


Checking on the Status of Assigned Lease Assets

Step 1: Log Into ServiceNow Self-Service - <https://montclair.service-now.com/ess/>

Step 2: Click on **Asset Information** under the IT Information header

Step 3: Select **Check Asset Status**

Step 4: Click on the magnifying glass 

Use this request to check the status of your asset(s).

Asset	CI Name
<input type="text"/>	<input type="text"/>
<input type="button" value="Q"/>	
Click on the magnifying glass icon to view a list of assets assigned.	
<input type="checkbox"/> Search All Assets	
Asset tag	Serial number
<input type="text"/>	<input type="text"/>
Model	Model Category
<input type="text"/>	<input type="text"/>
Location	Expiration date
<input type="text"/>	<input type="text"/>
Assigned to	Substate
<input type="text"/>	<input type="text" value="-- None --"/>

Step 5: A pop-up box will appear that shows a list of assets.*

- The pop-up will display your assigned asset(s) with the following information:
 - Asset Tag
 - Model Category (Desktop, Laptop, etc.)
 - Model
 - Substate (Primary, Lab Use, Adjunct, etc.)
 - Serial Number (Typically the same as Asset Tag)
 - Location
 - Warranty Expiration

Step 6: Select the asset in question. If due for replacement, proceed to Step 7

Step 7: If your device is due, select the live **Hardware Request** link at the bottom of the page.

Use this request to check the status of your asset(s).

Asset	CI Name
<input type="text"/>	<input type="text"/>
<input type="button" value="Q"/>	
Click on the magnifying glass icon to view a list of assets assigned.	
<input type="checkbox"/> Search All Assets	
Asset tag	Serial number
<input type="text"/>	<input type="text"/>
Model	Model Category
<input type="text"/>	<input type="text"/>
Location	Expiration date
<input type="text"/>	<input type="text"/>
Assigned to	Substate
<input type="text"/>	<input type="text" value="-- None --"/>

*It is important to note if you do not have any devices assigned to you, that it is possible that your assigned machine was purchased or IT has not assigned them to you yet. In this case, select **Search All Assets**, type in serial number and then click **Enter** on your keyboard.

Step 8: Select Asset Request

Step 9: Select Lease Renewal for Type of Request then select desired Device and room number

Step 10: Select the checkbox next to **I have read the Policies listed above and agree to the terms** after you have read the Policies

Step 11: Click on the **Request this Asset** button that will appear.

Step 12: Once it has been submitted, you will receive a **REQ** number and be able to track the progress of your request.

Thank you, your request has been submitted

Order Placed: 10/05/2017 01:12:28 PM
Request Number: REQ0097595 ☆
Estimated Delivery Date of Complete Order: 10/06/2017

Rectangular Sign

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
Choose from catalog items to request either a laptop or a desktop.	10/06/2017	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>	-	-	-
Total					-