Search for an Incident

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

Search for an Incident

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

Step 2: Click the Search button
  - The workspace pane will display a list of blank search criteria

Step 3: Specify Search criteria:
  - Use the drop-down menus and Fill Field buttons to specify search criteria
  - NOTE: Each search criteria adds an ‘AND’ operator to the search

Step 4: Click the Search button
  - If only one Incident matches the criteria, it will be automatically opened
  - If multiple Incidents match the specified criteria, they will be listed in a results queue, with the first result automatically opened
  - If no matches are found, an error message will be displayed above the action buttons
  - Clicking Clear will clear the criteria and allow you to specify new search criteria