

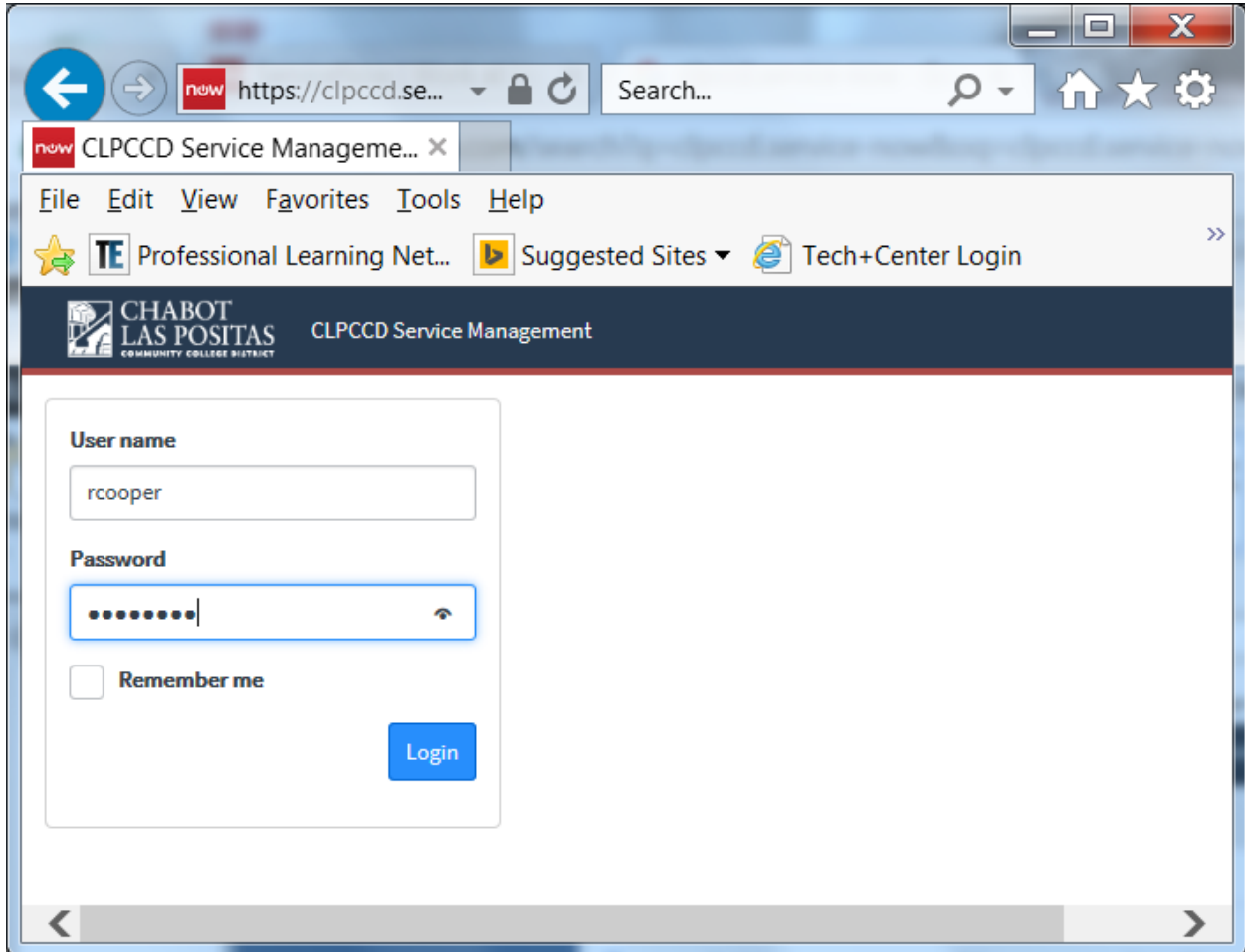
CLPCCD Service Management

The New Service-Now Help Desk Ticketing System

URL: <https://clpccd.service-now.com/>

How to Access Service-Now

1. Go to <https://clpccd.service-now.com>
2. Login with the same username and password as your Windows Active Directory or email account.



The screenshot shows a web browser window displaying the login page for CLPCCD Service Management. The browser's address bar shows the URL [https://clpccd.se...](https://clpccd.service-now.com/). The page header includes the Chabot Las Positas Community College District logo and the text "CLPCCD Service Management". The main content area contains a login form with the following fields and elements:

- User name:** A text input field containing the text "rcooper".
- Password:** A password input field with masked characters (dots) and a small eye icon to toggle visibility.
- Remember me:** A checkbox that is currently unchecked, with the label "Remember me" to its right.
- Login:** A blue button labeled "Login" positioned below the password field.

Home Screen Options

1. **Open Help Ticket** – Having problems? We'll help you put it right again. If you want to report that something you were previously using that now no longer works or has developed a fault such as an application error, internet connection, request a Knowledge Article to be Published or just want to ask a question you're in the right place
2. **Request Services** - Do you need Services? You are at the right place. Here is where you will request services for Audio Visual, New Hardware, Training, New Software, Telecommunications (phone) or schedule an IT move request.
3. **Find Knowledge Base** - Search the knowledge base for answers to frequently asked questions and known issues
4. **Open Issues and Requests** - Check status on your open issues and requests

The screenshot shows the home screen of the CLPCCD Service Management System. At the top, there is a dark blue header with the Chabot Las Positas Community College District logo on the left, the text "CLPCCD Service Management" in the center, and a user profile for "Randy Cooper" on the right. Below the header is a light gray navigation bar with a gear icon and a refresh icon. The main content area is titled "CLPCCD Service Management System" and contains four white cards arranged in a 2x2 grid. Each card has an icon and a title with a brief description. The cards are: "Open Help Ticket" (green question mark icon), "Request Services" (blue gear icon), "Find Knowledge Base" (colorful ribbon icon), and "Open Issues and Requests" (magnifying glass icon). A small clock icon is visible in the bottom right corner of the main content area.

CHABOT LAS POSITAS COMMUNITY COLLEGE DISTRICT CLPCCD Service Management RC Randy Cooper

CLPCCD Service Management System

Open Help Ticket
Having problems? We'll help you put it right again. If you want to report that something you were previously using that now no longer works or has developed a fault (such as an application, internet connection, need a password reset, request a Knowledge Article to be Published or just want to ask a question you're in the right place.

Request Services
Do you need Services? You are at the right place. Here is where you will request services for Audio Visual, New Hardware, and Training. New Software, Telecommunications and schedule a IT move request.

Find Knowledge Base
Search the knowledge base for answers to frequently asked questions and known issues

Open Issues and Requests
Check status on your open issues and requests

1. Open Help Ticket

CHABOT LAS POSITAS COMMUNITY COLLEGE DISTRICT CLPCCD Service Management Randy Cooper

Service Catalog > Open Help Ticket 20 per page Search catalog

Open Help Ticket

Having problems? We'll help you put it right again. If you want to report that something you were previously using that now no longer works or has developed a fault (such as an application, internet connection, need a password reset, request a Knowledge Article to be Published or just want to ask a question you're in the right place.

Items

- Create an Incident for LPC**
Create an Incident record to report and request assistance with an issue you are having
[More Information](#)
- Ask a Question for LPC**
Get an answer
[More Information](#)
- Password Reset for LPC**
Request a reset of a password for a service or an application
[More Information](#)
- Report Outage LPC**
Report an outage of a service or an application
[More Information](#)
- Request Knowledge Article LPC**
Request for a Knowledge Article
[More Information](#)

- 1. You can create an incident-** If you want to report that something you were previously using now no longer works or has developed a fault such as an application, internet connection, email, telephone etc you're in the right place.
Typical incident notifications:
 - a. My work computer/application won't start/launch
 - b. I can't access my email/file server/printer
- 2. Ask a Question-** What would you like to know?
Please provide description of your question. Something along the lines of "How do I reset my iPhone?". We'll get you an answer as best we can, as quickly as we can.
- 3. Reset a password-**You will need to either send an email directly to clpccd@service-now.com or call the help desk at 925.424.1715
- 4. Report an Outage-** Please use this request only to report an actual outage.
- 5. Request Knowledge Article-** Here you can request a new Knowledge Article to be used. A Knowledge Article can be used to store Knowledge in an organization and anyone can request for a new one to be created.

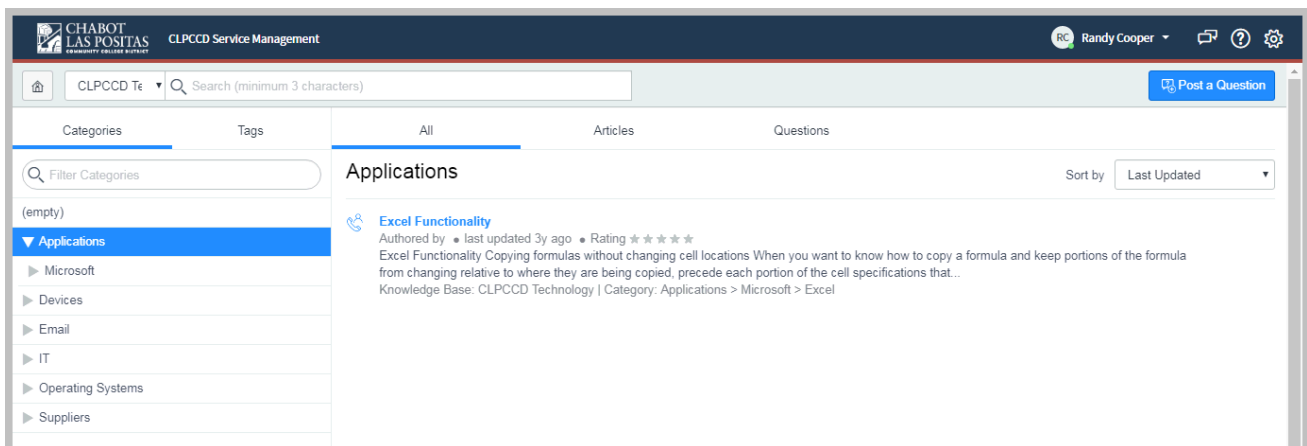
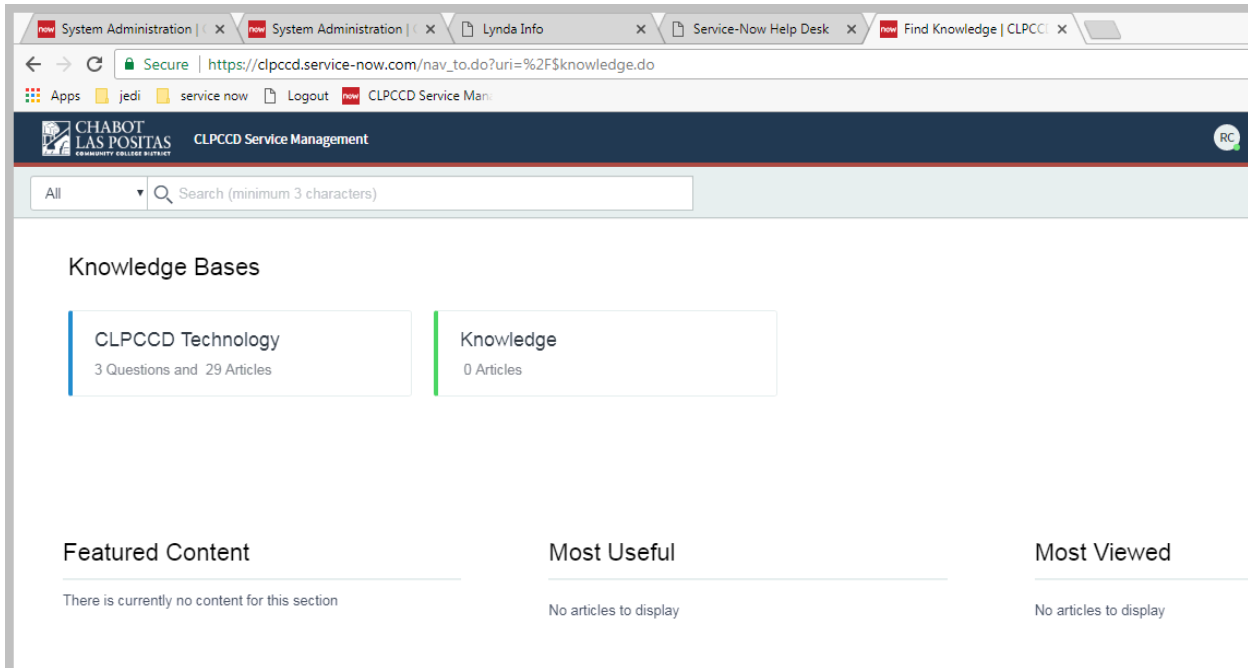
2. Request Services

The screenshot displays the CLPCCD Service Management portal. At the top, the header includes the Chabot Las Positas Community College District logo and the text 'CLPCCD Service Management'. A user profile for 'Randy Cooper' is visible in the top right corner. The main content area is titled 'Request Services' and features a gear icon with a wrench. Below the title, a message reads: 'Do you need Services? You are at the right place. Here is where you will request services for Audio Visual, New Hardware, and Training. New Software, Telecommunications and schedule a IT move request.' A list of service items is provided, each with an icon, a title, a brief description, and a 'More Information' link:

- Install Software for Office Computer LPC**
Request for Software Install for Office Computer LPC
[More Information](#)
- Install Software Update / Computer Lab or Instructional Computers and Image updates LPC**
Request for Software / Computer Lab or Instructional Computers and Image updates
[More Information](#)
- Request New Hardware for LPC**
Request New Hardware for LPC
[More Information](#)
- Audio and Visual needs for LPC**
Audio and Visual needs for LPC
[More Information](#)
- LPC Telecommunications Request**
LPC Telecommunications Request
[More Information](#)
- Training Request For All**
Training Request
[More Information](#)
- Computer Move Request for LPC**
Computer move request for LPC
[More Information](#)

1. **Install Software for Office Computer** - Request software to be installed on your laptop, desktop, mobile or tablet.
2. **Install Software Update** - Request for Software / Computer Lab or Instructional Computers and Image updates.
3. **Request New Hardware** - Request hardware to meet your business needs including phones, tablets, computer and laptops.
4. **Audio and Visual needs** - Describe technical needs of requested equipment. Include information and plans for location/arrangement of equipment.
5. **Telecommunications Request** - Please submit your Telecommunications (Phones) request.
6. **Training Request** - What kind of Training do you need?
7. **Computer Move** - Office and lab computers must occasionally be moved to support our college needs. To request a computer move request you should submit your request here at least one week prior to the move date.

3. Find Knowledge Base - Search the knowledge base for answers to frequently asked questions and known issues



4. **Open Issues and Requests** - Check status on your open incidents, closed incidents and requests

The screenshot displays the 'Open Issues and Requests' interface. At the top, the header includes the Chabot Las Positas logo, 'CLPCCD Service Management', and a user profile for 'Randy Cooper'. The main content is divided into three sections: 'My Open Incidents', 'My Closed Incidents', and 'Requests for Me'. Each section has a table with columns for 'Number', 'State', 'Assignment group', and 'More Information'. The 'My Open Incidents' table lists three items: a new incident about a broken mouse, an active incident about a computer not starting, and another active incident with the text 'please help'. The 'My Closed Incidents' section shows 'No records to display'. The 'Requests for Me' section lists two requests with their respective opening times.

Open Issues and Requests			
My Open Incidents			
Number	State	Assignment group	More Information
<input type="checkbox"/> INC0010669 mouse is broken	New	LPC Technology Department	
<input type="checkbox"/> INC0010667 My computer will not start	Active	LPC Technology Department	
<input type="checkbox"/> INC0010646	Active	LPC Technology Department	please help

My Closed Incidents			
Number	State	Assignment group	More Information
No records to display			

Requests for Me	
Number	Opened
<input type="checkbox"/> REQ0010224	02/05/2018 12:14:27
<input type="checkbox"/> REQ0010223	02/05/2018 11:52:19

5. An alternative method is to Create an incident from email instead of logging into the service-now system

1. Create an email message addressed to `clpccd@service-now.com`.
2. Compose the email, and note the following considerations.
 - The email subject contains the incident Short Description.
 - The email body is added as an incident comment.
3. Send the email message.