



Requesting Captioning Instructional Materials on Service Now

STEP 1:

Login to Service Now (<https://csueastbay.service-now.com/sp>) with your Net ID and Password. Then select on select on the “ITILView”

Service Portal - Service Portal

csueastbay.service-now.com/sp

CSUEB MeisterTask Service Now firefly AltMediaOrientation ATSO Consultation ClassList_finalals... SPRING 2020 ATSO... Equipment Loaner... Feedback Form Other bookmarks

CAL STATE EAST BAY

Knowledge Catalog My Tickets 0 My Assets Approvals 0 ITILView Cart Live Chat Snigdha Sahu (qa6734)

How can we help you?

Search our services or the knowledge base

Get Help
Submit a Service Desk ticket to report a problem or ask a question

Order Something
Browse the catalog for services and items you need

Knowledge Base
Browse and search for articles, rate or submit feedback

Tech Lounge
Fall Semester Hours: Monday - Friday
8:00am - 5:00pm - Located in the Library Annex LI 2500, across from Starbucks

Chatnow

Most Viewed Knowledge Base Articles

Activate my NetID

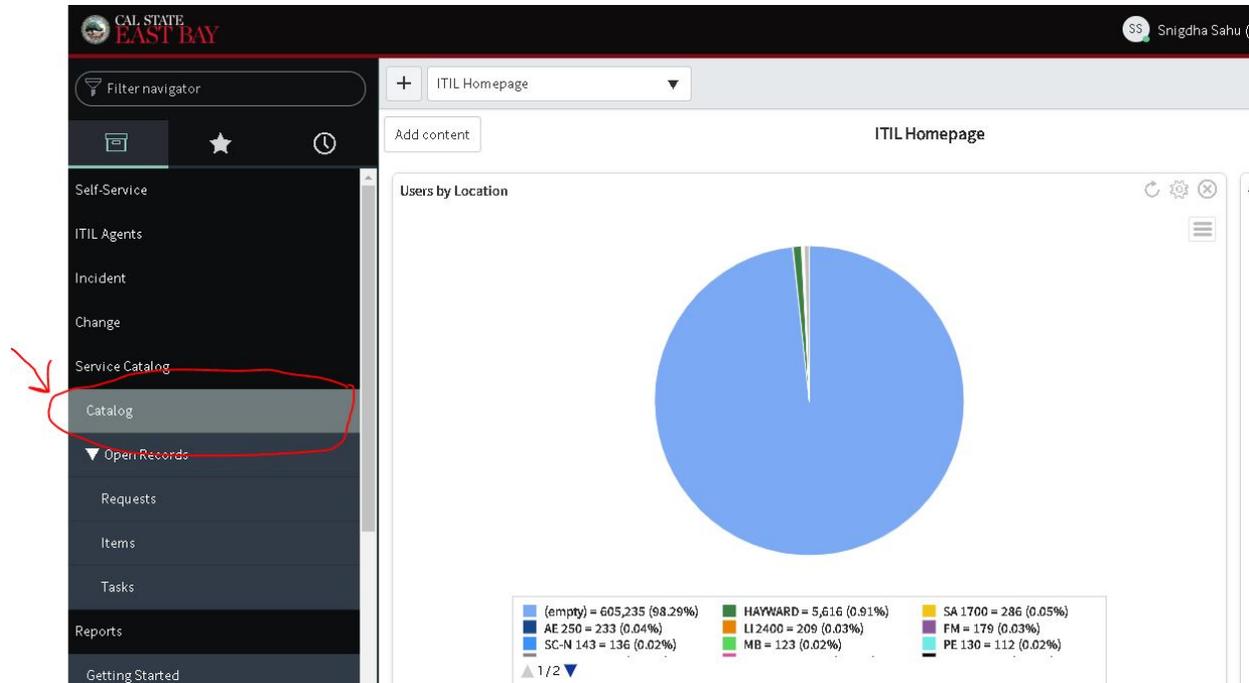
My Approvals

You have no pending approvals



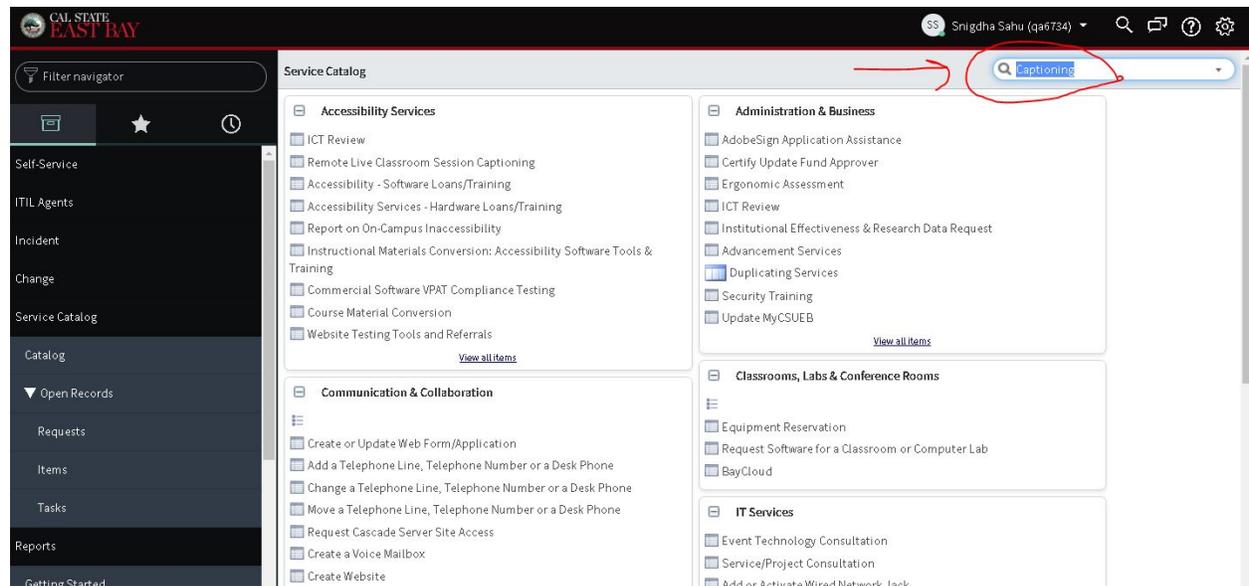
STEP 2:

Select “Catalog” as seen in the image below.



STEP 3:

Type “Captioning” on the Search Bar.





STEP 4:

Select “Captioning Instructional Materials” as shown below:

The screenshot shows the 'Captioning' search results page. The left sidebar contains navigation options like 'Self-Service', 'ITIL Agents', 'Incident', 'Change', 'Service Catalog', 'Catalog', 'Open Records', 'Requests', 'Items', 'Tasks', and 'Reports'. The main content area displays search results for 'Captioning'. The first result is 'Captioning Instructional Materials', which is circled in red. Below it is 'Remote Live Classroom Session Captioning'. The preview for 'Captioning Instructional Materials' includes text about requesting captioning of media materials and a typical delivery time of 2 to 10 business days.

STEP 5:

Provide all your captioning details (include links to the videos) as shown below and then “Add to Cart” and “Proceed to Checkout” and your request would be submitted to Assistive Technology Department.

The screenshot shows the 'Captioning Instructional Materials' service form. The form includes fields for 'Request on behalf of this user' (Snigdha Sahu), 'Alternate Phone Number', 'Select the department' (Accessibility Services), 'Location' (HAYWARD), and 'Supervisor'. The 'Provide details of your request' section is circled in red and contains three YouTube links. The 'Add to Cart' button is also circled in red. The 'Order this Item' button is visible above the 'Add to Cart' button. The 'Shopping Cart' is currently empty.