Manager Dashboard

Manager Dashboard – Service Now Access – Log a Call in SNOW

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Overview

Service Now is Delt Shared Services call logging system.

Access has been given to all CoreHR Champions to enable them to log calls on behalf of their Organisations employees. This document explains how to log into Service Now and how to raise a call.
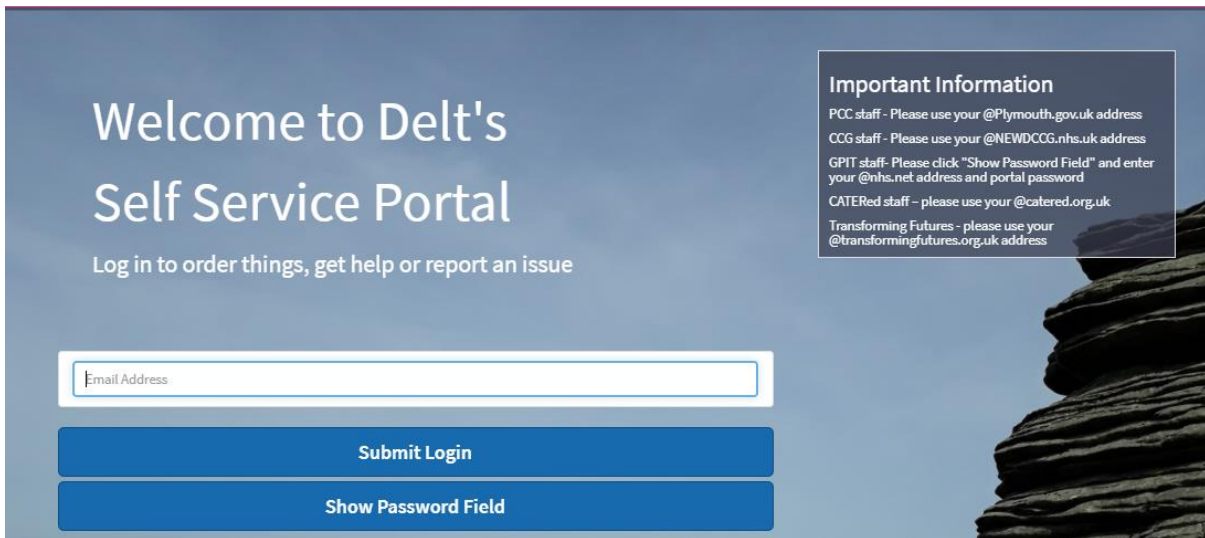
1.Service Now Access – Log In
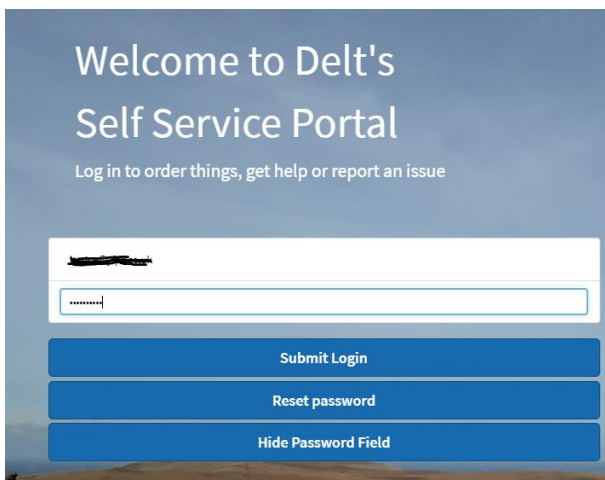
1.1 Log into Service Now

Log into Service Now
1. To login to the Delt Self Service Portal please click on the following link or paste this link into your browser: https://deltprod.service-now.com/sp   2. In the 'Email Address' field enter your registered email address. 3. Next, click the 'Show Password Field' button and the 'Password' field will appear. Enter your password which will have been emailed to you under separate cover.   4. Click the 'Submit Login' button.

5. You will now be prompted for a Password reset

- Enter the current password (which was emailed to you)
- Now enter your new password (*Default 8 characters minimum in length with at least 1 uppercase character, 1 numerical value and 1 special character*)
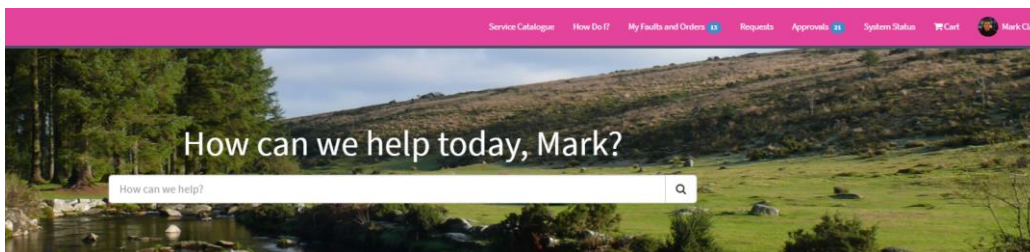- Confirm the new password
- Click 'Submit'

Change Password

User name:

~~███████~~

Current Password:

New password:
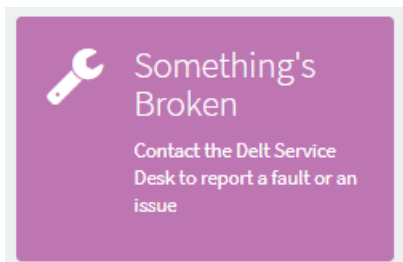
Confirm New Password:

[Submit]

6. You are now signed into the Service Now portal.

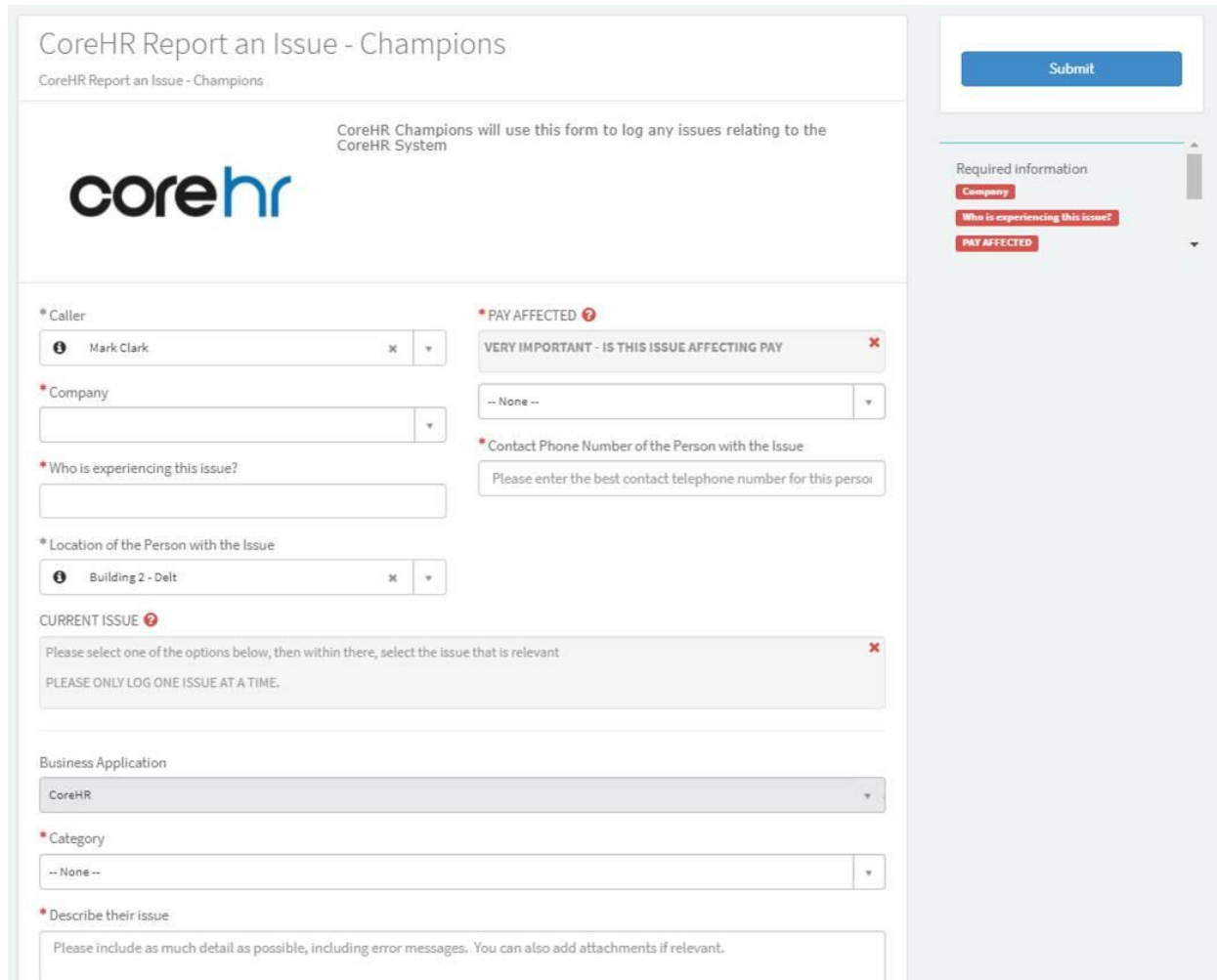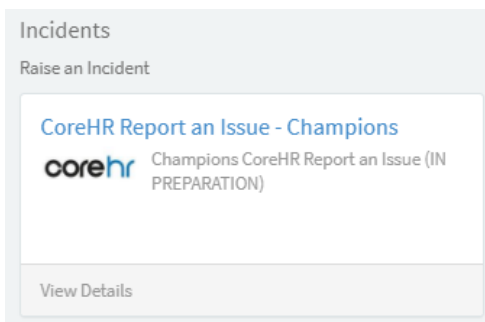## 1.2 Log a Call in Service Now

Log a Call in Service Now

1. To report a CoreHR fault you will need to select the 'Something's Broken' tile.

Something's Broken

Contact the Delt Service Desk to report a fault or an issue

2. Click on the Incidents box available to you – CoreHR Report an Issue - Champions

Incidents

Raise an Incident

CoreHR Report an Issue - Champions

corehr   Champions CoreHR Report an Issue (IN PREPARATION)

View Details

3. As a CoreHR Champion, you will be presented with the following screen:

4. Please note that the RED * indicates a mandatory field - a quick reference can be seen in the required information section to the right-hand side of the form (highlighted above in yellow).

5. Complete all the relevant fields in this form.

- **Caller** – This field will be pre-populated with your name
- **Company** – Please select the name of your Organisation
- **Who is experiencing this issue** – Please enter the name of the person who is experiencing the issue (e.g. the person you are raising the call on behalf of)
- **Location of the Person with the Issue –** Please enter the location of the person who is experiencing the issue **and provide us with a telephone number so that we can make direct contact with them**
- **Current Issue** – This will be pre-populated, and you do not have to enter anything in this field.

- **Business Application** – This will be pre-populated with CoreHR
- **Category** – Please select from the drop down list the category that most suits your issue
- **Describe their issue** – Please describe the issue you are raising and give as much detail as possible to help us deal with your query
- **Add Attachments** – please add supporting documentation including screen shots
- **Pay Affected** – Please select from dropdown list Yes or No. Please note that this will identify whether the issue you are experiencing will affect the employees pay.
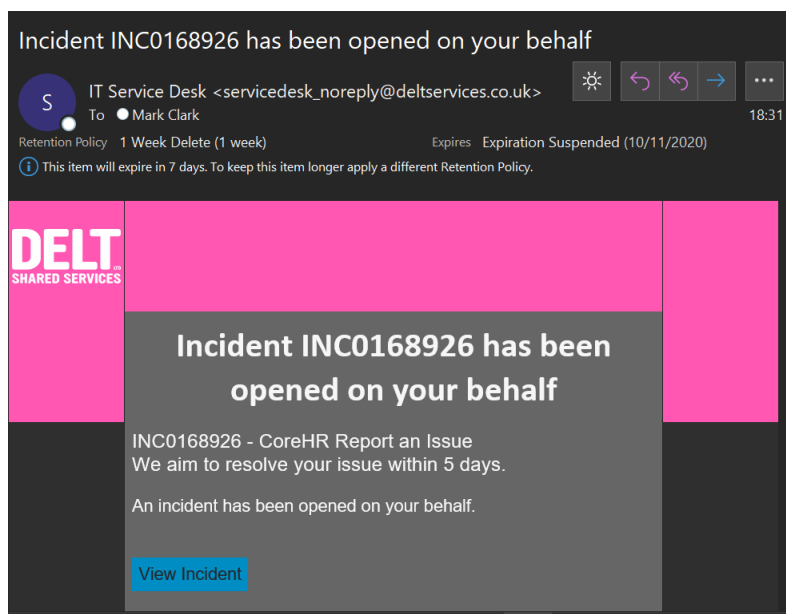
6. When the above fields have been completed, please select the Submit button and your issue will be logged
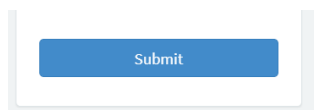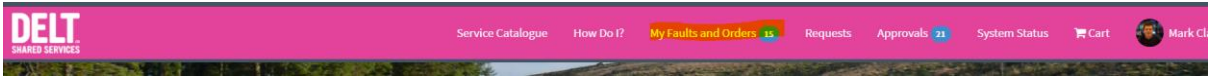

7. You will then be given a **Unique** reference number that you should use in any correspondence with Delt Shared Services.
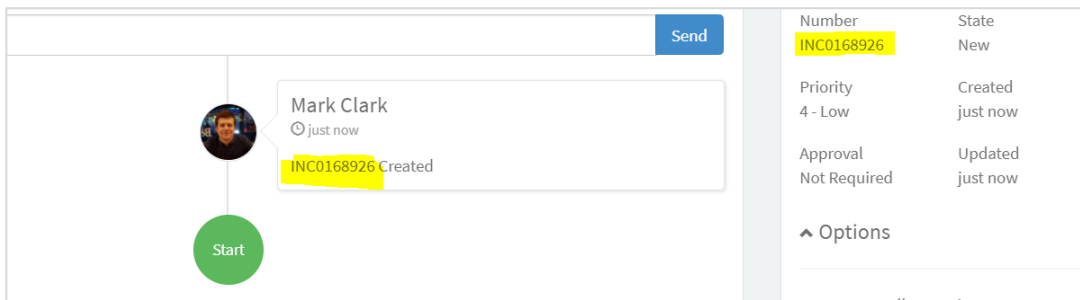
8. You will also receive an automated email to advise you that your Issue has been logged.

9. You can update your Incident at any time through Self Service by selecting 'My Faults and Orders' in the top navigation bar.

10. Add any additional information to the selected fault using the 'Type your message here' field.