Protective Marking: Official



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

Welcome to Delt's Self Service Portal Log in to order things, get help or report an issue	Important Information PCC staff - Please use your @Plymouth.gov.uk address CCG staff - Please use your @NEWDCCG.nhs.uk address GPIT staff- Please click "Show Password Field" and ent your @nhs.net address and portal password CATERed staff - please use your @catered.org.uk Transforming futures - please use your @transformingfutures.org.uk address
Email Address	

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	Change Password
 Enter the current password (which was emailed to you) Now enter your new password (<i>Default 8 characters minimum in length with at least 1 uppercase character, 1 numerical value and 1</i> 	User name:
 special character) Confirm the new password Click 'Submit' 	New password: Confirm New Password:
6. You are now signed into the Service Now portal.	
Berner Caldage Northold Mythadis and Coders Northold Approval N How can we help today, Mark?	System States TC Cert
How can we help?	

1.2 Log a Call in Service Now





	ions	Submit
		-
CoreHR Champic CoreHR System	ns will use this form to log any issues relating to the	Required information
corehr		Company
		PAY AFFECTED
10 H		
Mark Clark X	VERY IMPORTANT - IS THIS ISSUE AFFECTING PAY	
company .	None *	
	*Contact Phone Number of the Person with the Issue	
" Who is experiencing this issue?	Please enter the best contact telephone number for this persor	
'Location of the Person with the Issue		
Building 2 - Delt × *		
CURRENT ISSUE 🚱		
Please select one of the options below, then within there, select the iss	ue that is relevant X	
PLEASE ONLY LOG ONE ISSUE AT A TIME.		
Business Application		
CoreHR	*	
Category		
News		
++ NORE ++	· ·	
Describe their issue	•	
Describe their issue Please include as much detail as possible, including error message	* You can also add attachments if relevant.	
Please note that the RED * indice required information section to the relevant fields in the televant fields in t	es. You can also add attachments if relevant. cates a mandatory field - a quick re the right-hand side of the form (hig n this form.	eference can be s phlighted above ir
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- 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.





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CoreHR Report an Issue		M
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Type your message here		Send
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