Connect and Log in

A link to the Self Service Portal is available by clicking ‘ILMS Self Service Portal’ at the bottom of all SAMS Domestic pages.

Log in directly from: https://afsitsm.servicenowservices.com/ilms/home

New Users

1. To create an account, click the link under 'Need an Account?' on the login page.
2. Complete the form with the requested information and click ‘Submit’.
3. An email with a temporary password will be sent to the address used when creating your account.
4. Log in with the temporary password, using your email address as the User Name. You will be prompted to create a new password the first time you log in to the Self Service Portal.
5. Once you have created a new password and are logged in, navigate to the ‘ILMS Support Desk Profile’ link on the black banner at the top of the screen and update your Location, Date format, and Time zone.
How to Navigate the Self Service Portal Homepage

The five portlets on the homepage allow you to submit and track support tickets.

**Submit a Ticket**
Open a New Ticket or select a recently used ticket type

**SAMS Domestic Resources**
Access SAMS Domestic Training Resources and Self Service Portal training materials

**My Actions**
Take action on submitted tickets that require more information and complete feedback surveys

**My Recent Tickets**
Access recently submitted tickets and view real-time status updates for your tickets

**Planned Outages**
View a list of all planned outages across ILMS Modules

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How to Submit a Ticket

1. **Click 'Submit a Ticket'**
   
   From the Self Service Portal Homepage, click the 'Submit a Ticket' button to create a new ticket.
   
   Alternatively, click a category in 'Recently Submitted Ticket Types' below the button to open a ticket for that category.

2. **Select a Ticket Type: Federal Assistance**
   
   Clicking on any of the category cards reveals a list of ticket types. Select the 'Federal Assistance' card in the bottom-right corner. From the blue drop-down, select 'SAMS Domestic' to open a new ticket.

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Quick Tip:
Clicking the list and card icons in the top right corner switches between the 'Card View' and 'List View'.

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### 3 Complete and Submit Ticket

**a) Customer Information**

User Information automatically populates based on your profile details.

**b) Ticket Information**

Complete all applicable fields (marked by a red asterisk) and add any available screenshots or supporting documentation that will help the Support Desk better understand your issue.

**Quick Tip:**

Anyone added to ‘On Behalf of / CC’ and/or the ‘Watch List’ will receive email notifications when the ticket is updated and can view/update the ticket by searching for it using the INC number through the homepage.

**c) Submit Ticket**

Click 'Submit' once the ticket has been completed.

A confirmation message will appear. The Submitter, the individual listed in the ‘On Behalf of’ field, and everyone added to the ‘Watch List’ field will receive an email with the ticket details.
How to Update a Ticket

More Information Requested by the Support Desk

The Support Desk may require additional information in order to address your issue. You will receive an email notifying you about the additional information needed. Oftentimes, screenshots will be requested if they were not attached to the ticket.

Upon accessing your Self Service Portal homepage, an ‘Additional Information Required task for your ticket will be located in the ‘My Actions’ portlet.

Adding ‘Additional Comments’

Once a ticket is submitted, additional comments and screenshots can be added at anytime. The ticket can be accessed through the homepage by selecting the ticket number within the ‘My Recent Tickets’ portlet. If action is required on the ticket, it will also appear in the ‘My Actions’ portlet.

Adding 'Additional Comments'

Once comments and attachments have been added, click Update to send them to the Support Desk team.

Resolve Incident allows you to close a ticket prior to the Support Desk providing a resolution.

Adding attachments: Click the paperclip icon in the top-right corner or drag files into the blue box.
How to Complete a Satisfaction Survey

Once a ticket is Resolved, an automated email will be sent to notify you that a survey has been created. There are two ways to access the survey:

a) Click the link included in the email notification
b) Visit the ILMS Self Service Portal homepage and select the survey

Each survey is available for 7 days. When completing the survey, please provide as much information as possible. Your feedback is valuable and is used to improve the Support Desk’s quality of service.

“Was your issue resolved?”

The first survey question is used to indicate whether or not your ticket was resolved.

- Answering ‘Yes’ will populate three survey questions to rate your satisfaction with the level of support received.
- Answering ‘No’ and submitting the survey will reopen your ticket. Please provide detailed information in the comments box to help the Support Desk address your reopened ticket as quickly as possible.

Completing the Survey

Survey questions utilize a 5-point satisfaction scale with ‘Very Dissatisfied’ appearing on the LEFT side of the scale and ‘Very Satisfied’ appearing on the RIGHT side.

After answering the survey questions and providing additional feedback or comments on your experience, click ‘Submit’ to close the survey.

Access the ILMS Self Service Portal Today!

The ILMS Support Desk is also available by phone at +1 (888) 313-4567. For more information about ILMS Self Service Portal and SAMS Domestic, check out the SAMS Domestic Grantee Resources.