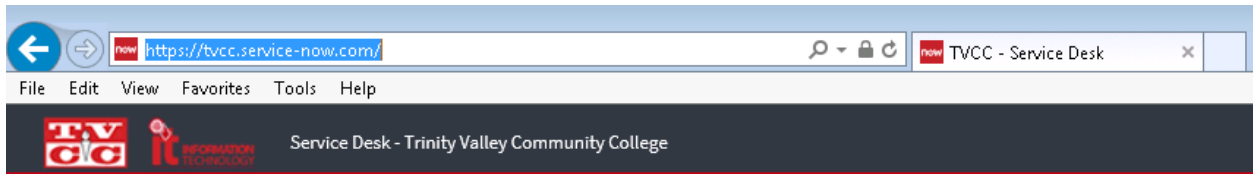


TVCC Service Desk – Service Now

Getting Started Guide

1. Logging into TVCC Support Desk:

- Go to <https://tvcc.service-now.com>
- Once you click the link, you will be prompted to log in. Please use your TVCC Cardinal ID and password:



User name

Password

Remember me

Login

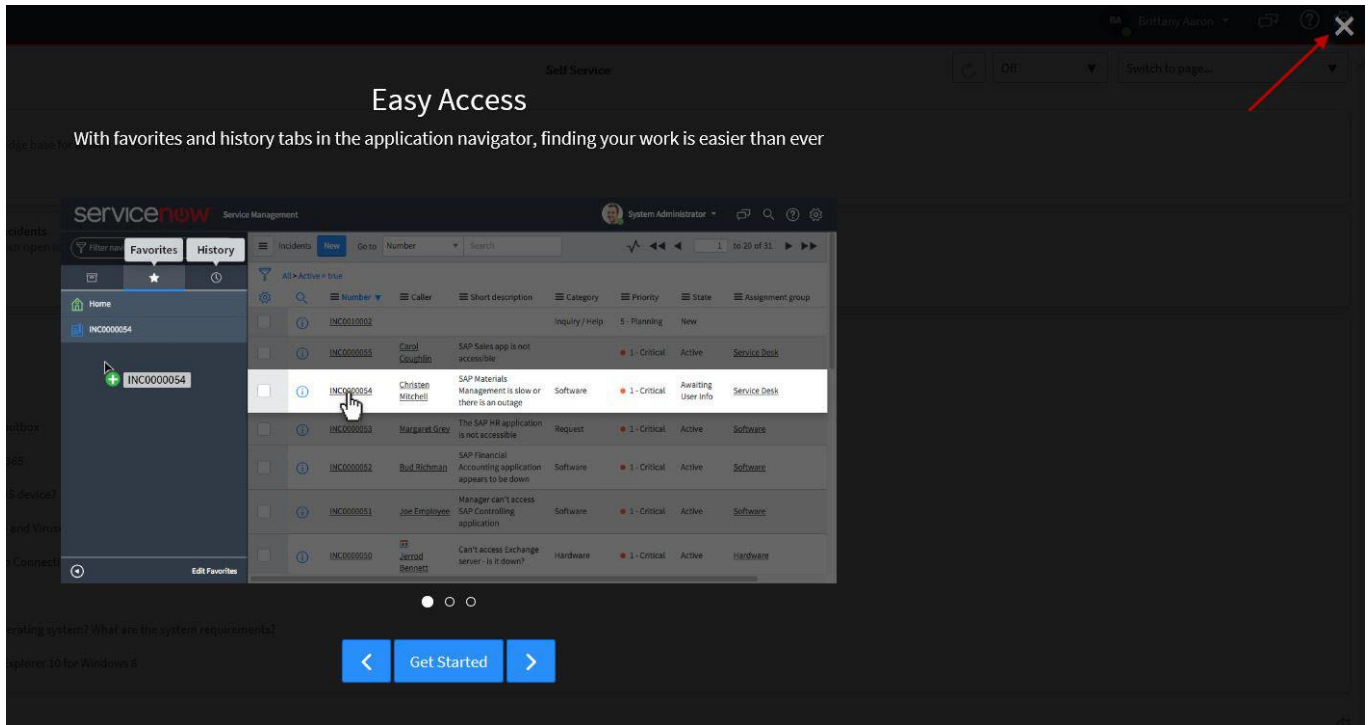
Login Assistance

The login credentials for the Service Desk are the same used for TVCC email access.

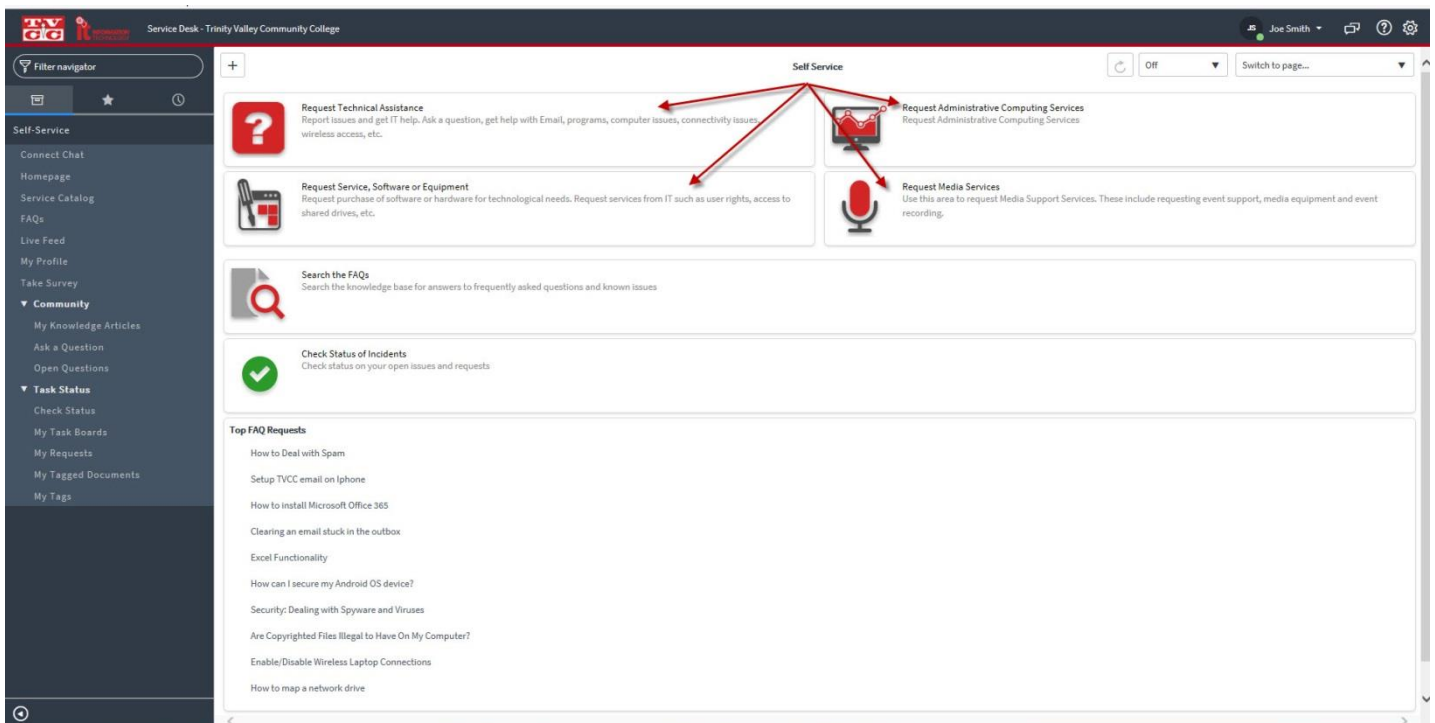
If you are a **STUDENT** and you need to reset your TVCC Email address password you can use the options



2. Upon first login you will see a brief tutorial screen. You can close it by clicking on the “X” in the right hand corner:



3. Once you close the tutorial you will see the dashboard which will allow you to open an incident, add information and/or track your incidents. Just click a button to get started with the incident creation process:



4. Once you have created your incident, you will receive an email that looks similar to the email below. Please make note that the email will contain TVCC branding, a brief overview of your incident and a link to your incident. By clicking the link you will be taken to the TVCC Service desk and be able to review any changes to the status of your incident.



IT Service Desk <tvcc@service-now.com>

Mon 3/14/2016 2:09 PM

To: Joe Smith;



Information Technology Service Desk Request

IT Services has received your request for assistance. Your request is very important to us and we will respond shortly.

Your request has been logged into our service desk management system as incident [INC0010525](#)

Description: **I'm unable to install adobe reader**

Request State: **New**

Comments:

Additional comments:

03/14/2016 02:08:59 PM C1T - Joe Smith

Additional comments

When I try to install adobe reader I am told I have no rights to install software!

If you would like to provide further information about the issue, you may simply reply to this email with any updates.

Click here to view or update your request: [INC0010525](#)

5. At any time, after creating an incident, you can log into the TVCC Service Desk and check on the progress of your incident by clicking the “Check Status of Incidents” button:

