

Opening and Submitting a Ticket through ServiceNow

When contacting FNF – SoftPro Help to request helpdesk support, you can access ServiceNow using,

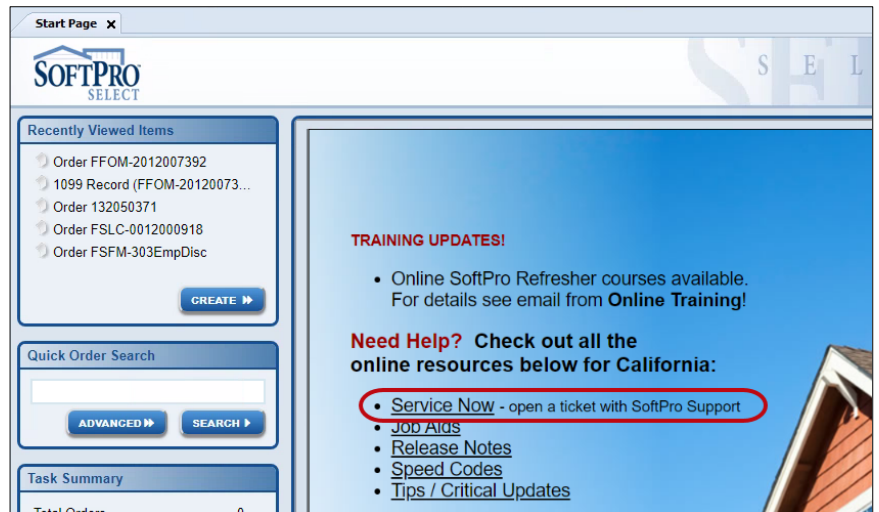
- › Your browser
- › SoftPro Select **Start Page** link

Follow these steps to open and submit a ticket.


REMEMBER: Documents you wish to attach to the ticket should be saved to the **Export** folder on your home drive **before** opening your ticket with ServiceNow.

Accessing ServiceNow

1. Access ServiceNow
 - › Click [ServiceNow](#) to access via your browser
 - Or-
 - › From the SoftPro Select **Start Page**,
 1. Click the **ServiceNow** link



2. Log into ServiceNow
 - a. Enter the **Code**
 - b. Click **Verify**



susan.rivera-stoll@softprocorp.com

Enter code

☐ We texted your phone +X XXX-XXX-XX20.
Please enter the code to sign in.

Code


Having trouble? [Sign in another way](#)

[More information](#)

Verify

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Entering Ticket Information

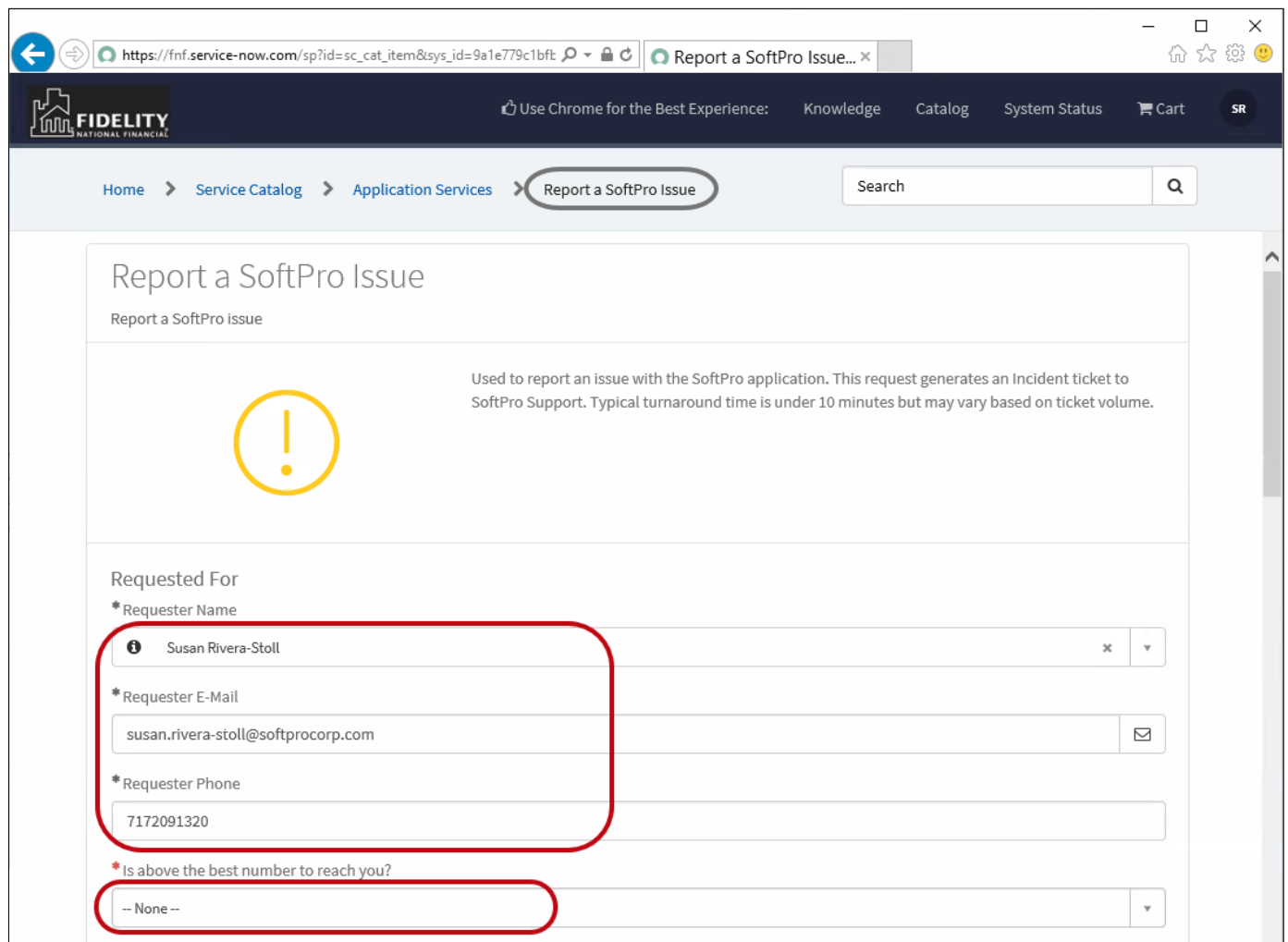
NOTE: Required fields are identified with an asterisk  and must be completed to submit your ticket. Missing required information is identified at the bottom of the form.

[Submit](#)

Required information

Is above the best number to reach you?
Company
Issue Type
Description

1. Verify your contact information
2. From the **Is above the best number to reach you** drop-down, select your response and enter a new number if applicable



Report a SoftPro Issue

Report a SoftPro issue

Used to report an issue with the SoftPro application. This request generates an Incident ticket to SoftPro Support. Typical turnaround time is under 10 minutes but may vary based on ticket volume.

Requested For

*Requester Name
Susan Rivera-Stoll

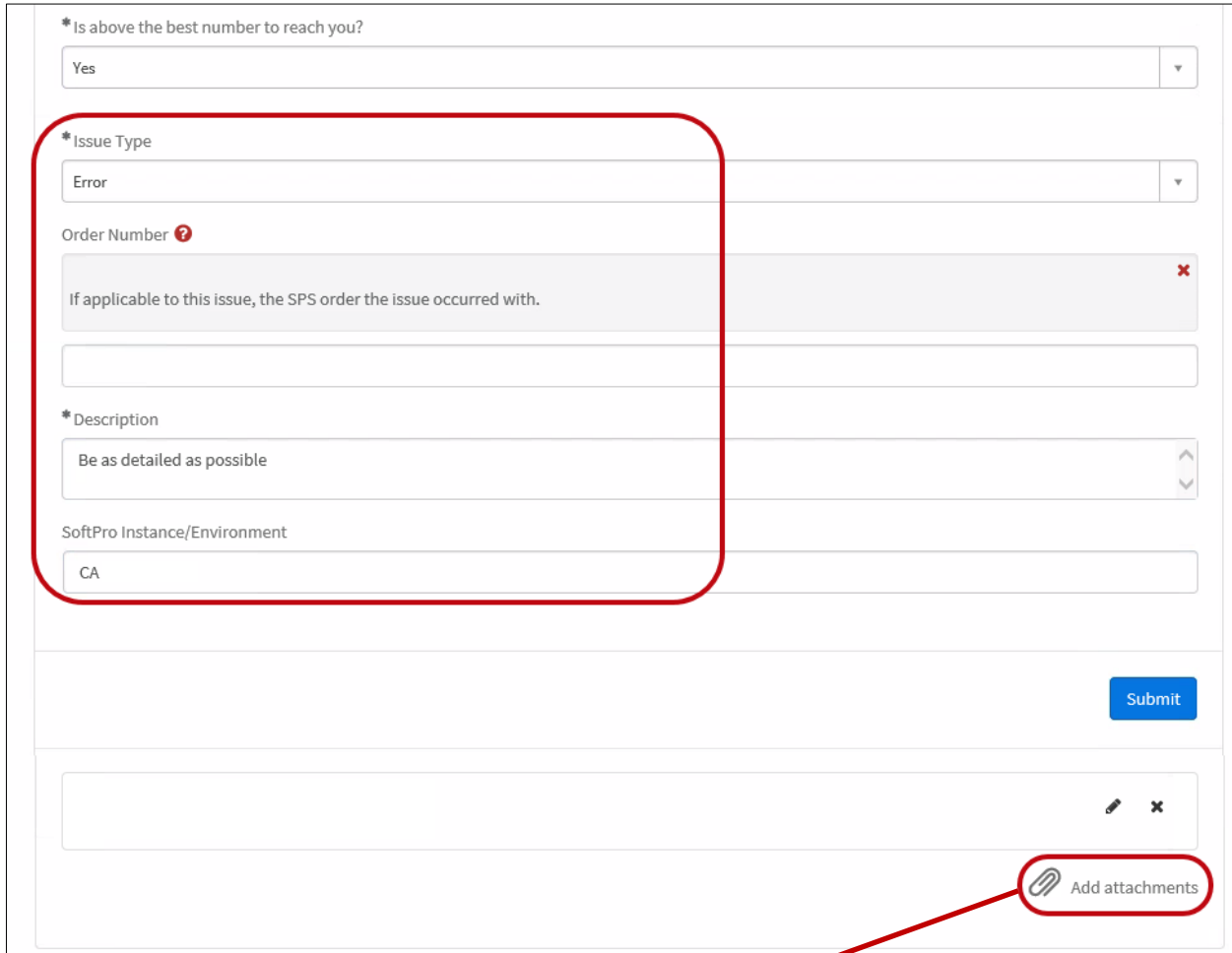
*Requester E-Mail
susan.rivera-stoll@softprocorp.com

*Requester Phone
7172091320

*Is above the best number to reach you?
-- None --

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3. Enter or select the,
 - a. **Issue Type** - this identifies the part of the program where you are having a problem (i.e., Register, Documents, Error, Connectivity, etc.)
 - b. **Order number** – if related to an order
 - c. **Description** - describe the problem **in detail**
 - d. **SoftPro Instance/Environment** (i.e., your state)



* Is above the best number to reach you?

Yes

* Issue Type

Error

Order Number ?

If applicable to this issue, the SPS order the issue occurred with.

* Description

Be as detailed as possible


SoftPro Instance/Environment

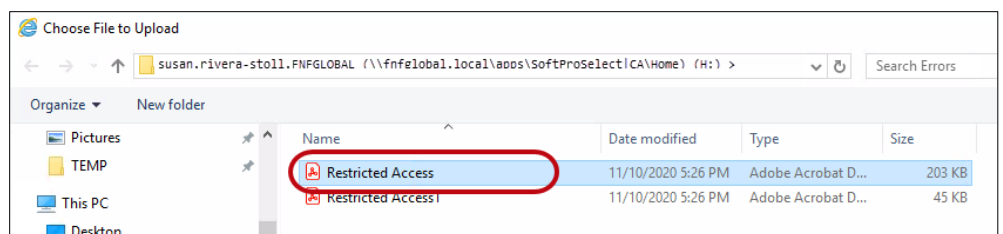
CA

Submit

Add attachments

To attach screenshots,

4. Click the **Add attachments**  icon
5. From your export folder, select the file you wish to attach and select
6. Click the **Open** button



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NOTE: You can also upload an Outlook message to the ticket as long as the Outlook message is in the Export folder on your home drive.

- If you need to attach another document, repeat **steps 4-6**.

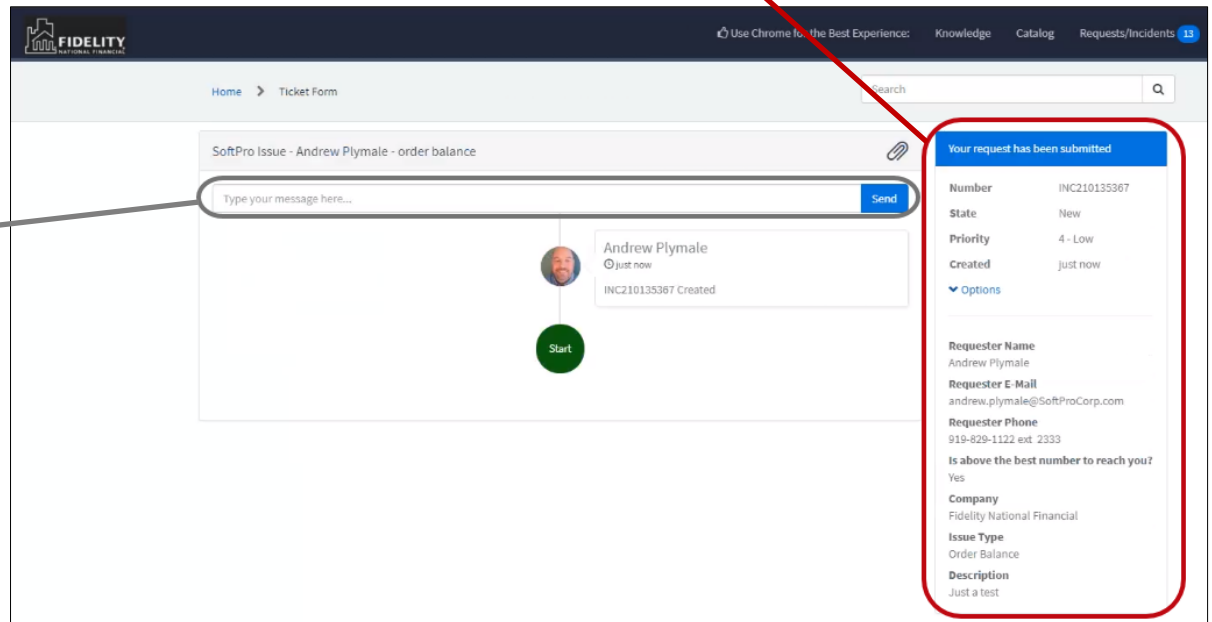
Once all pertinent information has been entered and your screenshot attached,

- Click the **Submit** button

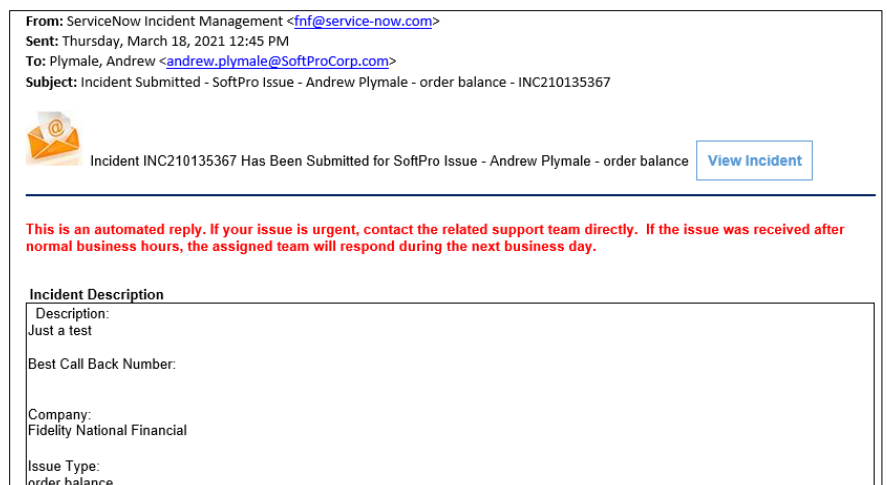


Your ticket is now submitted and the screen displays the information for the submission.


NOTE: You can use the Message field to send additional information for this ticket.



An email notification is sent with your **Incident** number as well.



From: ServiceNow Incident Management <fnf@service-now.com>
Sent: Thursday, March 18, 2021 12:45 PM
To: Plymale, Andrew <andrew.plymale@SoftProCorp.com>
Subject: Incident Submitted - SoftPro Issue - Andrew Plymale - order balance - INC210135367

 Incident INC210135367 Has Been Submitted for SoftPro Issue - Andrew Plymale - order balance [View Incident](#)

This is an automated reply. If your issue is urgent, contact the related support team directly. If the issue was received after normal business hours, the assigned team will respond during the next business day.

Incident Description
 Description:
 Just a test
 Best Call Back Number:
 Company:
 Fidelity National Financial
 Issue Type:
 order balance