



How to use the ITS service desk portal, ServiceNow

Prisma Health Information Technology Services (ITS) has a new way for team members to submit technology help requests – the ServiceNow support portal. There are several ways to access ServiceNow:

- A new ServiceNow icon on your Prisma Health desktop
- Click the “ITS Service Center” button on the Plexus homepage
- Select “ITS Support” at the top of the Plexus homepage and then click “Service Center”

Using ServiceNow, you are able to submit requests for access to ITS systems, new hardware and software needs, submit incidents for systems or items that are broken or not working as expected, and access a robust catalog of help topics.

When submitting a ticket, please remember to always include the following information:

- Your location
- Your direct extension and/or cell number
- Device name or tag number

Click here to [review tips for navigating ServiceNow](#).

Please call the service desk at 803-434-4357 (Midlands) or 864-455-8000 (Upstate) if you need assistance navigating ServiceNow.