Change Incident Assignment Group or Assignee

Login to IT Service Manager:

**Step 1: Open a supported browser**
- Windows: Internet Explorer or Firefox
- Mac: Firefox

**Step 2: Navigate to the IT Service Manager login page**
- https://itsm.northwestern.edu/SM7/index.do
  NOTE: URL is case-sensitive

**Step 3: Log in with your NetID and NetID password**
- The To Do Queue will be displayed

Open Existing Incident

**Step 1: Click the Incident link**
- The Incident queue remains open in its original tab, and may be utilized, if necessary, to select a different Incident

If the Incident is not visible in the To Do list:

**Step 1: Select the Incident queue**
- Click the Queue drop-down menu, select Incident

**Step 2: Expand the appropriate Assignment Group**
- Click the Plus sign next to the Assignment Group name to expand the group and view all Incidents assigned to that Assignment Group

**Step 3: Click the Incident link**
- The Incident queue remains open in its original tab, and may be utilized, if necessary, to select a different Incident

Change Assignment Group (if applicable)

**Step 1: Select new Assignment Group**
- Clear text from Assignment Group field
- Click Fill Field button
- Select the appropriate Assignment Group

Change Assignee

**Step 1: Select Assignee**
- Select the appropriate Assignee from the choices in the drop-down menu

**Step 2: Provide Update**
- Click the Incident Detail tab
- Provide an Update in the Update text field

**Step 3: Confirm change**
- Click OK to save the change. The Incident Queue will be displayed