

How to Submit a Service Now Ticket

Navigate to URL: <https://ucsf.service-now.com/>

Click on **Get IT Help**



Get IT Help

Report something that just isn't working right.



Order Specific IT Services

- @ Accounts and Email
- 📁 Applications
- 📁 APeX Requests
- 🌐 Network & Wireless
- 📞 Voice, Video & Pager Services
- 🌐 Web Services
- 👥 Consulting And Planning
- 📱 IT Services (i.e. Hardware, Software)
- 🔒 IT Security
- ⬇️ Software Download

Requests submitted using the form below will be processed within 24 hours.

Requested By

Open on behalf of this customer ▶ More information Axella Stern	Preferred Contact Number ▶ More information +1 415 514-0744
Location where the service will be performed	Room Number 146
Nursing Unit	

Request Details

Type of Help
Salesforce Applications

Description of Request
▶ [More information](#)
Name of Salesforce Application (i.e. Cactas, ITA):
Description of Problem:

Add attachment

Submit

The **customer name** will auto-populate with your name.

Under **Type of Help**, Select Salesforce Applications

In the **Description of Request**, write the name of the application and the description of the problem.

For example,

Name of Salesforce Application (i.e. Cactas, ITA): Recognition

Description of Problem: Request for Access

Click **Submit**