Creating Service Center Requests on ServiceNow

1. Login with your WUSTL Key at the ServiceNow page at https://wusm.service-now.com (there is also a link on InsideBrown).

2. Once logged in, select the “Request Services” option:

3. On the following service catalog page, select the “My Unit” option:

4. On the next page, choose the “Brown School Service Center” catalog item:
5. The Brown School Service Center request form will appear, and you can select the type of service you need:

6. Various options will become available based upon the type of service you request.

Please note that all printing requests require an attachment and print code.
7. Once you have created your request, click the “Add to Cart” button on the right hand menu and then “Proceed to Checkout”:

8. If you have additional requests (e.g. more print jobs, etc), you can click “Continue Shopping” to add more requests to your cart, or you can click “Checkout” in order to submit your request.
9. Once you have submitted a Service Center request, you can check the status of the request from the “My Tickets” section of the ServiceNow page:

10. From the details page of your Service Center request, you can check on the current status, add notes for Service Center staff, upload attachments, or cancel the request.