



# CCTO Tool Help Guide

## COVID-19 Community Team Outreach

### How to Submit a Ticket into ServiceNow:

#### Submitting a technology issue into ServiceNow:

1 To submit a ticket into ServiceNow, click the URL to access ServiceNow portal: [https://ncgov.servicenowservices.com/sp\\_t\\_racing](https://ncgov.servicenowservices.com/sp_t_racing)

Note: Log in with your NCID Username and Password

2 Now, click the 'Report a Technology Issue' icon to begin your ticket submission. If you had a suggestion for the CCTO tool, you should click the 'Suggest an Enhancement' icon to submit a ticket.

3 Now, you must complete the form (see example screenshot).

Note: your contact information will auto fill, however, you must complete the required fields marked with an asterisk

4 Review the information entered and click 'Submit' in the upper right -hand corner

5 You can track the progress of your submitted request by checking your email from IT Service Desk [ncgov@servicenowservices.com](mailto:ncgov@servicenowservices.com) and clicking on the link to view your ticket. You can also send a follow up message.

NOTE: An example of your NCID would be rgrant1. Do not enter [rgrant1@nc.gov](mailto:rgrant1@nc.gov). If you are experiencing issues with your NCID log in, please reach out to your NCID Admin. If you are a Local Health Department and don't know who your NCID Admin is, please reach out to your supervisor. If you are part of CCNC please send an email to: [CCTC\\_NCID\\_Admin@carolinact.org](mailto:CCTC_NCID_Admin@carolinact.org)

Thank you! We are excited for you to join our team.

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