iBridge Cloud Technologies

ServiceNow Portal

Updated July 2023

iBridge Support Portal How-to

Contents

3 Ways to Open a Case

There are three ways to open a Case with iBridge:

- **Phone**

  Dial 866.790.7391 and Press 1 for Support, someone from our Help Desk will assist you in opening your case.

- **Email**

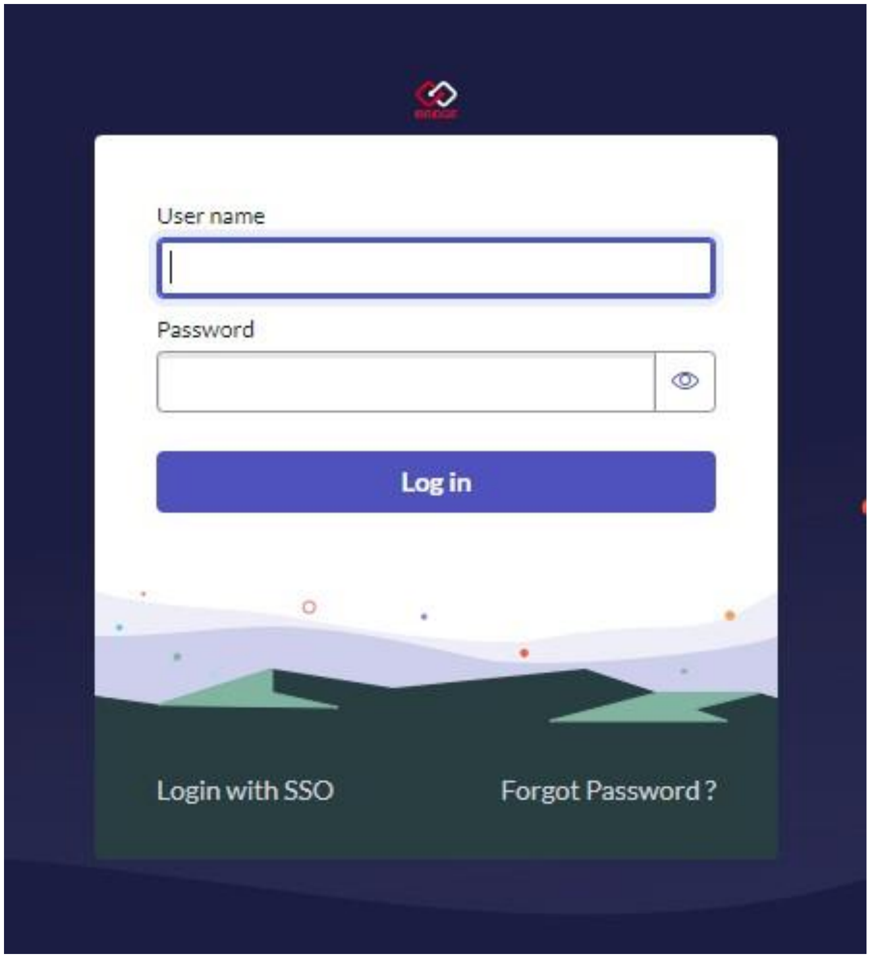
  Send an email with the details of your case to support@ibridgecloud.com, it will be assigned to an engineer who will create a new case and contact you.

- **ServiceNow Customer Portal**

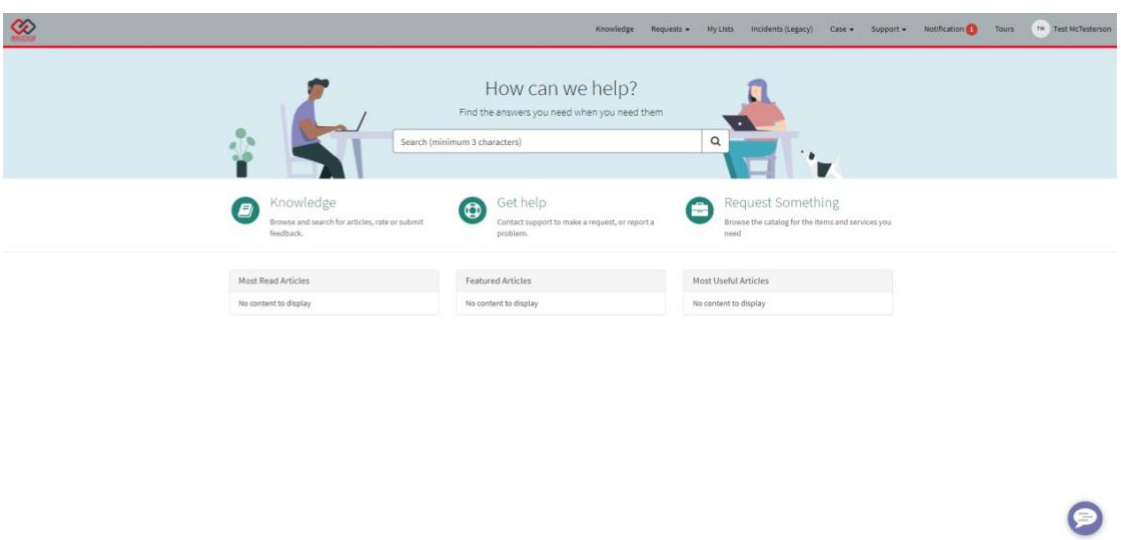
  Log in to our customer portal following the instructions below and create your case.

How to Log-in to the iBridge Portal

1. **Navigate to https://ibridge.service-now.com**
2. **Enter Username & Password**

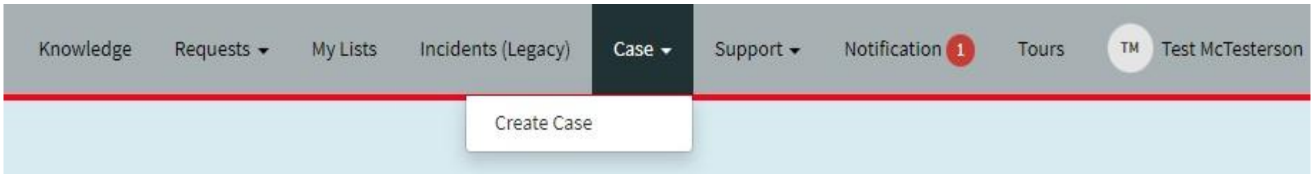


3. **You are then presented with:**

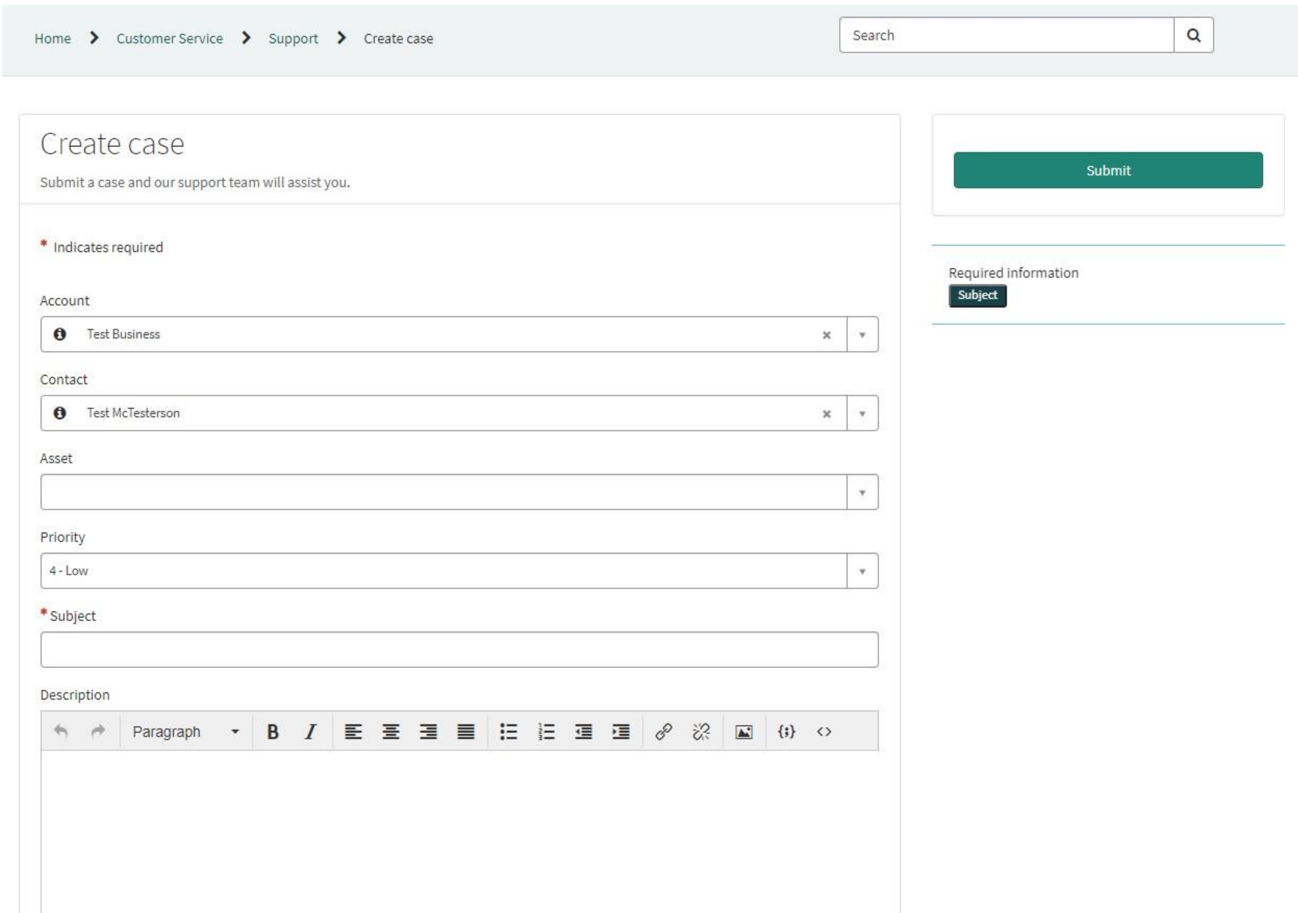


How to Open a Case through the Portal

1. **Click "Case" in the upper right-hand corner and select "Create Case".**



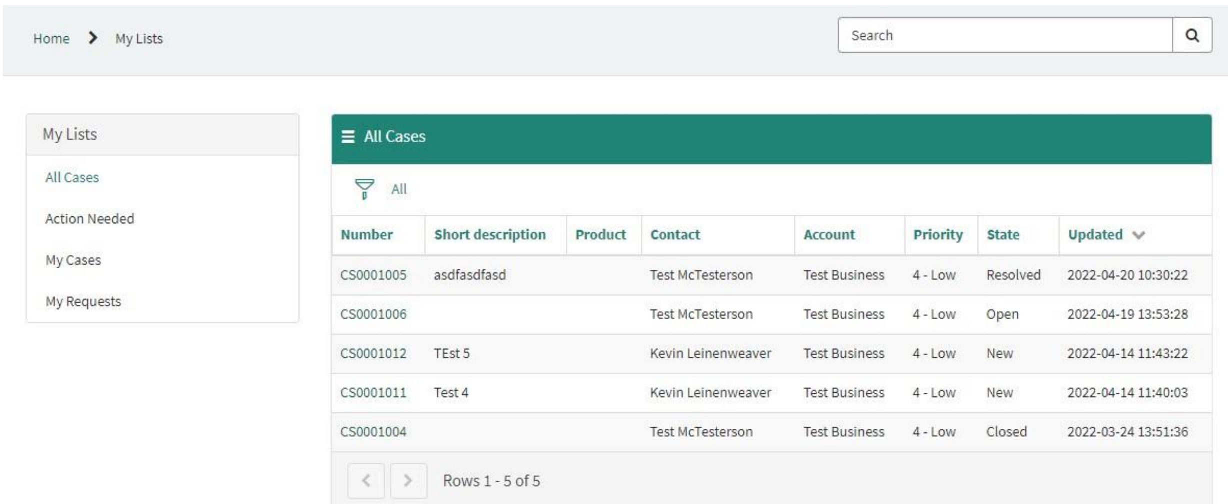
2. **Enter all details for support, and click "Submit"**



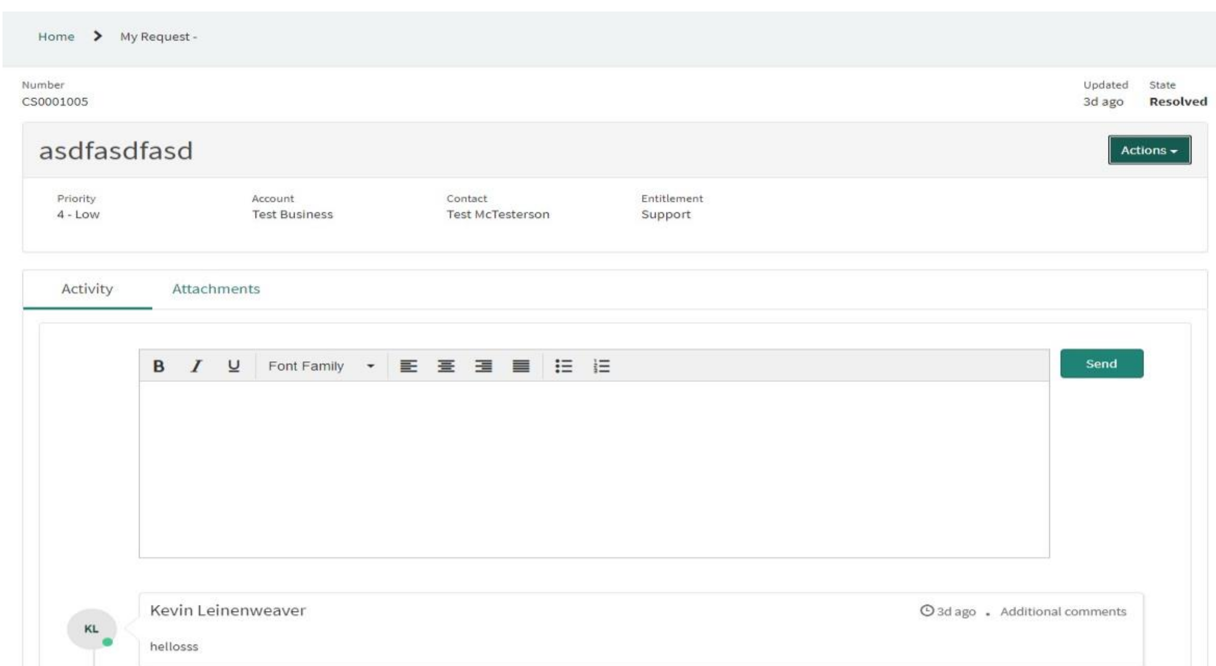
How to View Cases in the Portal

1. **To view cases, click “My Lists” in the upper right-hand corner.**

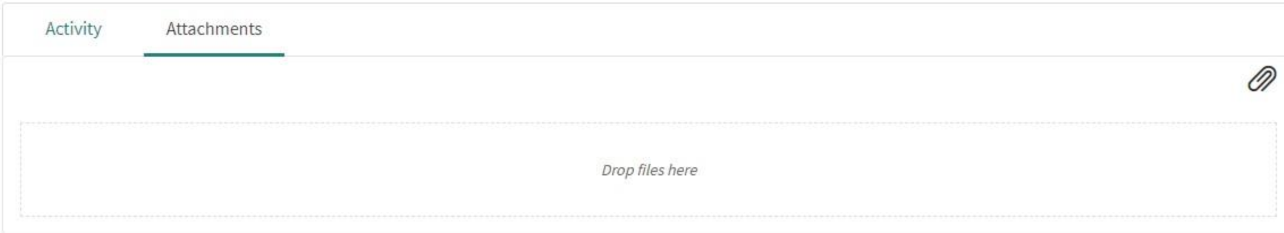
2. **Then, you can click “All Cases” to view all the Cases submitted by you.**
   - If you have the appropriate role, you will be able to see All Cases submitted by your organization, in addition to the cases submitted by you.



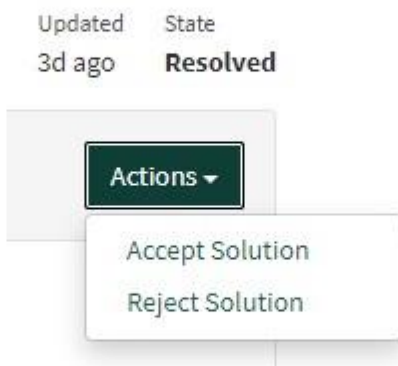
3. **Click on the Case number to view the details of the case, and to communicate with the Support Agent assisting you.**



a. Click the “Attachments” tab to add supporting documents to your case.



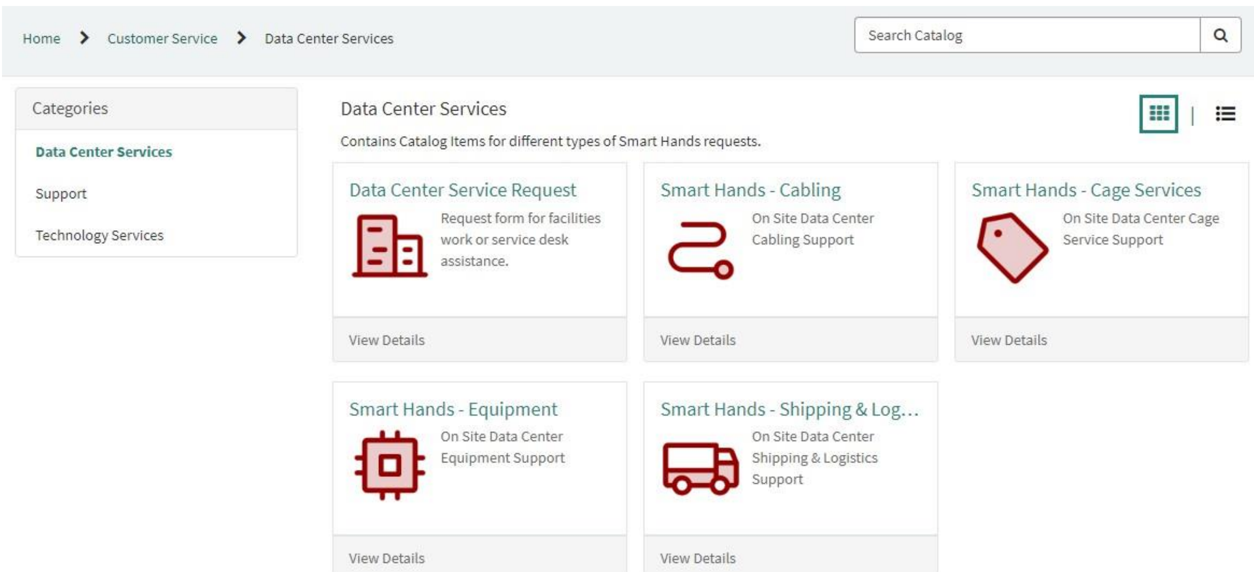
b. Once a solution has been provided for your case, click “Actions” to either Accept or Reject the solution.



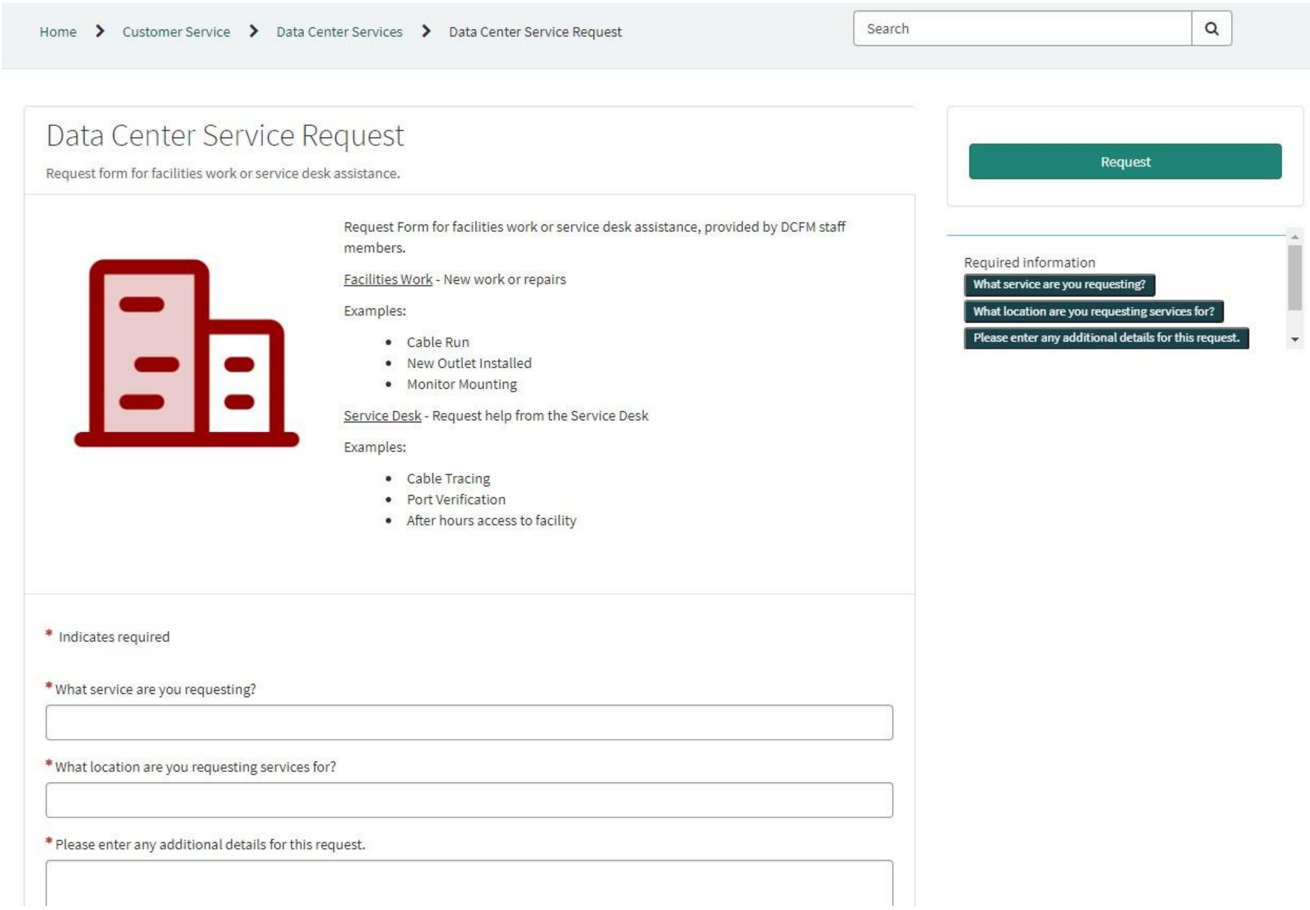
How to Create and View Requests

1. **To create a request, click "Requests" in the upper right-hand corner and then click "Request Something."**

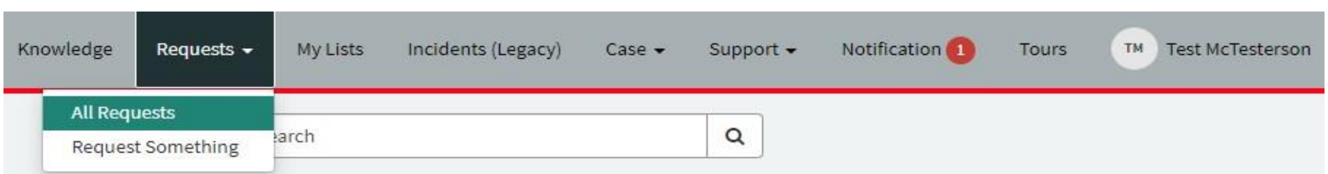
2. **Once you are on the Requests page, you can click on different Categories to request a variety of services.**



3. **To create a new request, click the Request for the service you need, fill out the request form with all necessary details, and click "Request."**



4. **To view your submitted requests, click "Requests" and then click "All Requests."**



5. **You will be able to view all requests submitted by you.**