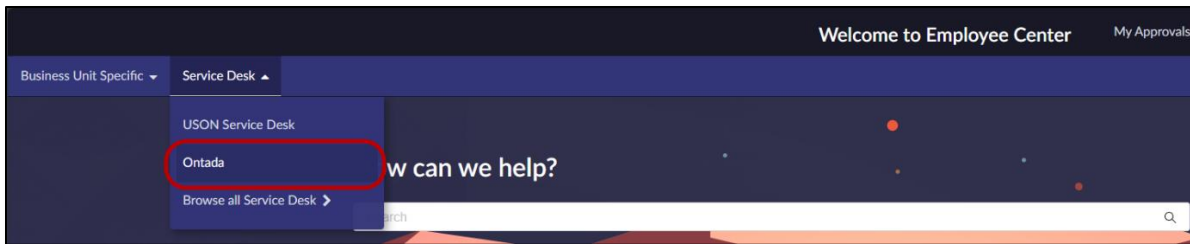


ServiceNow is the gateway for submitting requests for Ontada Technology solutions. Use this tool to submit an incident or request and update and check your request's status.

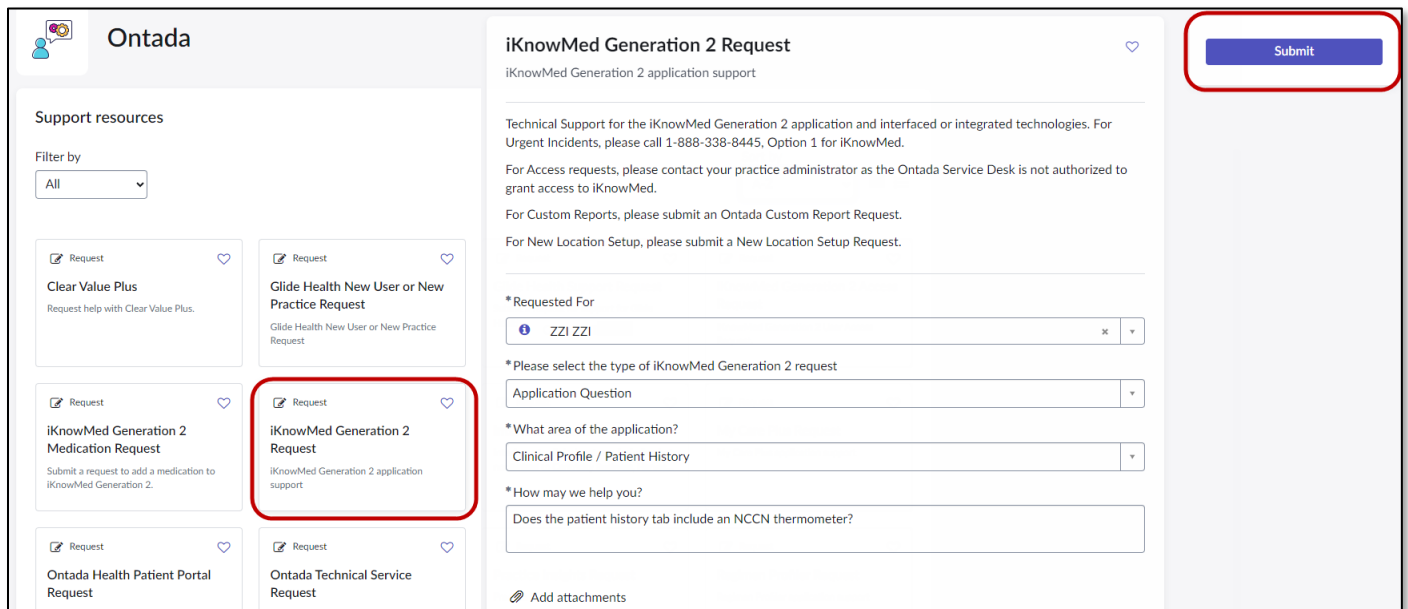
## ServiceNow Access

1. To access ServiceNow, visit: <https://servicenow-uson.mckesson.com/>
2. Use your OKTA credentials and click sign-in.
3. Open the **Service Desk** menu and select **Ontada**.



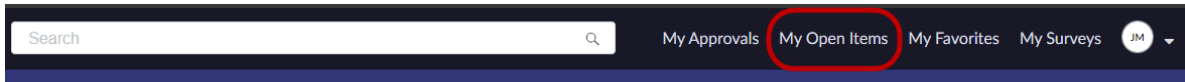
## Create a Request

1. Under **Support resources**, click a **Request**. Each **Request** is specific to one product, and some are more specific than that.
2. Complete all required fields.
3. Click **Submit**.



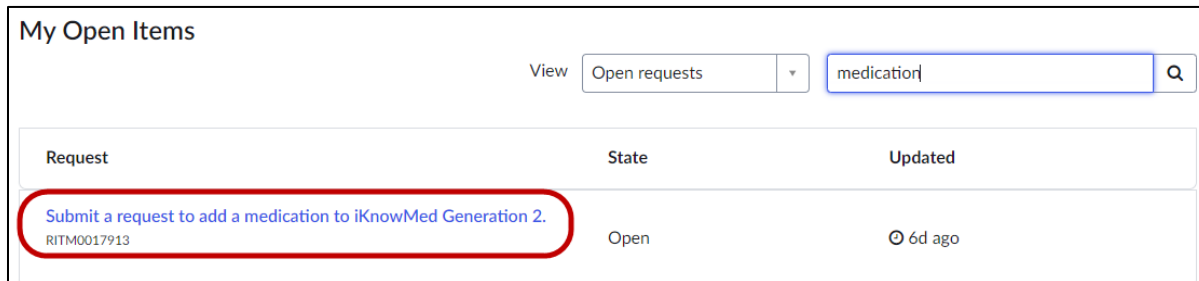
## View a Request

To see a **Request** status, click **My Open Items** at the top.



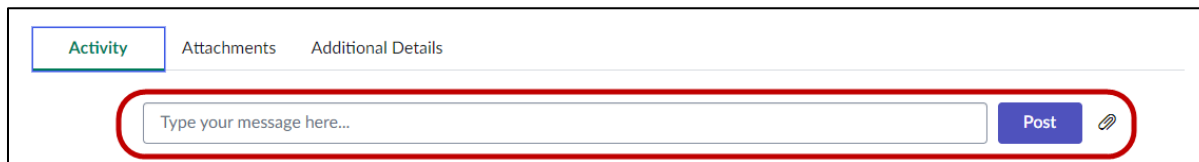
**My Open Items** displays your open requests, their current **State**, and when they were last **Updated**. Use the **View** and **Search** filters to search for a specific item.

To view the **Request** details, click the **Request**.



## Update a Request

To add a message to a **Request**, click the **Activity** tab, type your message, and click **Post**.



To add a file to a **Request**, click the **Attachments** tab and drag files from your computer into the **Request** or click the **paperclip** icon to browse and select the files.

