

## ServiceNow – will go live on Wednesday 9 October 2024 at 8am.

Existing Remedy users will receive an email on Monday 7 October at around 5pm from [snowdon@service-now.com](mailto:snowdon@service-now.com) with the subject: “**CGI ServiceNow – New Account Created**” and the content of the email will look like this:

Hello MOSL Test User,

A new account has been created for you on the new CGI ServiceNow ITSM system.

You details are:

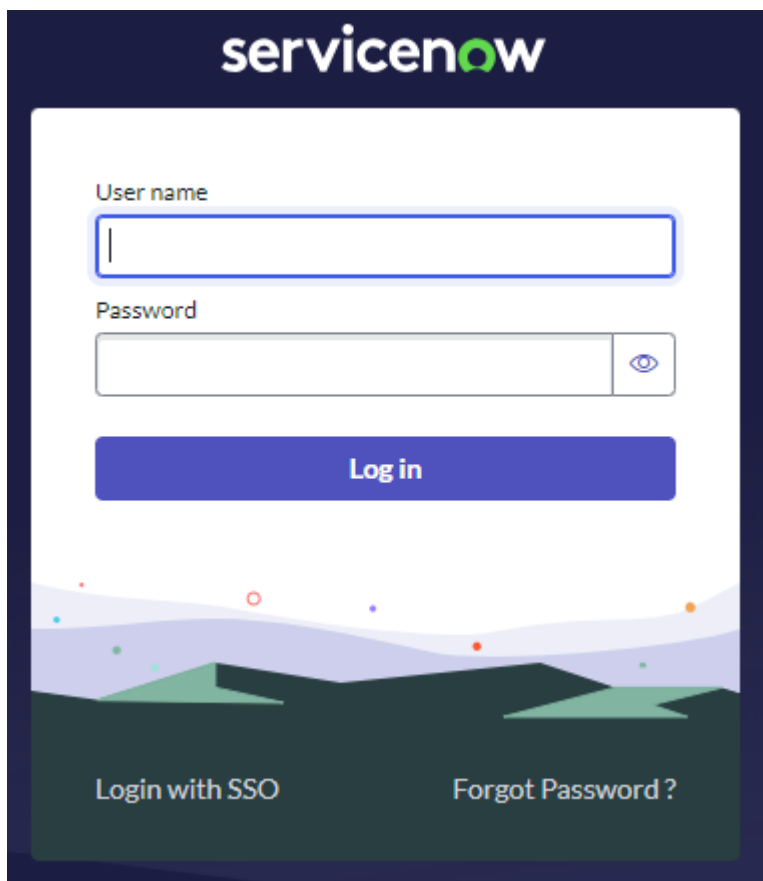
Username: mosl.testuser

Password: }KBcqPmx9zwF+[S\$72!GY2%OhmH)qn

Your password will expire after 48 hours, if you try to login after that time you will be able to use the forgotten password process to request a new password.

Kind Regards,  
CGI ServiceNow Team

The initial password will have an expiry of 48 hours, after that time the user will be able to request a password reset using the **Forgot Password?** link located at the bottom right of the login screen (<https://snowdon.service-now.com>):



The password reset process will require the following steps:

### **Step 1**

Enter the username (shared in the **CGI ServiceNow - New Account Created** email)

Enter the CAPTCHA shown on the screen

**Step 2**

Enter the email address

**Step 3**

An email is sent to the user with a password reset URL

**Step 4**

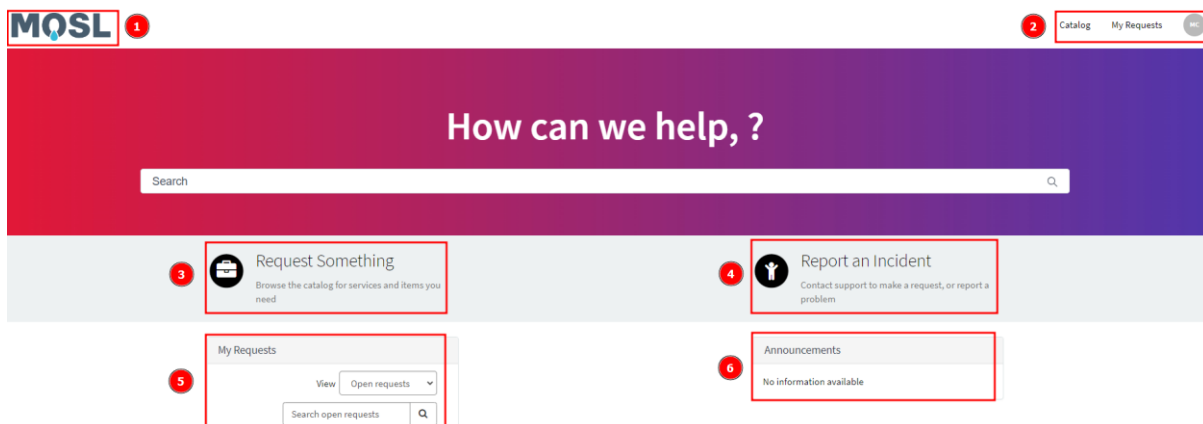
Click the password reset URL and enter the new password

To request a new user to be added to raise tickets with the CGI Service Desk via ServiceNow, a Contract Manager/Deputy Contract Manager will need to raise a ticket via My MOSL to IT Support with the following information:

- Full name of the user
- Email address
- ORG ID
- Telephone number

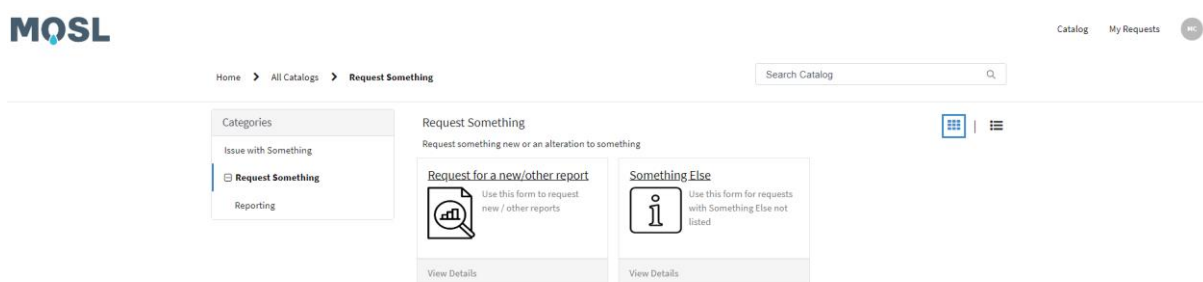
Once the user is created, then the user will receive an email with the subject "**CGI ServiceNow - New Account Created**" with their login details.

## ServiceNow Homepage (<https://snowdon.service-now.com>) – (Also accessible from within CMOS under Service Management)



- 1 – Logo – navigates back to the homepage
- 2 – Links to catalog and requested items/incidents
- 3 – Request something
- 4 – Report an incident
- 5 – List of your requested items / incidents
- 6 – List of announcements on the portal

**Request Something:** You will have two options: "Request for a new/other report" or "Something Else":



For both types of requests, you will select which user the request is for, i.e. you can raise a request on behalf of someone else registered in ServiceNow or for yourself.

**Report an Incident:** You will have four options: "CMOS Connectivity issue", "CMOS issue", "CMOS Performance Issue" or "Something Else":

The screenshot displays the MOSL web application interface. At the top left is the MOSL logo. On the top right, there are links for "Catalog" and "My Requests" next to a user profile icon. Below the header is a breadcrumb trail: "Home > All Catalogs > MOSL > Issue with Something". To the right of the breadcrumb is a search bar labeled "Search Catalog" with a magnifying glass icon. On the left side, there is a "Categories" sidebar with a sub-section "Issue with Something" containing a "Request Something" button. The main content area is titled "Issue with Something" and features four incident reporting cards, each with a headset icon and a "View Details" button. The cards are: 1. "CMOS Connectivity Issue" with the instruction "Use this form for CMOS Connectivity Issues"; 2. "CMOS Issue" with the instruction "Use this form for CMOS Issues"; 3. "CMOS Performance Issue" with the instruction "Use this form for CMOS Performance Issues"; and 4. "Something Else" with the instruction "Use this form for Issues with Something Else not listed".