In this guide we will describe the steps to follow when making a new request using ServiceNow.

1. Using the left side navigation bar, open the Service Catalog.
   NOTE – Access the Service Catalog via Self-Service>>Service Catalog
   OR
   via Service Catalog>>Catalog. Both options are shown to the right.

   The Service Catalog displays, providing a list of available services.

2. Choose from the list of available services. For example, to Suggest an idea for a Lunch n Learn, use the link highlighted in red, to the right.
   NOTE If the service you want is not in the list, choose Internal ITS Request in the lower left corner (highlighted in blue.)

   The order screen will display

   3. Enter the requested information in the order screen. Required fields are indicated with a red bar. Ensure your information is complete and accurate.

   Clicking on a request type will display the order screen (see below.) The order screen collects any additional information that's needed, such as the requester's name or location and the date the item is needed. It also displays the item's delivery time after approval, in the upper right corner.
4. Enter the information completely and accurately to ensure fastest processing.

5. Order any other items required

6. Click Order Now in the upper right when the order is complete.

ServiceNow displays a confirmation screen for your order. NOTE – You can view the order's progress in the **Stage** column. Also, the order number is useful when tracking the order. ServiceNow automatically notifies the approvers if approval is required and can create work orders to fulfill the order.

NOTE to view the status of a previously placed request, Click on Requests under the Service Catalog heading, and find the request item using the number or another available column. The Stage column provides status.