



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

Submitted Date: 07/18/2025

## REVISION HISTORY

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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.

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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

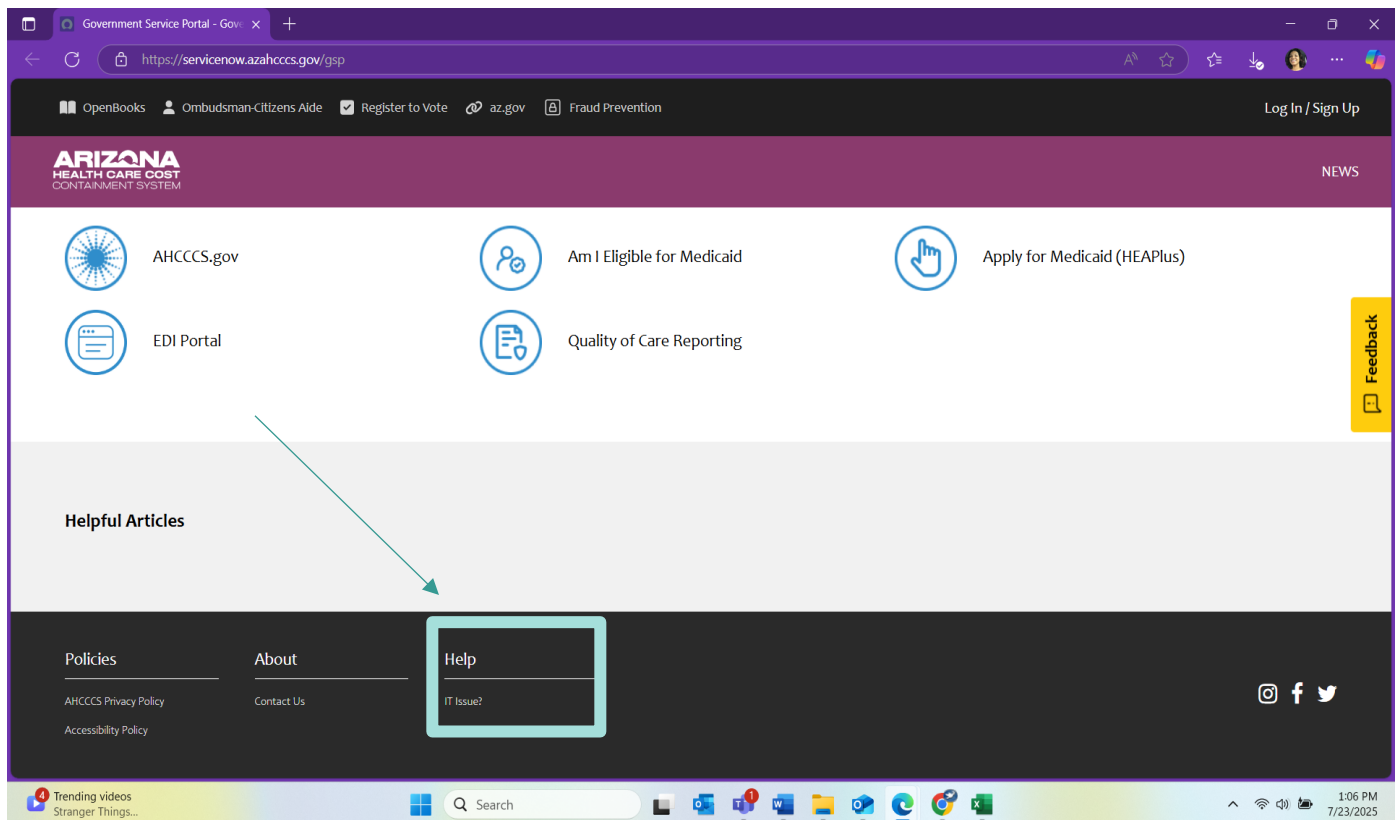
The goal is to streamline the support process, reduce resolution times, and ensure consistent, high-quality service across all technical IT requests. All policy-related questions should be directed to [EVV@azahcccs.gov](mailto:EVV@azahcccs.gov).

## 1. How to Create an EVV Helpdesk Ticket

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

## 2. Access 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 in the AHCCCS ServiceNow portal. The browser's address bar shows the URL: [https://ahccctest.servicenowservices.com/gsp?id=sc\\_cat\\_item\\_gsp&sys\\_id=ab57c6188730da101984c8460cbb35a6](https://ahccctest.servicenowservices.com/gsp?id=sc_cat_item_gsp&sys_id=ab57c6188730da101984c8460cbb35a6). The portal header includes the AHCCCS logo, navigation links (OpenBooks, Ombudsman-Citizens Aide, Register to Vote, az.gov, Fraud Prevention), and a 'Log In / Sign Up' button. The form title is 'Report an IT Issue' with a subtitle 'Please use this form to report any AHCCCS IT related issues you are experiencing'. Below this is a yellow 'Feedback' button. The form fields are: 'Urgency' (dropdown menu, currently showing '-- None --'), 'Category' (dropdown menu, currently showing '-- None --'), 'Contact Full Name' (text input field), and 'Contact Email' (text input field). 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 weather information (87°F, Heavy t-storms) and various application icons.

Report an IT Issue

Please use this form to report any AHCCCS IT related issues you are experiencing

Use this form to report any AHCCCS IT related issues you are experiencing

\* Indicates required

Urgency ⓘ

-- None --

\* Category

-- None --

\* Contact Full Name

\* Contact Email

**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)

\* Indicates required

Urgency ?

-- None --

1 - Critical

2 - High

3 - Moderate

4 - Low

\* Contact Email

\* External Callback Number ?

Please enter a 10-digit phone number containing only numbers. ✕

\* Please describe your issue below ?

Feedback

## Step 4: Select Category

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

The screenshot shows a web browser window displaying the ServiceNow ticket creation interface. The browser's address bar shows the URL: [https://ahccctest.servicenowservices.com/gsp?id=sc\\_cat\\_item\\_gsp&sys\\_id=ab57c6188730da101984c8460cbb35a6](https://ahccctest.servicenowservices.com/gsp?id=sc_cat_item_gsp&sys_id=ab57c6188730da101984c8460cbb35a6). 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'. A 'Log In / Sign Up' link is also present. The main form area has a 'Category' dropdown menu that is open, showing a list of categories: 'None', 'Account Issues', 'Password Recovery', 'EDI', 'Rocket TE Web', 'Other Technical Issues', and 'EVV'. A green arrow points to the 'EVV' option. Below the category dropdown is a text input field with a placeholder 'Please enter a 10-digit phone number containing only numbers:'. Below that is a text area labeled '\*Please describe your issue below'. At the bottom of the form is a checkbox labeled 'Please confirm the Captcha below to proceed'. The browser's taskbar at the bottom shows the system clock as 5:08 PM on 7/15/2025.



## 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 with the URL [https://ahccctest.servicenowservices.com/gsp?id=sc\\_cat\\_item\\_gsp&sys\\_id=ab57c6188730da101984c8460cbb35a6](https://ahccctest.servicenowservices.com/gsp?id=sc_cat_item_gsp&sys_id=ab57c6188730da101984c8460cbb35a6). The page header includes the AHCCCS logo and navigation links like 'OpenBooks', 'Ombudsman-Citizens Aide', 'Register to Vote', 'az.gov', and 'Fraud Prevention'. The main form area has a purple header with the AHCCCS logo and a 'NEWS' link. The form fields are: a dropdown menu with 'None' selected, a 'Contact Full Name' field, a 'Contact Email' field with an email icon, an 'External Callback Number' field with a placeholder 'Please enter a 10-digit phone number containing only numbers.' and a 'Please describe your issue below' text area. Below the text area is a CAPTCHA section with a checkbox 'I'm not a robot' and a 'reCAPTCHA' logo. A note at the bottom says '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 various application icons and the system clock '5:09 PM 7/15/2025'.

## Step 6: Complete CAPTCHA and Submit

Complete the CAPTCHA verification process.

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

The screenshot displays the AHCCCS website interface for creating a ServiceNow help desk ticket. The page features a purple header with the AHCCCS logo and navigation links. The main content area includes a text input field for the issue description, a CAPTCHA verification section with a checkbox and a reCAPTCHA image, and a 'Submit' button. Arrows point to the CAPTCHA checkbox and the 'Submit' button. The footer contains links for Policies, About, and Help, along with social media icons.

\*Please describe your issue below

Please confirm the Captcha below to proceed

☐ I'm not a robot

reCAPTCHA

Note: if you cannot see the captcha above, please try clearing your browser cache and refreshing the page.

Submit

Policies

About

Help

AHCCCS Privacy Policy

Contact Us

IT Issue?

Accessbility Policy

Log In / Sign Up

NEWS

Feedback

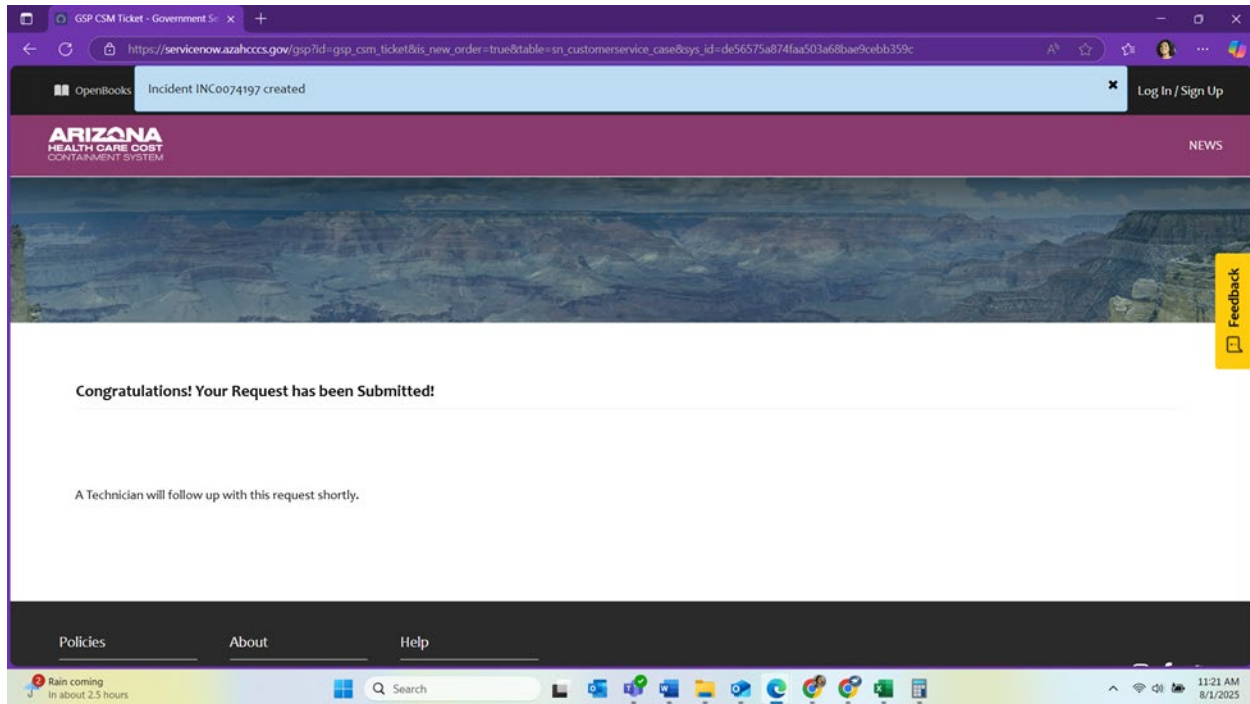
Thunderstorm st...  
in effect

Search

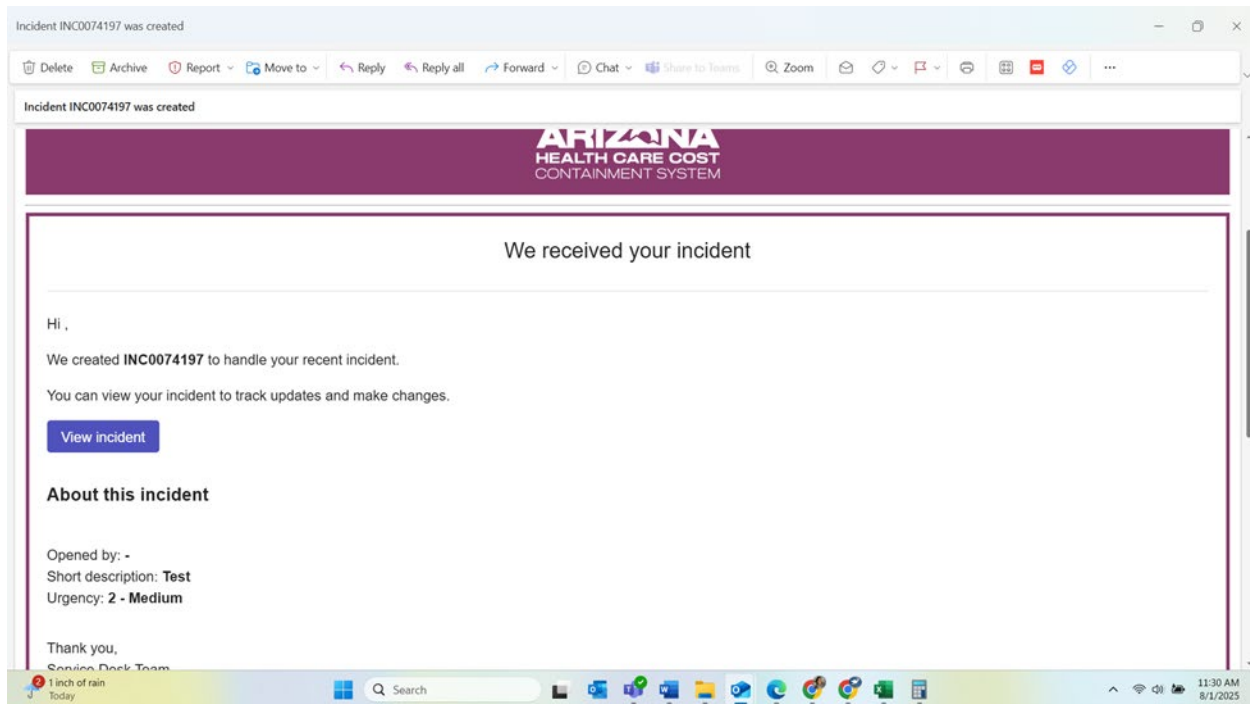
5:10 PM  
7/15/2025

## Additional Notes

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



Please check your email for confirmation.



All communication regarding your issue will be managed through the Help Desk. Your assigned support agent will request your incident number, so please be sure to retain it. 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.