

ServiceNow Self Service Portal Instructions

How to log onto the Self Service Portal

From the intranet home page, select IT and Estates Self Service

The screenshot shows the 'barnetwork' intranet home page. At the top, there is a search bar and a navigation menu with 'News', 'Departments and Services', 'Resources', 'Weekly Updates Archive', and 'Events'. A 'Message of the Day' banner is present, along with a featured news article about 'Stoptober's back! Because there's only one you'. Below the news, there are four service icons: Staff Directory, Atrium Café Menu, HR Self Service, and IT and Estates Self Service.

IT and Estates Self Service

Related Articles

Self Service Portal for Estates & Facilities (for printers, and facilities issues), access it [here](#)

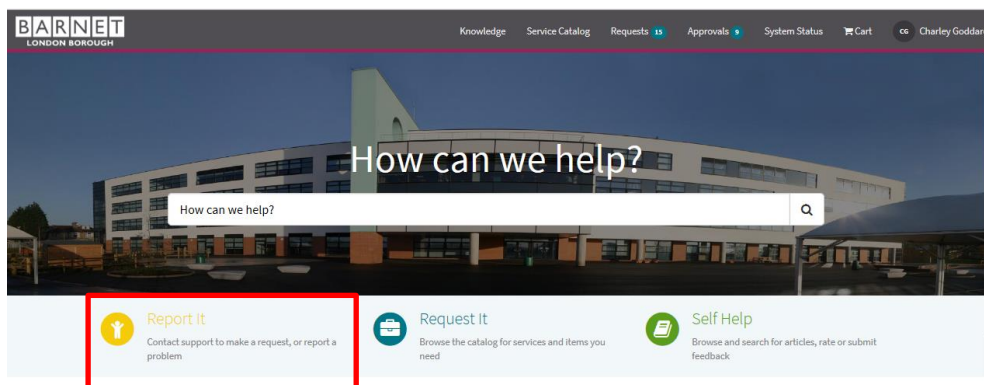
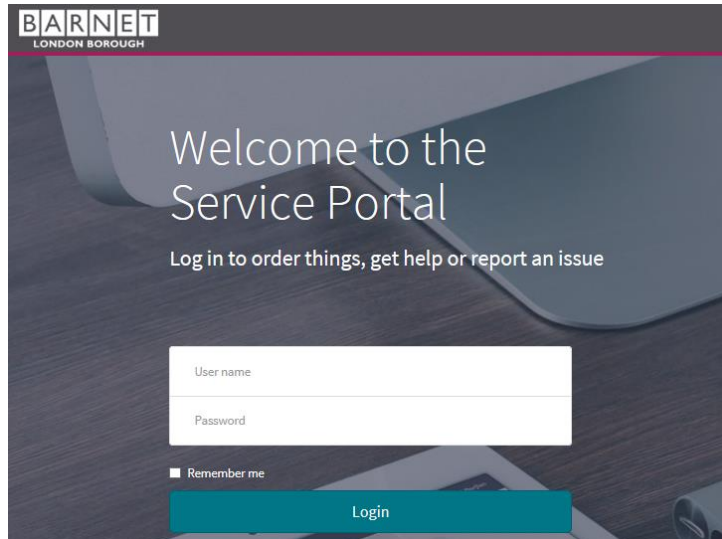
Our new IT self service portal is now live. [Access it here](#) or click [here](#) for a user guide. If you want to attend a training session on how to use the new portal, email selfserviceportaltraining@barnet.gov.uk.

[Access IT Policies and other helpful information here](#)

Written by Jonathan Schroder on 14 May, 2017

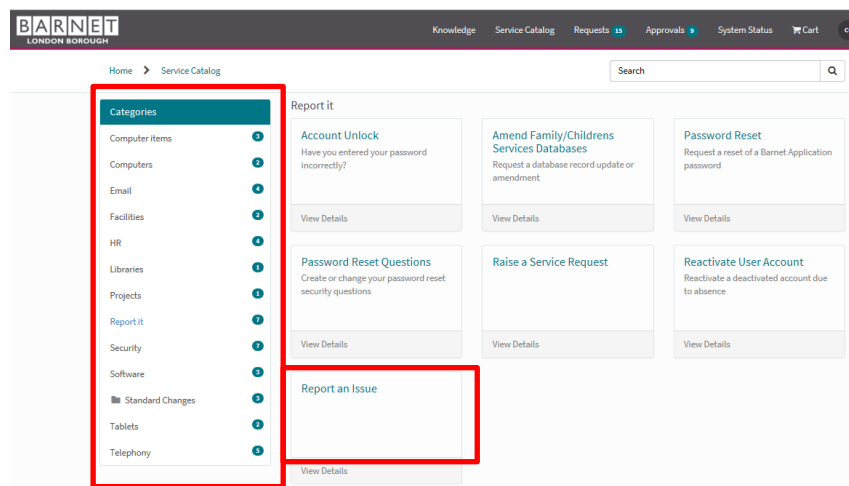
<https://capitalgsprod.service-now.com/sp>

Your user name and password is the same as your PC Windows password. Enter your windows user name and password (ie. firstname.surname)



Select Report It

This will display a frequently logged help requests sorted by category



Select "Report an issue"

You will then see the follow form to complete.

The request on behalf of will be populated with the name of the user loggin the call.


Please enter a short description of the issue

Select "EDMS-Pilot" from the Business Service dropdown box. If your problem is specifically related to the EzeScan software then select "EzeScan" from the Business Service dropdown box instead.

Please enter any further information that will be helpful for the team.

You can also use the "Add attachments" to upload any further documentation/screen shots etc that may be of use.

Once all the *Mandatory fields have been completed, then please submit the form. You will then receive a reference number that will enable you to track the call.

Home > Service Catalog > Report it > Report an Issue Search 

Report an Issue


What's wrong? We'll help put it right if we can.
If you want to report that something you were previously using now no longer works or has developed a fault (such as an application, internet connection, email, telephone etc) you're in the right place. If your request relates to something you wish to obtain, get access to or change, submit a Service Request through the catalog.

Typical incident notifications:

- My work computer/application won't start/launch
- The network/telephone line seems to be down
- I can't access my email/file server/printer

If you are reporting a Major Incident (i.e a full outage of a critical system) please ring the Service Desk on ext 3333 to ensure this is investigated urgently.

<p>* Request on behalf of</p> <input style="width: 95%;" type="text" value="Charley Goddard"/>	<p>* Contact Number</p> <input style="width: 95%;" type="text" value="6063"/>
	<p>* Location</p> <input style="width: 95%;" type="text" value="North London Business Park"/>
<p>* Description</p> <input style="width: 100%;" type="text"/>	
<p>Business Service</p> <input style="width: 100%;" type="text"/>	
<p>* Additional Information</p> <input style="width: 100%;" type="text"/>	
<p>Asset Tag Number (LBB Number)</p> <input style="width: 100%;" type="text"/>	

 Add attachments

Required informationDescriptionAdditional Information