



Substance Use Disorder Information System

LA County Substance Abuse and Prevention Control

Sage Help Desk “ServiceNow” Portal Instructions

Overview: Below are the steps to access the Sage Help Desk “ServiceNow” Portal and reset your ServiceNow Portal Password.

ServiceNow Portal:

ServiceNow Portal: <https://netsmart.service-now.com/plexussupport>

Username: Company Email address

Password: Issued during account creation

Accessing ServiceNow Portal:

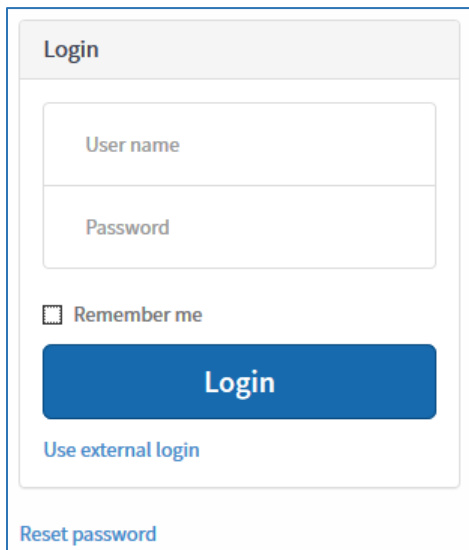
1. Navigate to the Netsmart ServiceNow Portal
2. <https://netsmart.service-now.com/plexussupport>
3. Select login in the top right of screen
4. The login page will appear

A screenshot of the ServiceNow login page. The page has a light gray header with the word "Login" in a dark gray font. Below the header is a white form area. Inside the form, there are two input fields: "User name" and "Password". Below these fields is a checkbox labeled "Remember me". At the bottom of the form is a blue button with the word "Login" in white. Below the button is a link that says "Use external login". At the very bottom of the page, below the form area, is a link that says "Reset password".

5. Enter your username (**email all lower case**)
6. Enter your password
7. Click Login

Resetting ServiceNow Portal Password:

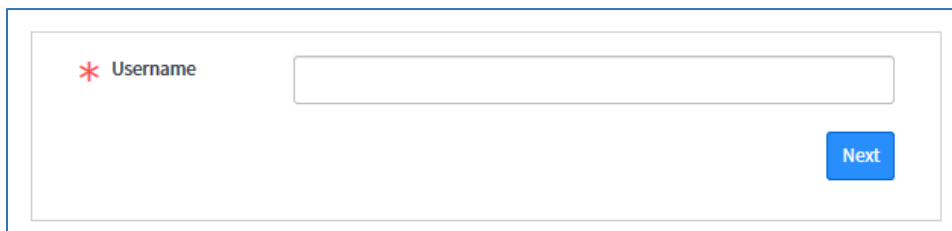
1. First navigate to the Netsmart ServiceNow Portal
2. <https://netsmart.service-now.com/plexussupport/>
3. Select login in the top right of screen
4. The login page will appear



The screenshot shows a login form with the following elements:

- Header: Login
- Input fields: User name, Password
- Checkbox: Remember me
- Button: Login
- Link: Use external login
- Link: Reset password

5. Select Reset password link
6. Enter your username
7. Click next



The screenshot shows a form with the following elements:

- Label: * Username
- Input field: Username
- Button: Next

8. An email will be sent to the address associated with your account
9. Click the link provided within the email to change password