Employee Self-Service (ESS) Portal Migration to CCSQnow Self-Service Portal

Affected Customers: CCSQ ServiceNow Customers

On November 14, 2024 at 8:30 PM ET, the Employee Self-Service Portal will migrate to the CCSQnow Self-Service Portal. This migration will be completed and available on November 15, 2024. This migration will not cause any system downtime, and customers will be able to continue using the Self-Service Portal while the migration is happening.

Save the NEW URL: https://cmsqualitysupport.servicenowservices.com/esc?id=ec_home

Why is this migration happening?

Our goal is to provide a seamless service management experience that aligns with the needs of our customers. CCSQnow Self-Service Portal will feature configurable content delivery, generative AI tools and interaction-based feedback mechanisms to drive continuous improvement.

Customers can also expect intuitive UI experiences:

1 CCSQnow
Self Service Portal

2 Search

3 My Requests ②   My Approvals   My Favorites

4 Cloud ▲   DevOps ▾   Network and Database ▾   Reporting/Data/Knowledge ▾   Security ▾   User / Group Access ▾

| AWS Access Request | AWS Account Request Form | AWS Compute Services | AWS Networking and Content Delivery | AWS Security, Identity, and Compliance |
| AWS Storage | Other Cloud Services | | | |

5 Browse Cloud services

6 💬 Alert

Several of our Application Development Organizations (ADOs) are impacted by a nationwide outage reported by CrowdStrike.   ⌄

How can we help?

7
| I need something | Something is broken | Knowledge Base |
| Request Account Services, Infrastructure Requests, Purchase Something, or Other Requests | Submit an Incident Record to Get Help | Explore Knowledge Base Articles to Find Answers |

8 My Stuff

✎ My Requests   1 ›

Showing 1 of 1 tickets

New
The email server isn't responding
INC0010007
Priority
5 - Planning

View details

View all ›

9 Top Viewed Articles

Link to article

Link to article

Link to article

10 ☑ My Approvals   0 ›

11 My Favorites

| Amazon Virtual Private Cloud (Amazon VPC) ♥ | Network/DNS/CNAME Request ♥ | Amazon Virtual Private Cloud (Amazon VPC) ♥ |

View all ›

12 Have questions? Live chat support is available to help.

1. **CCSQnow Self Service Portal Logo:** Routes you back to the portal home page

2. **Search:** Enter a keyword to search for catalog items or knowledge articles. The search bar utilizes AI search. To learn more, check out knowledge article: [AI Search in CCSQnow Self-Service Portal](#).

3. Links to bring you to Approvals, Requests, or Favorites. These are also available further down on the home page (8, 10, 11).

4. **Service Catalog Navigation Pane:** You may find all service catalog categories here. The service catalog can be further expanded by clicking on the arrow to display drop-down options.

5. **Browse Cloud Services:** this is available for all categories and to be used if you are unsure which topic the specific catalog item belongs to

6. **Alert:** Any announcements or notifications will be here. You may click on the alert to view the whole page.

7. **How can we help?:**

- **I Need Something:** Allows you to Request Account Services, Infrastructure Requests, or Other Requests.

- **Something is Broken:** Provides the ability to create an Incident record to report and request assistance.

- **Knowledge Base:** Provides the ability to search the portal for any knowledge base articles, Q&As, and items in the Service Catalog items that pertain to your search value.

8. **My Stuff:** Displays all Requests (Incidents, Requests, etc.) submitted by you. You can find Request drafts here as well. Drafts are catalog item forms that have been previously started, but never finished/submitted.

9. **Top Viewed Articles:** Displays the top viewed knowledge articles across the platform, not limited to a specific knowledge base.

10. **My Approvals:** Display a list view of pending approval requests for review to either be approved or rejected.

Note: This will only be visible if you have access to approve requests dependent on your role in ServiceNow.

11. **My Favorites:** Shows the last three "Favorite" catalog items that were selected. Clicking on "View All" will display all favorited catalog items.

12. **Virtual/Live Agent Chat:** Click on the icon to connect to a live agent.

What's next?

A guided tour video of the new CCSQnow Self-Service Portal is now available!