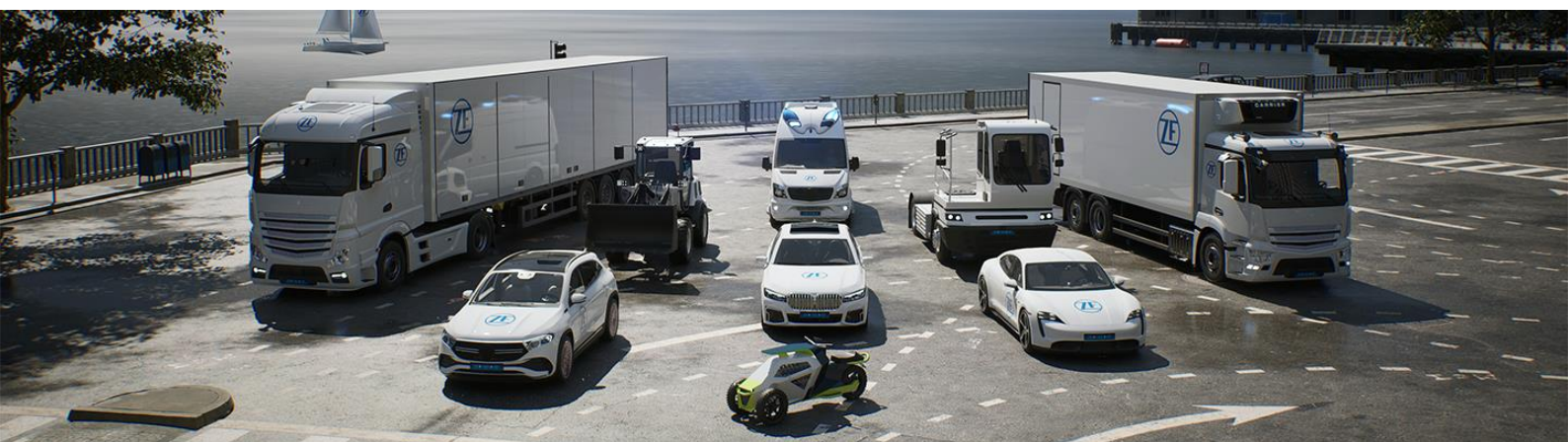




ZF Service Desk

ServiceNow - Customer Training Guide

Version 1.0



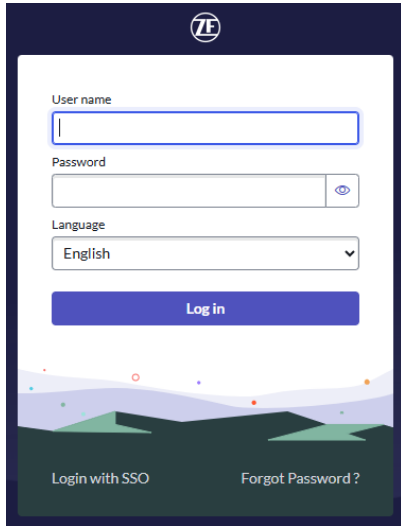
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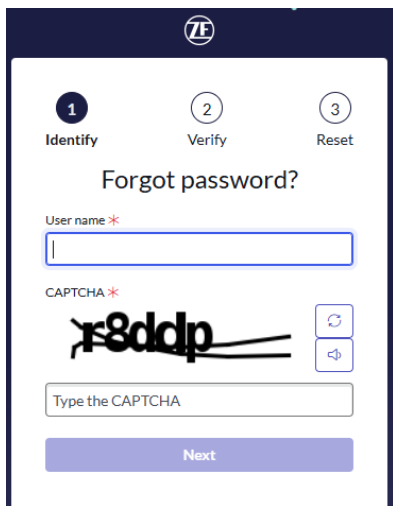
1. Login to new system

We are currently working on enabling login via single sign-on. Until then, users have to sign in using a username and a password. Please follow these steps:

After clicking on this link <https://zfprod.service-now.com/login.do> the screen appears:



Please click on "Forgot Password?"



Enter your Username (Email or Z/C/-Number), fill in the captcha and click next. You will receive a message that an Email has been sent to the entered Email-address (or the connected Email address of your Z/C/-Number).

You will receive an Email which contains a link to reset your password. This link leads to the following screen:

1 Identify 2 Verify 3 Reset

Reset Password

Account is not locked

New password *

Strength

- ⊗ Minimum 8 characters
- ⊗ Maximum 100 characters
- ⊗ At least 1 lowercase letter(s)
- ⊗ At least 1 uppercase letter(s)
- ⊗ At least 1 digit(s)
- ⊗ At least 1 special character(s)

We'll also check these requirements once you submit

- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

Retype password *

Reset Password

Choose a password which matches the criteria and click “Reset Password”.

Once this is done, it is also necessary to setup Multi-factor Authentication (MFA).

Choose “Setup authenticator app”

Setup Multi-factor Authentication (MFA)

Select one of the following methods to complete the setup.

Setup authenticator app

Setup Biometric authentication, Passkey or Hardware Security key

Continue

Use your mobile phone and download “Microsoft Authenticator App” from the Appstore. Open the app and add a new Authentication.

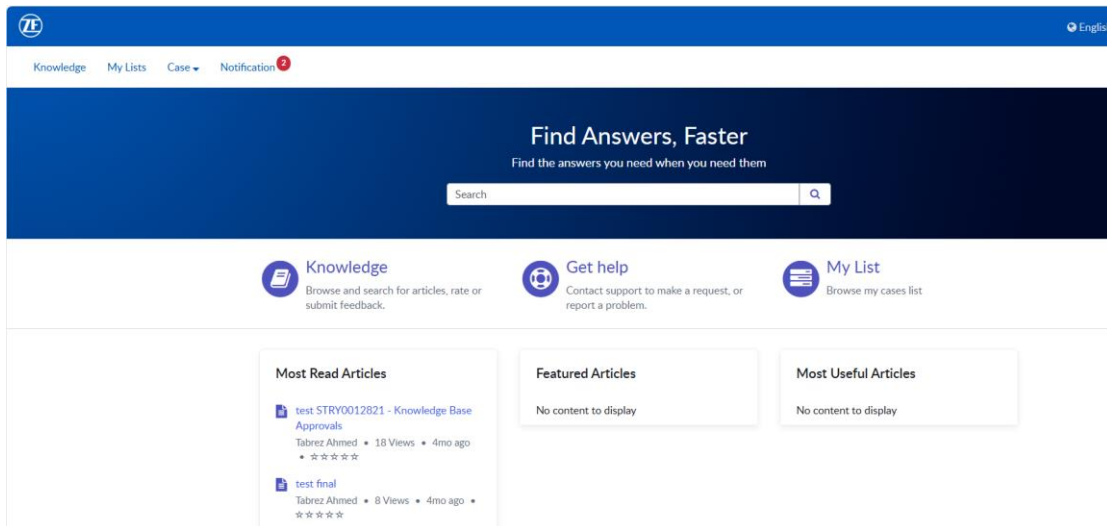
Scan the QR – Code which is provided by your screen.



The Authenticator App will now provide a six-digit code which needs to be entered in your browser. Afterwards verification is done and can be used. You will need the Authenticator App when you login to ServiceNow (until single sign on is available).

2. Create a case

To create a new case open ServiceNow case system. The main view of the customer portal will appear



There are two possibilities to create a new case:

1. Click on "Get help"
2. Click on Case --> Create Case in the upper menu

Both options will lead to the Create case view.

Home > Customer Service > Support > Create Case

Search

Create Case

* Indicates required

* Short description

Description

Part List

Serial number

Material Number (not listed)

Priority
4 - Low

Manufacturer

Date in service
YYYY-MM-DD

Date of failure
YYYY-MM-DD

* Application

* Type of Request
-- None --

* Product range

VIN (vehicle identification number)

Vehicle type

Mileage

Operating Hours

[Add attachments](#)

Required information
[Short description](#) [Application](#)
[Type of Request](#) [Product range](#)

Please fill in all necessary and important information into the fields. It is also possible to add attachments by pressing the "Add attachments" button at the bottom of the page.

Once you are done, click on "Submit" and your case has been created. You will receive a notification email which confirms the creation of the new case.

3. Check status of case(s)

If you want to see the status of your case, click on "My Lists" in the menu of the main view. A list with all your created cases will be shown.

Home > My Lists

Search

All Cases New Keyword Search

All > Opened by is CSM Default Customer .or. Contact is CSM Default Customer

Number	Short description	Product	Contact	Account	Priority	State	Updated
CS0006155	test		CSM Default Customer	ZF Marine LLC Miramar	4 - Low	Open	2026-03-21 03:26:47
CS0005518	2		CSM Default Customer	ZF Marine LLC Miramar	4 - Low	Open	2026-03-21 00:08:28
CS0006095	Test Service Now		CSM Default Customer	ZF Marine LLC Miramar	4 - Low	Resolved	2026-03-20 00:20:10
CS0005698	Upcoming A3 Maintenance		CSM Default Customer	ZF Marine LLC Miramar	3 - Moderate	Open	2026-03-19 05:32:12

In this list, you can see the current state of each case. To get more detailed information, you can also open the case itself.

Activity

Type your message here... Post

CSM ITSM Analyst
2026-03-25 03:27:25 • Additional comments • Translate
Text to customer1

CSM ITSM Analyst
2026-03-25 03:26:15 • Additional comments • Translate
customer text

CSM ITSM Analyst
2026-03-25 03:26:16
CS0006344 Created

CIA

CIA

CIA

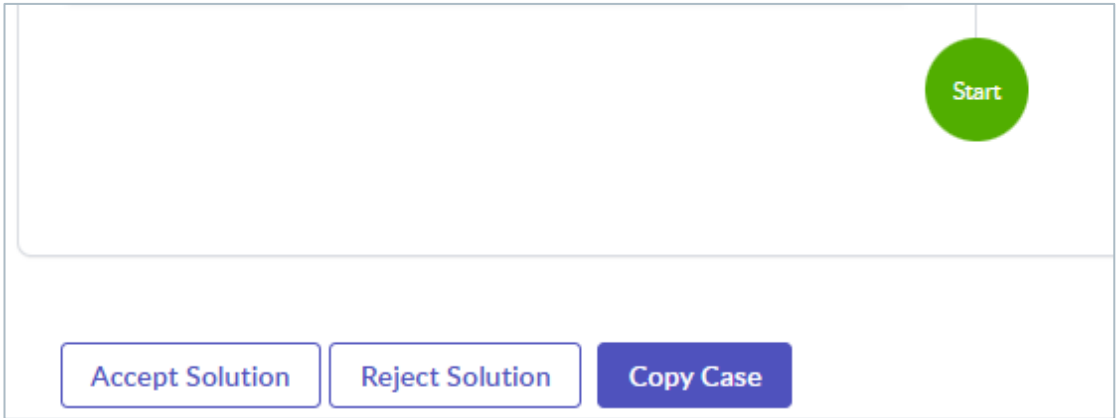
Start

In this view, you can also see the messages which have been sent by the current analyst. If you want to apply to those messages, just type in your comment in the activity stream and click on "Post".

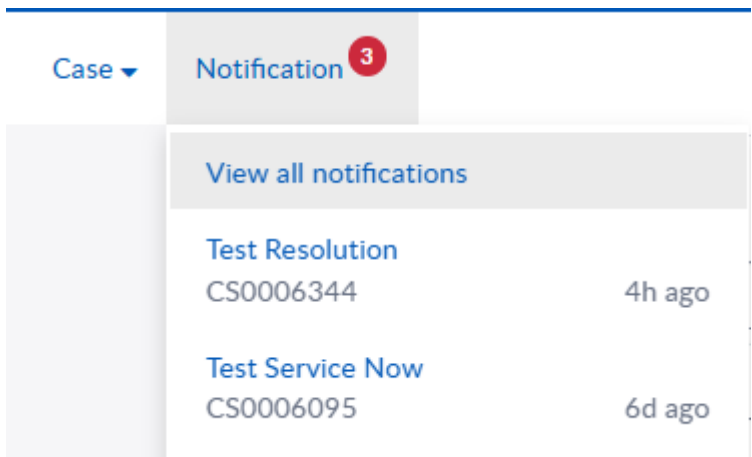
If the Analyst has made a solution proposal, you can also see it in the case view.

4. Accept or decline solution proposal

You have the possibility to accept or reject the proposed solution. If you accept, the case is automatically closed by the system and cannot be opened again. If you reject it, the case is transferred back to the analyst's workload.



Once you open the customer portal you can also check the status in the notification tab on the top menu.



These notifications show if an analyst has reacted to one of your cases or even provided a solution.

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