

Ohio

**Department
of Health**

Ohio Department of Health
Bureau of Vital Statistics

ServiceNow Guide for Local Vital Statistics

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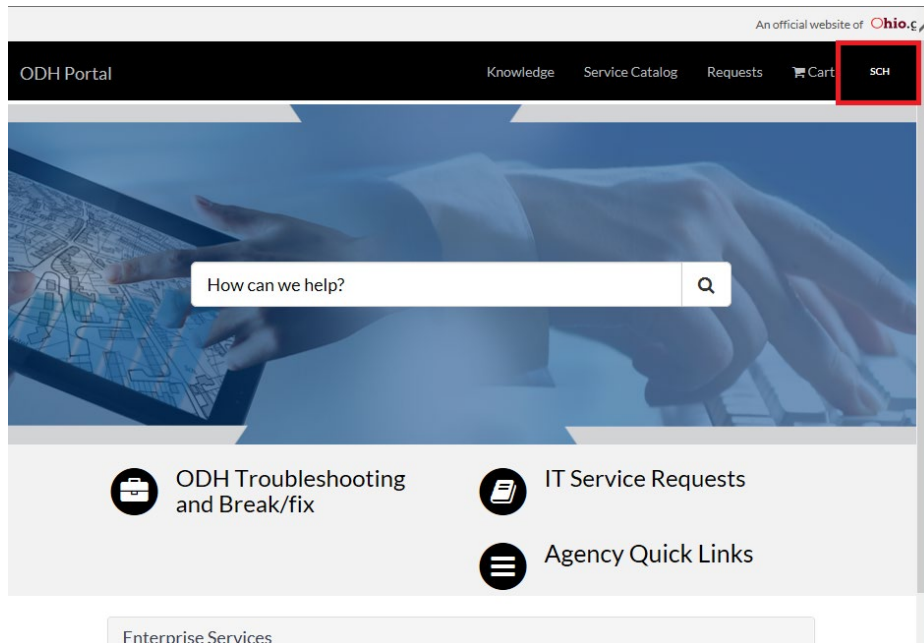
LOGGING IN

You can log in to ServiceNow at the following weblink: <http://stateofohio.service-now.com> . Each local health department has a generic login for the ServiceNow portal that should be used by local Vital Statistics staff to enter and review tickets. The general format of the username is "LOCATION CO/CITY": for example, "Fairfield Co". If you cannot access ServiceNow or have lost your username/password, please contact the VS Helpdesk for assistance.

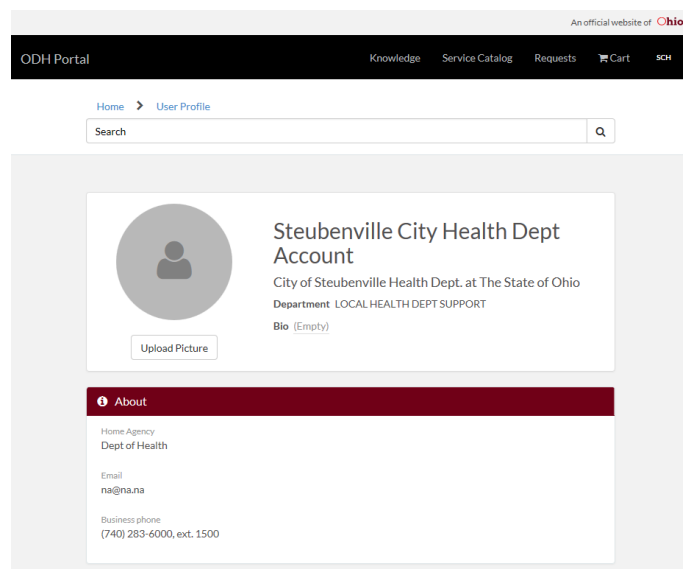
The screenshot shows the login page for the IT Enterprise Services Portal. At the top left, it says "ODH Portal" and at the top right, "SCH". The main heading is "Welcome to the IT Enterprise Services Portal". Below this, it states "Your one-stop shop for IT Enterprise Services. You can:" followed by a bulleted list: "Request Services", "Order Products", "Report an Issue", "Track Service Availability", "View Service Metrics", and "View Upcoming Maintenance". A note says "The portal will also be used to communicate service updates and outages to our users." The login form consists of a text input field, a "Password" label, and a blue "Login" button. Below the button is a link for "Use external login". At the bottom, a disclaimer reads: "Please use your State of Ohio User ID and password to access this website. If you are unable to access the site or have questions regarding credentials, please contact the Customer Service Center at csc@ohio.gov or 877-644-6860."

WELCOME SCREEN/YOUR USER PROFILE

The first screen you see on logging in will have links at the top where you can come back to the Home screen, or view your active, pending, and closed requests. To view your profile (or to log out), select the initials of your jurisdiction's login name in the top right corner, shown in the red box below.

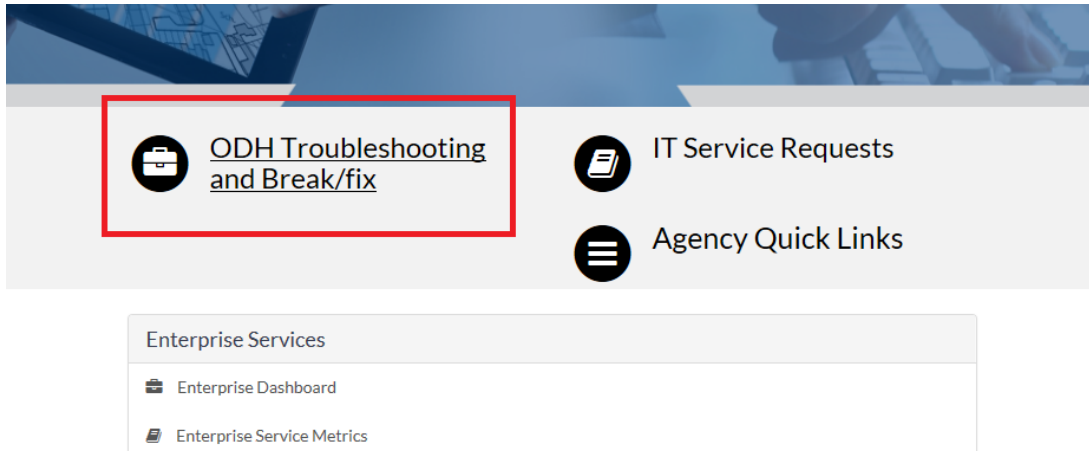


Viewing your profile will show the phone number associated with your account. **The email, delegate, and group functions are not enabled at this time for local health department generic accounts.** If the contact phone number is no longer correct, please give the correct phone number to the VS Helpdesk to update your information.



CREATING A REQUEST

To create a request for any Vital Statistics-related issue, go to the Home page. In the bottom center of the page is a box labeled “ODH Troubleshooting and Break/Fix”. Click the text or the toolbox icon. **Do not select “IT Service Request”, as that will not create a ticket for the VS Helpdesk.**



The screen that appears will ask you for your user information. Some information will automatically populate in these fields based on your user profile in the system. **If you are asking for something that requires an emailed response from the VS Helpdesk (i.e., a missing death certificate image or a password reset), you must enter your email address and name on this screen, shown in the red box.**

The screenshot shows the 'Create an ODH Incident' form. The 'User Information' section is highlighted with a red box, showing fields for 'Caller', 'Caller Phone', 'What is your name?', 'Caller E-Mail', and 'Caller Location'.

After you have entered your user information, you will be asked to describe the incident requiring help. There is a drop-down box for the category of your issue, as in the red box shown below. **If you select a category relating to a specific record, such as “Abstract Error”, “DC Image Request”, or “Affidavit Issue”, you will be required to enter a State File Number.** You will also be asked to describe the impact of your issue (high, medium, or low), and required to provide a short description. Because “Impact” is used in ServiceNow to describe the number of users affected by an incident, you should select “Low” as the impact for your requests. If your issue is complicated or needs further explanation, you can enter a longer description in the “Please describe in detail” box, and even attach documents. For example, a user account change can have the signed authorizations attached. **Fields with a red asterisk must be completed before the incident can be submitted.**

Incident Information

* What are you having an issue with?

-- None --

Impact


3 - Low

HIGH - issues that affect the entire Enterprise; MEDIUM - issues that affect an entire Department or Region;
LOW - issues that affect an individual

* Short Description

* Please describe your issue in detail

Please attach any relevant screenshots or documentation that will help resolve your issue.

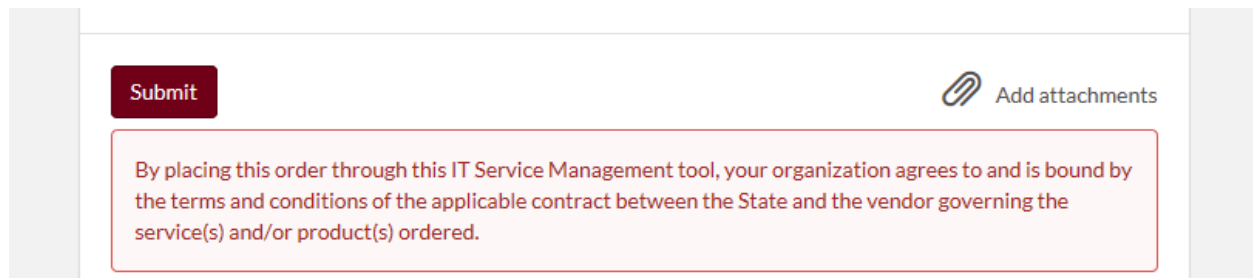
Submit  Add attachments

The categories available for selection are similar to the categories that were available in Helpstar.

- **Abstract Error** - the information in IPHIS does not match the original birth certificate image.
- **Affidavit Issue** - a problem with an affidavit on a birth or death record, e.g. a missing image.
- **Connectivity Issue** - an issue connecting to IPHIS/EDRS or the Gateway not related to your password or user account changes.
- **DC Image Request** - a recently registered death record in EDRS has a missing image that the Helpdesk needs to replace.

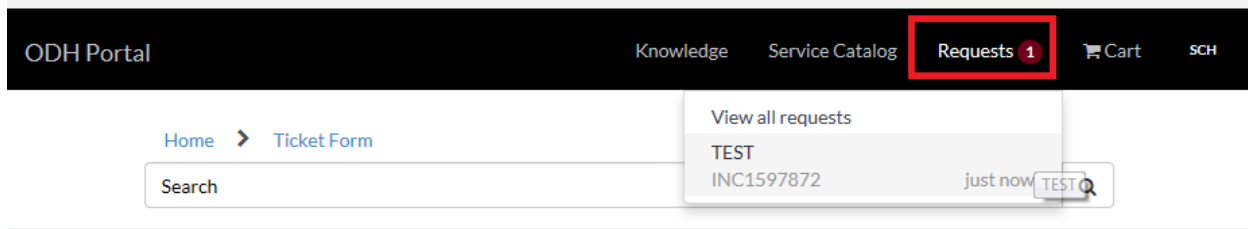
- **Data Change Request** - incorrect information in IPHIS/EDRS that you cannot change yourself due to filed/registered status, and that cannot be altered by a customer affidavit.
- **Extract Issue** - you are unable to generate your extracted IPHIS/EDRS reports on filed and pending records.
- **Password Reset** - you need a password reset for IPHIS/EDRS or the ODH Application Gateway.
- **User Account Change** – a user needs to be added or removed to IPHIS/EDRS or the Gateway.
- **Void Death Record** – an unfiled death record needs to be deactivated/removed from EDRS.
- **Policy/Procedure/Business** – general questions about filing, issuing, or maintaining records.

If you have a question about the acceptability of certain documents or need to submit documents with your incident, select the “Add attachments” button on the lower right-hand corner. Once your description of the incident is complete, click “Submit” in the lower left-hand corner to send the ticket to the VS Helpdesk. Your Incident number (format INC0000000) will be displayed on the confirmation page, and the newly submitted incident will appear on your list of active requests.



VIEWING YOUR REQUESTS

From the Home page, or any other page, select “Requests” at the top of the page. A number displaying your count of active requests will appear next to “Requests” and clicking on “Requests” will display a drop-down list of your most recent requests. For a complete listing, select “View all requests”.



A list of your active requests will show all the incidents that are open, or have been closed in the past 3 business days. They can be sorted or reordered by clicking the column headings. Click on the Incident Number (INC1597872 in the image below, for example) to view the status of individual requests.

ODH Portal Knowledge Service Catalog Requests **1** Cart SCH

Home > My Requests

Search

My Incidents

All > Active = true > Requester is Steubenville City Health Dept Account .or. Created by = STEUBENVILLE CITY

Number	Requester	Opened	Updated	Short description
INC1597872	Steubenville City Health Dept Account	2018-01-30 12:41:57	2018-01-30 12:41:57	TEST

< > Rows 1 - 1 of 1

When you open an individual ticket, you will have the opportunity to enter any additional comments that may be helpful in resolving the ticket, as shown in the box with the red asterisk. Scrolling further down the page will show the comments made by VS Helpdesk staff. The “Activity” section will display the most recent actions taken on the ticket, whether in the form of a comment, an assignment to an individual Helpdesk team member, or a resolution.

The screenshot displays a ServiceNow ticket form for a ticket titled "TEST". The form includes the following fields:

- Incident Number:** INC1597872
- Requester:** Steubenville City Health Dept Account
- Phone number:** (740) 283-6000, ext. 1500
- E-mail:** na@na.na
- Location:** (empty dropdown)
- Status(state):** Unassigned
- Opened:** 2018-01-30 12:41:57
- Watch list:** (empty)
- Short description:** TEST
- Activity:** A section with a text input field "Type your message here..." and a "Post" button. Below the input field is a vertical timeline of activity items:
 - A grey circle with "SCH" next to a message from "Steubenville City Health Dept Account" posted "just now" with the text "Test message!".
 - A grey circle with "SCH" next to a message from "Steubenville City Health Dept Account" posted "6m ago" with the text "INC1597872 Created".
 - A green circle with "Start" at the bottom of the timeline.
- Created by:** STEUBENVILLE CITY

At the bottom right of the form is a "Save (Ctrl + s)" button.

When you have finished updating or reviewing a ticket, select “Save” at the bottom of the page to save your comments or re-select the “Requests” link at the top of the page to go back to viewing all of your incidents. In addition to your opened and active incidents, you can also view your closed incidents at the bottom of the “My Requests” page. **Closed incidents that have comments added to them will automatically be re-opened by ServiceNow.**

☰ My Closed Incidents

🔍 All > Active = false > Requester is Steubenville City Health Dept Account .or. Created by = STEUBENVILLE CITY

Number	Requester	Opened	Updated	Short description
INC0430598	Steubenville City Health Dept Account	2016-07-05 14:44:32	2016-07-08 15:03:56	Mother's name spelled wrong
INC0431765	Steubenville City Health Dept Account	2016-07-06 10:01:19	2016-07-11 10:07:07	ERNSET ANDY FERDA DOB 09/27/1924
INC0436263	Steubenville City Health Dept Account	2016-07-08 12:09:25	2016-07-13 12:12:07	Clear Copy of Death Certificate
INC0439931	Steubenville City Health Dept Account	2016-07-11 15:15:58	2016-07-14 16:02:48	Michael Anthony Perrone dob 07/14/1961 Mother's name & maiden name wrong
INC0449700	Steubenville City Health Dept Account	2016-07-18 11:34:47	2016-07-21 12:03:35	CHILD'S MIDDLE NAME WRONG
INC0455835	Steubenville City Health Dept Account	2016-07-21 13:22:55	2016-07-26 13:27:13	Info in IPHIS does not match original bc
INC0459959	Steubenville City Health Dept Account	2016-07-25 09:44:24	2016-07-28 10:06:01	MOTHER'S MIDDLE NAME IS WRONG
INC0475255	Steubenville City Health Dept Account	2016-08-03 13:28:31	2016-08-08 13:30:37	Abstract error regarding spelling error of mother's first name

CREATING A SERVICENOW TICKET VIA EMAIL

All emails sent to the VS.Helpdesk@odh.ohio.gov email address will result in the creation of a ServiceNow incident. This includes emails sent to ask about general policy questions, abstract errors, etc. Because the conversion to a ServiceNow incident occurs because of an automated process the VS Helpdesk is asking that the subject line of your email include specific and relevant information to help us to categorize and respond to your requests more efficiently.

1. **Abstract Error Tickets** – Subject line should state the State File Number and “Waiting”. For example: “**1985012345 Waiting**”.
2. **Death Certificate Image Requests** – Subject line should state the State File Number and “DC Image Request”. For example: “**2016034568 DC Image Request**”.
3. **Affidavit Issue** – Subject line should state the State File Number, whether this is a birth or death record, and the word “Affidavit”. For example: “**2015022654 DC Affidavit**”.
4. **User Account Changes** – Subject line should state the system and the user name. For example: “**New Gateway Account for Bob Testerson**” or “**Remove IPHIS Account for Shirley Sampleton.**”
5. **Password Resets** – Subject should state the system/program, the user name, and the words “Password Reset”. For example: “**IPHIS Password Reset for Ed Exempliano.**”
6. **Void Death Records** – Subject line should indicate the State File Number of the death record that needs to be voided.

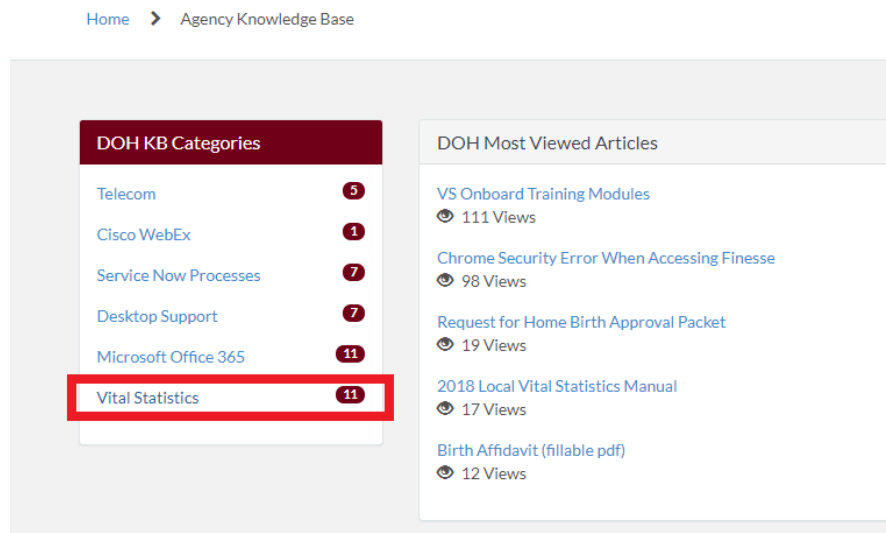
Requests or emails sent for different categories should be labeled as clearly as possible in the subject line. Since these emails will result in the creation of an incident, any email you send to the VS.Helpdesk will also be visible when you log in to the ServiceNow portal to view your open requests.

ACCESSING THE KNOWLEDGE BASE & LOCAL VS MANUAL

There is an area of the ServiceNow portal known as a Knowledge Base. A Knowledge Base is a collection of articles, guides, and documents that ServiceNow users may find helpful, similar to a reference guide or online wiki. The Bureau of Vital Statistics may use the dedicated Vital Statistics Helpdesk Knowledge Base from time to time to make documents or guides available that cannot be placed on the publicly accessible Stakeholder Support Site. To access the VS Helpdesk Knowledge Base go to the “Agency Knowledge” link at the top of the main ServiceNow page.



On the Agency Knowledge Base screen, select the “Vital Statistics” category on the left (shown below) to gain access to articles, guides, or other documents/forms placed in the secure environment by the VS Helpdesk. As of August 2020 the most frequently viewed article is the Onboard Training Modules for local health district employees new to Vital Statistics.



ACCOUNT ASSISTANCE

If you have been locked out of your ServiceNow account, you can call the VS Helpdesk at 614-644-2531, option 2 then option 3, to get your password reset. If your office is closing, merging, or just needs to update your name in ServiceNow, please send an email/incident to the VS Helpdesk.