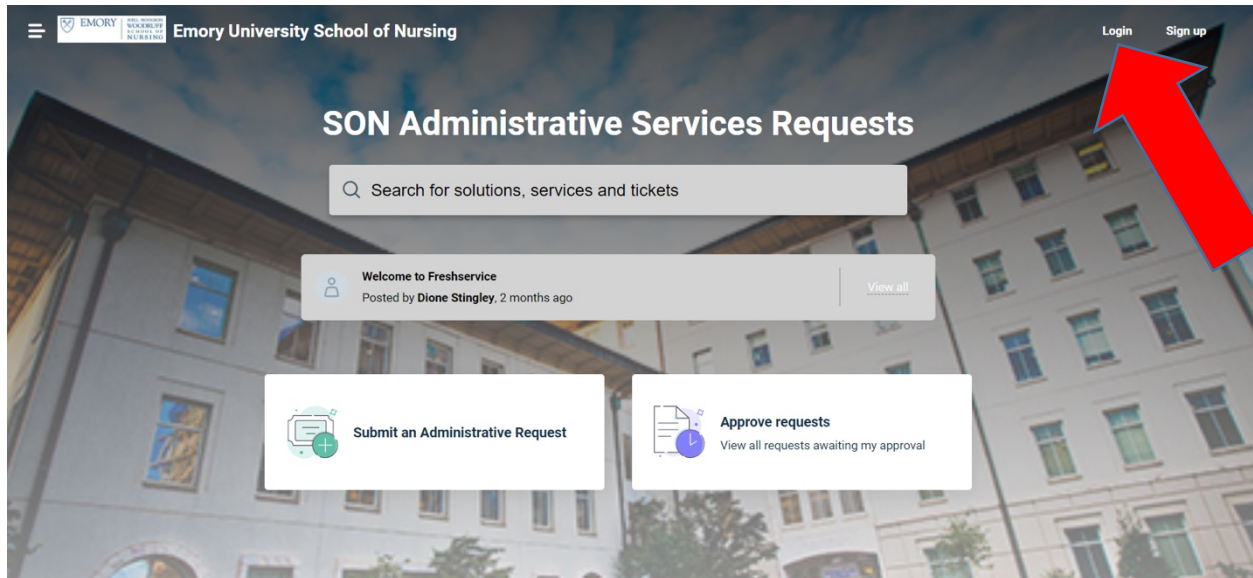
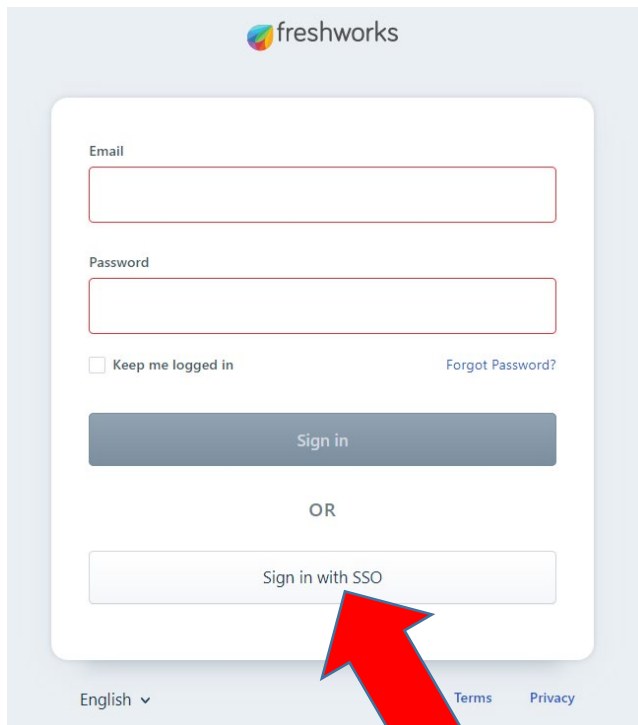


SON Administrative Support FreshService “How-To” Guide for Faculty & Staff

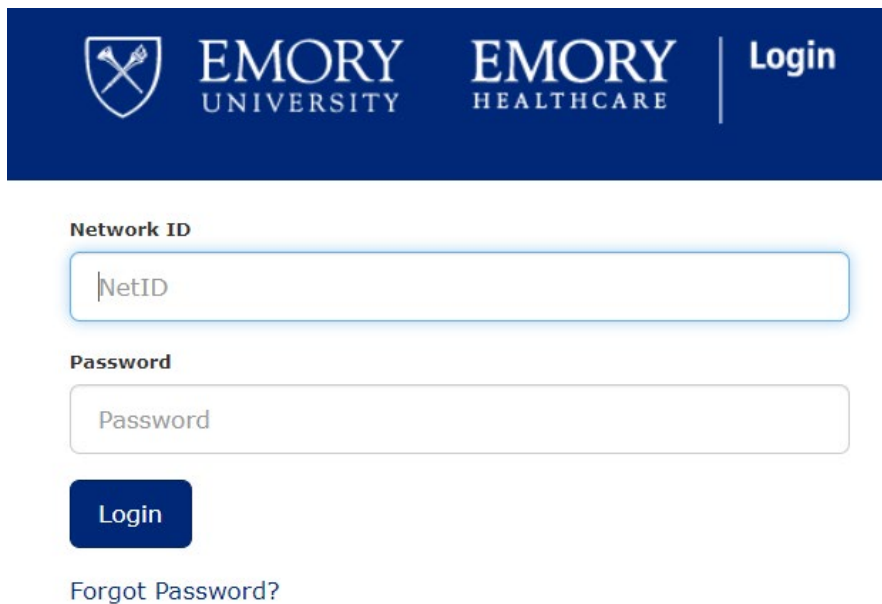
Step 1: Click [here](#) to access our Freshservice website (page below will display). Click ‘Login’.



Step 2: After clicking ‘Login’, page below will display. Click ‘Sign in with SSO’.



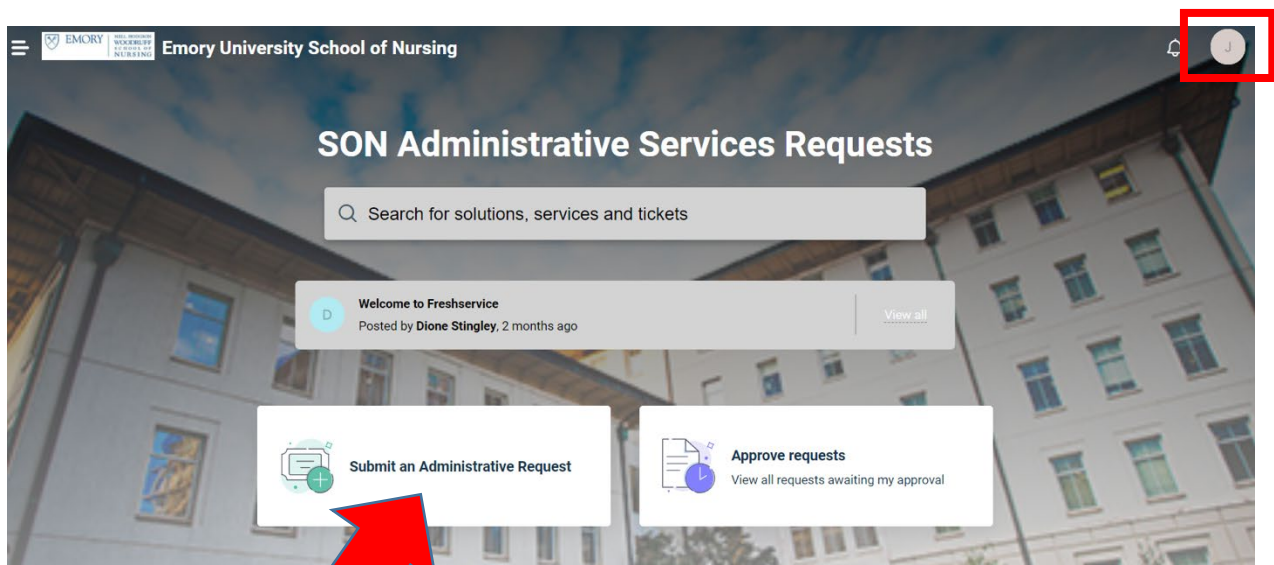
Step 3: After clicking 'Sign in with SSO', Emory single sign-on page will display. Enter your Emory Network ID and password.



The login page features a dark blue header with the Emory University and Emory Healthcare logos on the left, and a 'Login' button on the right. Below the header, there are two input fields: 'Network ID' with a placeholder 'NetID' and 'Password' with a placeholder 'Password'. A blue 'Login' button is positioned below the password field. At the bottom left, there is a link for 'Forgot Password?'.

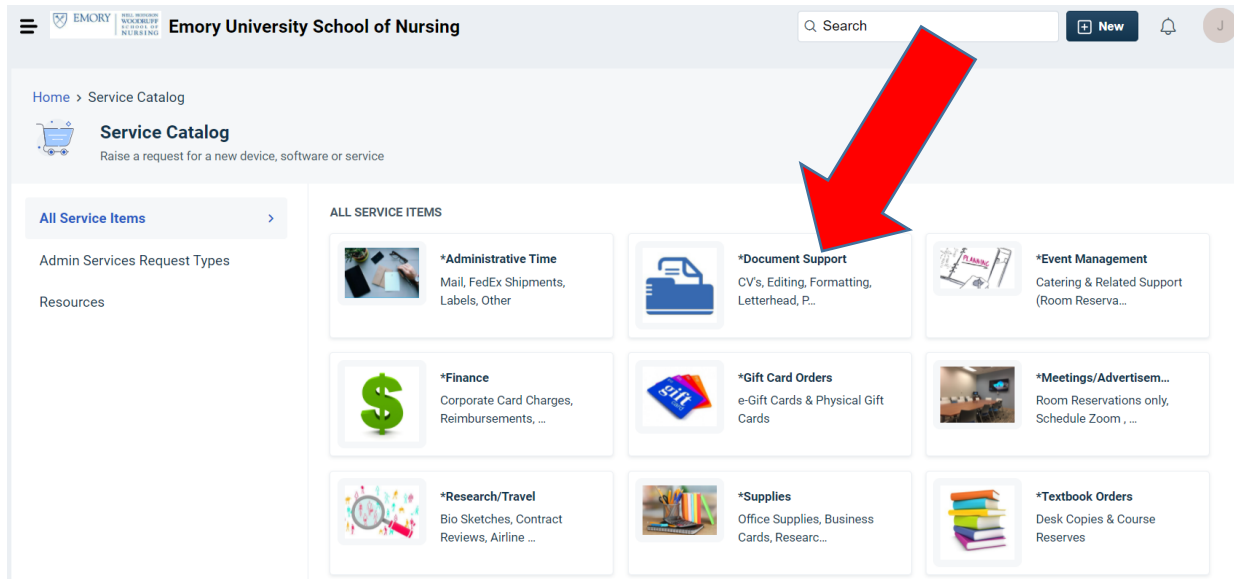
Step 4: You will be re-directed back to the 'SON Administrative Services Requests' landing page. You will know you are logged in by the display of the first letter of your first name as indicated below.

Click 'Submit an Administrative Request'



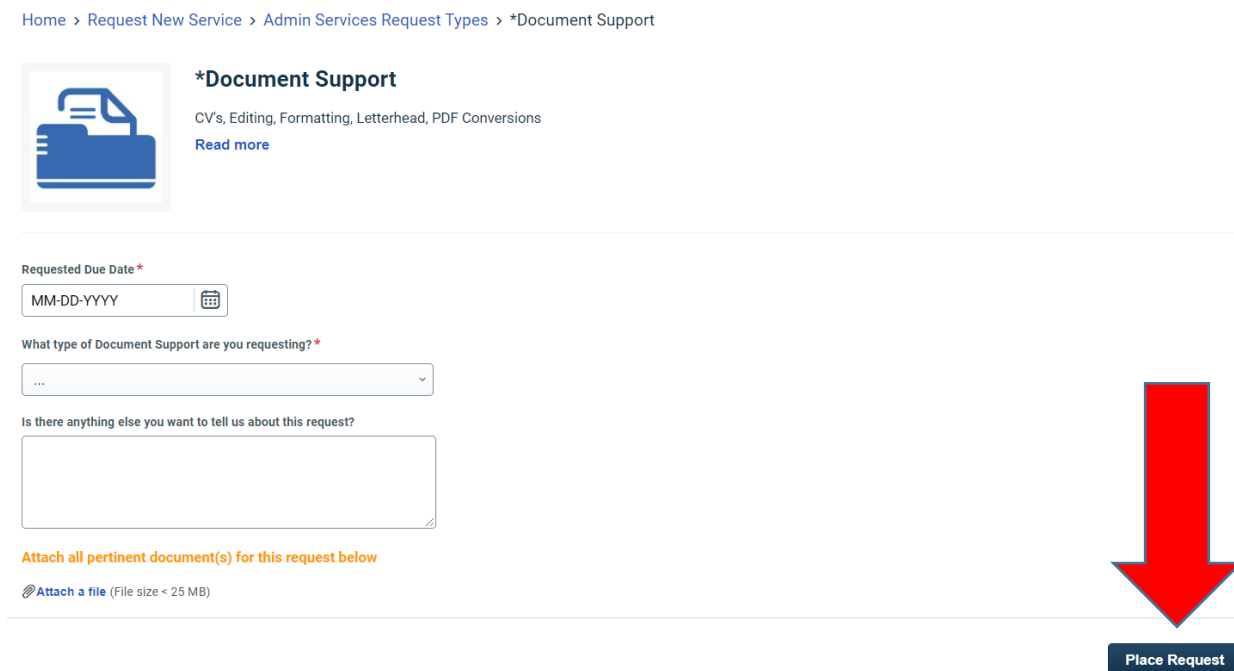
The landing page for 'SON Administrative Services Requests' has a header with the Emory University School of Nursing logo and a user profile icon in the top right corner, which is highlighted with a red box and contains the letter 'J'. The main content area includes a search bar with the placeholder 'Search for solutions, services and tickets'. Below the search bar is a 'Welcome to Freshservice' notification from 'Dione Stingley, 2 months ago' with a 'View all' link. At the bottom, there are two prominent buttons: 'Submit an Administrative Request' with a red arrow pointing to it, and 'Approve requests' with the subtext 'View all requests awaiting my approval'.

Step 5: Service catalog page will display. Select the service type (ex. Document Support).



The screenshot shows the Emory University School of Nursing Service Catalog page. The header includes the Emory logo, the text "Emory University School of Nursing", a search bar, and a "New" button. The breadcrumb trail is "Home > Service Catalog". Below the breadcrumb, there's a "Service Catalog" section with a shopping cart icon and the text "Raise a request for a new device, software or service". The main content area is titled "ALL SERVICE ITEMS" and displays a grid of service categories. A large red arrow points to the "*Document Support" category, which lists "CV's, Editing, Formatting, Letterhead, P...". Other categories include Administrative Time, Finance, Research/Travel, Supplies, Event Management, Gift Card Orders, Meetings/Advertisem..., and Textbook Orders.

Step 6: Complete form, attach documents (if needed), and click 'Place Request'



The screenshot shows the "*Document Support" request form. The breadcrumb trail is "Home > Request New Service > Admin Services Request Types > *Document Support". The form includes a "Requested Due Date" field with a calendar icon, a dropdown menu for "What type of Document Support are you requesting?", and a text area for "Is there anything else you want to tell us about this request?". Below the text area, there's a section for attaching documents with the text "Attach all pertinent document(s) for this request below" and a link "Attach a file (File size < 25 MB)". A large red arrow points to the "Place Request" button at the bottom right.