

CalSAWS | LRS Sandbox Environment - Incident Submission Job Aid



Step 1

Navigate to: <https://calsaws.service-now.com/login.do> in your web browser.

You will be taken to the following Login Screen. Enter your assigned username and password and press 'Login' or hit 'Enter' on your keyboard.

User name

Password

Remember me

[Forgot Password ?](#)

[Use external login](#)

Login

Step 2

The following User Homepage will load.

- Here, you can see a list view of your account's Active and Inactive incidents, which includes hyperlinks to take you to each incident's detail page. Inactive incidents have been closed via resolution or withdrawal; Active incidents are pending closure.
- You may also select the [+] icon on the left-hand side to create a new Non-Production Incident.
- Keep an eye on the Announcements section at the top, which may include details of known issues, workarounds, or unplanned Sandbox system outages.

CalSAWS

Requests 10

CT

County User Homepage

Announcements

There is no news yet! Check back later for information on common issues and workarounds, or any outages.



New Non-Prod Incident

Create a new incident for something that happend in a non-prod (testing) environment

Active Incidents

- [123](#)
• New • 123@g.com • 34m ago
- [123](#)
• New • asdasd@some.net • about an hour ago
- [Test Incident](#)
• New • test@test.com • 7d ago
- [123](#)
• New • 123@no.com • 8d ago
- [This is not functioning properly](#)
• New • me@here.com • 8d ago

First 5 of 9 [View all](#)

Inactive Incidents

- [Description huzzah](#)
• Resolved • pirce@james.com • 7d ago
- [123](#)
• Closed • price@james.com • 12d ago

Step 3

Once you have selected 'New Non-Prod Incident' from the homepage, the below incident creation form will appear. Fields indicated with a red asterisk are required for submission. Once you have filled in all required fields, select the 'Submit' button on the right-hand side.

Create a Non-Production Incident

Submit a Non-Production Application Support Incident to the LRS Help Desk

General Information

* Category

-- None --

* Subcategory

-- None --

* What environment is impacted?

Sandbox x

* What is your email address?

* Short description

Program and Case number

* Program

-- None --

* Case Number

* What was the user doing when the problem occurred?

* Name of the screen where the problem occurred

* Detailed description of the error message

* Step by step instructions to reproduce the problem

* What was the expected outcome?

Submit

Required information

Category

Subcategory

What is your email a...

Add attachments

How to Fill out the Form (by Field)

The more details you provide, the more comprehensively we can triage and respond to your request.

- a. Category – Select the category that most associates to your issue/inquiry from the drop-down list
- b. Subcategory – Select an applicable subcategory from the drop-down list
- c. Environment Impacted – This should be pre-populated as 'Sandbox'; if it is not, select 'Sandbox'
- d. Email Address – As there is a single ServiceNow account per County, providing your own email address enables us to send updates and notifications directly to you, the incident submitter
- e. Short Description – Provide a summary title for your issue/inquiry
- f. Program – Select the primary program impacted
- g. Case Number – Provide the case number you were working on when the issue/inquiry occurred. If the issue/inquiry occurred outside of the context of a case, you may input "N/A"
- h. What were you doing? – Provide background of how you came across the issue/inquiry; Also provide the Sandbox User ID that you were logged in as when the issue/inquiry occurred
- i. Screen Name – Provide the Sandbox System page name where the issue/inquiry occurred
- j. Detailed Description of Error Message – Provide the specific error message you received. If there is no error message involved, you may input "N/A"
- k. Step by step instructions to reproduce – Input the exact page navigations, buttons clicked, or other relevant details that lead you to encounter the issue/inquiry
- l. Expected Outcome – Input the outcome you expected based on the steps that lead up to the issue/inquiry
- m. Attachments – You may provide screenshots of error messages, Sandbox pages, or any other documents that you believe will add value to the incident submission

Step 4

Upon submission, the following Incident Detail page will load with your incident Number, its State, and the Project Assignment Group. You may also include comments for your incident reviewer at the bottom of the screen.

Test Incident [Self Service view]



Incident

Number

INC0099119

* State

New

* Assignment group

AskCalSAWS

Closed

* Short description

Test Incident

Description

Aid Type

Case Name

Case Number

What was the User Doing

Page Name

Error Message

Steps to Reproduce

Expected Outcome

Landing page

On submit error

Click through to landing page

Submit

An action requested is not available

Save (Ctrl + s)

Withdraw Incident

Attachments



Drop files here

Test Incident



Type your message here...

Send

CT

CalSAWS County User

4h ago

Reopen Reason: Administrative Request
Reopen Justification: Reopening

CT

CalSAWS County User

24h ago

INC0099119 Created

Start

Additionally, you can track the activity and status of a given incident on its detail page through both the 'State' field, as well as in the activity history logged at the bottom along with comments. An incident has five possible states: New, In Progress, On Hold, Resolved, and Closed. Key incident State and Activity changes are also emailed directly to the incident submitter at the email address provided in the submission form.

Step 5

To view the most recent incidents submitted by your account, select 'Requests' from the top Navigation. Selecting an item from this drop-down will open that incident's detail page.

The screenshot shows the CalSAWS interface. At the top left is the CalSAWS logo. At the top right, there is a 'Requests' button with a notification badge showing '10' and a user profile icon 'CT'. Below the logo, there is a breadcrumb trail: 'Home > Ticket Form'. On the left side, there is an 'Attachments' section with a paperclip icon and a dashed box labeled 'Drop files here'. Below that is a 'Test Incident' section with a hamburger menu icon. The main content area shows an incident form with the following fields:

- Incident Number:** INC0099124
- *State:** New

A 'Withdraw Incident' button is visible on the right side of the form. A dropdown menu is open, showing a list of requests:

Request ID	Timestamp
123 INC0099132	about an hour ago
123 INC0099130	about an hour ago
Test Incident INC0099124	7d ago
Description huzzah INC0099119	7d ago
123 INC0099120	8d ago
This is not functioning properly INC0099116	8d ago
Test Incident INC0099114	11d ago
12312 INC0099110	12d ago
test 123 INC0099108	13d ago

Step 6

To view all incidents submitted by your account, select 'View all requests' from the 'Requests' drop-down. This will take you to the 'My Incidents' page, where you can select an incident hyperlink to access its detail page.

The screenshot displays the CalSAWS interface. At the top left is the CalSAWS logo. At the top right, there is a 'Requests' notification with a count of 10 and a user profile icon labeled 'CT'. Below the header is a navigation bar with 'Home' and 'My Requests' links, and a search box. The main content area is titled 'My Incidents' and contains a list of incident entries:

Incident ID	Description	Time
123	INC0099132	about an hour ago
123	INC0099130	about an hour ago
Test Incident	INC0099124	7d ago
Description huzzah	INC0099119	7d ago
123	INC0099120	8d ago
This is not functioning properly	INC0099116	8d ago
Test Incident	INC0099114	11d ago
12312	INC0099110	12d ago

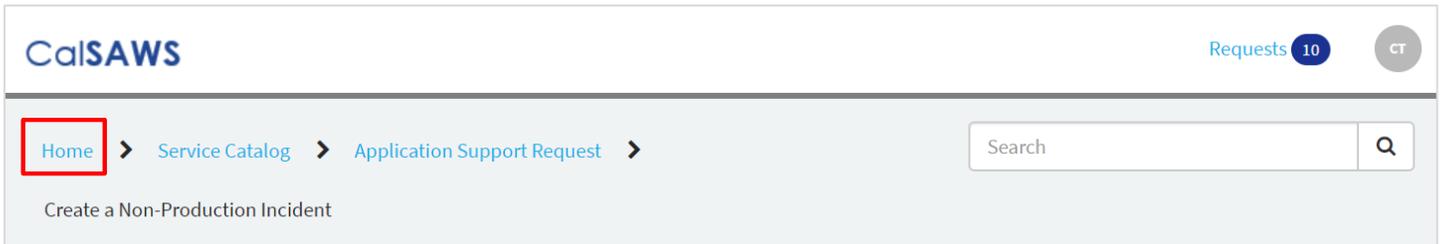
Step 7

If you select the 'Home' button from any page's breadcrumb navigations (shown below),



CalSAWS Requests 10 CT

[Home](#) > [My Requests](#)

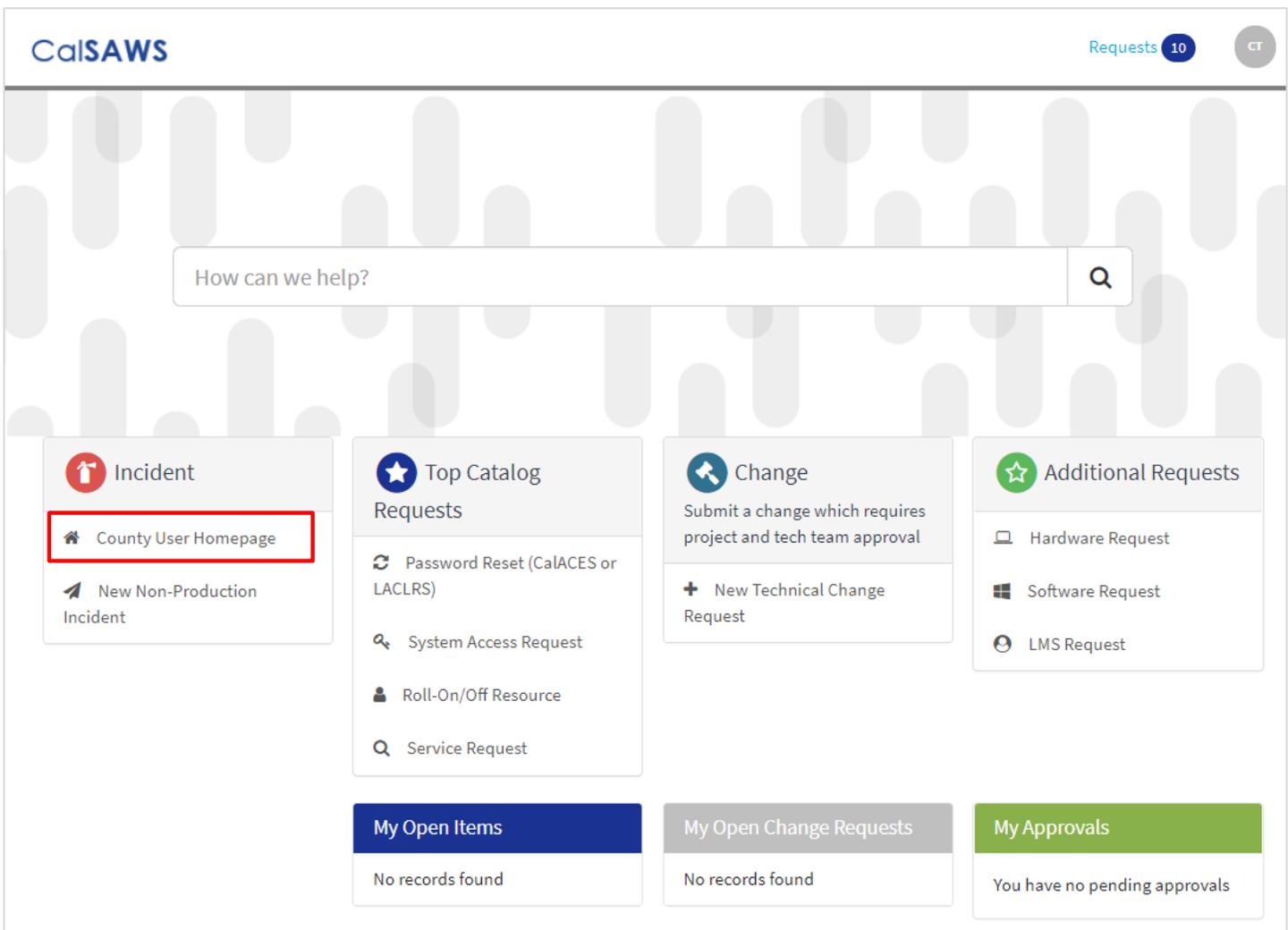


CalSAWS Requests 10 CT

[Home](#) > [Service Catalog](#) > [Application Support Request](#) >

Create a Non-Production Incident

You will be taken to the following Service Portal screen. To return to the County User homepage, select, 'User Homepage' from the 'Incident' box on the left-hand side.



CalSAWS Requests 10 CT

How can we help?

- Incident**
 - [County User Homepage](#)
 - [New Non-Production Incident](#)
- Top Catalog Requests**
 - [Password Reset \(CalACES or LACLRs\)](#)
 - [System Access Request](#)
 - [Roll-On/Off Resource](#)
 - [Service Request](#)
- Change**
 - Submit a change which requires project and tech team approval
 - [New Technical Change Request](#)
- Additional Requests**
 - [Hardware Request](#)
 - [Software Request](#)
 - [LMS Request](#)

My Open Items No records found

My Open Change Requests No records found

My Approvals You have no pending approvals

You are back on the User Homepage.

CalSAWS

Requests **10**

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