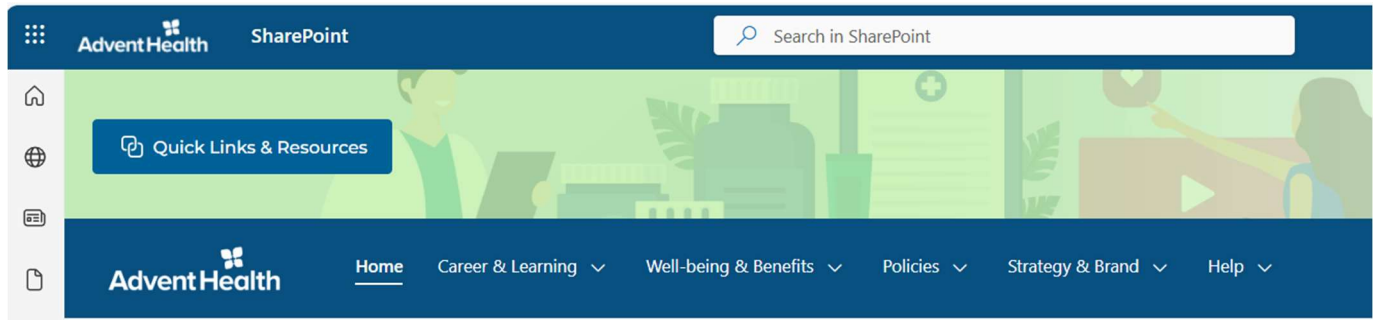


ServiceNow Tip Sheet

For IT Requests and Reporting Issues

Navigate to the AH Intranet Site



Click on Quick Links and Resources Under All Links > Select IT Support (Service Now)



All Links

Featured Links

Applications

Clinical Applications

Departments

Locations

Featured Links

- ♥ 2025 Payroll Calendar with Holidays
- ♥ AH Dashboards Portal
- ♥ CREATION Cafe
- ♥ Elsevier Clinical Skills
- ♥ Internal Job Openings
- ♥ Mental Health Resources
- ♥ The Hub

- ♥ AdventHealth Learning Network

- ♥ Campus Connect

- ♥ Elsevier Clinical Nursing Skills Resource

- ♥ Epic: Achieving New Heights

- ♥ IT Support (ServiceNow)

- ♥ Nursing

- ♥ UKG Dimensions

- ♥ AdventHealth Minneola C

- ♥ Compliance Hotline

- ♥ Elsevier Clinical Skills

- ♥ Influenza Campaign Inform

- ♥ LinkedIn Learning

- ♥ Team Member Central

Creating an Incident/Request in Service Now

Incidents: Something is broken and needs to be fixed. (i.e. equipment not functioning, password not working, application not loading, etc.)

Requests: I need access to an application or need software installed on my computer.

- In ServiceNow Fill-Out required fields.

Common Topics

Report an IT Incident

HR Shared Services

Finance & Supply Chain

Help with Epic

Password Reset

Request Access

Contact IT

Can't find what you're looking for?
We're here to help!

Report an IT Incident

Live chat IT

In-person IT Support

1-800-873-4024

Information Security

back

Something's Broken IT

For AIT Supported Systems, Applications, and Hardware

Use this form to report a non-urgent issue for IT supported services (systems, applications, and hardware) where something is broken (it was previously working and now it is not).

- For urgent patient safety or workflow stoppages, contact the AIT Service Desk at 1-800-873-4024
- If you need to open an IT request for new or modified services, please see [Create an IT Request](#)

Is this the right form?



If you want to report a **non-urgent** IT issue.
Yes, fill out the form below to report issues related to AIT supported systems, applications or hardware.



If you have an urgent problem that may impact patient safety.
Connect with the Service Desk at **1-800-873-4024** or Live Chat with an analyst.



If you need help with Peoplesoft/the Hub/UKG Dimensions.
Connect with Shared Services at **1-844-843-6363**.
For HR & UKG: Press 1 or visit [HR AnswerLink](#).
For Finance & Supply Chain: Press 2 or visit the [Finance & Supply Chain Tools](#).

*Do you have an issue that is urgent or that may impact patient safety?

- ☐ Yes
☐ No

Who is experiencing the issue?

Sully Garcia

What is the person's current location?

AH Solutions Center

Who does the issue impact?

What is the best contact number?

Submit

Required information

Do you have an issue that is urgent or that may impact patient safety?

Submitting a Request in Service Now

Review the Access Request Form (ARF) Quick Reference Guide before submitting your request.

- [Access Request Form \(ARF\) Quick Reference Guide](#)
- [Service Now Request Portal](#)