



Tips for navigating ServiceNow

Click the link below to review tips for navigating our new Information Technology Services (ITS) support portal, ServiceNow.

- [Navigating ServiceNow on myPal](#) (Midlands)
- [Navigating ServiceNow on Plexus](#) (Upstate)

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

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