Introduction

Welcome to the Northwest Regional Data Center (NWRDC) service portal. The service portal provides an interface for you to make requests, see the status of existing requests, and find helpful information within our knowledge base. This guide is intended to provide you with an overview of the service portal features and how to use them. As additional features are added to the service portal, this guide will be updated.

How to Login for the First Time

1. From your web browser, navigate to https://nwrdc.service-now.com/sp.
2. Click on the Forgot password? link at the bottom of the page.
3. Enter your username and click Next. In most cases, the username is in the format of firstname.lastname.
4. Enter your email address and click Next.

5. Click Done.

6. You will receive an email from nwrdc@service-now.com. Click the link that says Click here to reset your password. (Note: The email should arrive in five minutes or less. If you do not receive the email, check your Junk/Spam folder or contact your email administrator.)

7. Enter your new password, then retype your new password to verify. Click Reset Password. Your new password must meet the listed complexity requirements.
8. Your password has been reset. Click Done.

9. Enter your user name and new password. Click Login.

10. You are directed to the service portal home page.

Service Portal Home Page

Once you have logged into the Service Portal, you are directed to the home page. This page provides you with an overview of available options within the Portal, a listing of open or recently closed requests, as well as any announcements. Key Service Portal areas are highlighted below.

Service Portal Banner

The banner across the top of the Service Portal page is available throughout the entire Portal interface and provides you with links to common sections.

Knowledge

The Knowledge base is used to offer educational articles, technical guides, presentations, and other general information. Articles are organized by category and are available by keyword search.
Service Catalog
The Service Catalog will provide you with various types of requests you can make (i.e. Create Incident, Password Reset Enrollment). Each request type will have a unique form for you to complete. Requests are then assigned to the appropriate NWRDC team. The available request types within the Service Catalog will expand in future development cycles.

The Requests link is dynamic and will only display if you have an open incident or request. The number of open items is also displayed. If you click the Requests link, a dropdown menu appears which lists each item by short description and number. From the dropdown menu, clicking an incident will take you to the Ticket Form while clicking a request will take you to the Order Status page.

Ticket Form
The Ticket Form will provide you with up-to-date information about incidents.

The left section of the screen shows you any communications that have been added to the incident. You can add additional communications by typing in the Type your message here… field and clicking Send.
The right section of the screen is divided into multiple sections.

Actions: The Actions section provides you with options to resolve, cancel, or close your incident depending upon the incident state. In some situations, no actions are available. Note: If the state of your incident has changed while you are viewing the page, you may need to refresh the page to see available actions.

Session: If any users are currently viewing your incident, a Sessions section will display with the user identified.

Details: The details section has a dynamic header. If no individual is currently assigned to your incident, you will see Your request has been submitted. However, if someone is currently assigned to your incident, you will see the name of that individual. Additionally, the details section provides you with ticket number, state, priority, when the ticket was created, and when it was last updated.

Location: The Location section will display a map of your general location if you have clicked on the Globe icon and granted your browser access to this information.

Attachments: Any attachments that have been attached to your incident are displayed here. Alternatively, you can add attachments by dragging a file to this section.

**Order Status**
The Order Status page provides you with information regarding the current state of a request.

![Order Status](image_url)
Clicking on the arrow in the **Stage** section will expand to list the various stages and indicate where the request is in the overall process. Each stage differs depending upon request type.

![Stage Diagram]

**Contact Us**
The Contact Us link provides you with NWRDC’s address, phone number, fax number, and an email address for general inquiries.

**Cart**
The Cart link will list the number and detail of any requests not yet submitted. If there are not requests which meet the criteria, there is no number displayed.

**Your Name**
Your initials and name are displayed in the far-right of the banner. Clicking on your name provides you with two options: Profile and Logout. Clicking on Profile will bring you to your profile page which contains general information about you such as your email address and phone number. Should you choose to upload a picture to your profile, your picture will replace the initials which were previously displayed.
Search
You can find a Knowledge article or request available within the Service Catalog by using the search bar on the Service Portal home page. Simply type in your keyword(s) and press Enter (or click the magnifying glass icon) and items which contain your keyword will be returned in the search results.

Quick Links
The quick links section contains four items: Request a Quote, Submit a Ticket, Browse Knowledge, and See What’s New.

Request a Quote
Clicking on the Request a Quote link will open an email with the recipient and subject pre-populated. Let us know on what items you wish to receive a quote and send the email. A member of our team will reach out to you as soon as possible. Additional functionality to simplify the quoting process will be added in the future.

Submit a Ticket
Clicking on the Submit a Ticket link will take you directly to the Can We Help You? section of our Service Catalog. Additional details on our Service Catalog are available earlier in this guide.

Browse Knowledge
Clicking on the Browse Knowledge link will take you to the homepage of our Knowledge base. Additional details on our Knowledge base are available earlier in this guide.

See What’s New
Clicking on the See What’s New link will open a new browser tab which takes you to the NWRDC website where you can find the latest news and announcements about NWRDC and the industry.
References
Various widgets containing information are found in the References section of the Service Portal index page. Here you can find posted announcements, NWRDC contact information, and a listing of any of your open incidents and recent service requests.

Service Portal Support
We hope utilizing the Service Portal is an enjoyable experience. If you experience any issues utilizing our Service Portal, contact NWR-ITSM@nwrdc.fsu.edu and we will get back with you as soon as possible.