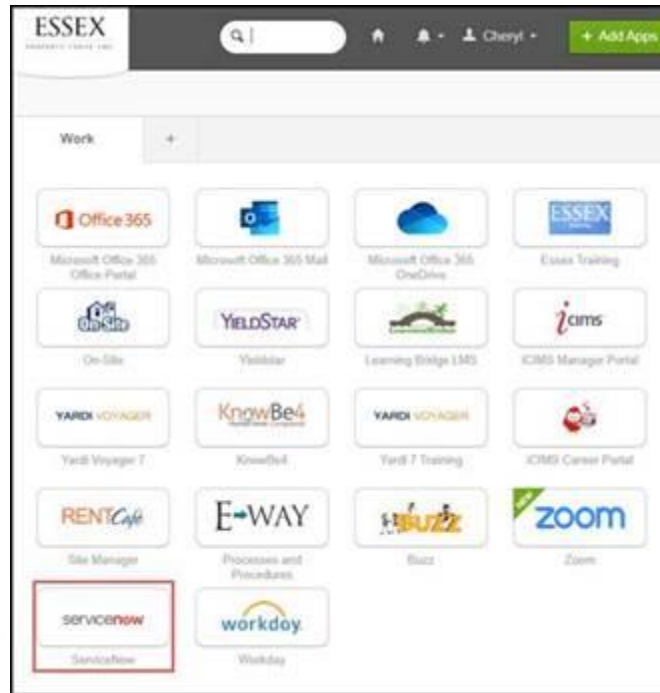


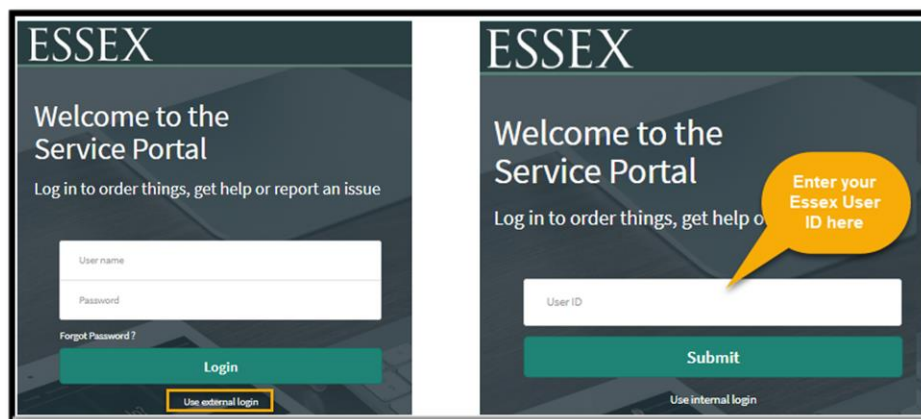
SERVICEDESK JOB AIDE

HOW DO I LOGIN?

- ❖ Click on servicenow from your [Okta](#) dashboard.



- ❖ If you land on the login page below, click on 'Use external login' (always!). Enter Essex User ID, hit submit and enter your password on the next screen.

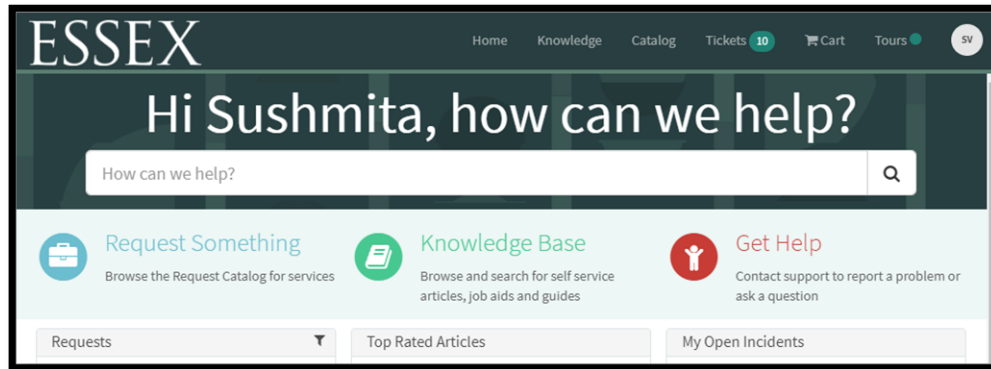


HOW DO I CREATE A TICKET?

- ❖ Create a request when you need something new
 - Click on Request Something
- ❖ Create an incident when something is not working
 - Click Get Help

- Locate your Catalog item
- Fill the request form
- Hit Request

- Fill 'Create Incident' form
- Hit Submit



Temporary Access Request - Existing Employee
 Temporary Access Request - Existing Employee
 Use this form to submit a Temporary Access Request for work at a different Property.
 Example - leasing agent or maintenance staff working at a nearby p... Show more

* Requested By
 Sushmita Vanam

* Title

* Requested For

* Title of Requested For

* Access Start Date

* Access End Date

* Property Location for temp access

Options

- Yard
- RentCafe SiteManager
- FileMaker Pro
- AUM/RUM Utility Billing Print Late Statements Post AUM/RUM payments made to site
- Conservice
- Workday

Additional Information

Enter additional Properties and or information to help us fulfill your temp access property request.

Add attachments

Get Help - Create Incident
 Request assistance with an issue you have or ask a question of the Service teams
 Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will be notified... Show more

* Open on behalf of this user
 Sushmita Vanam

* Impact
 3-Low

* What location are you having this issue at, Property, Corporate Office or Remote

* Service Offering
 Select the service or application you have an issue with or use Miscellaneous to ask a question and a member of the Service Desk will assist.
 Miscellaneous

* Short description

* Please describe your issue below

Add attachments

WHAT HAPPENS NEXT?

- ❖ Receive an email notification in Outlook that ticket was successfully submitted
- ❖ Track the progress of your ticket.
 - Click on 'Tickets' from top navigation bar.
 - For Requests, click on 'Item' to interact with Service Desk team.

ESSEX Home Knowledge Catalog Tickets 11

Home > Order Status Search

Submitted : 03-03-2020 01:2
Request Number : REQ001
Estimated Delivery : --

Click here to interact with Service Desk

Click here view status

| Item | Delivery Date | Stage | Price (ea.) | Quantity |
|--------------------|---------------|-------------------|-------------|----------|
| Maintenance Sta... | -- | ▶ ✓ → → → → → ✓ ○ | --- | -- |

ESSEX Home Knowledge Catalog Tickets 11

Home > Ticket Form Search

TEST



Type your message here... Send


SV Sushmita Vanam 16d ago Additional comments
TESTING TO SEE HOW THIS BOX TRANSLATES TO IN THE BACKEND

SV Sushmita Vanam 16d ago
INC0010127 Created

Start

- Receive email notifications whenever an action is performed on the ticket.


 Essex Service Desk <essex@service-now.com>
 To:  Sushmita Vanam 10:42 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.

ESSEX

Short description: Learning and Development - Maintenance Staff - Onboarding Training Request
 Item: Maintenance Staff - Learning & Development - Onboarding Request

Comments:









03-05-2020 10:41:18 AM PST - Anne Diaz Additional comments completed
 You can view all the details of the Requested Item by following the link below:


[Take me to the Requested Item](#)

Thank you.
 To unsubscribe [click here](#) | To modify your notification settings [click here](#)

Ref:MSG0005302_9bUZ5kpl2xt5PwT0jc60

Incident INC0010179 has been assigned to group Service Desk


 Essex Service Desk <essex@service-now.com> 1:27 PM
 To:  Anne Diaz;  Bruce Valles;  Sushmita Vanam;  Chris Foster;  Mario Rivera;  Sam Itanic;  Cheryl Larson

 If there are problems with how this message is displayed, click here to view it in a web browser.

[EXTERNAL]

INC0010179 - FW: [Request ID :##278947##] : Contact Center content change request - Overview

An incident has been assigned to Service Desk.

Additional Details:

Caller:
 Category: Inquiry / Help
 Severity: 3 - Low
 Priority: 5 - Planning

You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

Thank you.

Ref:MSG0005331_p29p8kNM932w7JK8swe6

Have trouble logging in? Send an email to servicedesk@essex.com