

Transition to ServiceNow as Loan Guaranty Service's (LGY) Unified Help Desk Tool

1. **Purpose.** The purpose of this Circular is to provide notification to all LGY application users that ServiceNow will become LGY's help desk tool starting Thursday, November 19, 2020. All technical and policy issues or questions should be submitted to ServiceNow to be worked by the LGY Help Desk Team.

2. **Background.** There are multiple LGY help desk email addresses and multiple processes across different help desk groups. ServiceNow will provide a seamless and centralized process to submit and manage all help desk tickets and questions submitted to the LGY Help Desk. This will help improve the customer service experience for all users experiencing issues or requiring immediate assistance from an LGY employee.

3. **Action.** The User Guide titled *VA ServiceNow General User Guide* has been uploaded to https://www.benefits.va.gov/homeloans/servicers_valeri_guides.asp, <https://www.benefits.va.gov/homeloans/lenders.asp>, and <https://www.benefits.va.gov/homeloans/appraiser.asp>. Please review the User Guide prior to submitting a case.

4. LGY employees will not need to register in ServiceNow. Cases can be submitted by logging into ID.ME/AccessVA or using a PIV Card and then navigating to <https://yourit.va.gov/csm>.

5. External partners to LGY who currently log into applications via ID.ME/AccessVA will not need to register in ServiceNow.
 - a. For VALERI users, please log into VALERI via ID.ME/AccessVA and then navigate to <https://yourit.va.gov/csm>.
 - b. For LGYHub/WebLGY users, please log into LGYHub (lgy.va.gov) via ID.ME/AccessVA and navigate to the screen in LGYHub where you currently submit cases. You will be redirected to ServiceNow.

6. External partners to LGY who use LGY applications, but do not log in via ID.ME/AccessVA, will be able to submit cases via a guest portal using this link https://yourit.va.gov/csm?id=csm_anonymous_case_creation.

7. **Questions.** Inquiries can be submitted via the ServiceNow guest portal (https://yourit.va.gov/csm?id=csm_anonymous_case_creation).

By Direction of the Under Secretary for Benefits

Jeffrey F. London
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