**1. Why are we transitioning to ServiceNow?**

ServiceNow is an industry-leading solution for service delivery. It improves efficiency, provides better tracking and reporting capabilities, and centralizes all requests in one platform for both UC ANR IT and HR, enhancing the overall user experience.

**2. Which browsers does ServiceNow support?**

ServiceNow supports all major web browsers, including Chrome, Firefox, Safari, and Edge.

**3. What happens if ServiceNow is down?**

ServiceNow is designed to be highly available with built-in redundancy. In the unlikely event of an outage, please contact IT support at (530) 750-1212.

**4. Are there pre-scheduled maintenance windows for ServiceNow?**

Yes, there are scheduled maintenance windows to add new features and functionality.

**5. Do I need a license to respond to ServiceNow emails?**

No license is needed to reply as a customer. To view the UC ANR Employee Center with the ticket status, a license is required.

**6. As an active UC ANR employee, why can’t I login to the UC ANR Employee Center in ServiceNow?**

All active UC ANR employees can use ServiceNow. In order to access, you will need to be utilizing your UC ANR Single Sign-On (SSO) and have DUO in place. For support, email [help@ucanr.edu](mailto:help@ucanr.edu) .

**7. What can be submitted in UC ANR Employee Center?**

For HR, you can submit a ticket and utilize the associated categories to make sure tickets go to the appropriate UC ANR HR team. For IT, you can submit a incident (i.e. issues) or request that makes it to the UC ANR IT team.

**8. Is there a knowledge base?**

Yes, ServiceNow provides the ability for a knowledge base. UC ANR HR and IT teams will growing the knowledge base over time to support the UC ANR needs.

**Need more information?**

For any additional questions, email [help@ucanr.edu](mailto:help@ucanr.edu) for IT and [humanresources@ucanr.edu](mailto:humanresources@ucanr.edu) for HR.