How to Submit a Service Now Ticket

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

Click on Get IT Help
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.

Example:

Name of Salesforce Application (i.e. CACTAS, ITA): CACTAS
Description of Problem: Request for Department User Read-Only Access: Jane Doe, jane.doe@ucsf.edu

Click Submit