Accessing MyServiceNow Portal

Off Cleveland Clinic Network

- From an intranet browser, enter https://ccfprd.service-now.com/sp
- Log into the network using your Portal ID/email and password, and click Sign On to log in.

Select Information Technology

Under Catalog Menu (lower left side of window) select Applications

- Report an incident
  - Report something is no longer working
    (access has been lost, error message received, etc.)
    Urgent or Patient Safety Issues should be called into the Service Desk @ 216-444-HELP
    Click to Report Incident

- Initiate a Project or Enhancement
  - Submit an idea for something new
    (product, service, application, etc.)
    Click to Initiate a Project or Enhancement

- Submit a Service Request
  - Submit a request for an existing service
    (access to or installation of an approved application, purchase approved hardware, minor updates to an existing service, etc.)
Scroll to the bottom of the screen, and click Show More to see the Community Physician Options and select appropriate option:

Once the form opens, it should default your Requestor Details.

- In the Department Details section, under the Name field make ANY selection from the dropdown list.
- Complete all fields with asterisks (*) on the form as usual. If you come across a required field that is not applicable, enter NA.
- In the Additional Information field, type your Department name
  
  (these three steps are a temporary measure, until updates can be made)

- Click the blue Submit button on the right.

Questions:

Please contact the MyPractice Community Help Desk at 216-442-0440