Accessing MyServiceNow Portal

Off Cleveland Clinic Network

- From an intranet browser, enter **https://ccfprd.service-now.com/sp**
- Log into the network using your Portal ID/email and password, and click **Sign On** to log in.

Select Information Technology

| Buildings & Properties	Medical Equipment	Information Technology	Shared Services
Heating/cooling, plumbing, electrical, windows, doors, paint, audio/visual, EVS, security, kitchen equipment	**COMING SOON**	WOWs, PCs, Laptops, Phones, Network, Access to systems, Reports, System changes	Finance, Accounts Payable, Revenue Cycle, Supply Chain Management

Under Catalog Menu (lower left side of window) select Applications

Report an Incident	Initiate a Project or Enhancement
Report something is no longer working	**Submit an idea for something new**
(access has been lost, error message received, etc.)	(product, service, application, etc.)
Urgent or Patient Safety Issues should be called into the Service Desk @ 216-444-HELP	
Click to Report Incident	Click to Initiate a Project or Enhancement

| Submit a Service Request |
| --- |
| **Submit a request for an existing service** |
| (access to or installation of an approved application, purchase approved hardware, minor updates to an existing service, etc.) |
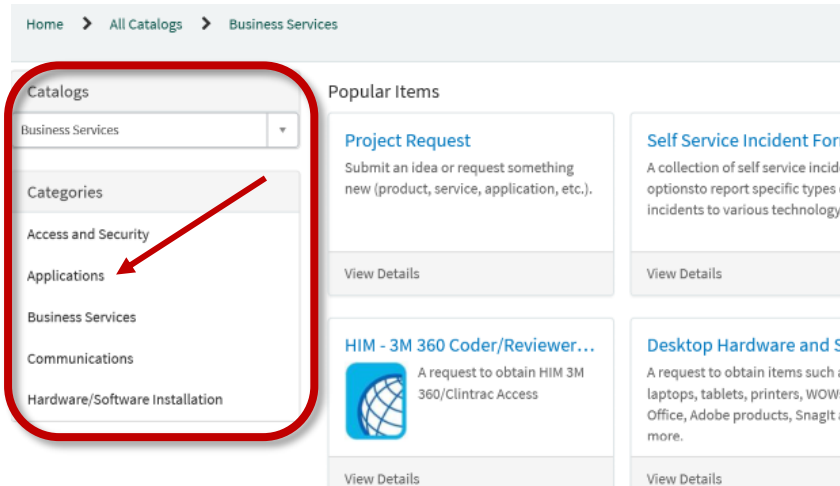
Scroll to the bottom of the screen, and click Show More to see the Community Physician Options and select appropriate option:
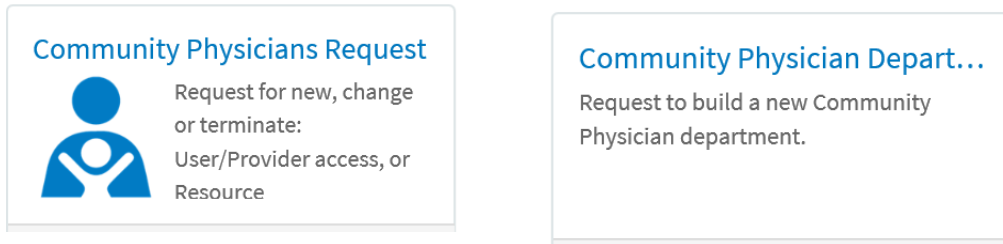
Once the form opens, it should default your **Requestor Details**.

- In the **Department Details** section, under the **Name field** make <u>ANY</u> selection from the dropdown list.

- Complete all fields with asterisks (*) on the form as usual. If you come across a required field that is not applicable, enter **NA**.

- In the **Additional Information** field, type your Department name
  (these three steps are a temporary measure, until updates can be made)

- Click the blue Submit button on the right.
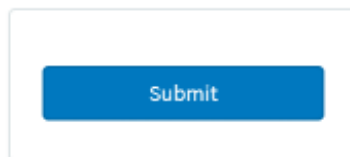
Questions:

Please contact the MyPractice Community Help Desk at 216-442-0440