

## ServiceLink Navigation and Setup for FOM|UCPath Fulfillers

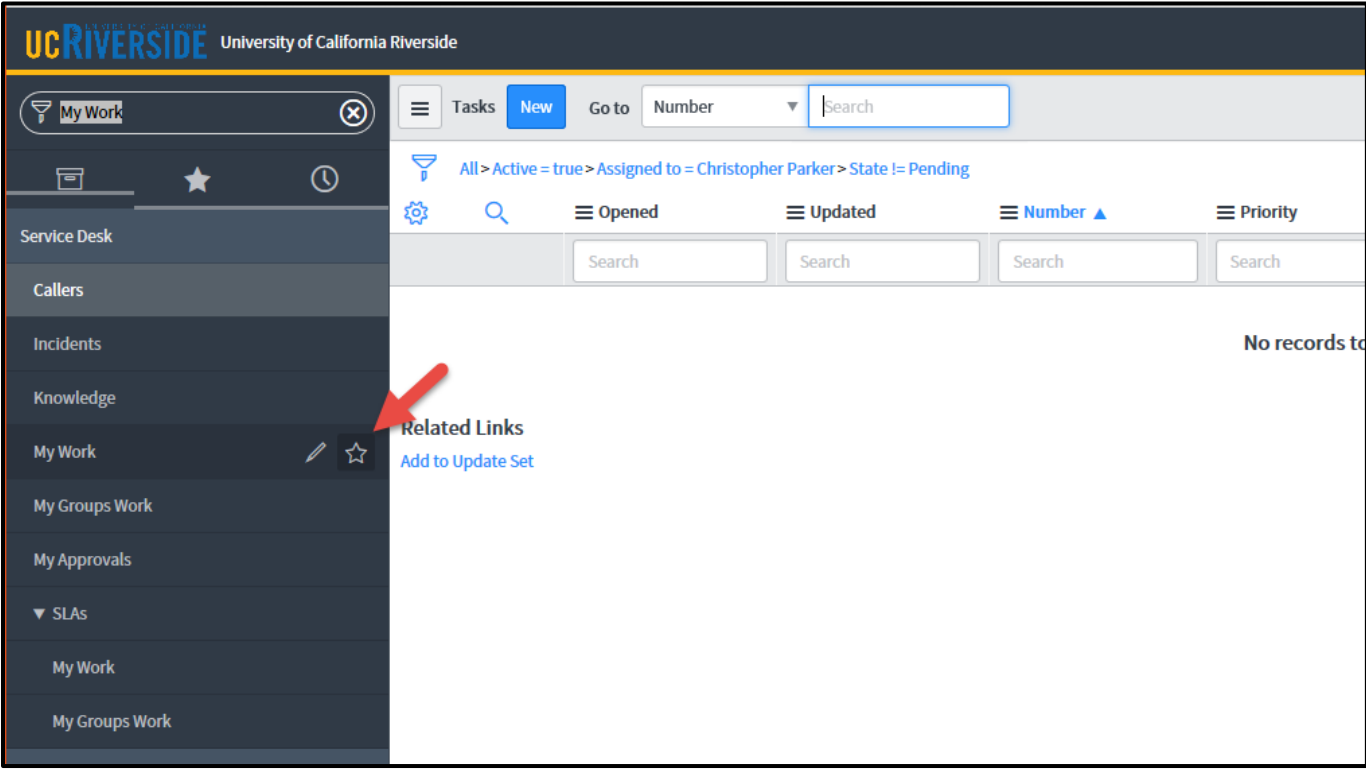
Navigation: <https://ucrsupport.service-now.com/>

\*Note, this link is not yet available on R'Space or the ServiceLink portal. It is recommended that you bookmark this page.

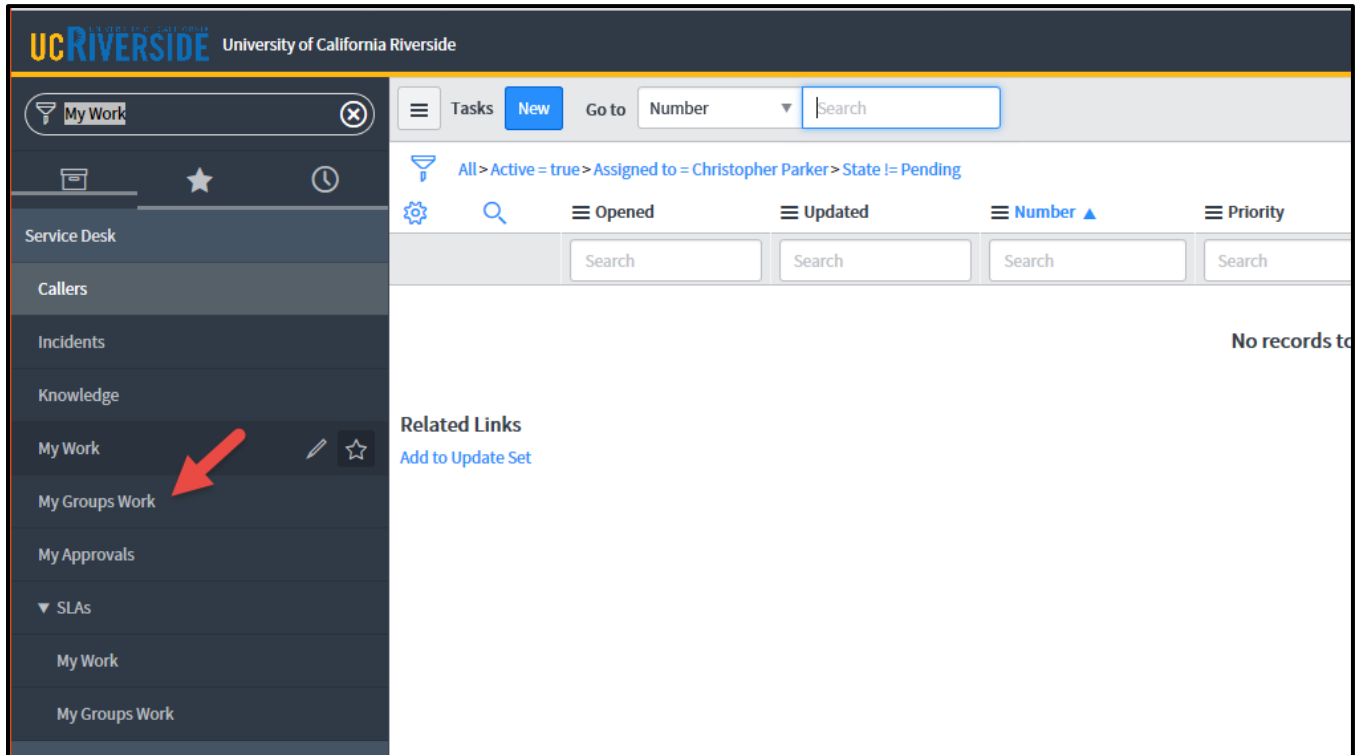
Step	Action
1.	When prompted, sign in with your UCR NetID and Password a. Note: If you do not have any fulfiller roles, you will be redirected to the ServiceLink portal page. See your SAA to get fulfiller access to ServiceLink
2.	When logging in for the first time, you will be taken to the default home page. At the moment, this may include views and reports that are not relevant to your work. This will be improved post go-live but for now, you will want to save a couple of views to start fulfilling requests.
3.	In the left navigation, search for "My Work" then click on the "My Work" view under ServiceDesk. "My Work" includes requests that have been assigned to you by name. Note: Do not use the "My Work" view under SLAs, since SLAs have not been set up yet for ServiceLink requests.

The screenshot shows the ServiceLink portal interface. The left navigation menu is visible, with 'My Work' highlighted. A red arrow points to the 'My Work' item in the menu, labeled with a red circle containing the number '2'. Another red arrow points to the 'My Work' search filter in the top navigation bar, labeled with a red circle containing the number '1'. The main content area shows a bar chart titled 'Bearhelp: Incidents Opened this Week (Filtered out 'Empty')' with an incident count on the y-axis ranging from 1 to 6. The chart displays five bars of different colors: blue (6), green (6), yellow (4), orange (3), and purple (2).

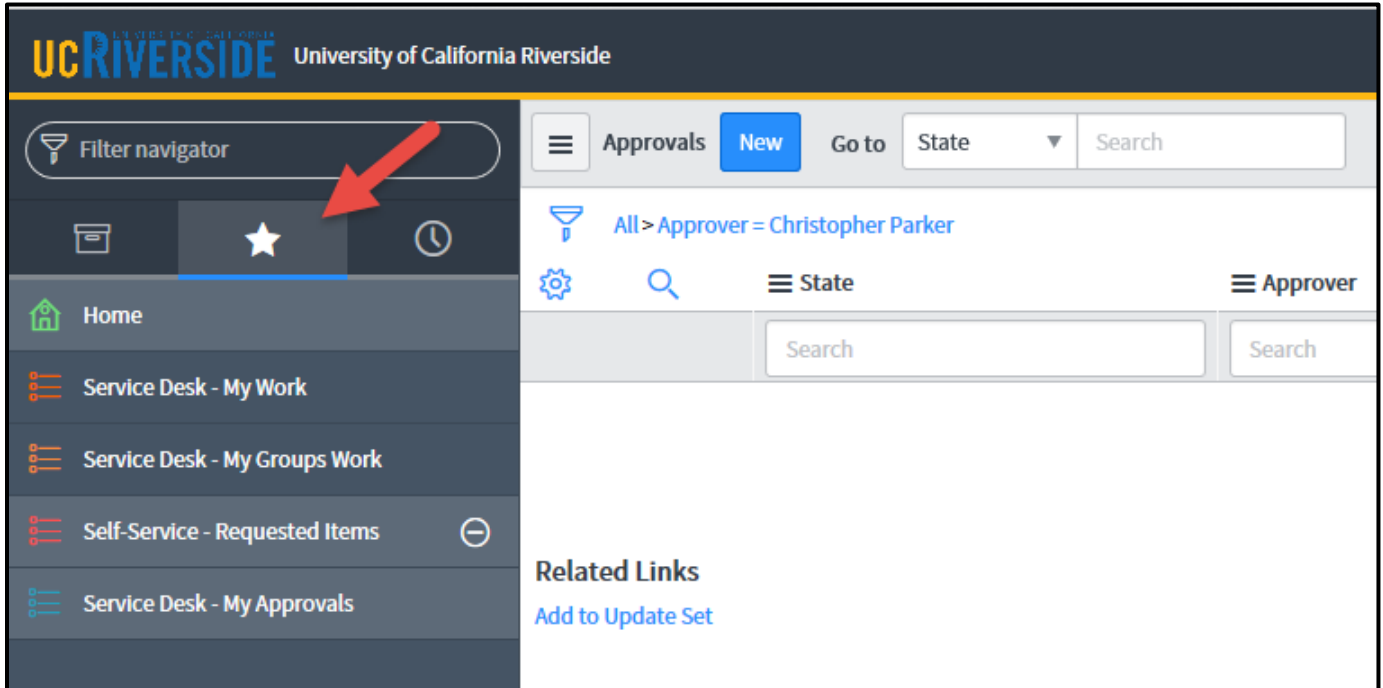
Step	Action
4.	Select the star to save this view as a favorite. This view will show all requests that have been assigned to you for fulfillment.




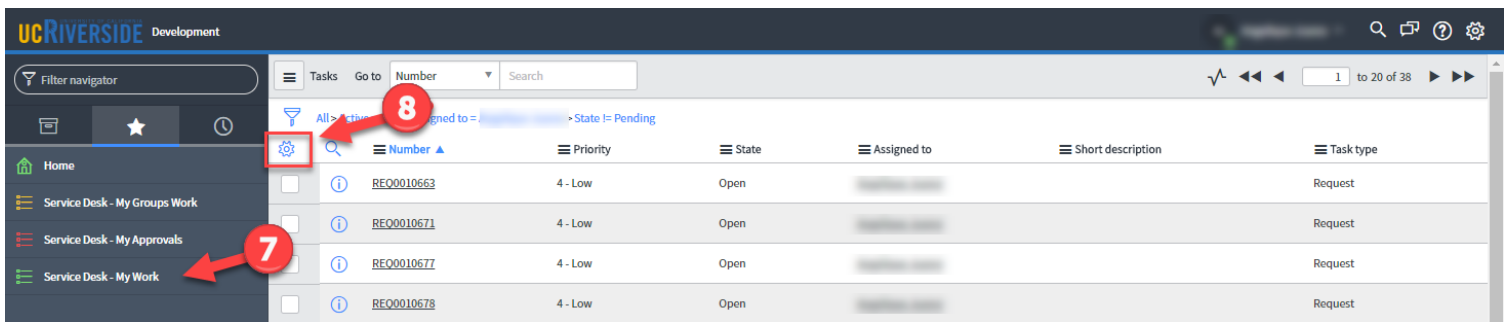
Step	Action
5.	Repeat these steps to favorite the “My Groups Work” view. This view will show all work that is assigned to a group you belong to.



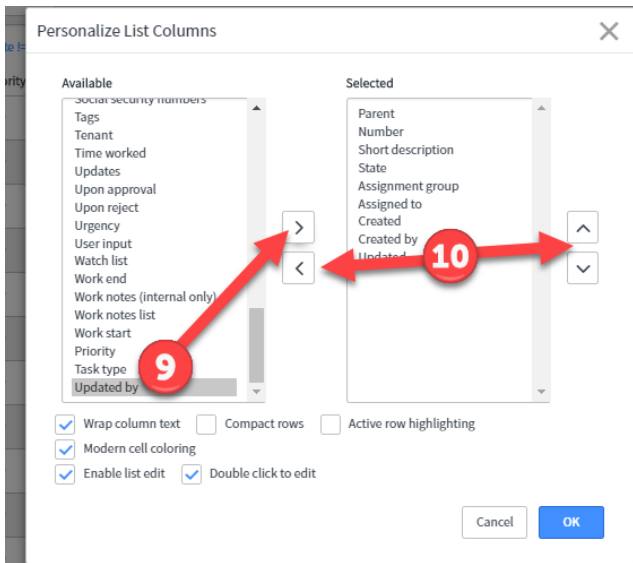
Step	Action
6.	These views will now be saved in your favorites. Other helpful views include Service Desk - My Approvals (if you have approval roles) and Service Desk – Requested Items (to see requests submitted by you).



Step	Action
7.	In addition to the above steps, you will need to customize the columns displayed in each queue (My Work, My Groups Work, My Approvals). First, go to your favorites and select the “My Work” queue.
8.	Click on the “Personalize List” icon 



Step	Action
9.	In the Personalize List Columns view, select each of the following from the “Available” column and add them to the “Selected” column. To add, click the arrow that points to the “Selected” column. <ul style="list-style-type: none"> <li>• Parent</li> <li>• Number</li> <li>• Short description</li> <li>• State</li> <li>• Assignment group</li> <li>• Assigned to</li> <li>• Created</li> <li>• Created by</li> <li>• Updated</li> <li>• Updated by</li> </ul>
10.	Arrange the columns to match the order shown below by clicking on the up and down arrow. Remove unnecessary columns by selecting the item and then clicking the arrow that points to the “Available” column.



Step	Action
11.	Repeat steps 8-10 for all three queues (My Work, My Groups Work & My Approvals). The columns in your queue should be arranged as shown below.

