NHSN-ServiceNow Frequently Asked Questions (FAQs)

Q1: What is NHSN-ServiceNow?

- ServiceNow is a web-enabled customer service application where NHSN Users can submit questions to NHSN.
- The information you provide through the NHSN-ServiceNow Customer Service Portal will be routed directly to the right Support Specialist or Subject Matter Expert so we can answer your questions faster.

## Q2: How do I log into the NHSN-ServiceNow Customer Service Portal?

- Log in to SAMS https://sams.cdc.gov/
- Click the link for **ServiceNow**. This will send you to the CDC External Partner Portal.
- Click on **NHSN Customer Service** to access the NHSN Customer Service Portal.

CDC-ServiceNow External Partner Portal

Q3: How do I submit a question or issue to NHSN?

- From the Customer Service Portal home page click on **Create a Case**.
- Complete the form and click **Submit**.
- You'll receive an email notification with your case number and a link to the case record in ServiceNow.
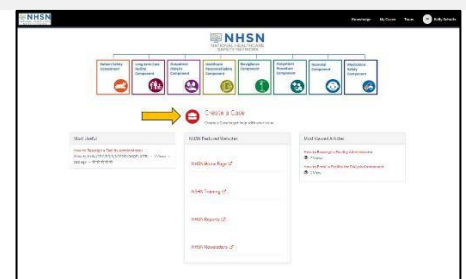
NHSN-ServiceNow Customer Service

Q4: What information do I need to provide on the "Create a Case" form?

- **Component** *(required)*: Select your NHSN component.
- **Category** *(required)*: Select a category for your question. You can start typing your question topic in the drop-down field to search for a category. If you can't find an appropriate category, select "*Other*." If more information is needed to direct your question to the right subject matter experts, a sub-category drop down will appear. Select the most appropriate sub-category on this list to further categorize your question.
- **Short Description** *(required)*: Provide a _brief_ description of your question.
- **Description** *(required)*: Provide more detail on your question. You can include screen shots and attachments, if needed.
- **Facility ID**: You have the option to select the facility that your question is about. This is not required but may help with addressing your question.
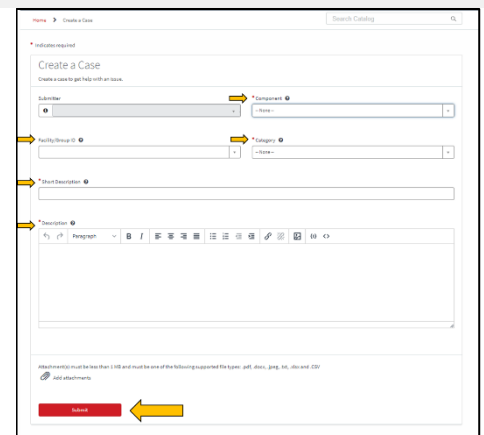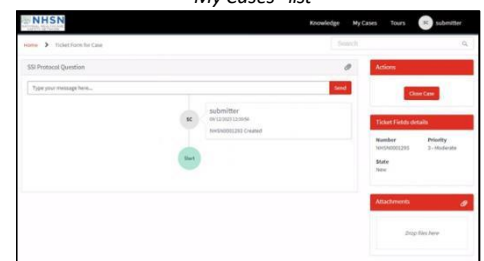

"Create a Case" form

Q5: How do I see the activity or provide additional information on a case I submitted?

- From the Customer Service Portal, select **My Cases** to see a list of your cases.
- Clicking on a case brings up the case record.
- In the case record you can view activity on the case, provide additional comments, and add attachments.

"My Cases" list

View of the Case record

Q6: What if I don't have a SAMS account or can't access ServiceNow?

- You can send an email to nhsn@cdc.gov.