servicenow

Quick Guide

ICN Customer Portal

Instructions for Authorized Signatories

How To: Find My Account Number

Orders should be complete with your account number for a possible installation fee and monthly billing.

Only authorized signatories can order services.

- The account number is located on a recent invoice.
- ICN has Parent and Child Account Numbers
  - Parent: ABCD00000001
  - Child: ABCD00000001 - ###
    - Division, bureaus, teams – 001 -- OR --
    - Services expenses (Voice, Internet, etc.) – 002 -- OR --
    - Equipment – 003
- State Agency Customers: This number is different from your eDAS number.

Tips: Before Starting An Order

1. Identify service type.
2. Provide full service description.
3. Supply site contact information.
4. Have your ICN account number available.

How To: Submit an Order

Fields with red asterisks (*) are required.

Know the **Service** and the **service location**.

Work section includes the **requested date of service** and **detailed description** of work to be completed.

> We try our best to meet all deadlines. Service completion dates are guidelines not guarantees.

Requesting Agency section refers to the agency requesting service. Some fields are gray, click on the Requesting Agency drop down to choose your agency.

Request Internet Service

* Service Selection
[Move ▾]

* Existing ICN Circuit ID
[ ]

Bandwidth Information

* Bandwidth ❓
[ ]

* Mb or Gb
[Mb ▾]

* Subnet
[ ]

* Wide Area Network IP Range
[ ]

* Gateway
[ ]

Work Section

* Requested date of completion
[📅]

...work requested ❓

...k with enough detail so that it can be properly assigned. If required, attach additional documents to identify ✖

Approver(s) / Billing Section

One-Time Charge ❓
[Billing account, only one install account per form
Account Number to be charged ✖]
[ ]

* Monthly ❓
[Billing Account
Account Number to be charged ✖]
[ ]

* Approver(s) ❓
[Signatory who has approved funds for this order - Based off Requesting Agency ✖]
[ ]

Location Section

* Location ❓
[Based off Requesting Agency ✖]

Zip
[ ]

* I certify that unencumbered funds are available for the purchase of services requested and that such items are for the sole use of this agency.
[-- None -- ▾]

* Expedite (fee will be added)
[-- None -- ▾]

Approver/Billing Section references the one-time install charge, and the monthly recurring charge.

Location Section references the specific location requesting service.

- Choose a location from the drop down if available or fill in manually, if necessary.
- Provide the name of the building, address and floor number where the work will be performed.
- Provide site contact information.

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*Instructions for **Authorized Signatories***

Menu: Support >> Contacts

How To: Create a New Contact Responsibility (New Record)

Portal access is no longer restricted to those who have authority to purchase.

Authorized signatories can setup **user roles and responsibilities** for their account.

Check the box to assign a new user the appropriate role.

Note: If you check the box **Agency Authorization**, an individual should be able to **certify that funding is available** for the services requested.

≡ Contact Responsibility - new record

Contact Responsibility

* Account

* Contact

Responsibility

☐ Account Consultant ☐ Internet Tech

☐ Agency Authorization ☐ Maintenance Change

☐ Billing ☐ PMC Site Install

☐ Data Tech ☐ Site Access

☐ DDoS Mitigation ☐ Site Access Alt

How To: Request to Associate an Existing ICN Contact to Another Account

To request to be **associated to a second account**, or to add someone who is already registered to an account to a second account, the **Account Association form** can be used. ICN will assist in setting up the proper relationship and permissions.

Users for each account can:

- Create new customer cases.
- Access Customer Contact Management (Agency Authorization check box must be selected).
- Order services for the Account (Agency Authorization check box must be selected).

Account Association

Request to associate an existing ICN contact to another account

To request to be associated to a second account, or to add someone who is already registered to one account to a second account, fill out this form and ICN personnel will assist in setting up the proper relationship and permissions.

○ Creating new customer cases
○ Customer Contact Management (Agency Authorization checkbox must be selected)
○ Ordering services for the Account (Agency Authorization checkbox must be selected)

* Account name

☐ Agency Authorization

Notes ❓

Additional information which can help us in expediting your request ✖

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