EYECARE PARTNERS
ServiceNow Playbook

Enhance Vision.
Advance Eye Care.
Improve Lives.

Director of Training for OPT Operations

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ServiceNow Playbook - Table of Contents

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Learn about ServiceNow

ServiceNow is a platform that provides a more direct path to solve some common IT issues like password resets. Instead of calling or emailing the IT Help Desk to create a service ticket, you now have access to the ServiceNow portal which will provide information you need to solve your problem more quickly. With this portal you are able to create incidents, monitor progress and resolve incidents on your own. In the future, as an organization, we will have access to trending issues, knowledge articles and streamlined onboarding.
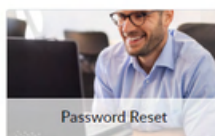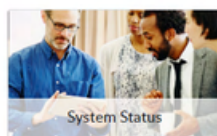
Pre-Microsoft Migration ServiceNow Link

How can we help?

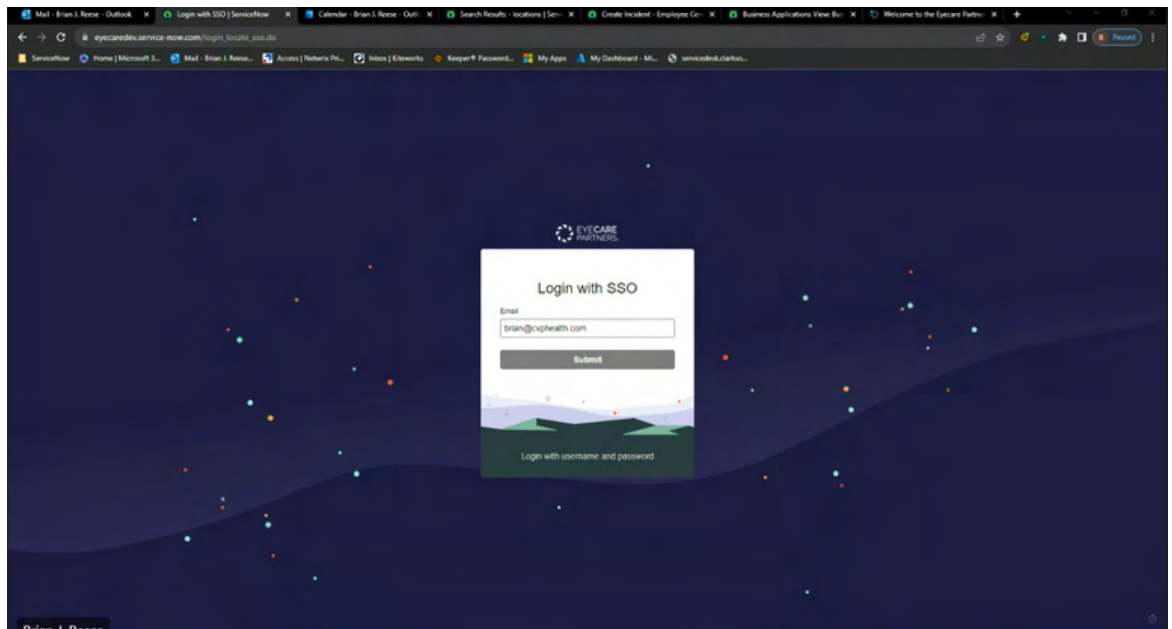Search

📢 Announcements

No information available

Quick links
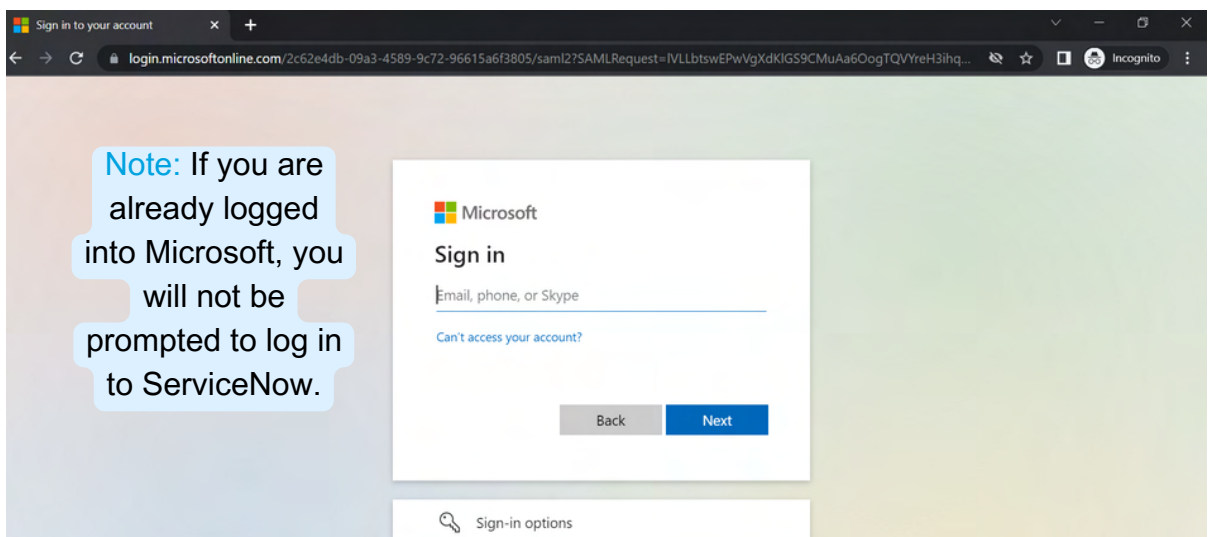
System Status   Password Reset   Create Incident

Log In to ServiceNow via Web Address Pre Migration

Step 1: Navigate to https://eyecaredev.service-now.com/login_locate_sso.do

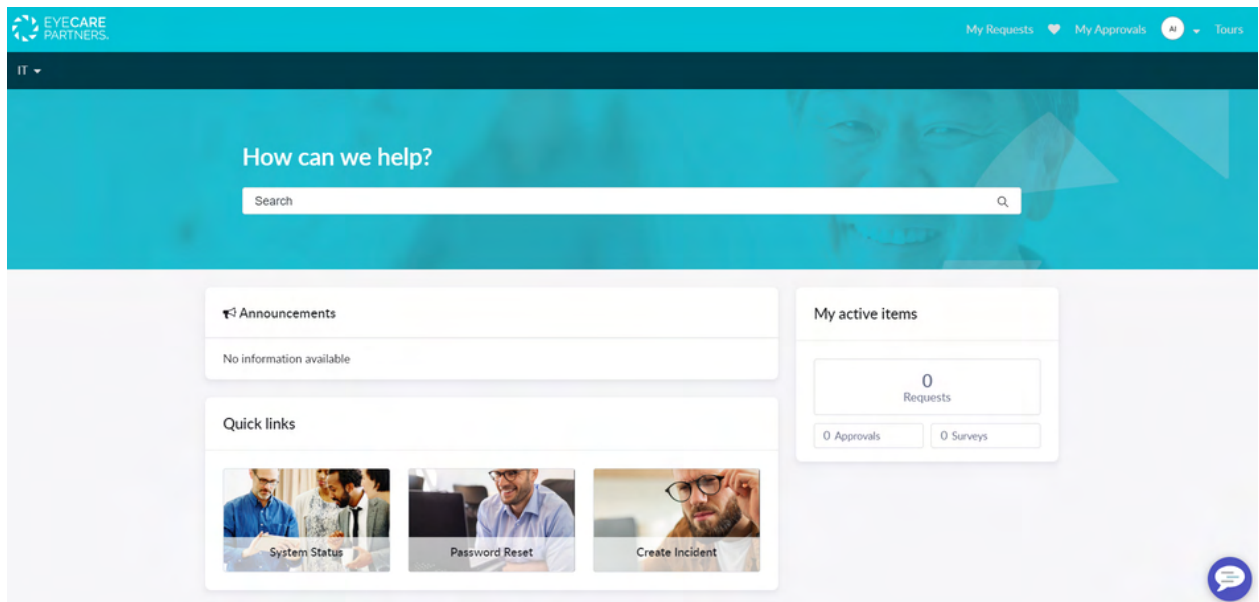**Step 2:** Enter your email address and select Submit.

Step 3: Enter your Microsoft Credentials.

Note: If you are already logged into Microsoft, you will not be prompted to log in to ServiceNow.

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Step 4: You have successfully logged in when you see the ServiceNow homepage below.
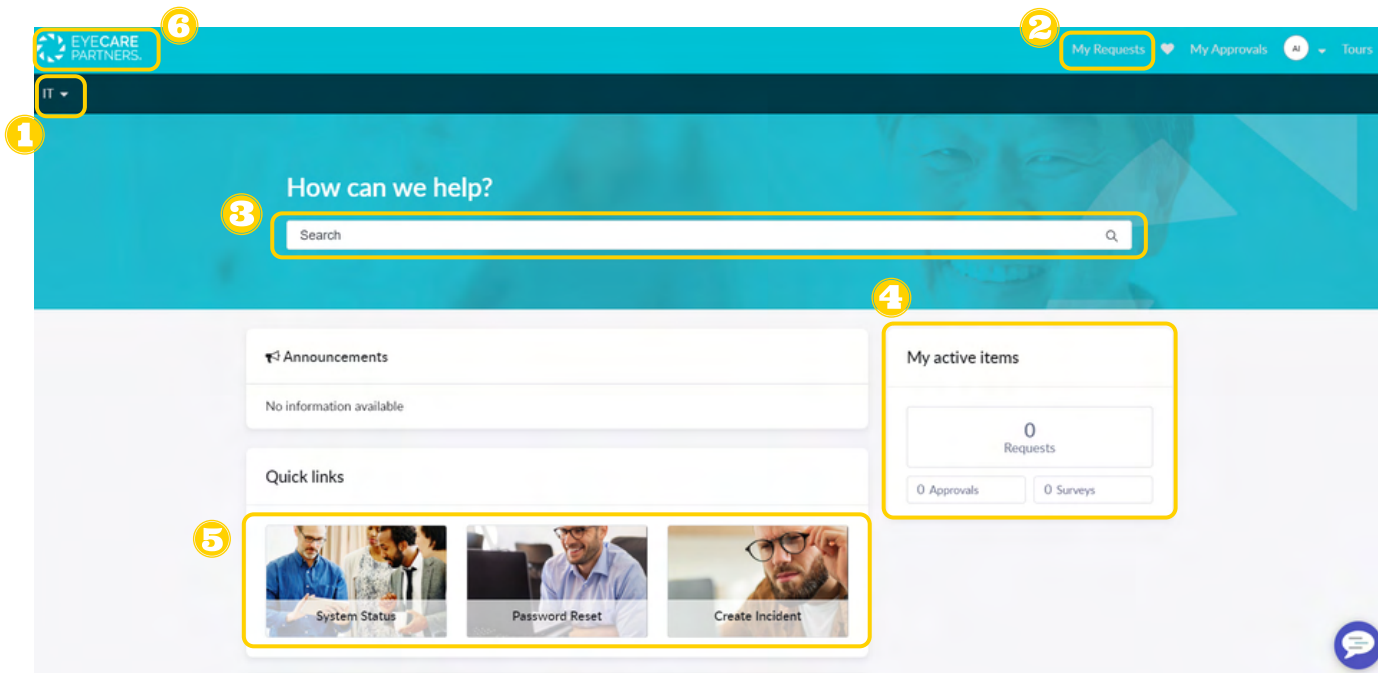

Receive Error?

If you experience an immediate logout message, contact servicenow@eyecare-partners.com. The team will ensure that your ServiceNow credentials are corrected.

Overview of Portal Homepage

1. IT drop down menu

2. Select My Requests to view open and closed requests

3. Use the Search feature to locate what you are looking for

4. View open or closed requests

5. Quick links tiles are tailored to your frequent ticket submissions

6. Quickly navigate to the ServiceNow homepage by clicking the EyeCare Partners logo
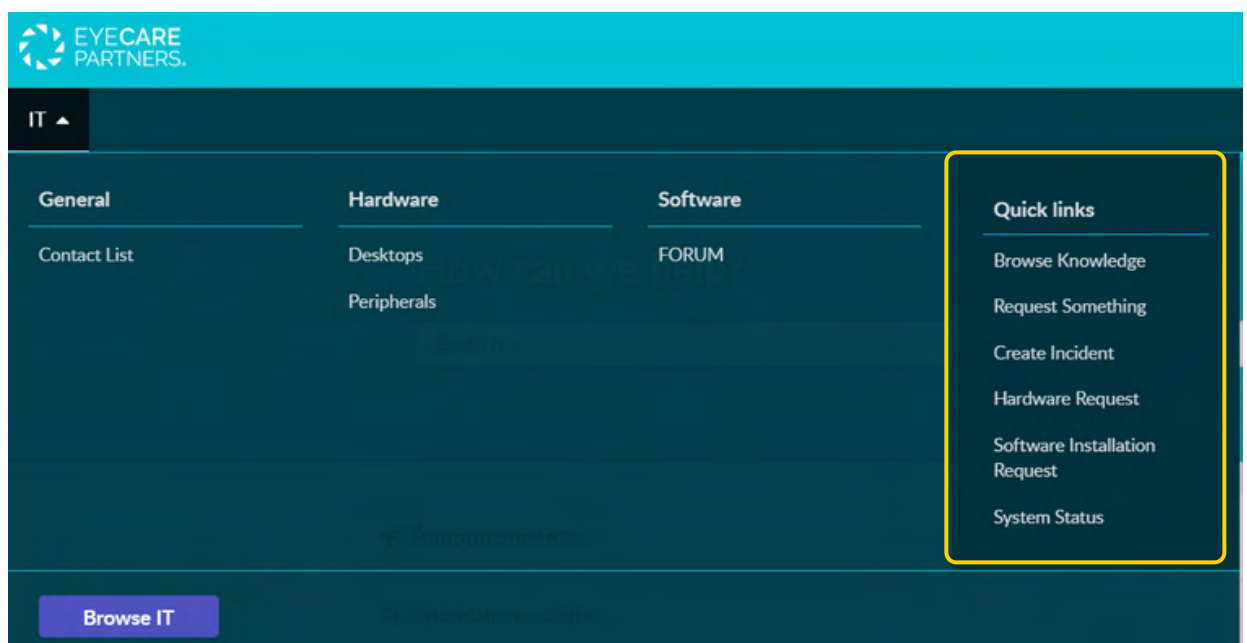
Overview of Portal Homepage

Select the IT dropdown menu to browse all capabilities of the portal.
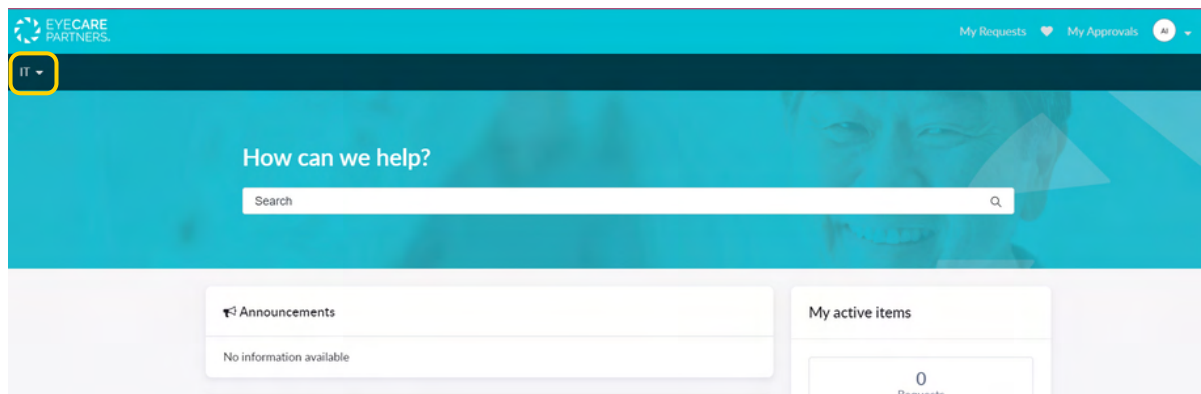
From this menu under the Quick Links column, you are able to order hardware, request hardware installation or check system status. *You will notice some of these links are located on the portal homepage.*
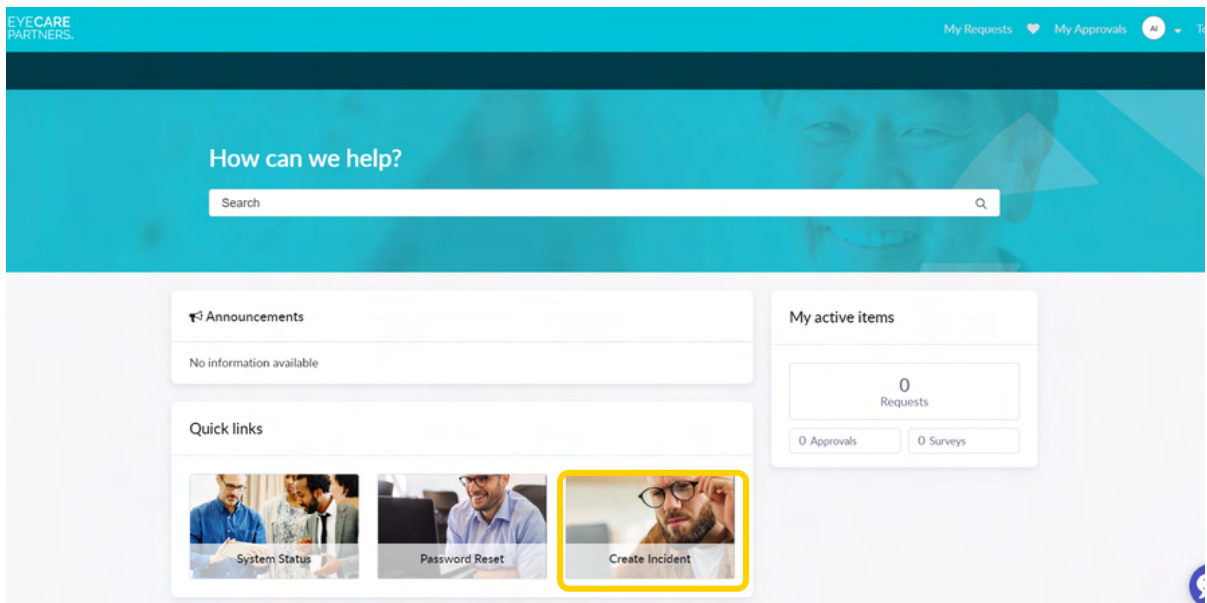
Be sure to log out of the ServiceNow portal each time for security.

How to Create an Incident Ticket

To create an incident, locate the Create Incident tile on the portal homepage and select it.

Next, fill in all fields with an * to provide necessary details. Select Submit after all required fields are filled. Tips on how to find location-see next page.

Office Users- Search by location name or address. If there are multiple options with the same address, choose the one that best fits your role in the organization. If there is only one option to select for a location, choose what is available. Matching the address is most important.

Based on information provided by Dayforce, your location could potentially pre-populate based on your name. Be sure that your location you are inquiring about is in the Location field.

Corporate Users- If not automatically chosen for you, set your location to Corporate Region.

Remote / Hybrid Users- If not automatically chosen for you, set your location to Remote / Hybrid Region.

Once you select submit, you will be taken to the My Requests page. The incident will be routed to the correct department. At this time, there is no further action you need to take.
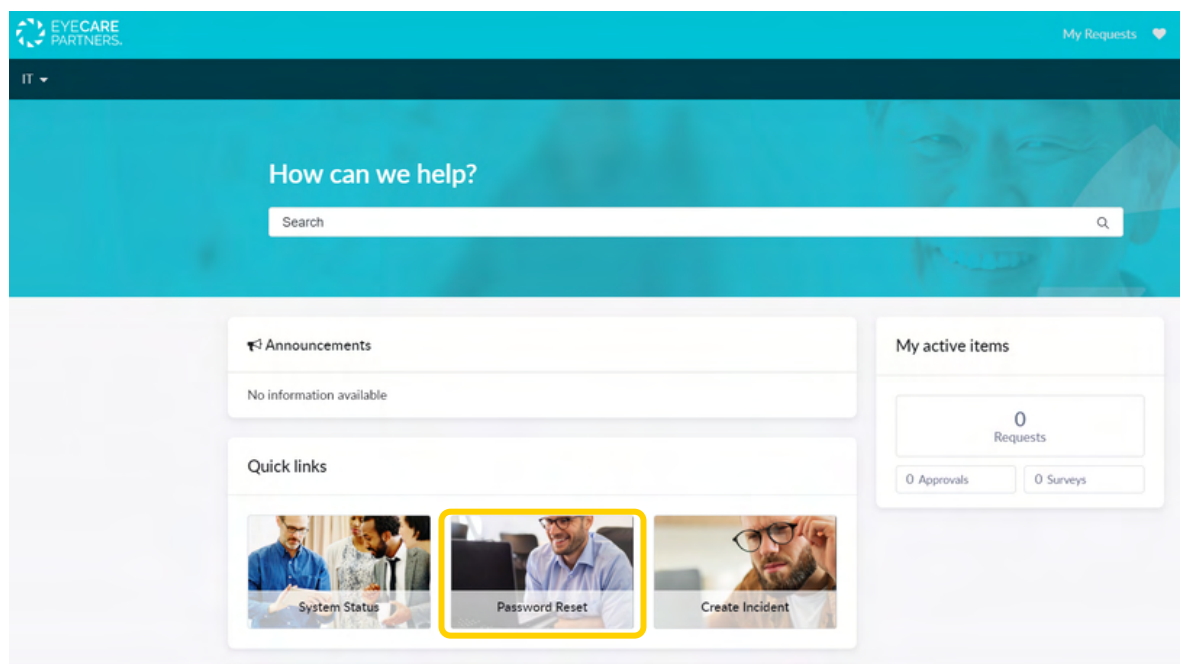
Password Reset

This means you have forgotten your password, cannot log in due to an incorrect login, or receive an incorrect password message or error. After being reset, you will need to create a new password for your account.

Account Unlock

This means you are unable to access the account due to a lock-out message or error. After being unlocked, your password will not change.

Please Note: Passwords not listed in the dropdown menu will need to be reset via established methods. (i.e. OPT insurance password resets will require users to complete the Password Inquiry form.)

Once you determined a password reset is required, login to the ServiceNow portal and select the Password Reset tile or type password reset in the search bar.

Once selected, you will be directed to the screen below. Fill in the required fields with an *. The computer name can be found using the question mark (?) on the right side of the question.
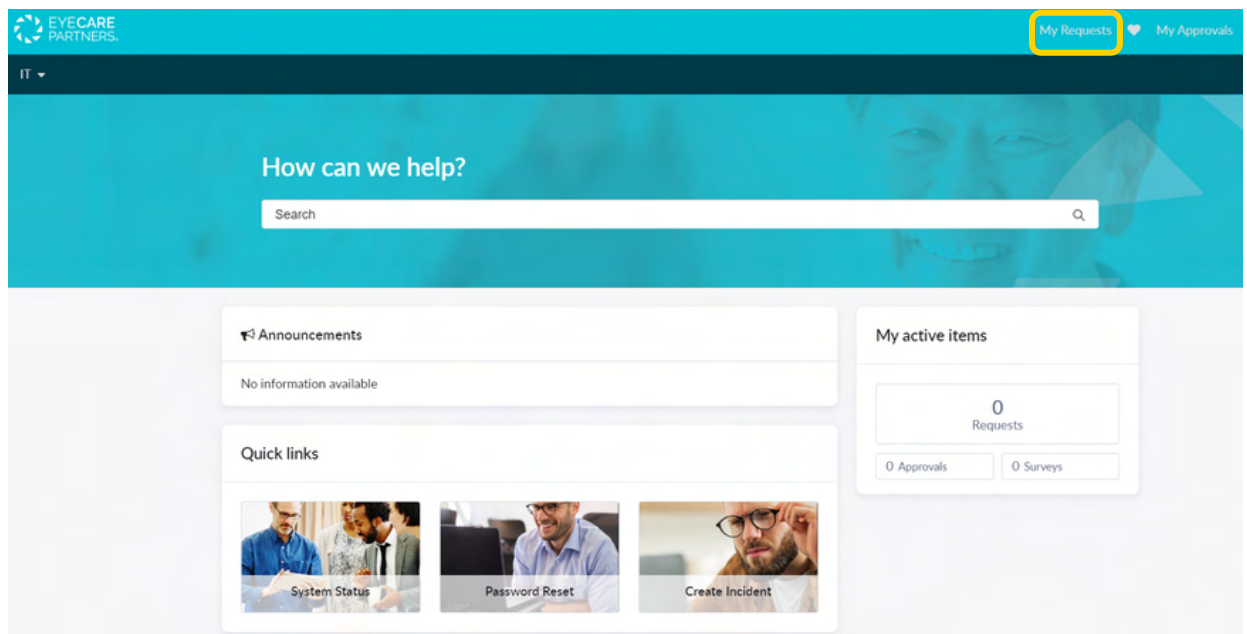

After entering the information, select the request button on the right side of the screen to submit the request.
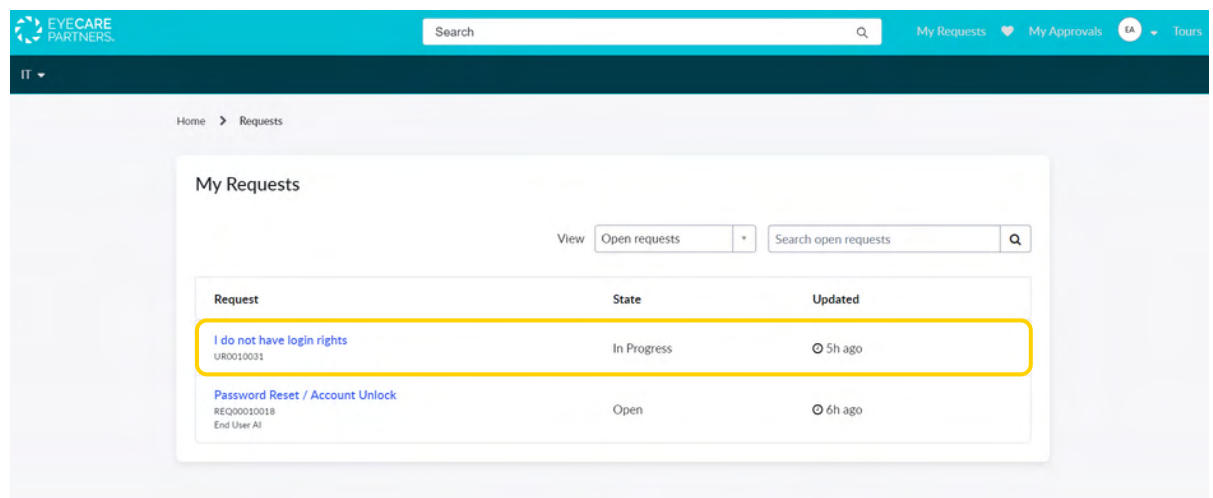
Checking Ticket Status & Resolving a Ticket

After a ticket has been submitted, you are able to check the ticket status. To do so, select the My Requests located at the top right on the portal homepage.

Once you select My Requests, you will see the page below. Select the ticket status you wish to view.

After selecting the ticket, the screen below will be shown. You can view the activity and type a message to the IT team if needed.

If the incident resolves prior to IT working the ticket, you can resolve the ticket yourself. Select Actions, then Resolve. Once you have indicated the problem has been resolved, there will be no further action taken on the ticket.

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Knowledge Articles

Knowledge articles are resources in the portal to help troubleshoot issues such as password error messages that contain codes. You may see these articles pop up when you use the search feature in the portal. View the article to determine if you are able to fix the issue yourself prior to completing the IT ticket request.

Keep in mind that as we use the ServiceNow portal, the knowledge articles will grow with the inquiries and tickets we create.

Addendum

As ECP continues to evolve, so will this platform. There will be additional knowledge articles, streamlined onboarding, functions and request capability. The ultimate goal is to provide you one universal system to satisfy many needs across the organization.

After reviewing the information in this document, if you still need support please call the helpdesk at 877-500-4015.

Network/E360 or other practice management system outages that require immediate attention should be called into the IT Helpdesk to ensure the highest priority and quickest resolution.

Note: Existing tickets will still be worked using the current IT Helpdesk email until resolved. If unable to submit a ticket within ServiceNow, new incidents can be emailed to servicenow@eyecare-partners.com or submitted via phone.