

## INSTRUCTIONS TO SUBMIT A SERVICENOW TICKET

1. Go to [InfoOnCall](http://InfoOnCall) website and click on "ServiceNow".

The screenshot shows the InfoOnCall website interface. At the top, there is a navigation bar with the Hennepin Healthcare logo and the text "InfoOnCall". Below this is a search bar and a "Go" button. A secondary navigation bar contains links for "Clinical | Departments | Directories | Forms | Policies | Regulations | Systems | Links | HCMC.org | Help".

The main content area is titled "Scanner Daily" and features several news items:

- News For All** (highlighted in green):
  - For Medical Staff** (highlighted in blue):
    - 8th St. between Portland & Park to close starting 8/15 for reconstruction** (2019-08-14): The City of Minneapolis has been reconstructing 8th Street from Hennepin Avenue to Chicago Avenue. ...
    - Give voice to the survey data: Listening sessions start next week** (2019-08-14): As a follow up to our recent 2019 Employee Experience Survey results, we will offer six lis...
    - We heard you! See new performance review**
  - For Residents** (highlighted in blue)
  - For Nursing/Patient Care** (highlighted in purple)
  - For Leaders** (highlighted in orange)

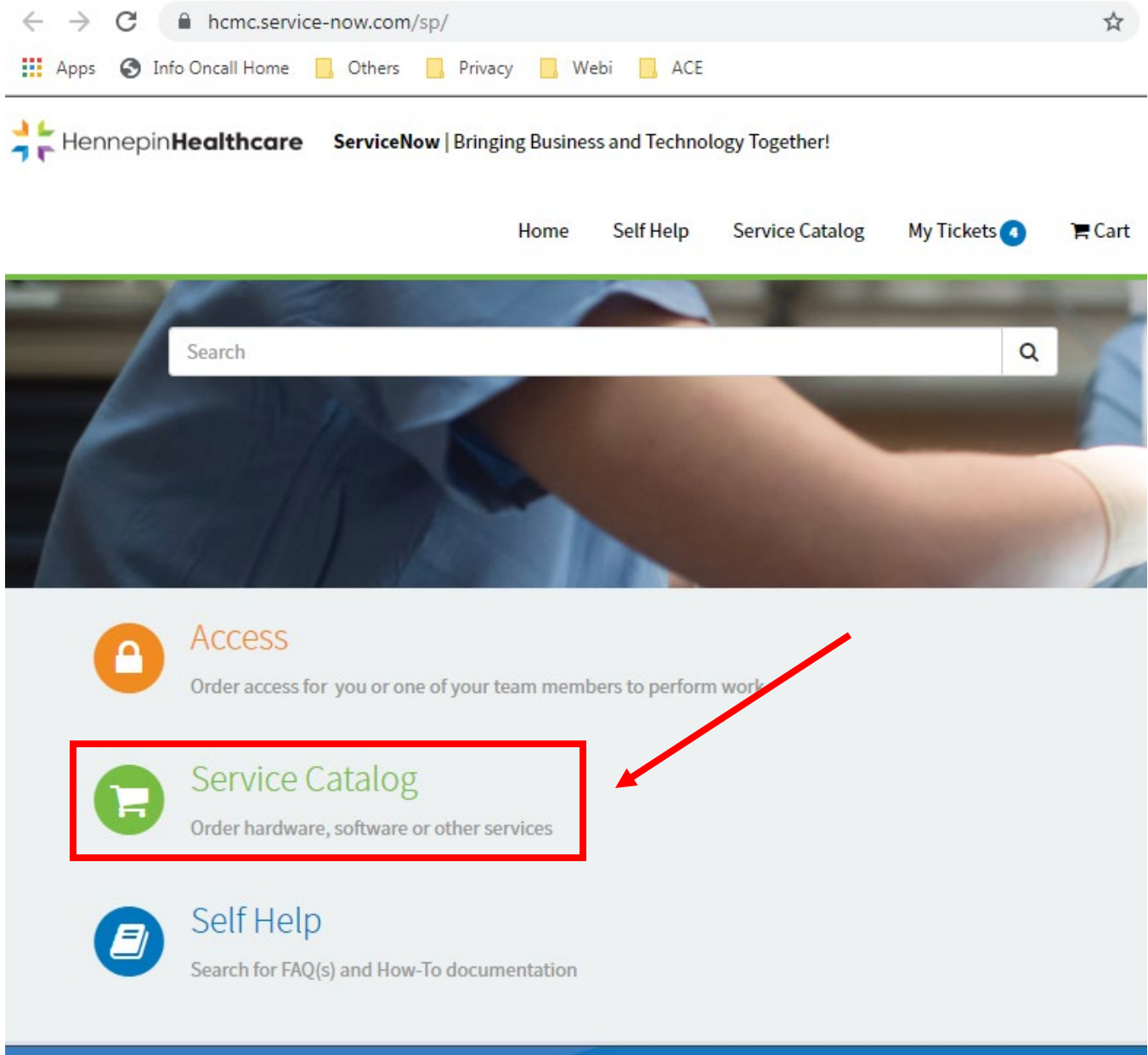
On the right side of the page, there is a vertical menu with the following links:

- [My HR Portal](#)
- [ServiceNow](#) (highlighted with a red box and a red arrow pointing to it)
- [Web Clock](#)
- [My Learning Center](#)
- [Employee/Manager Self-Service](#)
- [Minneapolis Weather](#)
- [Inspirations Café Menu](#)

On the left side of the page, there are several other links:

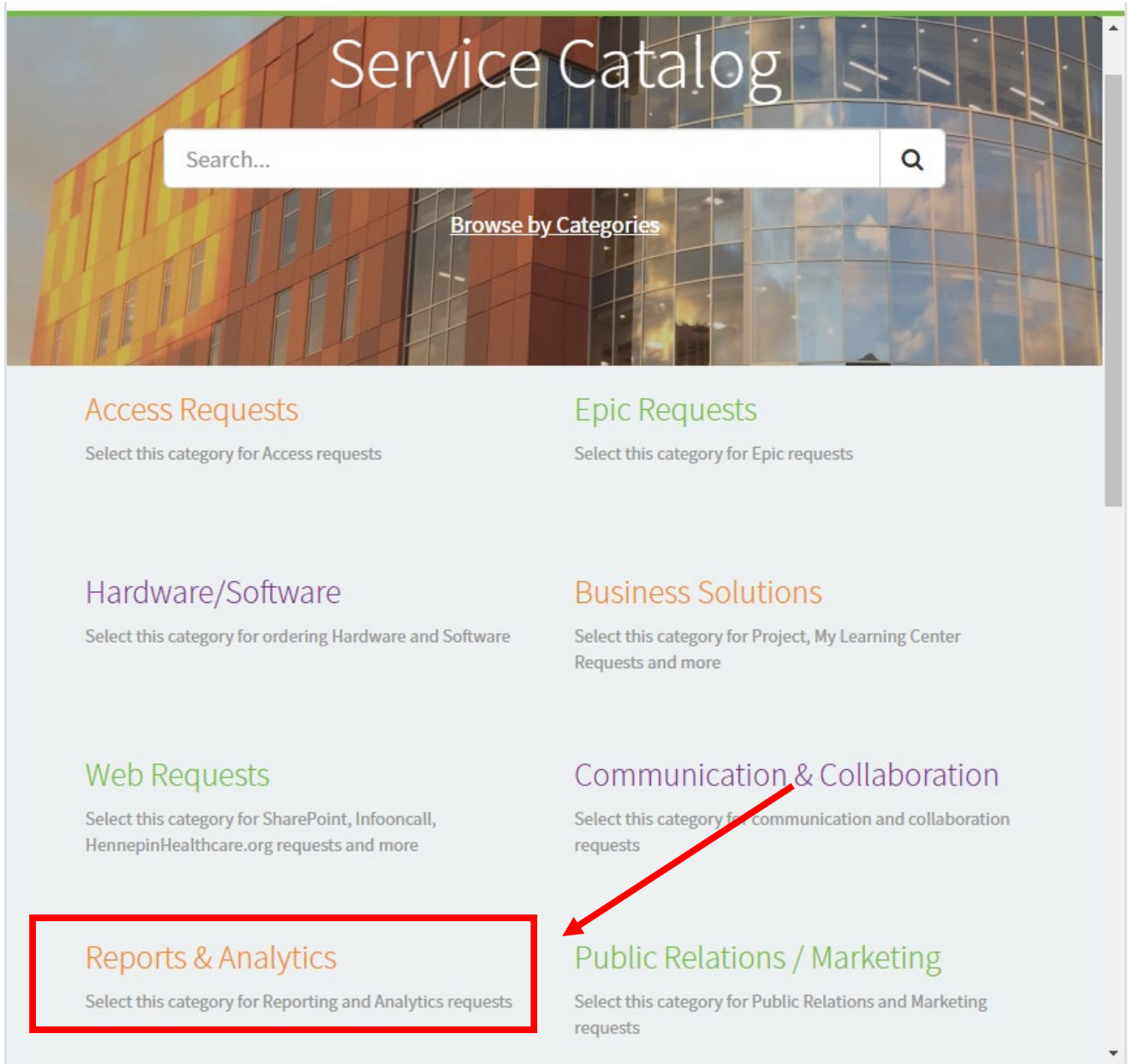
- [Emergency Management](#)
- [Request for Emotional Support \(CIS\)](#) (support for stressful workplace experiences)
- [Compliance](#) (includes Privacy)
- [Office of the Medical Staff & Provider Privilege Lookup](#)
- [Nursing](#)

2. Once you arrive at the ServiceNow homepage, select "Service Catalog".




If you have any trouble arriving at this page when you click on ServiceNow, please call IT services at 612-873-7485.

3. Select "Reports & Analytics" from the Service Catalog



#### 4. Select "Request a New Report"

### Categories

- Access Requests
-  Epic Requests
- Hardware/Software
- Business Solutions
- Web Requests
- Communication & Collabora...
- Reports & Analytics**
- Public Relations / Marketing

### Reports & Analytics

Select this category for Reporting and Analytics requests

#### Request a New Report...

Use this form to request development of a new report, assistance with a new project or one-time data requests.

[View Details](#)

#### ServiceNow Report R...

Use this form to request ServiceNow reports.

[View Details](#)

#### Request Enhanceme...

Use this form to request modifications to an existing report. Examples: Additional Data, parameters, groupings.

[View Details](#)

#### Report an Issue with ...

Use this form for existing reports that are no longer working as expected.

[View Details](#)

#### SlicerDicer Support

Use this form to submit SlicerDicer related questions/requests.

[View Details](#)

#### I cannot find the req...

Service Request - I cannot find what I am looking for

[View Details](#)

5. Fill out the form (A) and when complete, click on “Order Now” (B)

HennepinHealthcare ServiceNow | Bringing Business and Technology Together!

Home Self Help Service Catalog My Tickets 4 Cart

Home > Service Catalog > Reports & Analytics > Request a New Report or Project

Search

### Request a New Report or Project **A**

Use this form to request development of a new report, assistance with a new project or one-time data requests.

**\* Who is this request being submitted for?**

When searching, type in First name and Last name. Example: John Doe. As you type ServiceNow will start to present you with options as you type. If you aren't sure of a name you are searching for, use an asterisk (\*). Example: \*Doe

Verify the requestor's information below. Please add or correct any information that may need to be changed

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#### Contact Information

Please verify the Requestor's contact information below. Please add or correct any information that may be wrong

**\* Phone Number :**

Email Address :

Once submitted, a member of the ACE team will be in touch within 2 business days.