

Electronic Visit Verification Aggregator |
Creating a ServiceNow Help Desk Ticket



ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM



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Arizona Health Care Cost Containment System (AHCCCS)
MEDICAID ENTERPRISE SYSTEM MODERNIZATION

AZ ELECTRONIC VISIT VERIFICATION (EVV) AGGREGATOR

CREATING A SERVICENOW HELP DESK TICKET

Version: 1.4

Submitted Date: 12/19/2025



REVISION HISTORY

Version	Effective Date	Revision Owner	Description of Change
1.0	07/15/2025	Zeda Roberson	Initial Draft
1.1	07/30/2025	AHCCCS	Submitted feedback
1.2	7/31/2025	Zeda Roberson	Addressed comments and updated document
1.3	8/8/2025	Zeda Roberson	Document approved.
1.4	12/19/2025	Janise Daylin	Added ServiceNow sign up information

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1. Purpose of This Guide: Creating a ServiceNow Help Desk Ticket

This guide provides step-by-step instructions on how to submit a Help Desk ticket using the ServiceNow platform. It is designed to assist users in accurately reporting technical issues, service requests, software requests, VPN issues or general IT support needs to ensure timely resolution and effective communication with the IT support team.

By following this guide, users will learn how to:

- Access the ServiceNow portal
- Select the appropriate request category and priority level
- Provide the necessary details for efficient troubleshooting
- Track and follow up on submitted tickets

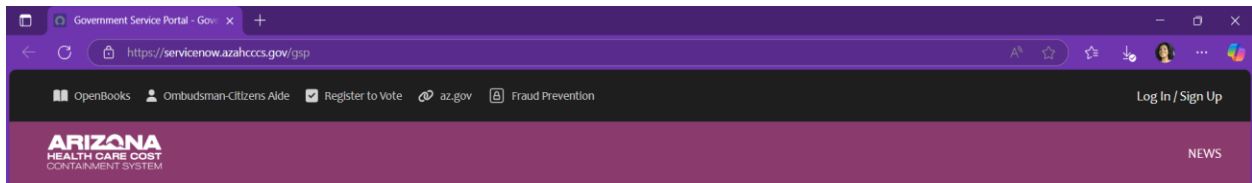
The goal is to streamline the support process, reduce resolution times, and ensure consistent, high-quality service across all technical IT requests. All policy-related questions should be directed to EVV@azahcccs.gov.

2. How to access the EVV Helpdesk Ticket system

- Access the AHCCCS ServiceNow Government Service Portal by visiting:
- <https://servicenow.azahcccs.gov/gsp>

3. How to Sign Up for the AHCCCS Government Service Portal

- Click the “Log In/Sign Up” button in the top right corner. Signing up for an account only needs to be completed once. In the future you will log in using the information completed at sign up.



- Click the “Sign up now” hyperlink

A screenshot of the 'Sign in' page on the Government Service Portal. The page features the Arizona Health Care Cost Containment System logo at the top. Below the logo, the heading 'Sign in' is displayed. Underneath, there is a section titled 'Sign in with your email address' which includes an 'Email Address' input field, a 'Password' input field, a 'Forgot your password?' link, and a 'Keep me signed in' checkbox. A blue 'Sign in' button is positioned below these fields. Below the button, the text 'Don't have an account?' is followed by a 'Sign up now' hyperlink, which is highlighted with a red rectangular box. At the bottom of the page, there is a section titled 'Sign in with your social account' which includes a 'Google Account' button with the Google logo.

- Fill out the information requested on the screen and click “Create”

< Cancel



User Details

Email Address is required.

 *

Help us beat the bots

 *

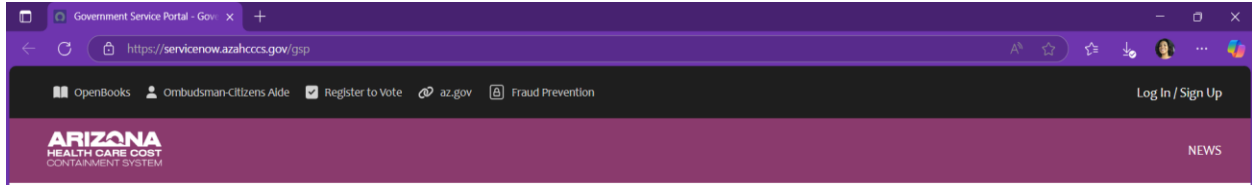
Send verification code

 * * * *

Create

4. How to Log In for the AHCCCS Government Service Portal

- Click the “Log In/Sign Up” button in the top right corner.



- Enter your email address and password. Click the “Sign in” button



Sign in

Sign in with your email address

[Forgot your password?](#)

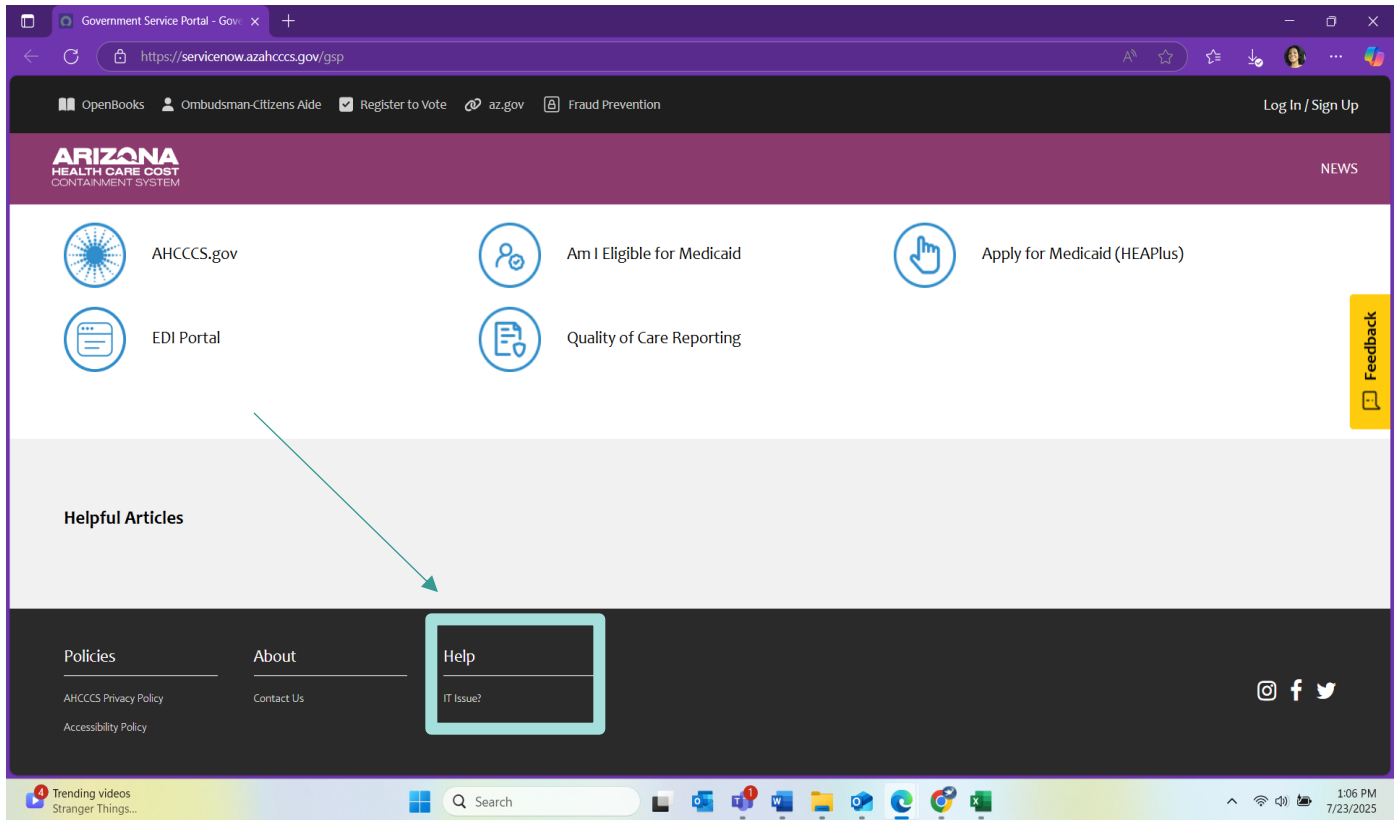
Keep me signed in

Don't have an account? [Sign up now](#)

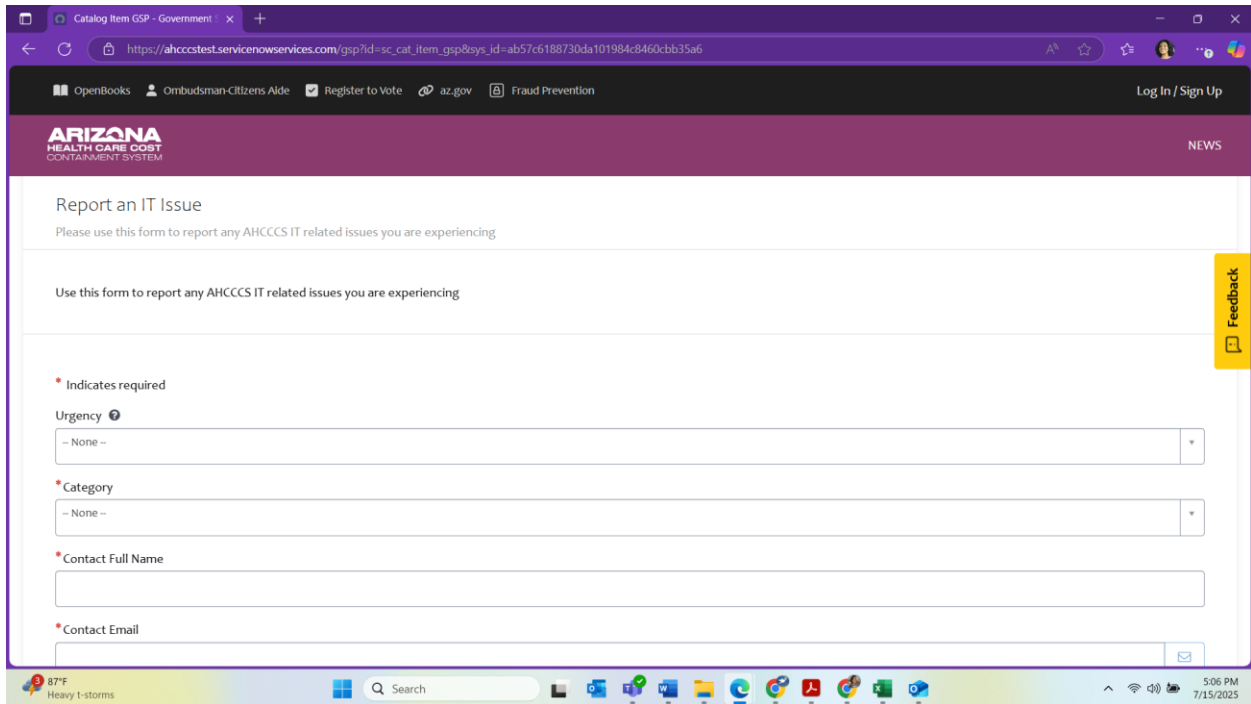
Sign in with your social account

5. Create a ticket by accessing the IT Issue Submission Page

- Scroll to the bottom of the portal homepage.
Under the **“Help”** section, click on **“IT Issue.”**



You will be routed to the screen below.



The screenshot shows a web browser window displaying the 'Report an IT Issue' form. The browser address bar shows the URL: https://ahccctest.servicenowservices.com/gsp?id=sc_cat_item_gsp&sys_id=ab57c6188730da101984c8460cb35a6. The page header includes the ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM logo and navigation links like 'OpenBooks', 'Ombudsman-Citizens Aide', 'Register to Vote', 'az.gov', and 'Fraud Prevention'. The main content area is titled 'Report an IT Issue' and contains the following text: 'Please use this form to report any AHCCCS IT related issues you are experiencing' and 'Use this form to report any AHCCCS IT related issues you are experiencing'. Below this is a 'Feedback' button. The form fields are: 'Urgency' (dropdown menu with '- None -'), 'Category' (dropdown menu with '- None -'), 'Contact Full Name' (text input), and 'Contact Email' (text input). A red asterisk indicates required fields. The Windows taskbar at the bottom shows the date and time as 5:06 PM on 7/15/2025, along with system icons and a search bar.

Step 3: Select the “Urgency” of your request using the dropdown arrow:

- 1- **Critical** (Issue requires immediate attention)
- 2- **High** (Significant impact on business operations or large group of users)
- 3- **Moderate** (Issue affects individual users or non- critical functions)
- 4- **Low** (General questions, minor inconveniences, routine requests)

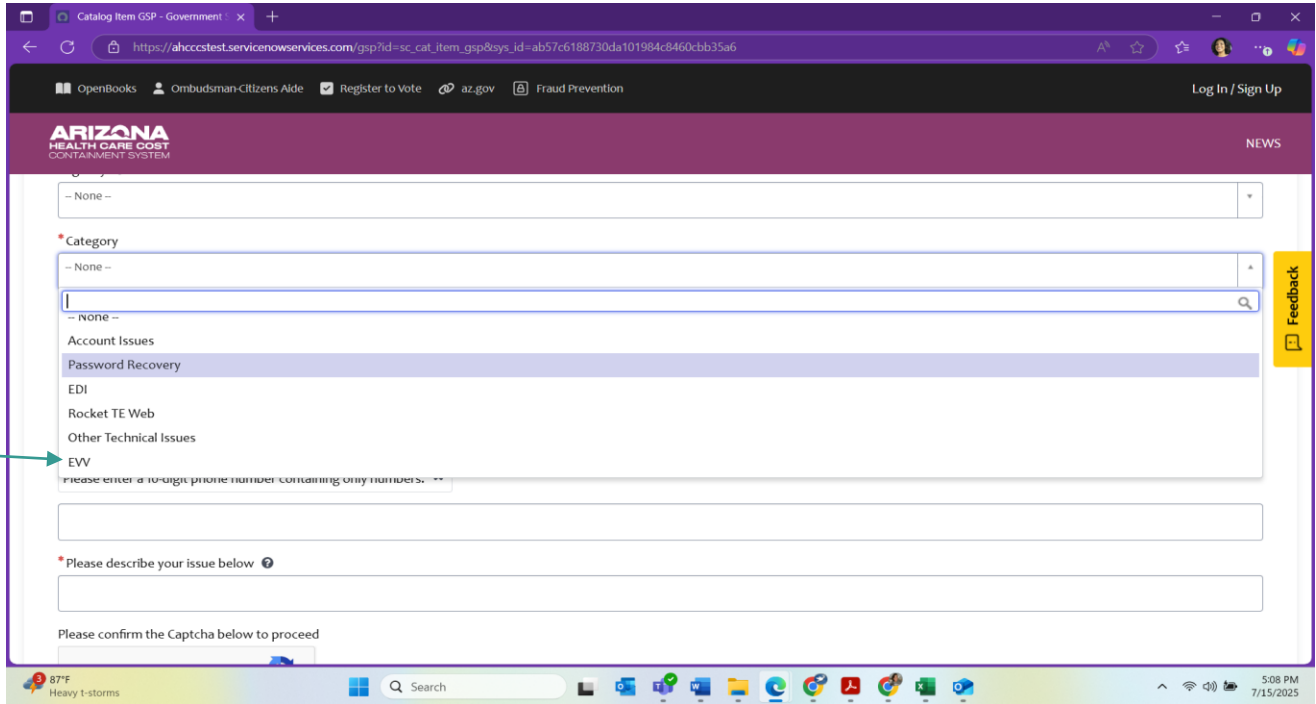
The screenshot shows a web browser window with the URL https://ahccctest.servicenowservices.com/gsp?id=sc_cat_item_gsp&sys_id=ab57c6188730da101984c8460cb35a6. The page header includes the Arizona Health Care Cost Containment System logo and navigation links like 'OpenBooks', 'Ombudsman-Citizens Aide', 'Register to Vote', 'az.gov', and 'Fraud Prevention'. The main content area is a form with the following fields:

- Urgency**: A dropdown menu with a search icon. The menu is open, showing options: -- None --, 1 - Critical, 2 - High, 3 - Moderate, and 4 - Low.
- Contact Email**: A text input field with an email icon on the right.
- External Callback Number**: A text input field with a validation message: "Please enter a 10-digit phone number containing only numbers. ✖".
- Please describe your issue below**: A large text area for describing the issue.

The Windows taskbar at the bottom shows the system tray with a weather widget (87°F, Heavy t-storms), a search bar, and various application icons. The system clock shows 5:07 PM on 7/15/2025.

Step 4: Select Category

From the **Category** dropdown, select “EVV” to ensure your issue is routed appropriately.



Step 5: Enter Contact Information and Issue Description

Provide the following details:

- **Contact Name**
- **Contact Email**
- **Callback Phone Number**
- **General Overview of the Issue**

Be as specific as possible in describing your issue to help expedite resolution:

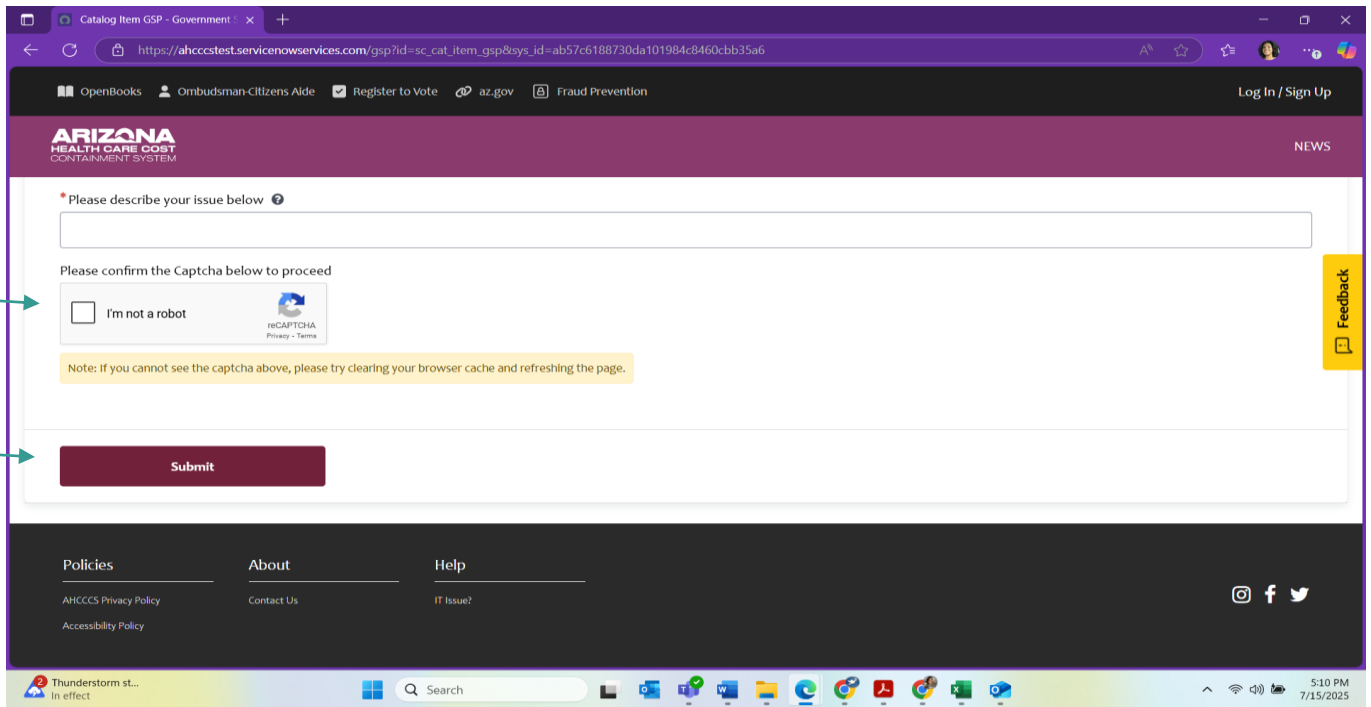
- Identify who you are (Provider, EVV Vendor, MCO, etc.)
- The organization you are affiliated with
- Provide details on the issue you are experiencing (general questions, error message received, steps taken to resolve the issue, etc.)
 - Example error messages:
 - An unexpected error occurred while processing your request
 - One or more fields contain invalid data

The screenshot shows a web browser window displaying the ServiceNow help desk ticket creation form for the Arizona Health Care Cost Containment System. The browser address bar shows the URL: https://ahccctest.servicenow.com/gsp?id=sc_cat_item_gsp&sys_id=ab57c6188730da101984c8460cb35a6. The page header includes navigation links like 'OpenBooks', 'Ombudsman-Citizens Aide', 'Register to Vote', 'az.gov', and 'Fraud Prevention', along with a 'Log In / Sign Up' button. The form itself has a purple header with the 'ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM' logo and a 'NEWS' link. The form fields are: a dropdown menu (currently showing '-- None --'), a text field for 'Contact Full Name', a text field for 'Contact Email' with an email icon, a text field for 'External Callback Number' with a help icon and a validation message 'Please enter a 10-digit phone number containing only numbers.', and a large text area for 'Please describe your issue below'. Below the text area is a reCAPTCHA section with the text 'Please confirm the Captcha below to proceed' and a checkbox labeled 'I'm not a robot'. A yellow banner at the bottom of the form reads: 'Note: If you cannot see the captcha above, please try clearing your browser cache and refreshing the page.' The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray on the right shows the time as 5:09 PM on 7/15/2025. Four green arrows on the left side of the form point to the dropdown menu, the 'Contact Full Name' field, the 'Contact Email' field, and the 'Please describe your issue below' text area.

Step 6: Complete CAPTCHA and Submit

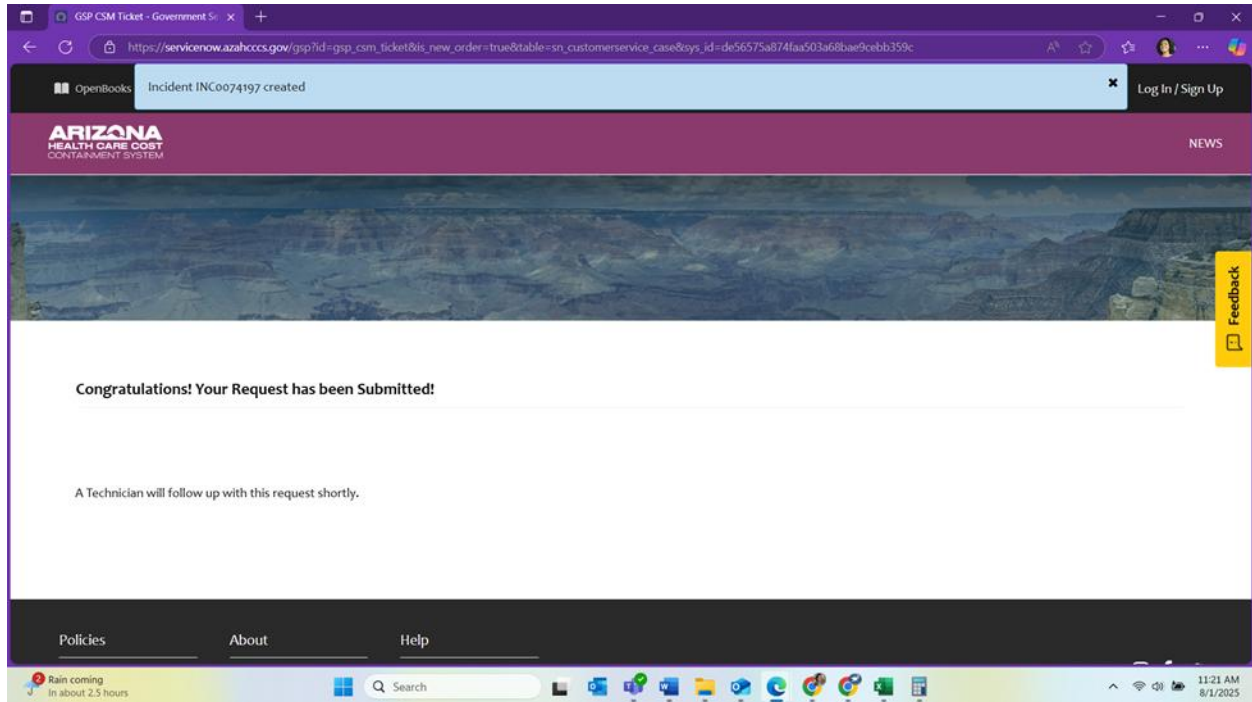
Complete the CAPTCHA verification process.

Once all fields are completed, click **Submit** to create your IT support ticket.



Additional Notes

- You will receive a confirmation email with your ticket number once submitted.
- IT ticket has been created and ticket number assigned.



Please check your email for confirmation.

All communication regarding your ticket will be managed through the Help Desk. This ticket number will be used for all follow-up communication with the Help Desk. Please ensure you are regularly monitoring your email and responding promptly to all ServiceNow requests to avoid delays in resolving your issue.