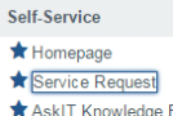
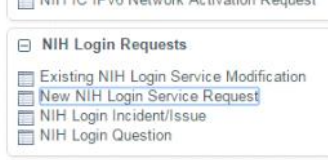
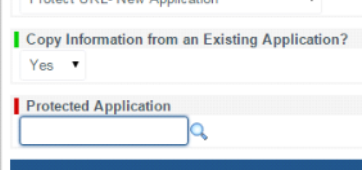
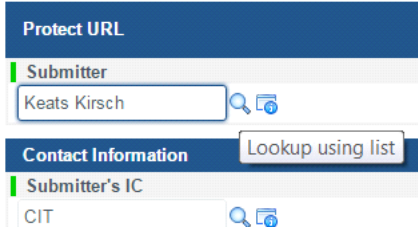


NIH Login Service Request Instructions

Thursday, December 10, 2015

To complete an LSR, please follow the instructions below:

<p>Log in to ServiceNow using your NIH Credentials (https://myitsm.nih.gov).</p>	
<p>In the left-side navigation select <i>Self-Service > Service Request</i></p>	 <p>The screenshot shows a 'Self-Service' menu with three items: 'Homepage', 'Service Request' (highlighted with a blue box), and 'AskIT Knowledge F'.</p>
<p>In the Service Catalog under <i>NIH Login Requests</i>, click on <i>New NIH Login Service Request</i>.</p>	 <p>The screenshot shows a list of 'NIH Login Requests' with options: 'Existing NIH Login Service Modification', 'New NIH Login Service Request' (highlighted with a blue box), 'NIH Login Incident/Issue', and 'NIH Login Question'.</p>
<p>Choose whether request is for a new or existing/protected application. If you are modifying an existing request or copying information from an existing LSR, use the search function to find the application you wish to update/copy. <i>[Note you must be listed as a contact for the application in the system in order to be able to do this.]</i></p>	 <p>The screenshot shows a 'Protected Application' search field with a magnifying glass icon and a dropdown menu set to 'Yes'.</p>
<p>The <i>Submitter</i> field should be pre-populated based on your NED credentials. Fill in the <i>Primary Contact</i> and <i>Technical Contact</i> information by entering First Name - Last Name or by using the search function</p>	 <p>The screenshot shows the 'Protect URL' form with 'Submitter' (Keats Kirsch) and 'Submitter's IC' (CIT) fields, both with search icons. A 'Contact Information' section has a 'Lookup using list' button.</p>
<p>Fill in the <i>HHS OPDIV</i>, <i>IC</i>, and <i>Division</i> fields.</p>	
<p>In the <i>General Application Information</i> section, fill in Application name, a brief application description, date you wish to move to production, whether you want the application to be protected by Username/Password and PIV, or by PIV only, and whether it needs to be accessible using credentials not issued by NIH or HHS (Google, Paypal, etc.)</p>	
<p>If your request is for production, select <i>Yes</i> for <i>Production Environment</i> section. Once selected, a table will display for you to fill in the server properties</p>	

Repeat the previous step for <i>Development Environment</i> and <i>Staging Environment</i>	
Put any additional notes/comments for your request at the bottom of the form	
Review the information entered and click <i>Save</i> in the top-right corner of the screen	

For further assistance or to provide feedback, please contact us at: [NIH Login Support \(nihloginsupport@mail.nih.gov\)](mailto:nihloginsupport@mail.nih.gov)