

# TfsNow End User Guide

# Contents

- ❑ **Introduction to TfsNow?**
  - ❑ What is TfsNow?
  
- ❑ **First time Login**
  
- ❑ **NSCC Tfsnow homepage**
  
- ❑ **Incident Management**
  - ❑ Incident Creation
  - ❑ Incident Ticket Details
  
- ❑ **Service Request Service Catalogs**
  - ❑ Raise a Service Request from Standard Request Category
  - ❑ Raise a Non-Standard Service Request

# Introduction to TfsNow

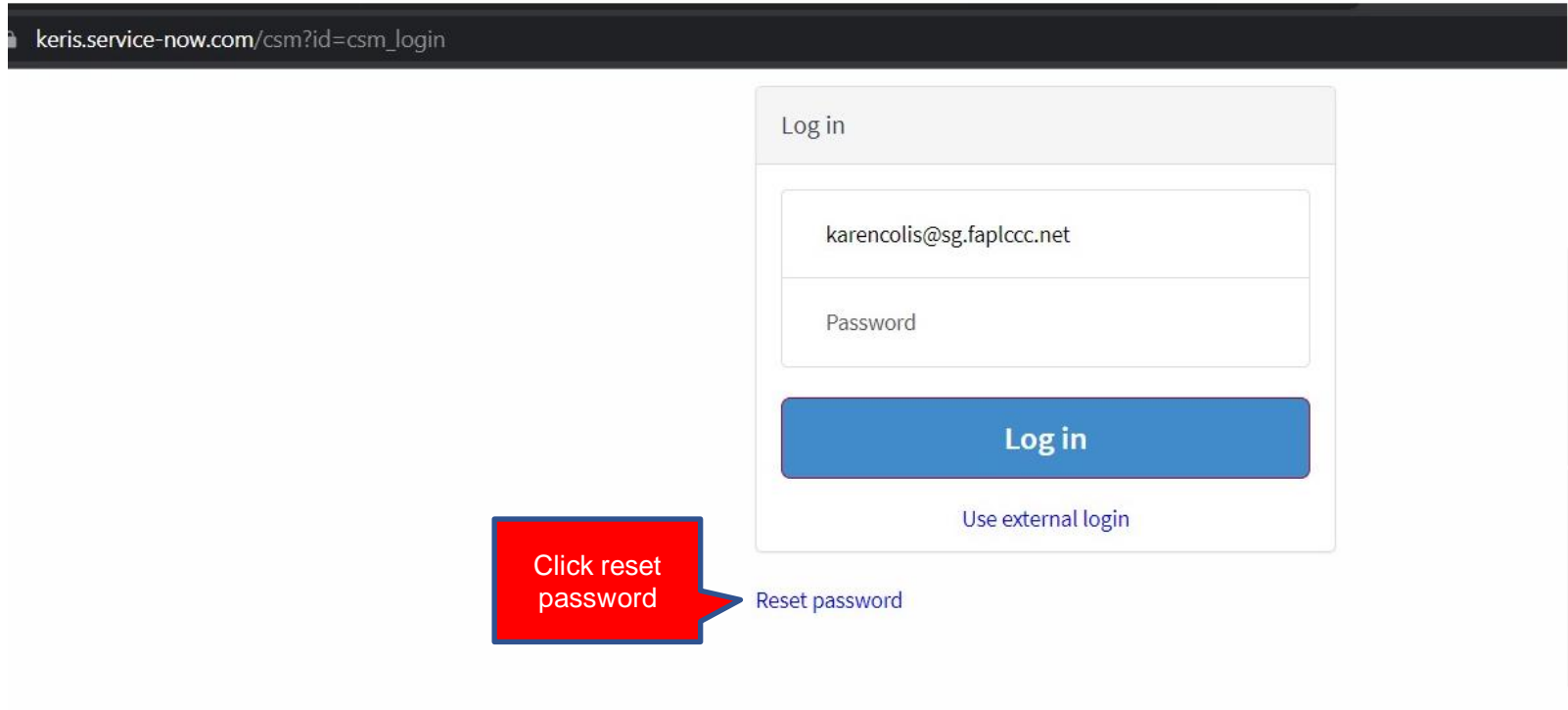
# Introduction to TfsNow

- TRIOLE for ServiceNow (TfsNow) is a powerful new cloud-based enterprise service management toolset designed to enable organizations to achieve the double objectives of increasing the efficiency of their ICT support functions while also increasing end user satisfaction with the quality of IT support services provided.
- TfsNow is a shared Software-as-a-Service (SaaS) toolset that simplifies and improves ICT enterprise service management and service desk processes for Fujitsu customers.

# First time Login

# First time login - Step 1

## 1. Reset password



keris.service-now.com/csm?id=csm\_login

Log in

karencolis@sg.faplccc.net

Password

Log in

Use external login

Reset password

Click reset password

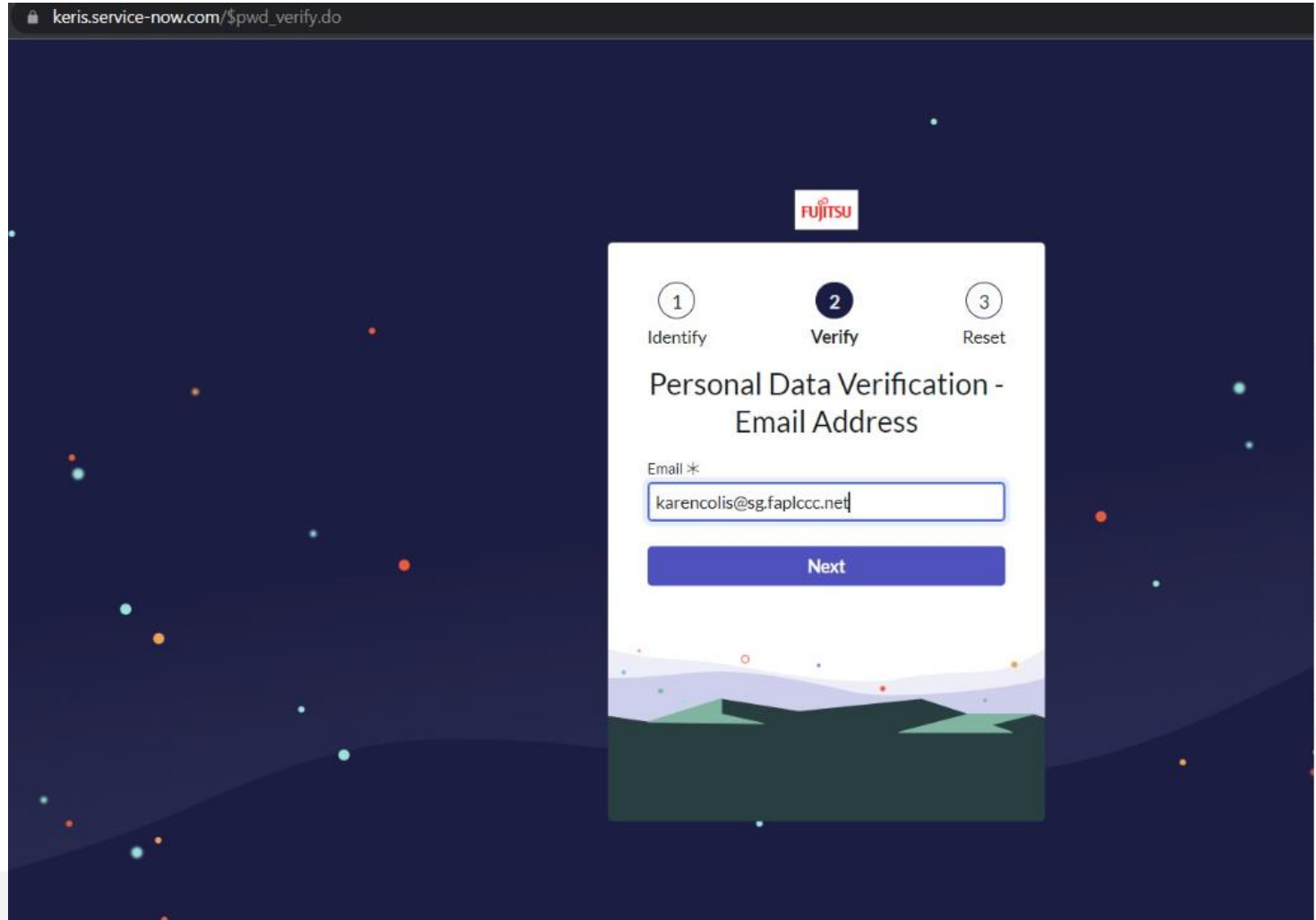
URL :- <https://keris.service-now.com/csm>

User ID – Your email address registered with NSCC

Please follow the password reset steps to receive your password.

## First time login - Step 2

2. Type your email address registered with NSCC. Click “Next”.



keris.service-now.com/\$pwd\_verify.do

**FUJITSU**

1 Identify    2 Verify    3 Reset

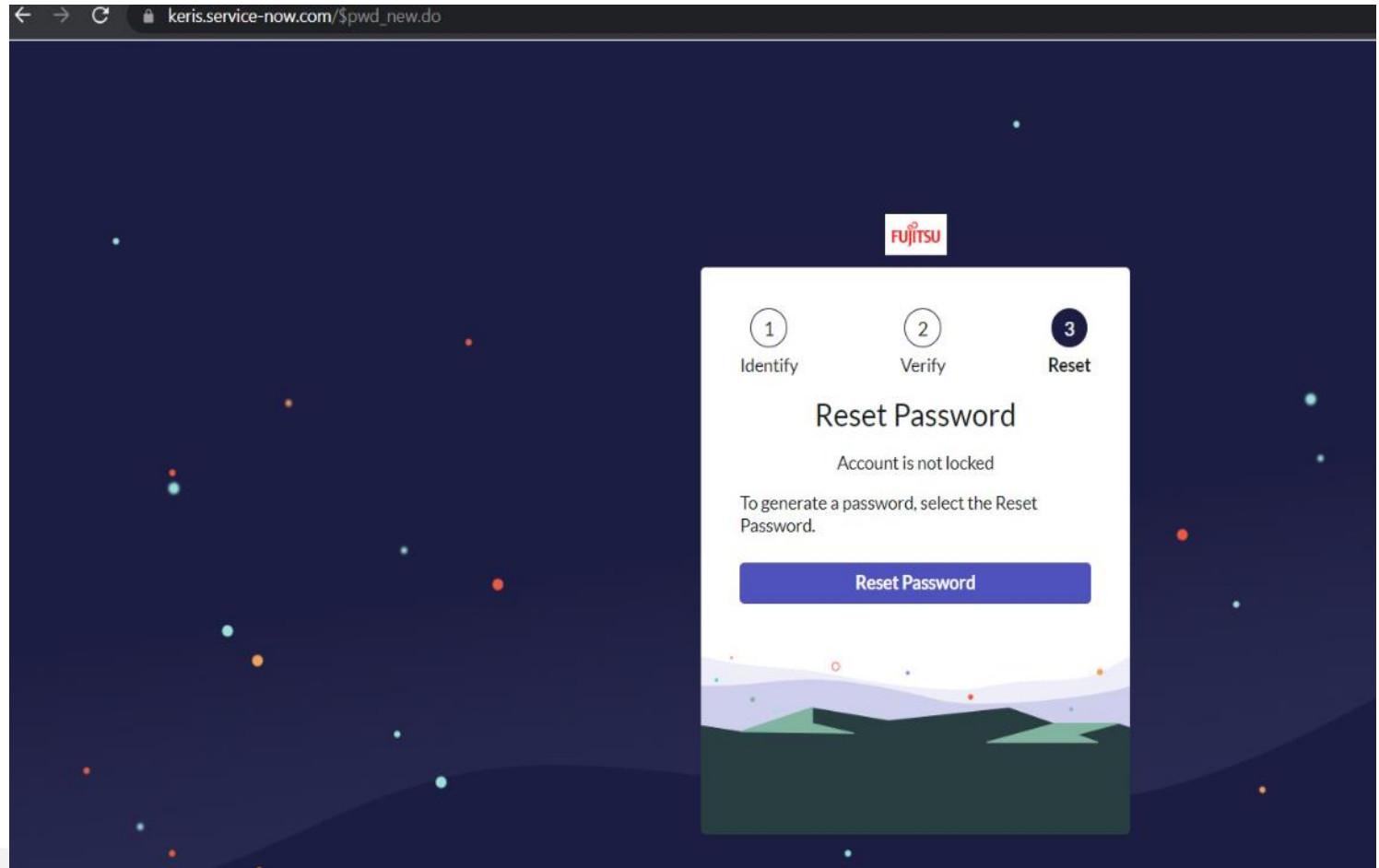
### Personal Data Verification - Email Address

Email \*

Next

# First time login- Step 3

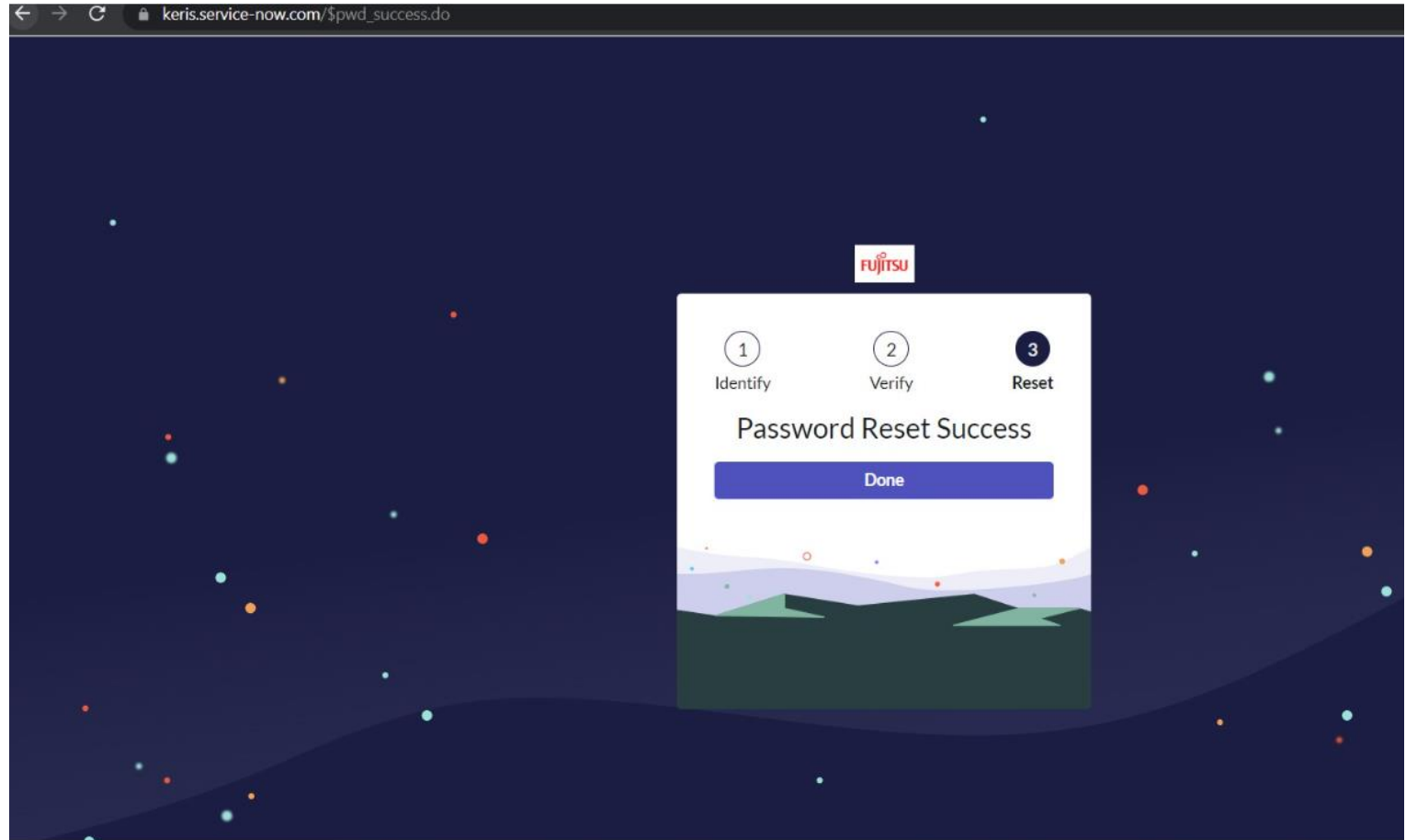
3. Click on “Reset Password” button.





# First time login- Step 4

4. Click "Done".




# First time login- Step 5

**5. Please check your email for the password.**

Reply Reply All Forward IM

Fri 23/6/2023 4:31 pm

 IT Service Desk <keris@service-now.com>  
Password Reset for KarenColis@sg.faplccc.net

To  Karen Colis

---

Hello Karen,

A password reset was requested for your user account on the following ServiceNow system.  
<https://keris.service-now.com/>  
The password has been reset and you can now log in with the following credentials:

User ID: [KarenColis@sg.faplccc.net](mailto:KarenColis@sg.faplccc.net)  
Password: bqebfK\_OK

If you did not request this password reset, please let us know.

Best Regards,  
Customer Support

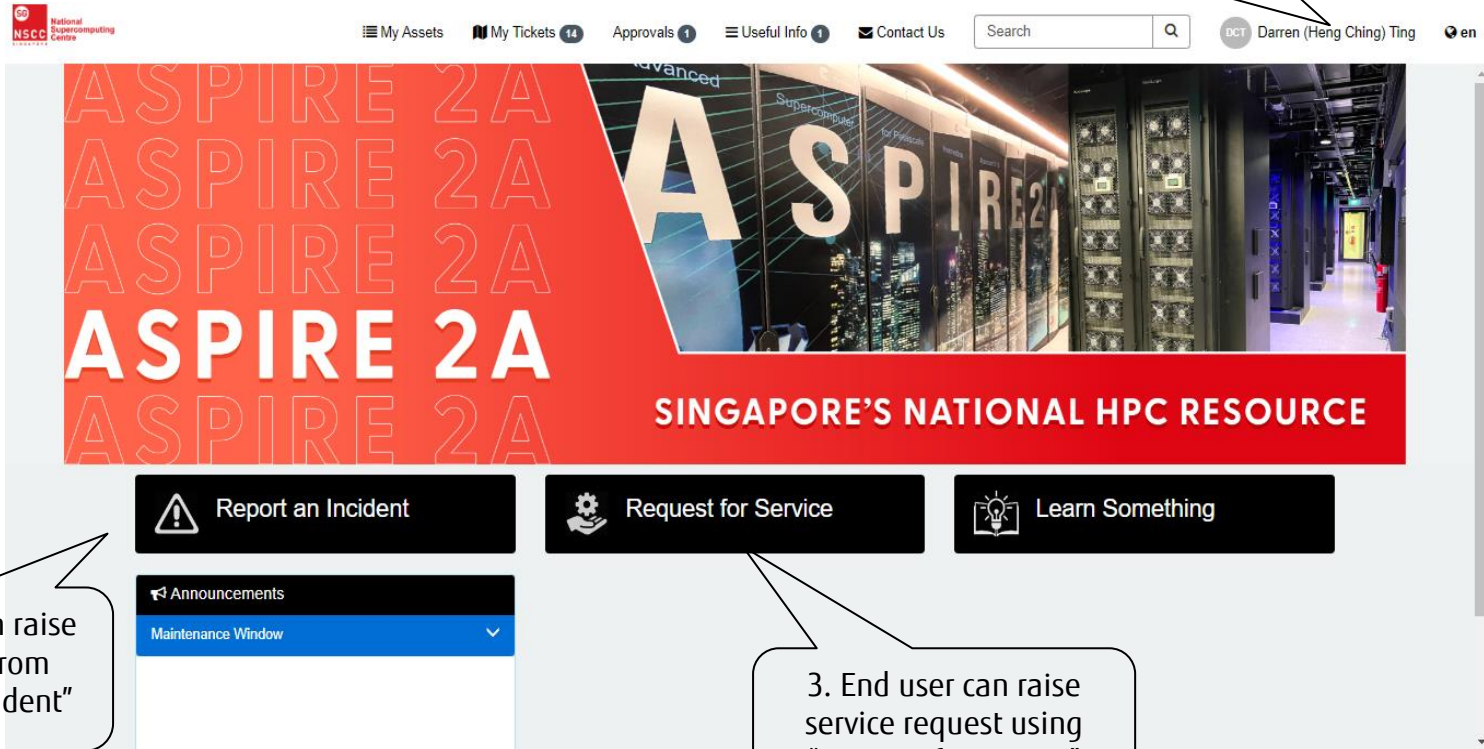
Ref:MSG36854283

# NSCC Tfsnow homepage

# NSSC TfsNow homepage

Homepage after login

1. End user logs into Service Portal



2. End user can raise an incident from "Report an Incident"


3. End user can raise service request using "Request for Service"

# Incident Management

# Incident Creation

## Can We Help You?


Ask a Question  
NSCC



View Details

Incident created will be of lowest priority and without SLA

Report an Issue  
NSCC



View Details

Incidents created will be of P3 and will have an appropriate SLA

# Incident Ticket Details

Ticket used for demonstration, please ignore

Ticket used for demonstration, please ignore

Type your message here... **Send**

Chat box used for communication between user and Service Desk/Support Engineers

Darren (Heng Ching) Ting  
just now  
ServiceNow End User Training PPT.pptx  
6.4 MB

Darren (Heng Ching) Ting  
just now  
Attachment: ServiceNow End User Training PPT.pptx has been attached.

Darren (Heng Ching) Ting  
just now  
Ticket used for demonstration, please ignore

Darren (Heng Ching) Ting  
just now  
INC1060592 Created

**record details**

Number	State
INC1060592	Open
Priority	Assignment group
3 - Moderate	SG_Service Desk Team
Created	Updated
2022-11-03 23:53:33	2022-11-03 23:53:36

Options

Description  
Ticket used for demonstration, please ignore

Additional Information  
Ticket used for demonstration, please ignore

**Attachments**

ServiceNow End User Training PPT.pptx (6.4 MB)

Incident Details

Attachment

# Service Request Service Catalogs



# Raise a Service Request from Standard Request Category

## Categories

[Can We Help You?](#)[NSCC Catalogs](#)[Standard Request](#)[Non-Standard Request](#)

## Standard Request

### Standard Request

#### Authentication

Catalog Item used to request for Authentication for NSCC

[View Details](#)

#### License Request

Catalog Item used to request for License Request for NSCC

[View Details](#)

#### Project

Catalog Item used to request for Project for NSCC

[View Details](#)

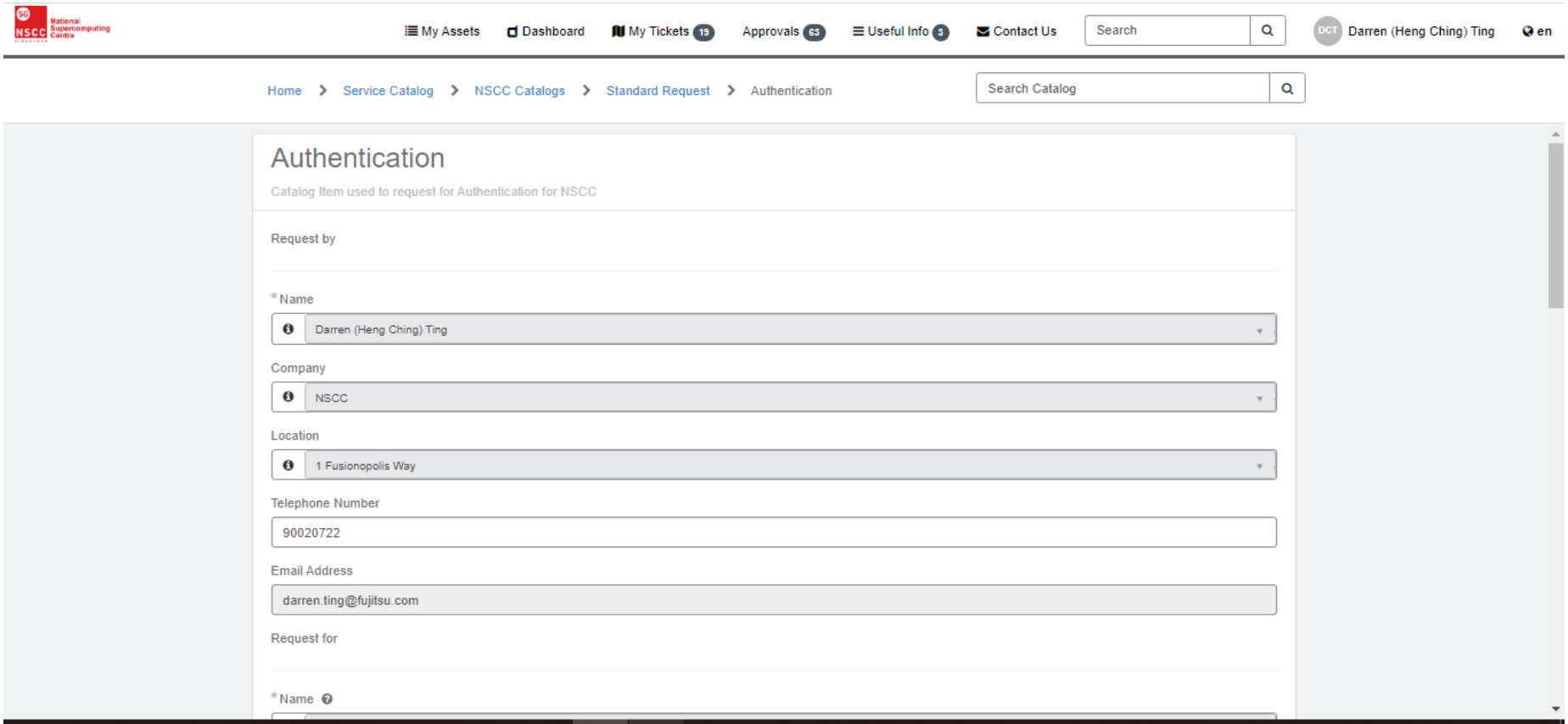
#### Software Application

Catalog Item used to request for Software Application Services for NSCC

[View Details](#)

Click on the catalog items to submit SR.

# Navigation to Service Request Form



The screenshot shows the NSCC National Supercomputing Centre website. The top navigation bar includes links for My Assets, Dashboard, My Tickets (19), Approvals (63), Useful Info (5), and Contact Us. A search bar and user profile (DCT Darren (Heng Ching) Ting) are also present. The breadcrumb trail indicates the path: Home > Service Catalog > NSCC Catalogs > Standard Request > Authentication. A search bar for the catalog is also visible.

## Authentication

Catalog Item used to request for Authentication for NSCC

Request by

\* Name  
Darren (Heng Ching) Ting

Company  
NSCC

Location  
1 Fusionopolis Way

Telephone Number  
90020722

Email Address  
darren.ting@fujitsu.com

Request for

\* Name

# Service Catalog Requested

REQ0053089 - Catalog Item used to request for Authentication for NSCC



Items Requested:  
Authentication

If you would like to provide more information, please click on a Request Item to the right and add comments here

DCT

Darren (Heng Ching) Ting

🕒 just now

Request automatically approved.

DCT

Darren (Heng Ching) Ting

🕒 just now

REQ0053089 Created

Start

## Requested Items

[Catalog Item used to request for Authentication for NSCC](#)

RITM0054955

▶ Waiting for Approval

## Request record details

Requested for	Number
Darren (Heng Ching) Ting	REQ0053089
	State
	Open

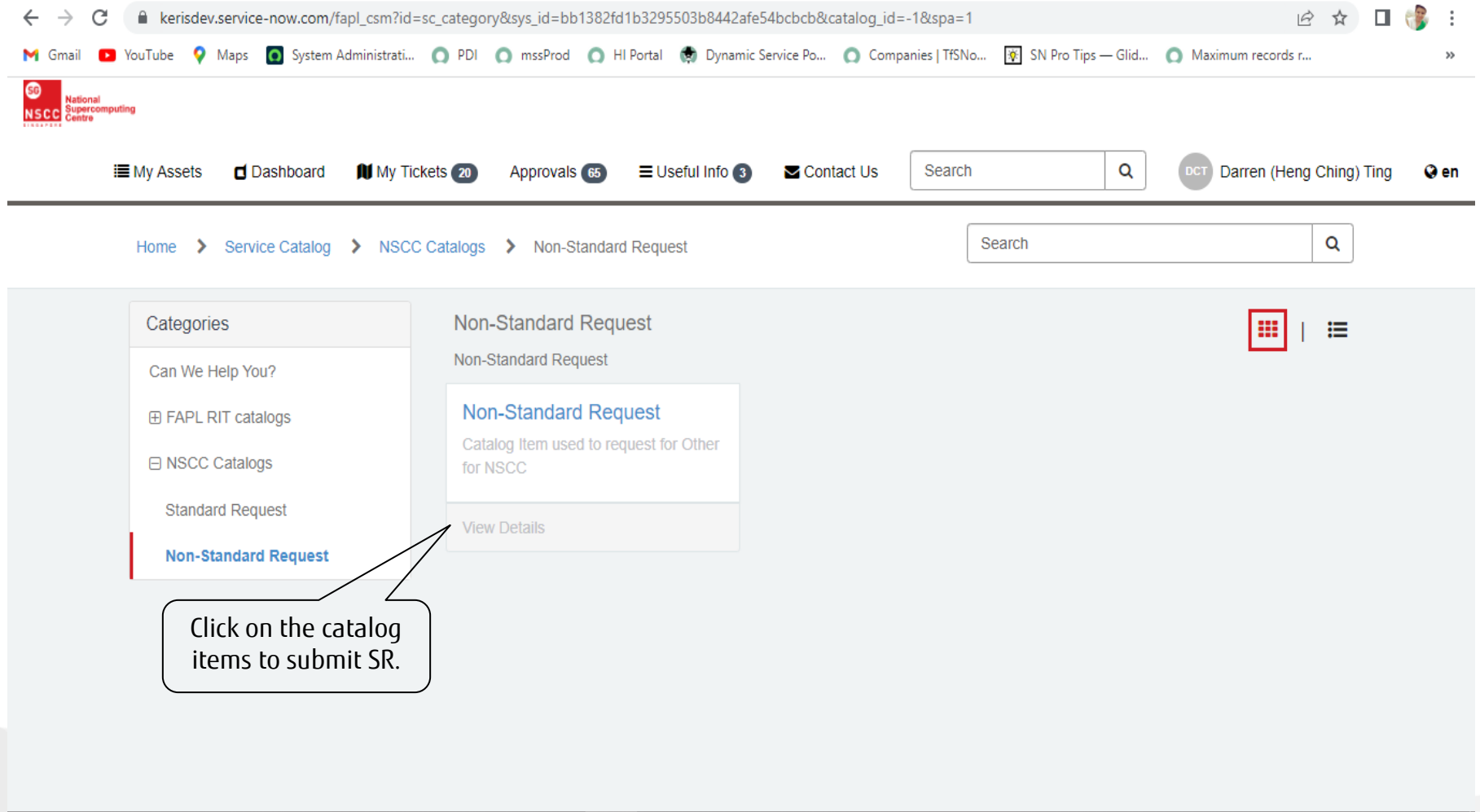
Priority	Created
3 - Moderate	just now

## Attachments



Drop files here

# Raise a Non-Standard Service Request



The screenshot shows a web browser window with the URL `kerisdev.service-now.com/fapl_csm?id=sc_category&sys_id=bb1382fd1b3295503b8442afe54bcbbb&catalog_id=-1&spa=1`. The browser's address bar and tabs are visible. Below the browser, the ServiceNow portal header includes the NSCC logo, navigation links for 'My Assets', 'Dashboard', 'My Tickets' (20), 'Approvals' (65), 'Useful Info' (3), and 'Contact Us'. A search bar and a user profile for 'Darren (Heng Ching) Ting' are also present. The main content area shows a breadcrumb trail: 'Home > Service Catalog > NSCC Catalogs > Non-Standard Request'. A search bar is located above the main content. On the left, a 'Categories' sidebar lists 'Can We Help You?', 'FAPL RIT catalogs', 'NSCC Catalogs', 'Standard Request', and 'Non-Standard Request' (highlighted with a red bar). The main content area displays the 'Non-Standard Request' catalog item, which includes a description: 'Catalog Item used to request for Other for NSCC' and a 'View Details' button. A red box highlights the 'View Details' button. A callout box with a pointer to the 'View Details' button contains the text: 'Click on the catalog items to submit SR.'

# Service Request Form

[Home](#) > [Service Catalog](#) > [NSCC Catalogs](#) > [Non-Standard Request](#) > [Non-Standard Request](#)



## Non-Standard Request

Catalog Item used to request for Other for NSCC

Request by


\* Name

 Test

Company

 NSCC

Location

 1 Fusionopolis Way

Telephone Number

Email Address

test123@Tfsnow.com

Request for

\* Name 

 Test

Fill the required details and submit SR

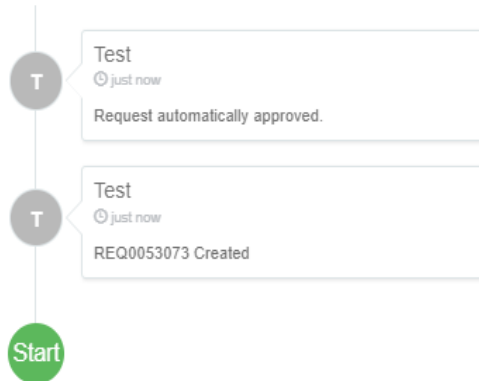
# Service Catalog Requested

[Home](#) > [Submitted Request](#)

REQ0053073 - Catalog Item used to request for Other for NSCC

Items Requested:  
Non-Standard Request

If you would like to provide more information, please click on a Request Item to the right and add comments here



## Requested Items

[Catalog Item used to request for Other for NSCC](#)

RITM0054939

▶ Waiting for Approval

## Request record details

Requested for	Number
Test	REQ0053073

State	Priority
Open	3 - Moderate

Created  
just now

## Attachments

*There are no attachments*

# Approval Status

Non-Standard Requests will need to be approved before it can be implemented.

The screenshot displays the NSCC service portal interface. At the top, there is a navigation bar with links for 'My Assets', 'Dashboard', 'My Tickets' (30), 'Approvals' (69), 'Useful Info' (3), and 'Contact Us'. A search bar and user profile 'Darren (Heng Ching) Ting' are also visible. The main content area shows a 'Submitted Request' for 'REQ0053192 - Catalog Item used to request for Authentication for NSCC'. The 'Items Requested' section lists 'Authentication'. A message input field with a 'Send' button is present. The 'Requested Items' section shows a list of items with their status: 'Request Approved (Approved)' (checked), 'Waiting for Approval (In progress)' (selected), 'Fulfillment (Pending - has not started)', and 'Completed (Pending - has not started)'. The 'Waiting for Approval' item lists 'Darren (Heng Ching) Ting (Requested)' and 'Paul Hiew Ngee Heng (Requested)' as approvers. A callout box points to the 'Waiting for Approval' status, stating: 'End user should be able to see that the request is currently under approval'. The URL at the bottom is 'https://kerisdev.service-now.com/fapl\_csm?id=sc\_request&is\_new\_order=true&ta...'

Thank  
You