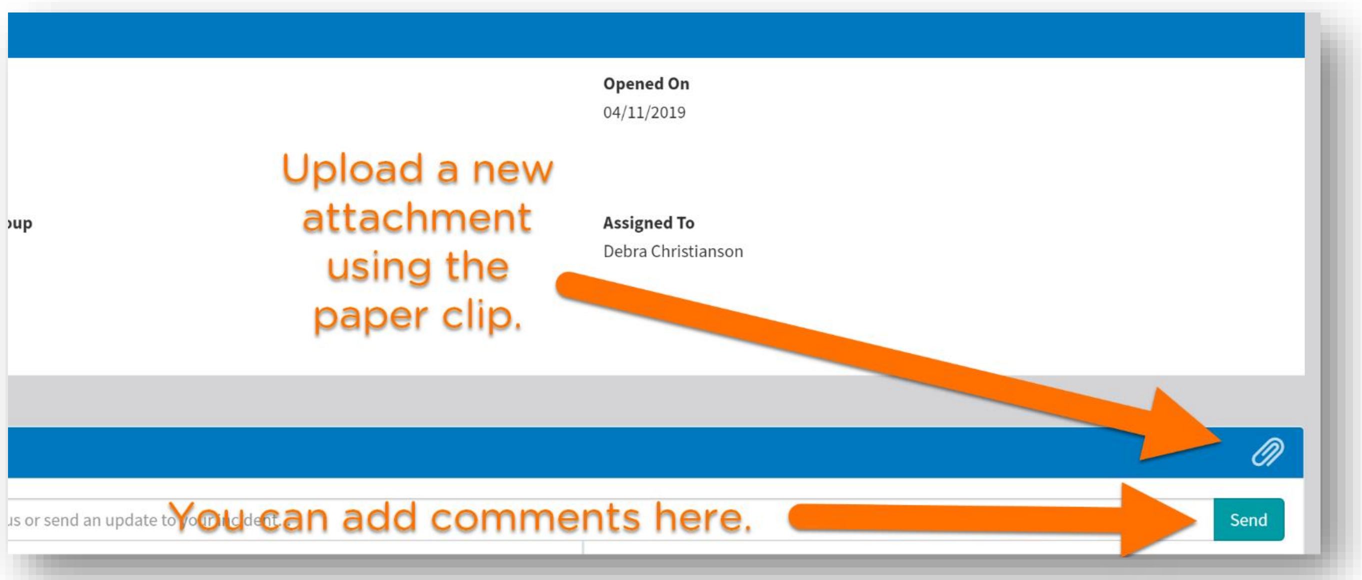
- Includes basic information about the ticket as it was submitted
- Date opened, who requested it, who it is assigned to, etc.

Updates



Updates to the ticket will be In the form of conversation in reverse chronological order

- newest comments appear at the top of the list



If follow up information is requested from a Center Support representative:

1. You may respond to the notification email directly if your content does NOT include PHI/PII
2. If you need to provide follow-up information that requires PHI/PII
   - log back into ServiceNow
   - **add comments** or requested **attachment** to your ticket
   - **click Send**