



## SNOW – The Online Help Ticket System

### What is SNOW?

SNOW or Service Now is the Online Help Ticket System that all employee of Tennessee State University can access. Use SNOW to request desktop support, request reports or any other service offered by OTS. **Please note that if you have an urgent issue, please call the Help Desk directly at 615-963-7777.**

### How do I Access SNOW?

All employees can access SNOW by opening an Internet browser such as Google Chrome and going to <https://ellucian.service-now.com>.

### What is My Username and Password?

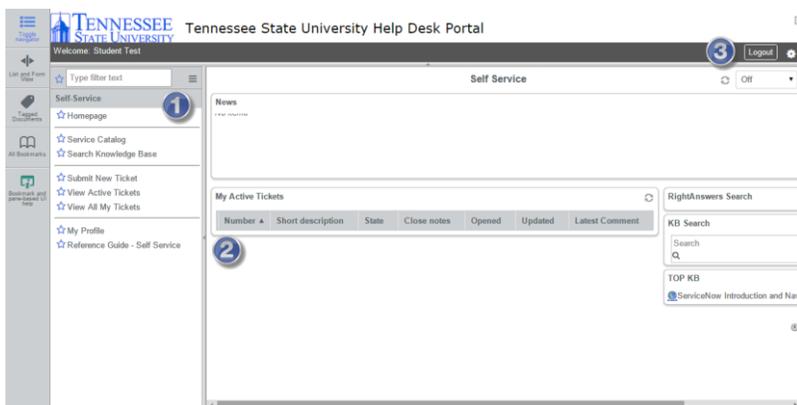
You will sign in using your TNSU Email Address and Password.



1. Enter your TNSU Email Address
2. Enter your TNSU Email Address Password
3. Click Login

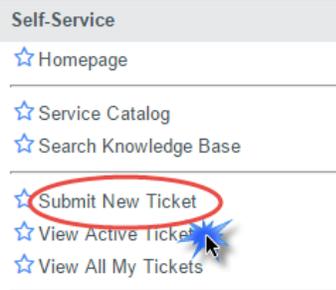
### Working in SNOW

The Homepage will open when you log into SNOW.

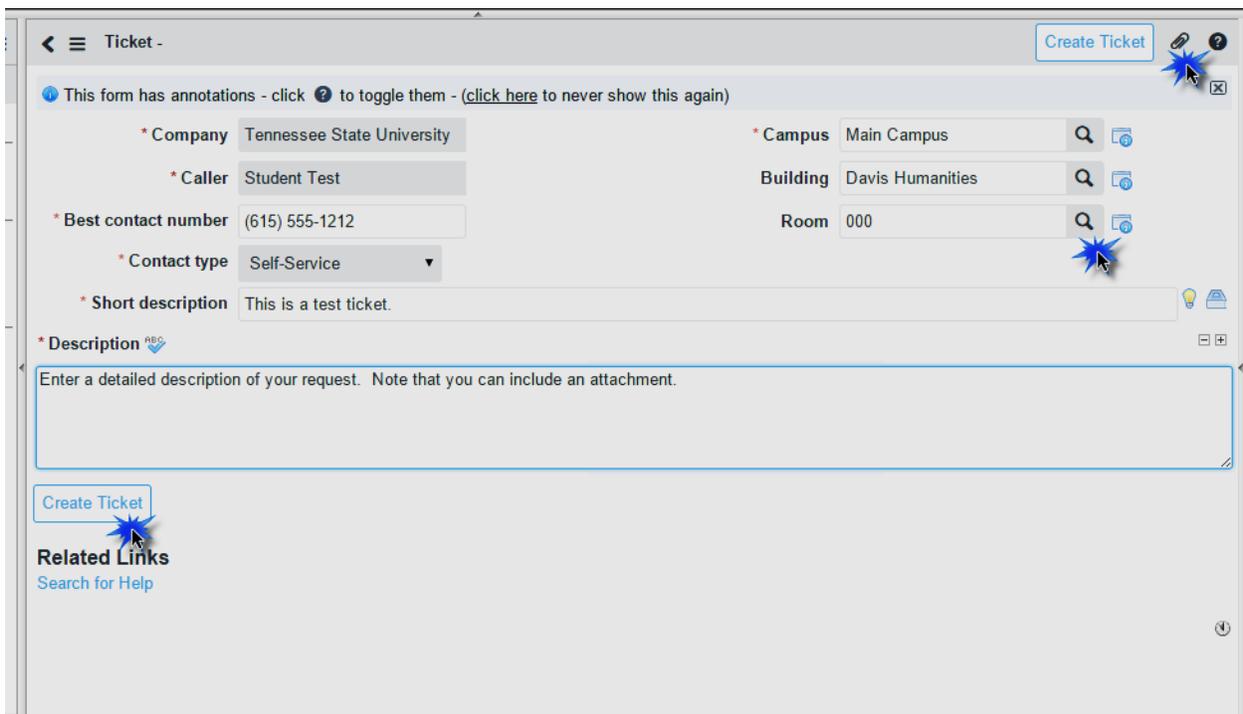


1. **Navigation Menu** – located on the left side of the screen, it displays the modules that are available to you
2. **My Active Tickets** – this area will display any active tickets you may have and is used to open an active ticket to view the details
3. **Logout Link and Actions** – select the Logout link when you have finished working in SNOW and use the Actions Link  to access features such as printing a ticket or accessing Help

## Submitting a New Ticket



1. Click the **Submit New Ticket** link located in the Navigation Menu



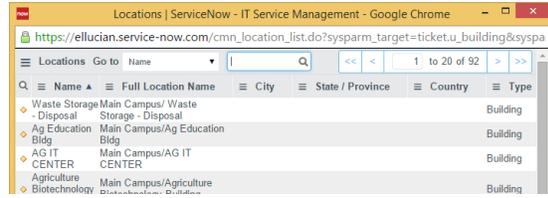
2. The ticket window will open
  - a. Some fields will automatically populate
  - b. Anything with a red asterisk \* is a required field
3. Fill in the required fields
4. Click **Create Ticket**

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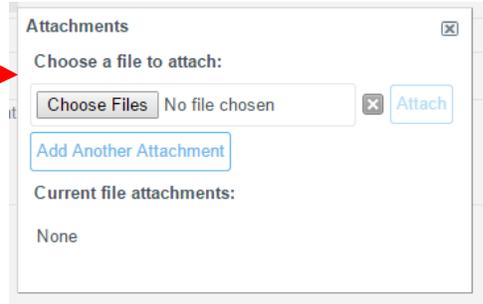
## Helpful Hints

- Use the search icon to display the list of values for that field

Building  

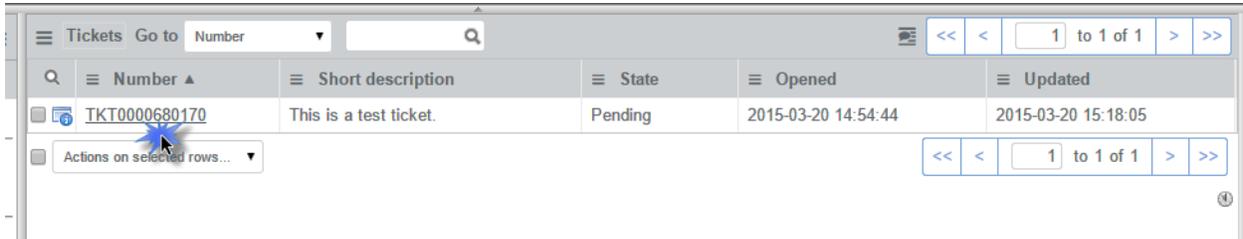


- Add an attachment by selecting the **Attach** icon 
  - Browse for your file by selecting **Choose Files**

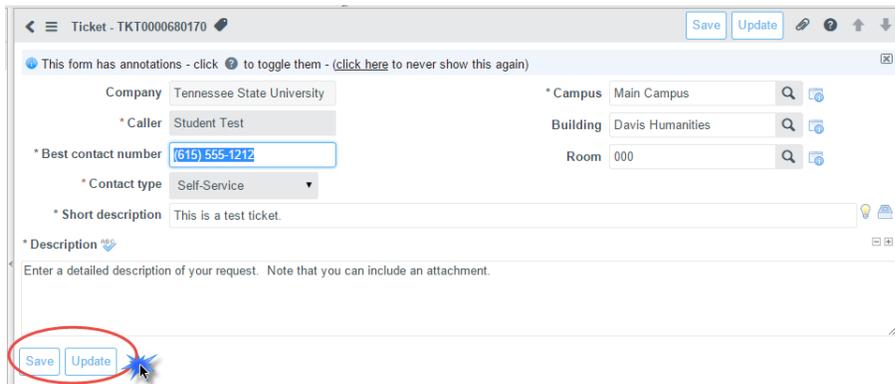


## Viewing Your Ticket

After you submit your ticket, you will be able to view it from your Home Page.



1. Click on the Ticket Number



2. View your ticket details
  - a. Click Save or Update when finished