**Service-Now Home Screen Overview**

When you first login to Service-Now, you will see the Home Screen below. We will now outline the different components of the Home Screen.

1. **Self-Service Menu** -- This is where you will initiate new Service Requests (clicking "Service Catalog") and new Incidents (clicking "Create New Incident"). In addition, you can monitor/track existing Incidents and Service Requests and manage your profile information.

2. **News** – The News section on the home page will contain upcoming system outages and other news that affects Service-Now users.

3. **Get Help** – This section contains direct links to create a new Incident.

4. **Get Services** – This section contains direct links to create a Service Request from the Service Catalog.

5. **Quick Links** – The Quick Links section provides direct access to a Service-Now Homepage Introduction, the Finance Gateway, and the My Columbia Portal for you to reference while logging Incidents and/or Service Requests.

6. **My Open Incidents & My Requested Items** -- In the "My Open Incidents" and "My Requested Items" section you can monitor the status of any open Incidents or Service Requests you may have logged. All of your existing Incidents and Service Requests will appear in this section of the Home Page. This will be the primary way to track your requests to ensure they are closed in a timely manner.

7. **Logout** – In order to logout of the Service-Now tool, click the Logout button at the top of your screen.

Click [here](#) for an Introduction to Service-Now.