Quick Tips

Visit the **UT ServiceNow** Self Service site: *https://ut.service-now.com/utss/*

❑ Search for self-help articles to get answers to your questions

- Use the Search box in the upper right to find self help knowledge and catalog request forms
- Use the * character as a wildcard before your search term to help find results that contain the term (i.e. "*email")
- Use AND, OR and NOT between search terms to focus results; enclose specific phrases in quotes

❑ Tips for creating help tickets

- Create a help ticket by clicking **Create Ticket** to open form
- See Self-help results appear at the bottom of the form based on words entered in Short Description
- Hover over the ⓘ icon to open a popup window. Hold shift & click in popup to freeze window open.
- Add an attachment to a ticket by dragging & dropping onto the form
- If help did not solve your issue, complete your ticket form and click **Submit**
- Click **Home** to see your ticket in **My Open Tickets**