Register for the NCCCS Service Portal

1 Purpose

This document provides North Carolina community college staff with instructions on how to register for the ServiceNow® North Carolina Community College System (NCCCS) Service Portal.

2 New User Registration

Access the NCCCS Service Portal at https://ncccs.servicenowservices.com/sp to self-register for an account.

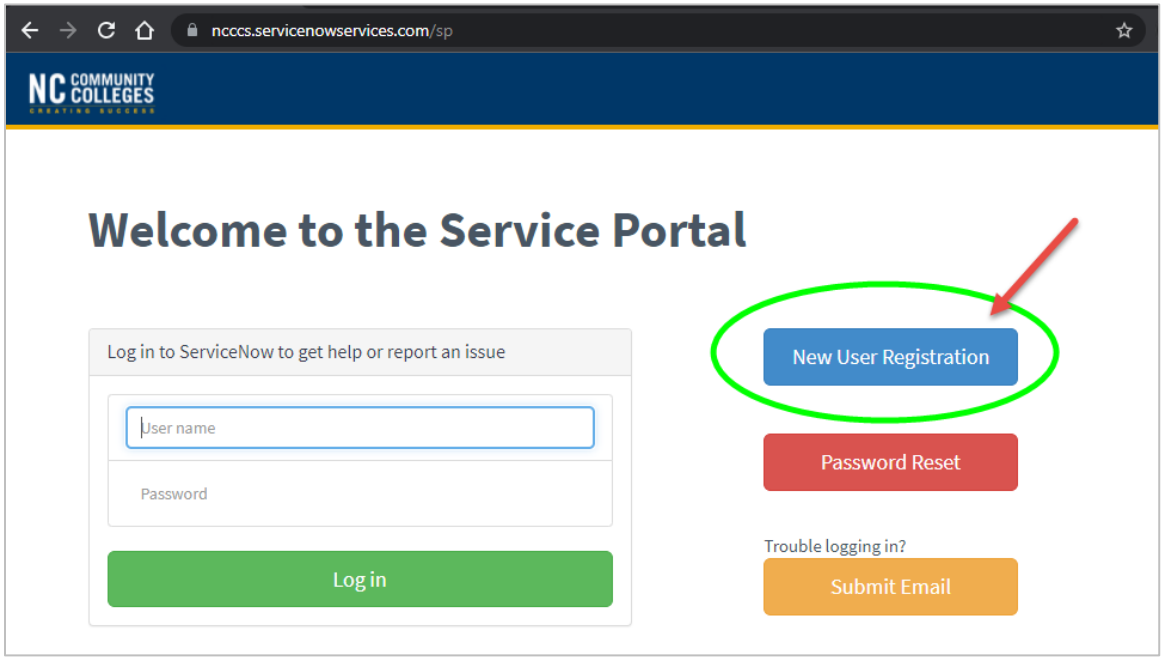

Figure 2.1 – Welcome to the Service Portal

Select **New User Registration**.

3 User Registration Request

Complete the **User Registration Request** form.

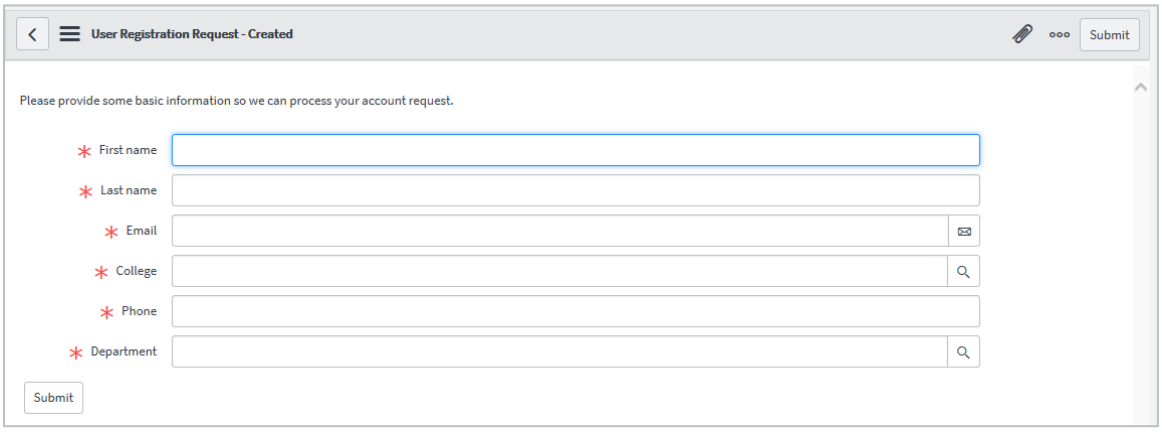

Figure 3.1 – NCCCS Service Portal – User Registration Request

Completion of all fields on the **User Registration Request** form is required.

The following field descriptions are provided as guidance when completing the **User Registration Request** form:

- **First Name**: Enter your first name.
- **Last Name**: Enter your last name.
- **Email**: Enter your email address. Only emails from .edu domains will be approved. This email address will be your username. Do not register with a personal email address as it will not be approved.
- **College**: Click the magnifying glass to select your college from the list.
- **Phone**: Enter your 10-digit phone number. Also enter your extension, if applicable.
- **Department**: Click the magnifying glass to select the **most appropriate** department. The list of departments is very general and typically aligns with Colleague applications.

Click **Submit**.

4 User Registration Approval

After you have submitted the **User Registration Request** form, your registration must be approved. Requests are approved as quickly as possible. If you registered and have not received an email with your temporary password within 24 hours, please check your junk folder for an email that matches the **From** and **Subject** that follows:

From: IT Service Desk <nccccs@servicenowservices.com>

Subject: User Registration Processed