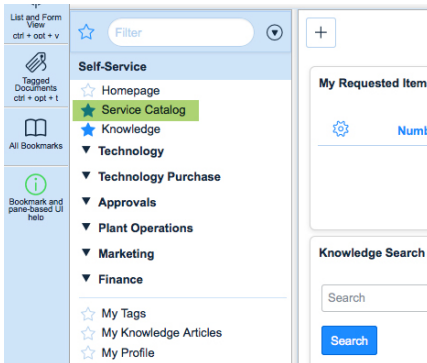
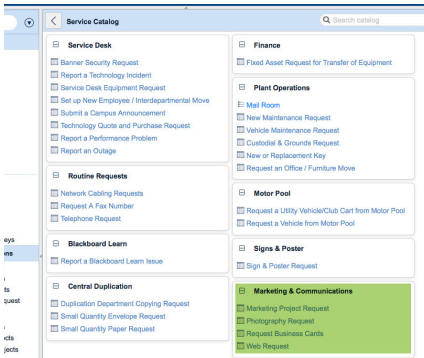


All ServiceNow Requests

Select **Service Catalog** from the menu on the left.



Under **Marketing & Communications**, select **Marketing Project**, **Photography** or **Web Request**.



The request form will be populated automatically with your contact information.

(continued)

FILLING OUT A SERVICENOW REQUEST *(continued)*

Marketing Project Request

Project Title. Enter a short descriptive title.

Project Type. Select one or more project types from the **Collection**.

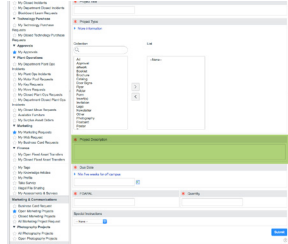
Add selected items to the **List** by clicking the > button.

To remove an item from the List, select it and click the < button.

Project Description. Enter a detailed description of your project, including:

All information that needs to be in the marketing piece.

Any special instructions.



Due Date. Use the **calendar** to select a date by which the completed project must be in hand or ready to mail.

Allow at least 5 weeks for off-campus print projects.

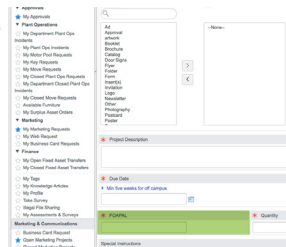
Allow at least 2 weeks for on-campus duplication projects.

Note: Due dates may be changed depending on unforeseen factors.

FOAPAL. Charges are incurred for printing and/or duplication; design services are free.

Enter a valid ORG number for the department that will pay for the project.

If the project is free, enter only 000000.



Quantity. For bid printing projects, enter the number of individual pieces (postcards, envelopes, etc.) needed.

Note: Please use exact numbers such as 500 or 1,000. Do not enter “box” or “carton.”

For online-only items or pieces the requester will print, enter 0.

Special Instructions. If the item will be printed off campus, choose “2 color” or “4 color.”

If it will be duplicated on campus (UAFS duplication) choose “Black & White.”

Attachments. To attach a file with samples or detailed instructions, click the paperclip icon in the upper right-hand corner of the request form.

Click **Choose Files** to browse files on your computer.

Select the file you want and click **Open**.

If attaching more files, click **Add Another Attachment** to browse, select and open.

Click **Attach**.

To remove an attached file, check the box next to it and click **Remove**.

To exit the Attachments screen, click the upper right-hand **X**.

Submit. Review and edit your request before submitting. If you decide not to submit, simply back out using the < button at the top left of the form.

(continued)

FILLING OUT A SERVICENOW REQUEST *(continued)*

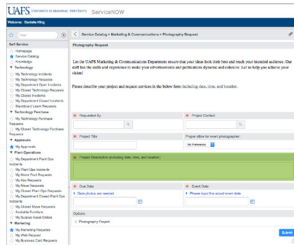
PHOTOGRAPHY REQUEST

Project Title. Enter the name of the event to be photographed.

Proper Attire. From the drop-down menu, select the appropriate attire for the photographer to wear at the event.

Project Description. Enter complete details for the assignment including date, time, location, contact information (if different from the person making the request), and any specific shots that are needed.

Please supply a range of times during which a photo shoot can be organized.

A screenshot of the ServiceNow 'Photography Request' form. The form is titled 'Photography Request' and includes a 'Project Title' field, a 'Proper Attire' dropdown menu, and a 'Project Description' text area. There are also fields for 'Due Date' and 'Event Date', each with a calendar icon. The form is displayed in a browser window with a navigation pane on the left.

Due Date. Use the calendar icon to select the date by which you need finished photos.

Event Date. Use the calendar icon to select the date on which the photographs are to be taken.

Attachments. To attach a file with samples or detailed instructions, click the paperclip icon in the upper right-hand corner of the request form.

Click **Choose Files** to browse files on your computer.

Select the file you want and click **Open**.

If attaching more files, click **Add Another Attachment** to browse, select and open.

Click **Attach**.

To remove an attached file, check the box next to it and click **Remove**.

To exit the Attachments screen, click the upper right-hand **X**.

Submit. Review and edit your request before submitting. If you decide not to submit, simply back out using the < button at the top left of the form.

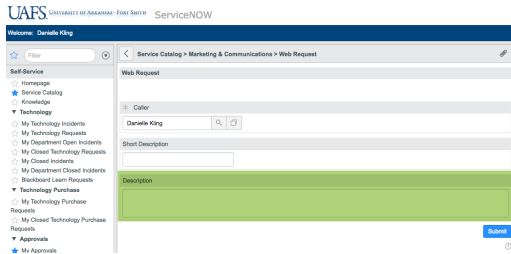
(continued)

FILLING OUT A SERVICENOW REQUEST *(continued)*

WEB REQUEST

Short Description. Enter a brief description of your request.

Description. Enter all pertinent details.

A screenshot of the ServiceNow interface for a 'Web Request'. The top navigation bar shows 'UAFS UNIVERSITY OF ARKANSAS FORT SMITH ServiceNOW'. The user is logged in as 'Darwale King'. The breadcrumb trail is 'Service Catalog > Marketing & Communications > Web Request'. The form has a left sidebar with a navigation menu including 'Homepage', 'Service Catalog', 'Knowledge', 'My Technology Incidents', 'My Technology Requests', 'My Department Open Incidents', 'My Closed Technology Requests', 'My Closed Incidents', 'My Department Closed Incidents', 'Blackboard Learn Requests', 'Technology Purchase', 'My Technology Purchase Requests', 'My Closed Technology Purchase Requests', 'Assessments', and 'My Approvals'. The main form area is titled 'Web Request' and contains a 'Call#' field with 'Darwale King' entered, a 'Short Description' field, and a large 'Description' text area. A 'Submit' button is located at the bottom right of the form.

Attachments. To attach a file with samples or detailed instructions, click the paperclip icon in the upper right-hand corner of the request form.

Click **Choose Files** to browse files on your computer.

Select the file you want and click **Open**.

If attaching more files, click **Add Another Attachment** to browse, select and open.

Click **Attach**.

To remove an attached file, check the box next to it and click **Remove**.

To exit the Attachments screen, click the upper right-hand **X**.

Submit. Review and edit your request before submitting. If you decide not to submit, simply back out using the < button at the top left of the form.