

Service Now

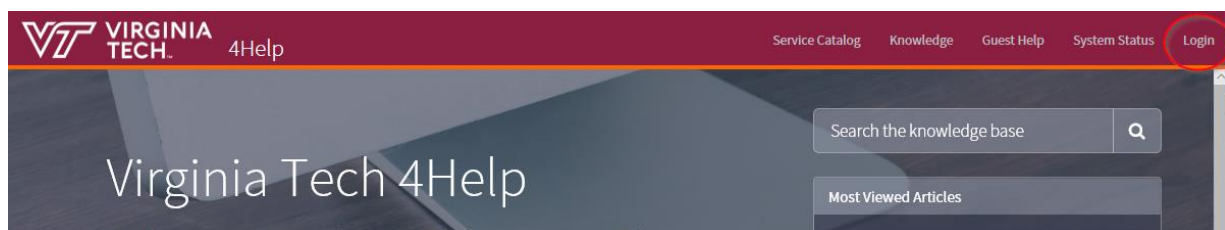
1 Introduction

Service Now is the new ticketing system that we are now using. Below is the step-by-step process on how to enter a ticket into the system.

2 Notes

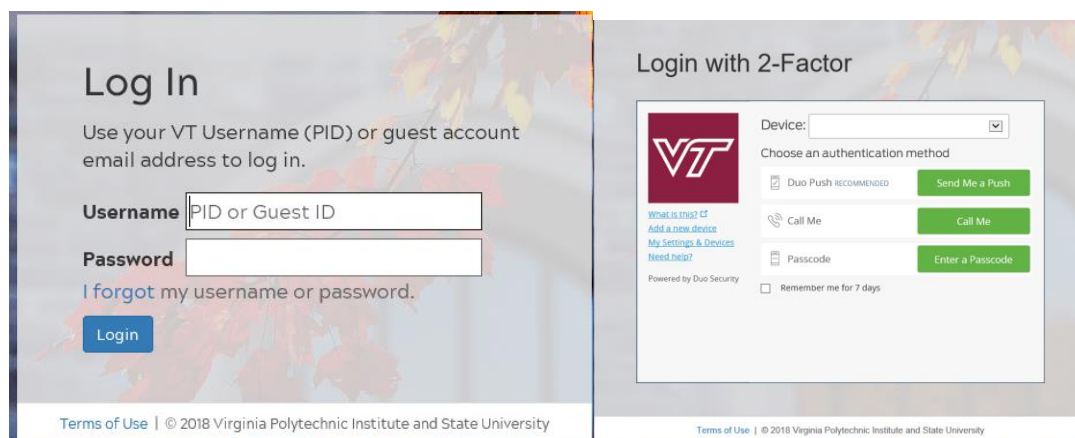
Go to <https://4help.vt.edu>

Click the Login at the top right-hand corner of the screen.

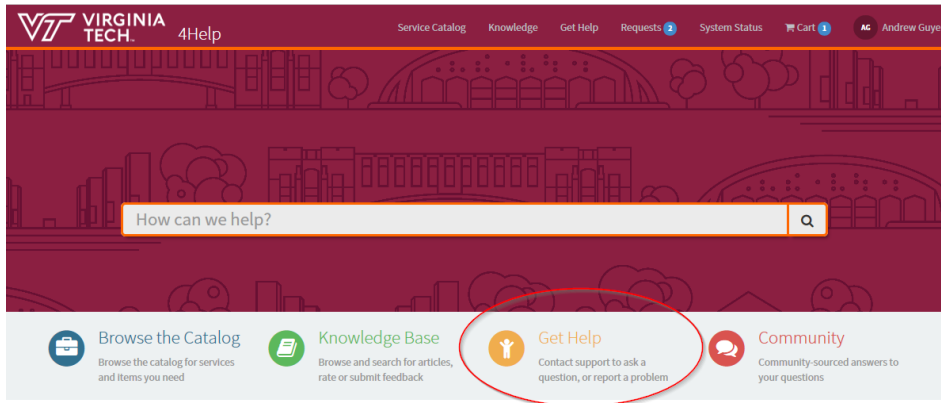


Log in with your **PID** and **PID Password**

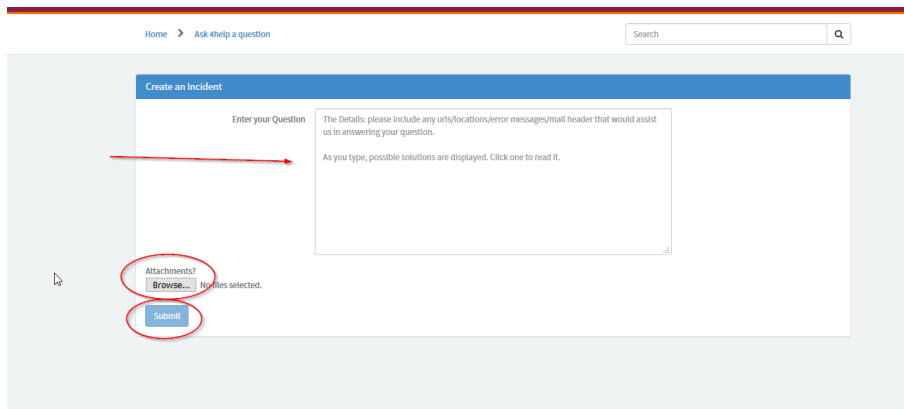
Complete your 2factor authentication



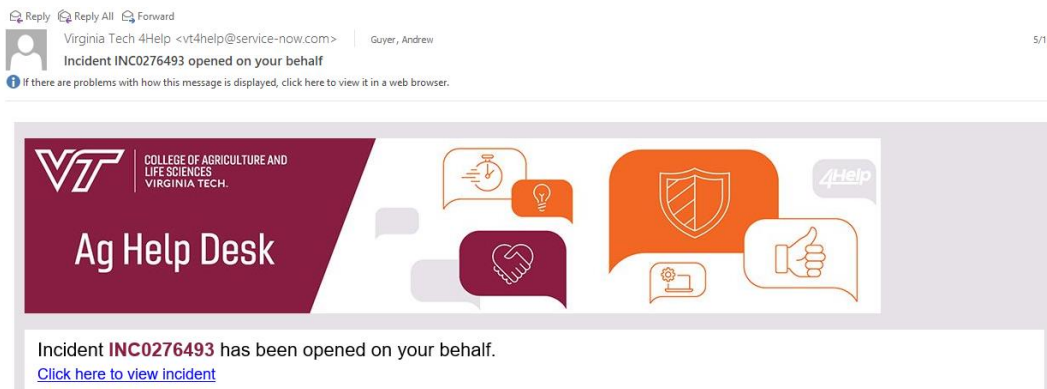
In the center of your screen, you will see the Icon for “Get Help”. Select it and it will take you to another screen for help.



You will then be asked to “Enter your Question”. Give as much information as you can so we can look into the issue. There is an option to attach an attachment as well. Click Submit when you are finished



After you click submit you will get an email back saying that a ticket has been entered for you. We will be communicating with you through email with this ticket.



To respond back to the ticket you will need to click reply in your email system. We will prompt you for information when we need it.