



# **ServiceNow Portal**

Updated July 2023

# iBridge Support Portal How-to

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### 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**

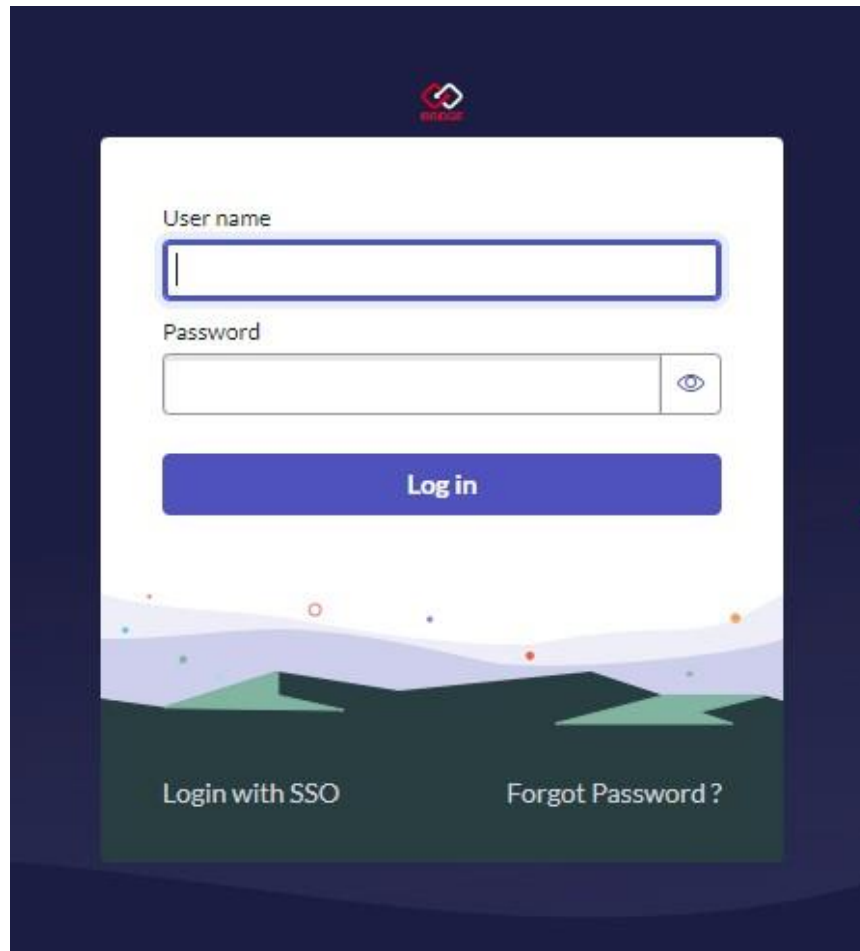
Send an email with the details of your case to [support@ibridgecloud.com](mailto:support@ibridgecloud.com), it will be assigned to an engineer who will create a new case and contact you.

- **ServiceNow Customer Portal**

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

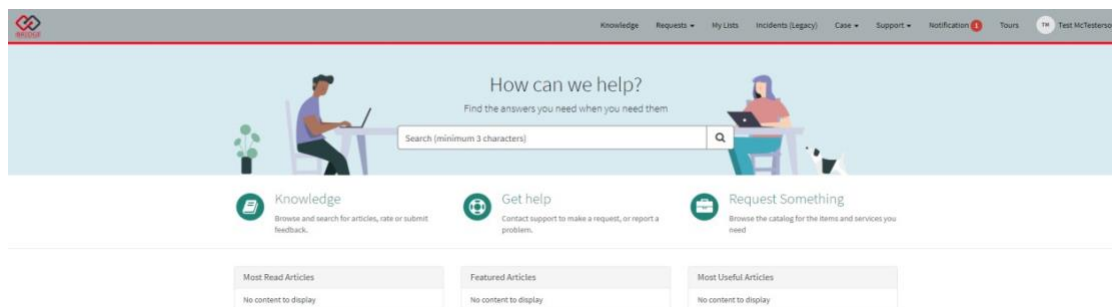
## How to Log-in to the iBridge Portal

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



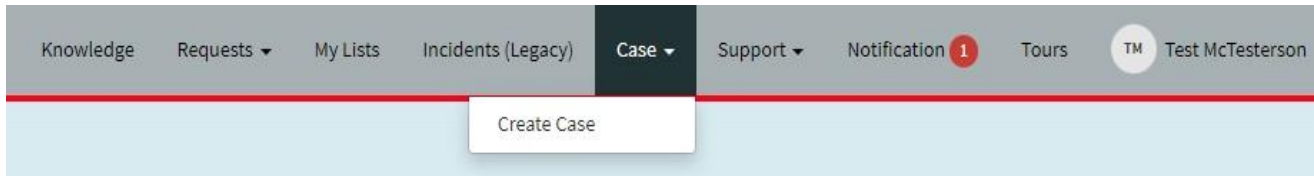
The image shows the login page of the iBridge Portal. It features a dark blue background with a white login form in the center. The form has two input fields: 'User name' and 'Password'. Below the password field is a 'Log in' button. At the bottom of the form, there are two links: 'Login with SSO' and 'Forgot Password?'. The iBridge logo is visible at the top of the form.

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”.

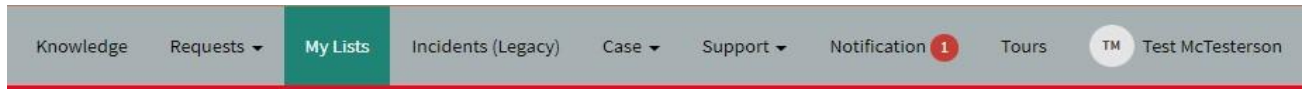


2. Enter all details for support, and click “Submit”

A screenshot of the 'Create case' form in the ServiceNow Portal. The form is titled 'Create case' and has a subtitle 'Submit a case and our support team will assist you.' Below the subtitle, there is a legend: '\* Indicates required'. The form contains several sections: 'Account' with a dropdown menu showing 'Test Business'; 'Contact' with a dropdown menu showing 'Test McTesterson'; 'Asset' with an empty dropdown menu; 'Priority' with a dropdown menu showing '4 - Low'; 'Subject' with a text input field; and 'Description' with a rich text editor. The rich text editor has a toolbar with options like Paragraph, Bold, Italic, Bulleted List, Numbered List, Indented List, Decrease Indent, Increase Indent, Link, Unlink, Image, and Source/Code. On the right side of the form, there is a green 'Submit' button. Below the 'Submit' button, there is a section titled 'Required information' with a 'Subject' label.

## 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.

| Number    | Short description | Product | Contact            | Account       | Priority | State    | Updated             |
|-----------|-------------------|---------|--------------------|---------------|----------|----------|---------------------|
| CS0001005 | asdfasdfsad       |         | Test McTesterson   | Test Business | 4 - Low  | Resolved | 2022-04-20 10:30:22 |
| CS0001006 |                   |         | Test McTesterson   | Test Business | 4 - Low  | Open     | 2022-04-19 13:53:28 |
| CS0001012 | TEst 5            |         | Kevin Leinenweaver | Test Business | 4 - Low  | New      | 2022-04-14 11:43:22 |
| CS0001011 | Test 4            |         | Kevin Leinenweaver | Test Business | 4 - Low  | New      | 2022-04-14 11:40:03 |
| CS0001004 |                   |         | Test McTesterson   | Test Business | 4 - Low  | Closed   | 2022-03-24 13:51:36 |

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

Number: CS0001005 | Updated: 3d ago | State: Resolved

**asdfasdfsad** [Actions]

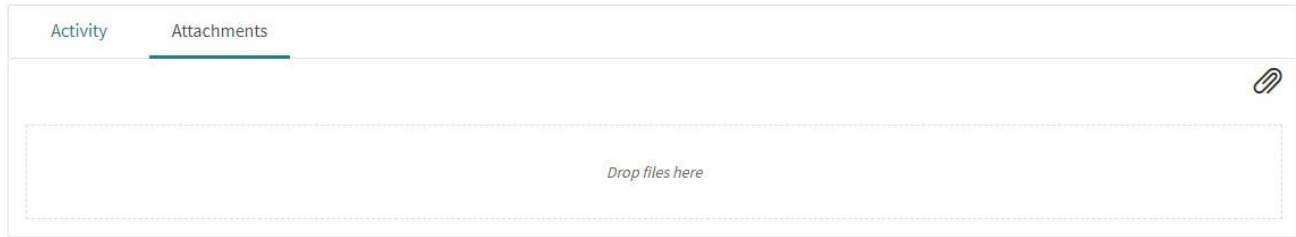
Priority: 4 - Low | Account: Test Business | Contact: Test McTesterson | Entitlement: Support

**Activity** | Attachments

[Rich Text Editor: B, I, U, Font Family, Bold, Italic, Underline, List, Indent, Outdent, Decrease Indent, Increase Indent, Undo, Redo]

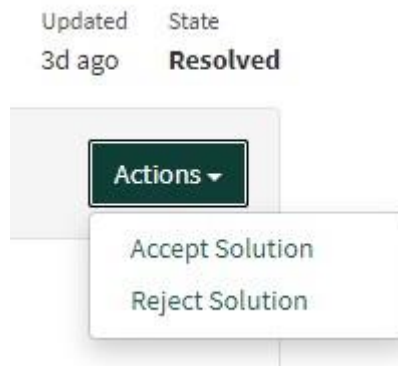
[Message from Kevin Leinenweaver: hellosss, 3d ago]

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



The screenshot shows a user interface with two tabs: "Activity" and "Attachments". The "Attachments" tab is selected and underlined. Below the tabs is a large rectangular area with a dashed border and the text "Drop files here" in the center. In the top right corner of the "Attachments" tab, there is a small paperclip icon.

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

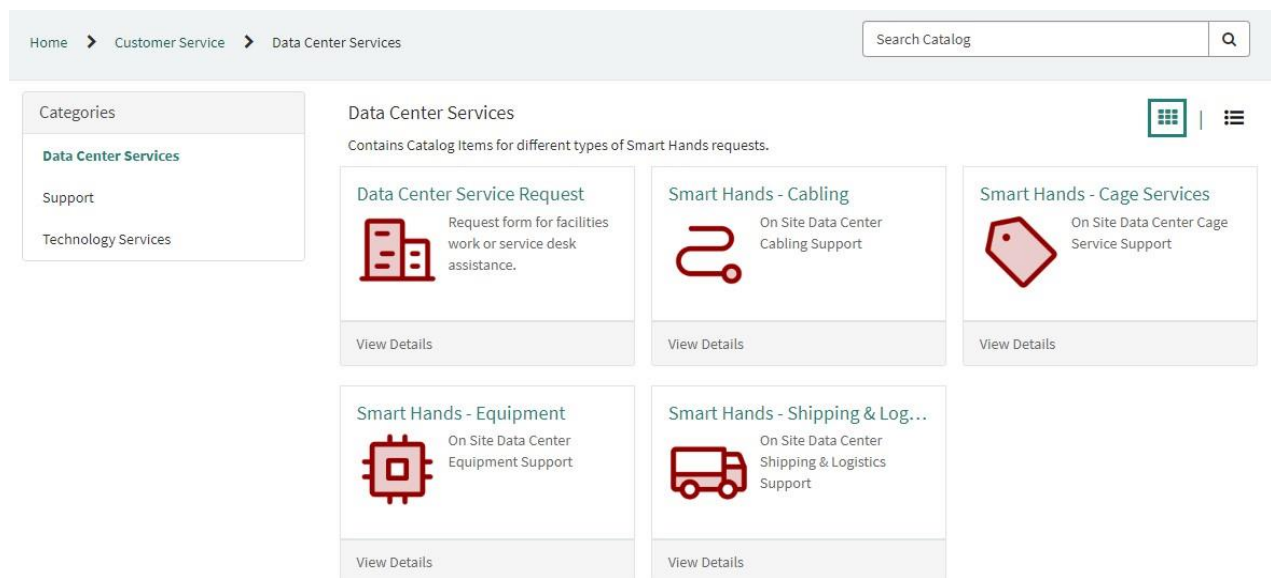


## How to Create and View Requests

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.”

Home > Customer Service > Data Center Services > Data Center Service Request

Search

### Data Center Service Request

Request form for facilities work or service desk assistance.



Request Form for facilities work or service desk assistance, provided by DCFM staff members.

Facilities Work - New work or repairs

Examples:

- Cable Run
- New Outlet Installed
- Monitor Mounting

Service Desk - Request help from the Service Desk

Examples:

- Cable Tracing
- Port Verification
- After hours access to facility

\* Indicates required

\*What service are you requesting?

\*What location are you requesting services for?

\*Please enter any additional details for this request.

Request

Required information

What service are you requesting?

What location are you requesting services for?

Please enter any additional details for this request.

4. To view your submitted requests, click “Requests” and then click “All Requests.”

Knowledge | **Requests** | My Lists | Incidents (Legacy) | Case | Support | Notification 1 | Tours | TM Test McTesterson

All Requests

Request Something

Search

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

Home > My Lists

Search

My Lists

- All Cases
- Action Needed
- My Cases
- My Requests

### My Requests

All > Initiated as request = true

No records in Case using that filter