

SERVICE NOW FOR CONTRACTORS – HOW TO RAISE A TICKET

Quick Reference Guide

DOCUMENT CONTROL SHEET**Key Information:**

Title:	Service Now for Contractors – How to Raise a Ticket
Date Published/Issued:	17 December 2025
Date Effective From:	17 December 2025
Version/Issue Number:	2.0
Document Type:	Guidance
Document Status:	Final
Author:	P McLean, Primary Care Digital Enablement Team
Owner:	Primary Care Digital Enablement Team
Approver:	M Ahmed, Senior Clinical Practitioner
File Name:	Service Now for Contractors QRG V2.1
Review Date	December 2026

Revision History:

Version:	Date:	Summary of Changes:	Name:	Changes Marked:
V1.1	3 July 2024	Screenshot & contents page amendment	P McLean	3 July 2024
V1.2	4 Sept 2024	Further guidance added	G Notman/P McLean	4 Sep 2024
V1.3	August 2025	Further guidance added	P McLean	20 Aug 2025
V2.0	December 2025	Movers and Leavers Update / Security Questions	P McLean	15 Dec 2025
V2.1	September 2026	External Login screenshot updated to NHS Fife Staff Login	P McLean	23 Sept 2026

Approvals: This document requires the following signed approvals.

Name	Date:	Version:
M Ahmed, Senior Clinical Practitioner	April 2024	1.0
M Ahmed, Senior Clinical Practitioner	December 2025	2.0

Distribution: This document has been distributed to

Name	Date of Issue:	Version:
NHS Fife Contractors	April 2024	1.0
NHS Fife Contractors	July 2024	1.1
NHS Fife Contractors	September 2024	1.2
NHS Fife Contractors	August 2025	1.3
NHS Fife Contractors	December 2025	2.0
NHS Fife Contractors	September 2026	2.1

Contents

- Contents 2
 - Document Purpose:..... 3
 - 1. Logging into Service Now 3
 - 2. Request Accounts for a Contractor 4
 - 3. Primary Care Contractor Requests..... 6
 - 4. Contractors Leavers Request 7
 - 5. Raising an Incident (when something is not working as expected) 8
 - 6. Managing Your Service Now Requests/Incidents 9
 - 7. Update Security Details..... 10
 - Further Guidance 10

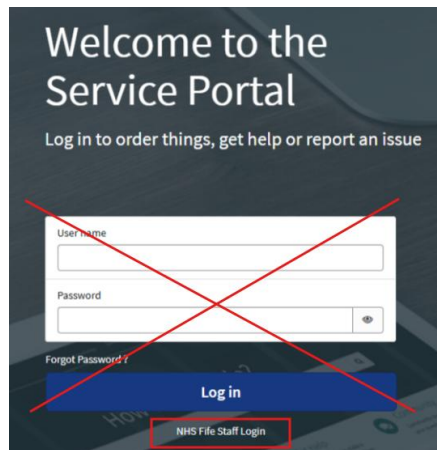
Document Purpose:

This Quick Reference Guide will support Primary Care Contractors to make requests and raise incidents on Service Now for assistance with NHS Fife Digital Systems.

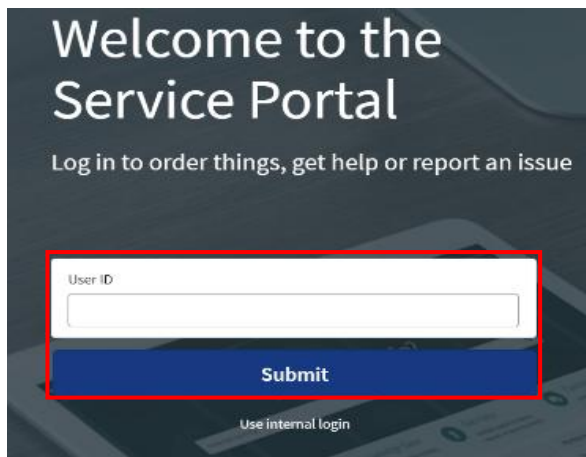
1. Logging into Service Now

Copy and paste URL into your web browser: <https://nhsses.service-now.com/>

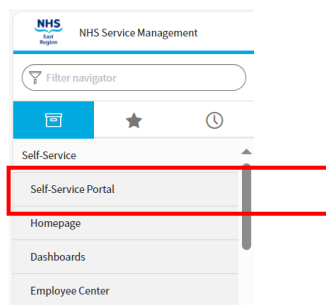
Select **'NHS Fife Staff Login'** as highlighted in the red box below (**do not enter username and password**):



Enter your NHS email address in the **User ID** box and select **'Submit'** as highlighted in the red box below:



From **'All Application'** menu, select **'Self-Service Portal'**:



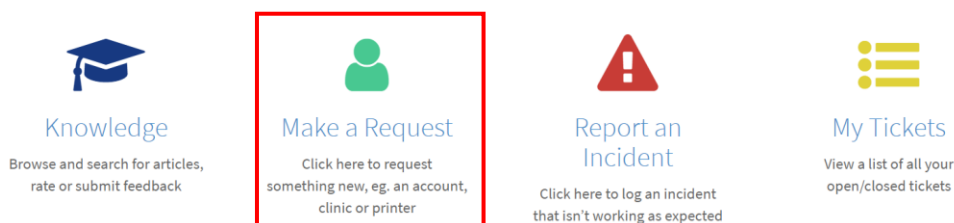
Please follow further guidance below, depending on your requirements.

2. Request Accounts for a Contractor

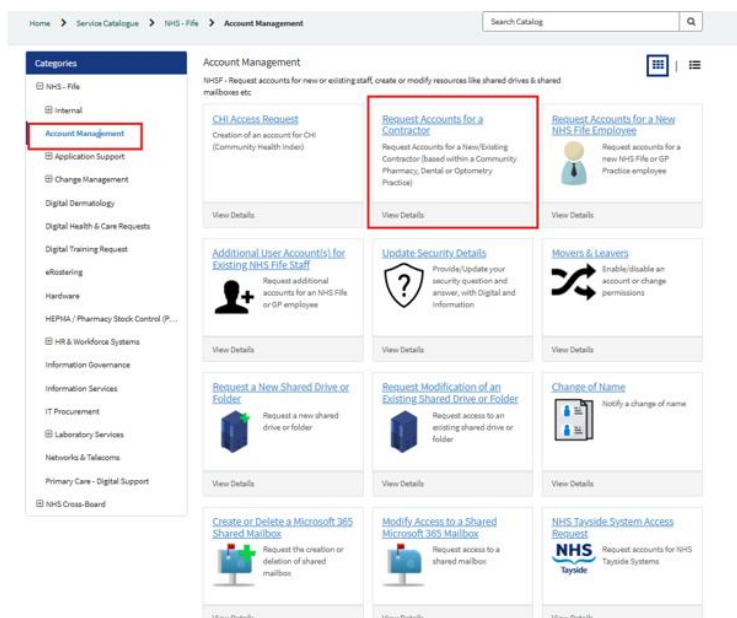
(This request should be submitted by the employee's line manager)

This option (as shown below) should be used to request a new NHS email account, access to a shared mailbox, SCI Gateway, Clinical Portal, Emergency Care Summary, Pharmacy Care Record accounts (as required).

From the Self-Service Portal homepage, select **'Make a Request'**:



Select **'Account Management'**, then select tile **'Request Accounts for a Contractor'**:



Fill in the mandatory fields as requested then select the tick box below:

Request Accounts for a Contractor

Request Accounts for a New/Existing Contractor (based within a Community Pharmacy, Dental or Optometry Practice)

Submit a request for accounts to be created for a new/existing contractor such as a community-based pharmacist, dentist or optometrist including other practice staff. This will include an nhs.scot email address, access to a shared mailbox plus accounts for systems such as SCI-Gateway, Clinical Portal, Emergency Care Summary and Pharmacy Care Record as required. The request should be submitted by the contractor's line manager, who should state if the staff member has an existing NHS Scotland email address and if so, the name of their previous Board. The employee's professional registration number for clinical staff should also be provided. The required System Access Request (SAR) form should also be completed, authorised and attached to the request (using the 'add attachment' paperclip). A link to the SAR Form will be included within the request.

* Indicates required

Requestor Details

Requestor:

Email:

* Are you currently working from home?

* Please provide your contact telephone number:

☐ By checking this box you confirm that you are the manager of the employee(s) OR you are acting with the manager's authority

After selecting the box, ‘**Contractor Details**’ form will appear to complete. All fields with a red asterisk must be completed.

Contractor Details

* Please select the date this request is required for

DD-MM-YYYY

* What is the first name of the employee?

* What is the surname of the employee?

* Job Title?

* Location of the contractor?

-- None --

Does the contractor have an existing NHS email account?

-- None --

* Has the contractor moved from an NHS Scotland Board?

-- None --

If a clinical member of staff, please supply their professional registration / GDC/GOC/GPhC number

* Who is the new account for?

-- None --

When you click on ‘Who is the account for?’ a drop-down list will appear.

* Who is the new account for?

-- None --

Community Optometry Staff
Community Pharmacy Staff
Community Dental Staff

Select as appropriate from the list and then choose your required option(s) from the list below:

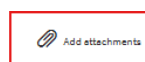
Please select relevant system access required below:

Options

- ☐ New NHS Fife Email Account
- ☐ NHS Fife Shared Mailbox Access
- ☐ SCI-GATEWAY – Electronic Referral System (For Dentists/Optometrists/relevant dental/optical staff)
- ☐ Clinical Portal (For Pharmacists/Pharmacy Technicians/Optometrists)
- ☐ ECS – Emergency Care Summary (For Pharmacists only)
- ☐ ECS – Emergency Care Summary (For Dentists only)
- ☐ Pharmacy Care Record (PCR) (Pharmacy Only)

Depending on your selection, a pop up may appear to allow you to download the relevant System Access Request form to your PC for completion (if required).

The System Access Request form should be completed and authorised by a manager. Once complete, **click on paperclip icon** to attach the completed form. Click on ‘**Request**’ to submit.



Save as Draft

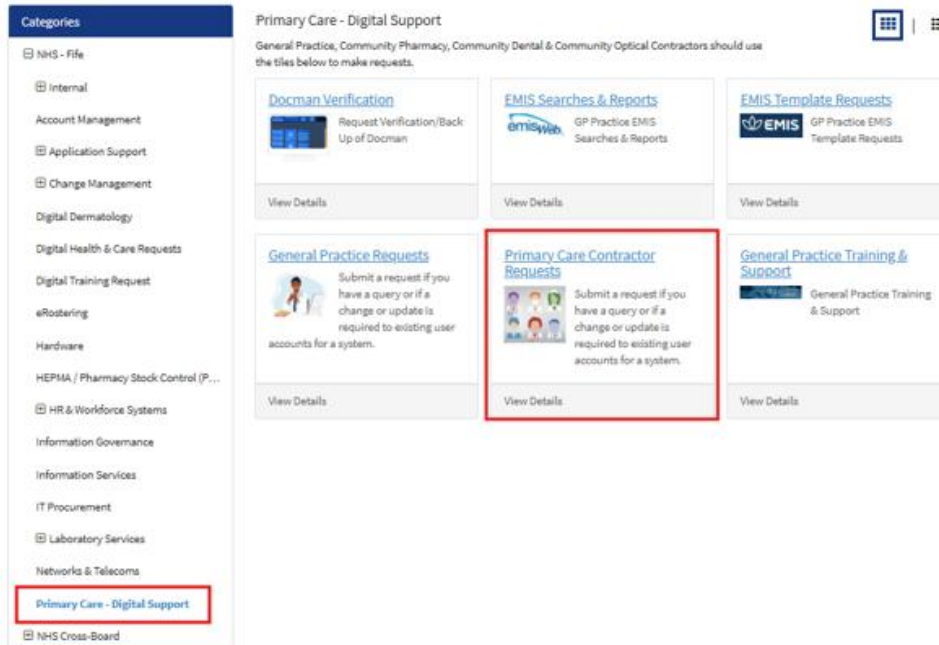
Request

Please note, you will be unable to submit the request unless you have attached a completed form (if required).

3. Primary Care Contractor Requests

Choose this tile (as detailed below), to submit a request if you have a query or if a change/update is required to existing user accounts or system, e.g. request an additional SCI Gateway site location.

From the **'Make a Request'** home page, select **'Primary Care - Digital Support'** then select tile **'Primary Care Contractor Requests'**:



Complete all mandatory fields within the following request form, add any attachments by clicking on the paperclip icon (when required) and then select **'Request'** to submit.

Primary Care Contractor Requests
Submit a request if you have a query or if a change or update is required to existing user accounts for a system (this is for Contractors who work within Community Pharmacy/Dental/Optomtry practices)



* Indicates required

Requestor details

Caller:

Email:

* Are you currently working from home?

* Contact Phone Number:

* Short Description: (Maximum Character Limit (50))

* Description:

 Add attachments

Request

Required information

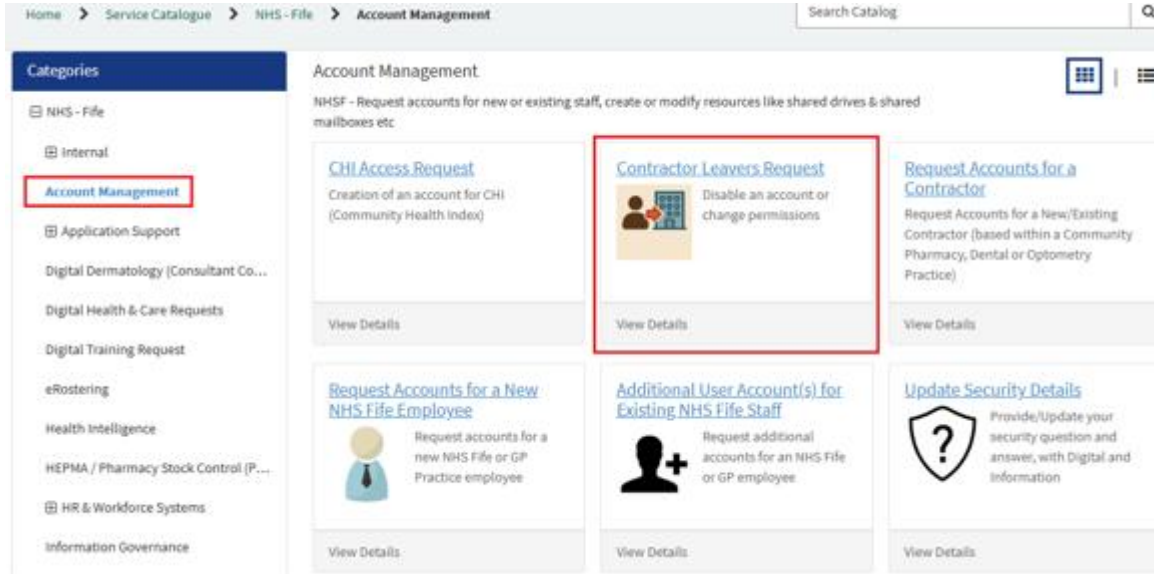
Are you currently working from home? Contact Phone Number:

Short Description: Description:

4. Contractors Leavers Request

Managers should utilise this form to request closure of NHS Fife system accounts if a staff member leaves the practice and/or when a staff member moves to another NHS Scotland Board.

From the 'Make a Request' home page, select 'Account Management' then select tile 'Contractors Leavers Request':



Complete all mandatory fields within the following request form, add any attachments by clicking on the paperclip icon (when required) and then select 'Request' to submit.

Contractor Leavers Request

Disable an account or change permissions



Please complete form below to request an update to NHS email account or to deactivate system accounts. This request should be completed by the contractor's line manager.

* Indicates required

Requestor details

Caller

Email

* Are you currently working from home?

* Contact Phone Number:

☒ By checking this box, you confirm that you are the manager of the employee(s) OR you are acting with the manager's authority

* Please select contractor's email address:

* Please enter date required from:

* Please select from the following options:

☐ Contractor is leaving NHS Fife completely and is not joining another NHS Scotland Board.

☐ Contractor is leaving NHS Fife to join another NHS Scotland Board and has requested the transfer of their NHS email account to the new Board.

☐ Contractor is transferring to another Dental Practice, Ophthalmic Premises, Community Pharmacy or department within NHS Fife.

* Does the contractor require to have access removed from a shared generic mailbox?

Save as Draft

Request

Required information

Please select contractor's email address: Please enter date required from:

Please select from the following options:

Does the contractor require to have access removed from a shared generic mailbox?

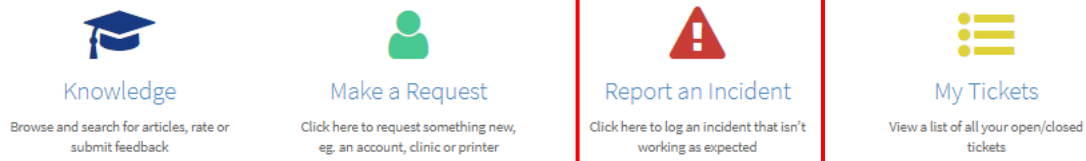
 Add attachments

Service Now for Contractors – Quick Reference Guide | 7
V2.1

5. Raising an Incident (when something is not working as expected)

‘Report an incident’ for password resets/account unlock/issues accessing SCI Gateway, etc. *If the user cannot access their own NHS email a ticket can be raised on the staff members’ behalf by a manager.*

Log in to Service Now as highlighted in Step 1. Select **‘Report an Incident’**:



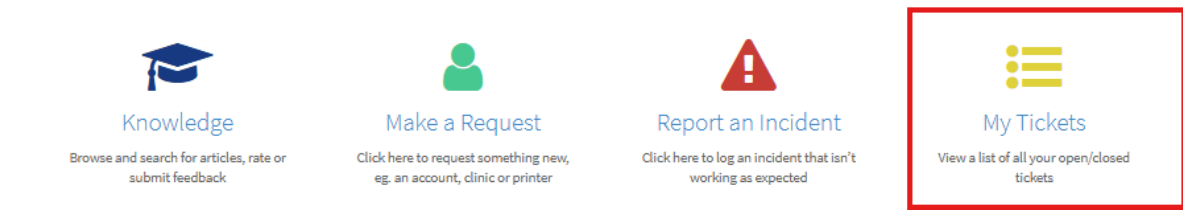
Complete the **‘Report an incident’** form. All fields with a red asterisk must be completed. Select **‘Submit’**

A screenshot of the 'Report an Incident' form in Service Now. The form is titled 'Report an Incident' with a subtitle 'Submit a fault or issue with an application, hardware or printer'. It includes a user icon and a brief explanation of the incident reporting process. The form contains several fields with red asterisks indicating required information: 'Caller', 'Username', 'Are you currently working from home?', 'Contact Phone Number', 'Short Description', 'Description', 'Does this affect multiple users?', 'Does this prevent you from working?', 'Affected System or Service', and 'Asset number of affected device (Optional)'. A 'Submit' button is located at the top right of the form, highlighted with a red rectangular border. A 'Required information' section on the right side of the form lists the required fields: 'Are you currently working from home?', 'Contact Phone Number', 'Short Description', 'Description', 'Does this affect multiple users?', 'Does this prevent you from working?', and 'Affected System or Service'.

(Please note: there is **not** a requirement to provide the asset number of the affected device)

6. Managing Your Service Now Requests/Incidents

To access any Requests/Incidents you have made. From '**All Application**' bar select '**Self Service Portal**' and click on '**My Tickets**':



Requests

When you make a request, you will receive two emails: one with the **REQ** number and another with **RITM** number. Please retain the email with the **RITM** number to review progress/request an update if necessary. **Please check your NHS email inbox for further updates/communications on your request.** When request has been completed this will be marked as '**Resolved**' and you will receive a final email. This email will advise that your request has been completed. Scroll down the email and click on 'Take me to the Request' to view more information.

You can view all the details of the Request by following the link below:

[Take me to the Request](#)

Thank you.

Incidents

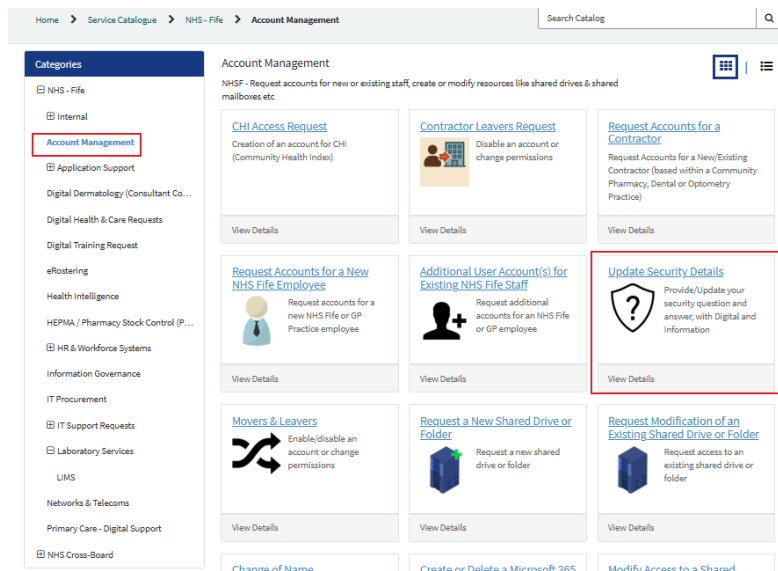
After selecting '**Submit**' an email with an **INC** number will be sent out to the person who raised the incident. **Please check your NHS email inbox for further updates/communications on your incident.** Once the incident has been completed this will be marked as '**Resolved**' and an email will be sent including resolution details, e.g., password reset.

Please Note: system access details should be treated with the strictest confidence and passed on to the intended end user only.

7. Update Security Details

We would suggest all contractors update security details by setting up a security question on Service Now. In the event you forget your password and need to call the IT Service Desk (01592 648028 option 1), you will be asked for this information before your password is reset. This will ensure your request is dealt with immediately without delay.

From the 'Make a Request' home page, select 'Account Management' then select tile 'Update Security Details':



Complete the 'Update Security Details' form. All fields with a red asterisk must be completed. Select 'Submit'

Further Guidance

If further guidance is required on how to use Service Now, please contact the Primary Care Digital Enablement Team at - fife.gmsfacilitators@nhs.scot