

# 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.

The screenshot displays the Service-Now Home Screen for Columbia University. The interface includes a top navigation bar with the university logo and a 'Logout' button (7). A left sidebar (1) contains the 'Self-Service' menu with options like 'Homepage', 'Service Catalog', 'Create New Incident', 'Incidents', 'My Requests/Items', and 'My Profile'. The main content area is divided into several sections: 'News' (2) showing 'No items'; 'Get Help' (3) with a 'Create A New Incident' link; 'Get Services' (4) listing various request types such as 'Procurement Requests', 'Labor Accounting Requests', and 'Human Resources/Payroll Requests'; 'Quick Links' (5) with links to 'A Homepage Introduction', 'Finance Gateway', and 'My Columbia Portal'; 'My Open Incidents' (6) displaying a table of open incidents; and 'My Service Requests' displaying a table of service requests. The 'My Open Incidents' table has the following data:

Number	Opened	Short description	Incident state
INC0012836	04/23/2012 15:17:35	Need help with vendor	New
INC0012838	04/23/2012 16:01:13	Match Failure Question	New

The 'My Service Requests' table has the following data:

Number	Request	Item	Opened by	Approval	State
RITM0010297	REQ0010299	Copy of a Check	lw2480	Approved	Open