

## User Support Help Desk Job Aid

### Log in through SAMS



The NHSN User Support Help Desk receives requests for support through the [NHSN-ServiceNow Customer Service Portal](#)\*. NHSN users will log in through SAMS to access ServiceNow and create a request for support.

\*Users that do not have access to SAMS can email the Help Desk at [nhsn@cdc.gov](mailto:nhsn@cdc.gov).

### Create a Case



From the Customer Service Portal home page select “Create a Case”.

### Select a Component



Nursing home submitters should select “LTC”.

### Select a Category



This is an important step to ensure your question or issue gets to the right person in the quickest time possible. Select a category that best matches the type of question or issue (e.g., COVID-19 vaccination, COVID-19 reporting). If you cannot find an appropriate category, select “Other”.

Depending on the category selected, a sub-category drop down will appear. Once again, select the most appropriate sub-category for your question/issue.

### Enter Your Question or a Description of the Issue



**Details matter!** Be specific and fully describe any technical issues. Reread your question or description and ask, “Would this make sense to another reader?”. Remember, the Help Desk cannot see what you are seeing. You are also able to upload images (i.e., screen shots) which will help to describe your question or technical issue.

Like the previous steps, entering a clear, thorough description will help get your concern to the right person faster, leading to a quicker response from NHSN.

### Select Submit



Once submitted, you will receive an auto-generated response with confirmation a ticket has been created, which will include a ticket number. From the Customer Service Portal, select “My Cases” to review your pending cases. You may also provide additional information or attachments.