

The ILMS Self Service Portal

Your Gateway to ILMS Solutions





Reference Guide

The Integrated Logistics Management System (ILMS) is a web-based information system that is the foundation for the Department of State's federal assistance management system – SAMS Domestic. The ILMS Self Service Portal allows users to easily submit and track Support Desk tickets.

Connect and Log in

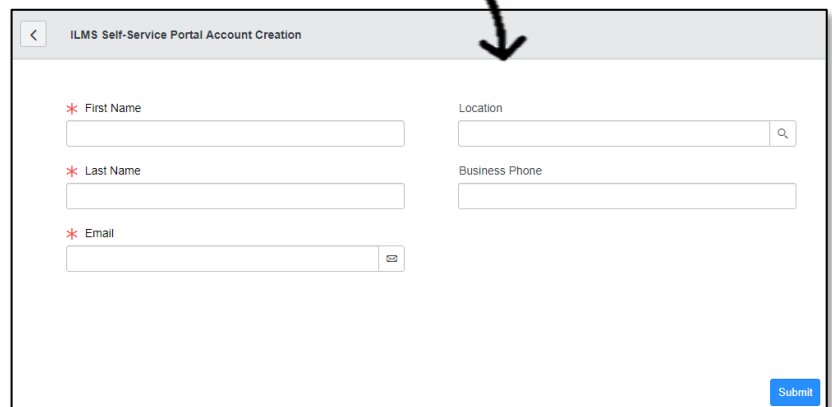
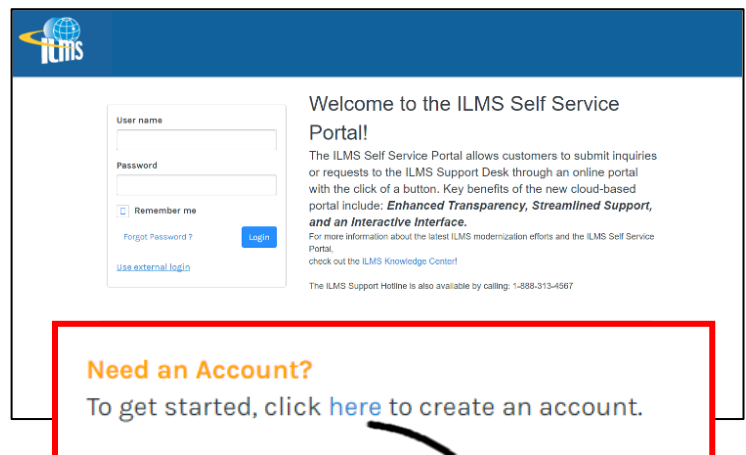
A link to the Self Service Portal is available by clicking 'ILMS Self Service Portal' at the bottom of all SAMS Domestic pages

NEED ASSISTANCE?  ILMS Self Service Portal  (888)-313-ILMS (4567)

Log in directly from: <https://afsitsm.servicenowservices.com/ilms/home>

New Users

1. To create an account, click the link under 'Need an Account?' on the login page.
2. Complete the form with the requested information and click 'Submit'.
3. An email with a temporary password will be sent to the address used when creating your account.
4. Log in with the temporary password, using your email address as the User Name. You will be prompted to create a new password the first time you log in to the Self Service Portal.
5. Once you have created a new password and are logged in, navigate to the 'ILMS Support Desk Profile' link on the black banner at the top of the screen and update your Location, Date format, and Time zone.



How to Navigate the Self Service Portal Homepage

The five portlets on the homepage allow you to submit and track support tickets.

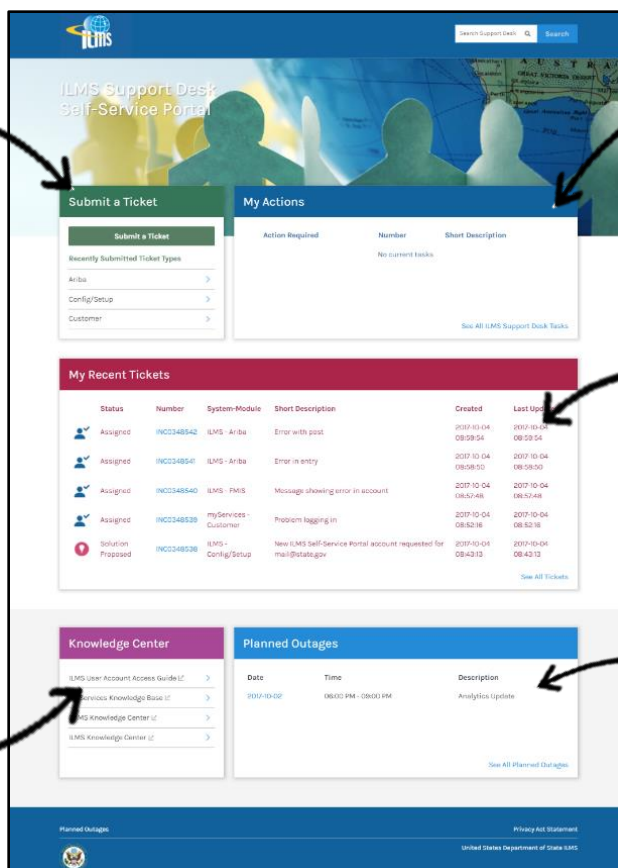
Submit a Ticket
Open a New Ticket or select a recently used ticket type

SAMS Domestic Resources
Access SAMS Domestic Training Resources and Self Service Portal training materials

My Actions
Take action on submitted tickets that require more information and complete feedback surveys

My Recent Tickets
Access recently submitted tickets and view real-time status updates for your tickets

Planned Outages
View a list of all planned outages across ILMS Modules

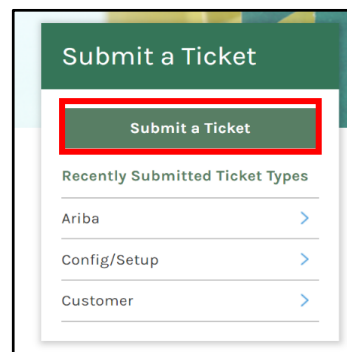


How to Submit a Ticket

1 Click 'Submit a Ticket'

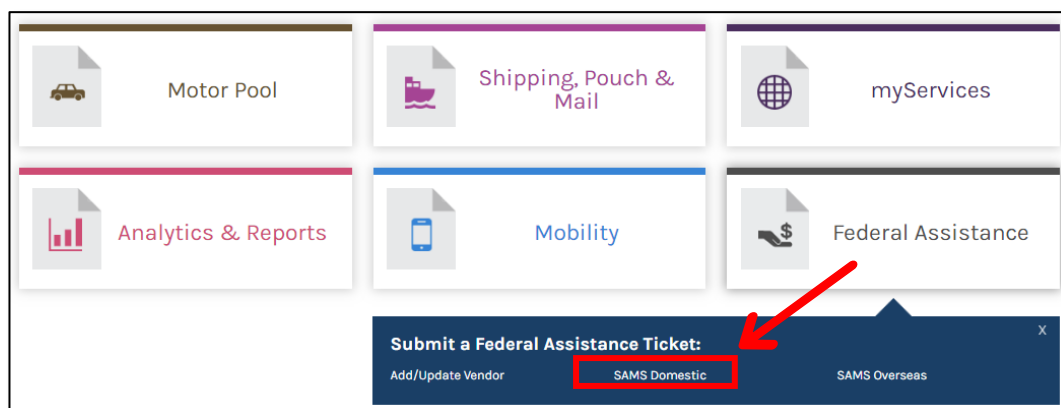
From the Self Service Portal Homepage, click the 'Submit a Ticket' button to create a new ticket.

Alternatively, click a category in 'Recently Submitted Ticket Types' below the button to open a ticket for that category.



2 Select a Ticket Type: Federal Assistance

Clicking on any of the category cards reveals a list of ticket types. Select the 'Federal Assistance' card in the bottom-right corner. From the blue drop-down, select 'SAMS Domestic' to open a new ticket.



Quick Tip:

Clicking the list and card icons in the top right corner switches between the 'Card View' and 'List View'.



3 Complete and Submit Ticket

a) Customer Information

User Information automatically populates based on your profile details

Quick Tip:

Anyone added to 'On Behalf of / CC' and/or the 'Watch List' will receive email notifications when the ticket is updated and can view/update the ticket by searching for it using the INC number through the homepage.

The screenshot shows the 'Incident' form with the following fields: 'Name of Ticket Submitter' (Peter Parker), 'Post/Location' (New York), 'On Behalf of / CC:' (Carol Danvers), 'Email' (spiderman@state.gov), and 'Watch list' (with icons for adding/removing users). A large blue box at the top says 'Drop screenshots and files here to add attachments or click the 'paperclip' icon to upload files'. A red arrow points from the 'On Behalf of / CC:' field to a callout box.

The **On Behalf of / CC** field allows a ticket to be submitted on behalf of another person

The **Watch List** allows additional people to be notified of ticket updates by adding them to notification emails

b) Ticket Information

Complete all applicable fields (marked by a red asterisk) and add any available screenshots or supporting documentation that will help the Support Desk better understand your issue.

The screenshot shows the 'Incident' form with the following fields: 'Name of Ticket Submitter' (Peter Parker), 'Post/Location' (New York), 'On Behalf of / CC:' (Carol Danvers), 'Email' (spiderman@state.gov), 'Ticket Information' (System: ILMS, Module: SAMS - Domestic, Short description: How to Submit Application for Funding Opportunity, Description: Please advise on how I can submit an application for SFOP0004565 (Clean Water Initiative). I am applying on behalf of my Organization, and my application number is SAPP0002836. I have completed all required forms, but do not see a Submit button.), and 'Additional comments'. A red arrow points from the 'Submit' button to a callout box. Another red arrow points from the 'paperclip' icon in the top-right corner to a callout box.

Screenshots and other supporting documents can be attached by dragging files from your desktop to the blue box

The **paperclip icon** in the top-right corner can also be used to add attachments

c) Submit Ticket

Click 'Submit' once the ticket has been completed.

A confirmation message will appear. The Submitter, the individual listed in the 'On Behalf of' field, and everyone added to the 'Watch List' field will receive an email with the ticket details.

Thank you, your ticket has been submitted.
Ticket Created: 2019-03-29 12:36:54
Ticket Number: INC0649460

Submit Another Ticket

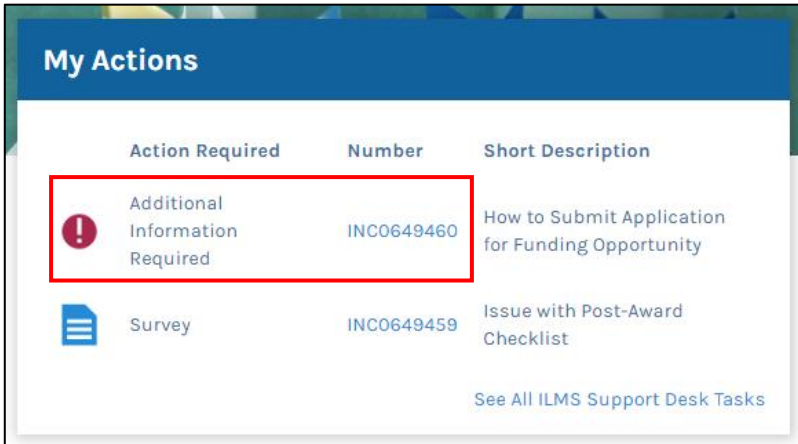
View My Tickets



How to Update a Ticket

More Information Requested by the Support Desk

The Support Desk may require additional information in order to address your issue. You will receive an email notifying you about the additional information needed. Oftentimes, screenshots will be requested if they were not attached to the ticket.

Upon accessing your Self Service Portal homepage, an '*Additional Information Required*' task for your ticket will be located in the 'My Actions' portlet.

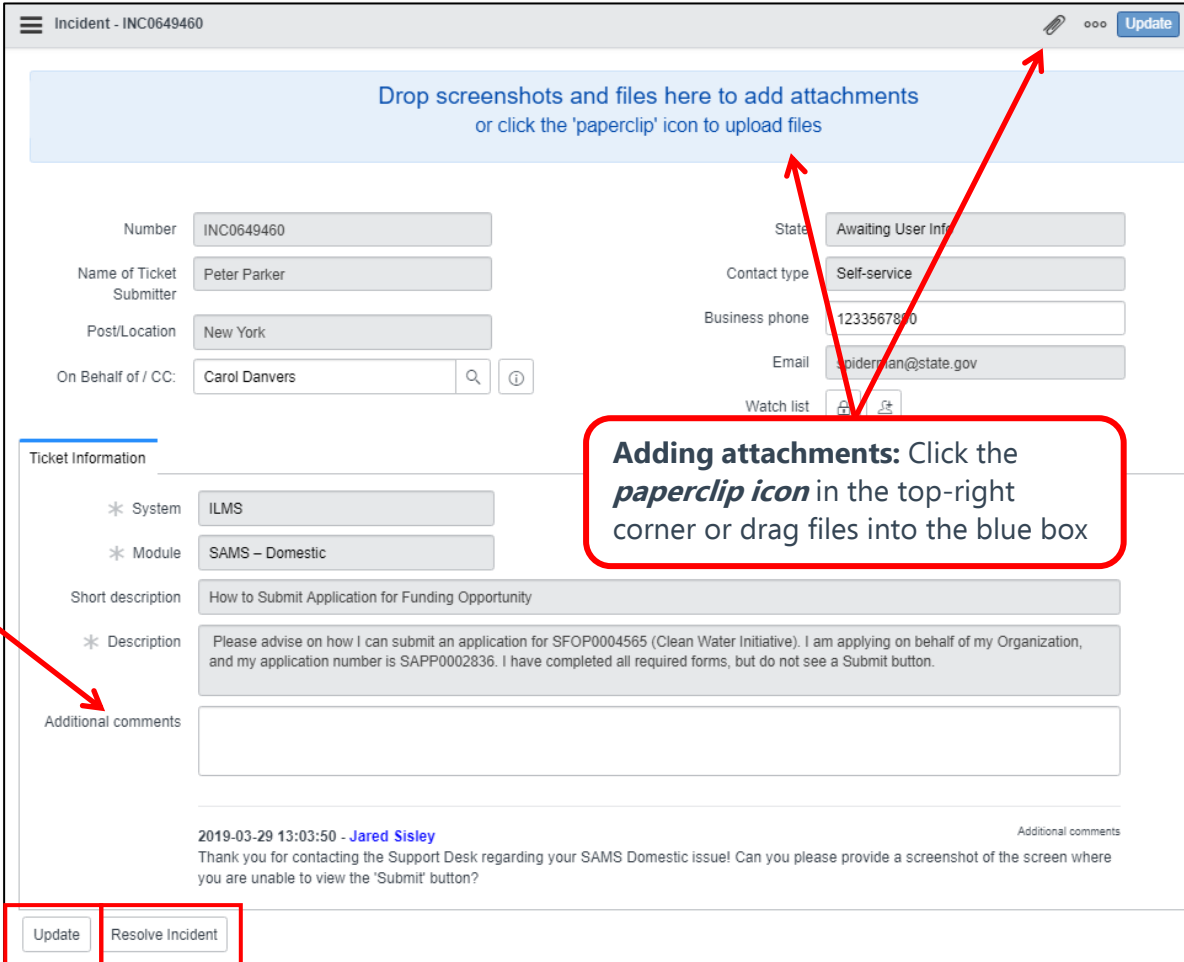


Action Required	Number	Short Description
 Additional Information Required	INC0649460	How to Submit Application for Funding Opportunity
 Survey	INC0649459	Issue with Post-Award Checklist

[See All ILMS Support Desk Tasks](#)

Adding 'Additional Comments'


Once a ticket is submitted, additional comments and screenshots can be added at anytime. The ticket can be accessed though the homepage by selecting the ticket number within the 'My Recent Tickets' portlet. If action is required on the ticket, it will also appear in the 'My Actions' portlet.



Incident - INC0649460

Drop screenshots and files here to add attachments
or click the 'paperclip' icon to upload files

Number: INC0649460
Name of Ticket Submitter: Peter Parker
Post/Location: New York
On Behalf of / CC: Carol Danvers

State: Awaiting User Info
Contact type: Self-service
Business phone: 1233567890
Email: spiderman@state.gov
Watch list: 

Adding Comments: Type additional information or details into the **Additional comments** box

Adding attachments: Click the **paperclip icon** in the top-right corner or drag files into the blue box

Update **Resolve Incident**

Adding Comments:

Type additional information or details into the **Additional comments** box

Once comments and attachments have been added, click **Update** to send them to the Support Desk team

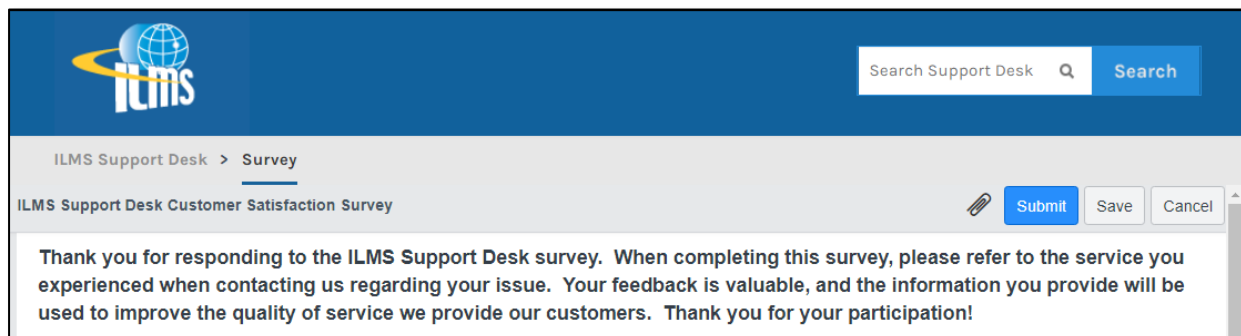
Resolve Incident allows you to close a ticket prior to the Support Desk providing a resolution

How to Complete a Satisfaction Survey

Once a ticket is Resolved, an automated email will be sent to notify you that a survey has been created. There are two ways to access the survey:

- Click the link included in the email notification
- Visit the ILMS Self Service Portal homepage and select the survey

Each survey is available for 7 days. When completing the survey, please provide as much information as possible. Your feedback is valuable and is used to improve the Support Desk's quality of service.

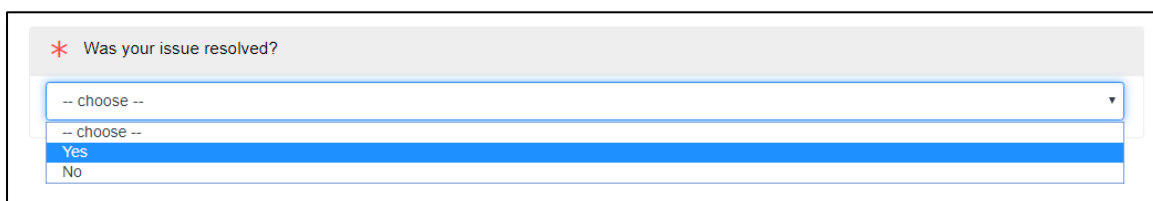


The screenshot shows the ILMS Support Desk Customer Satisfaction Survey page. At the top, there is a blue header with the ILMS logo and a search bar labeled 'Search Support Desk'. Below the header, the breadcrumb trail reads 'ILMS Support Desk > Survey'. The main heading is 'ILMS Support Desk Customer Satisfaction Survey'. On the right side, there are buttons for 'Submit', 'Save', and 'Cancel'. A message box contains the text: 'Thank you for responding to the ILMS Support Desk survey. When completing this survey, please refer to the service you experienced when contacting us regarding your issue. Your feedback is valuable, and the information you provide will be used to improve the quality of service we provide our customers. Thank you for your participation!'

“Was your issue resolved?”

The first survey question is used to indicate whether or not your ticket was resolved.

- Answering 'Yes' will populate three survey questions to rate your satisfaction with the level of support received.
- Answering 'No' and submitting the survey will reopen your ticket. Please provide detailed information in the comments box to help the Support Desk address your reopened ticket as quickly as possible.

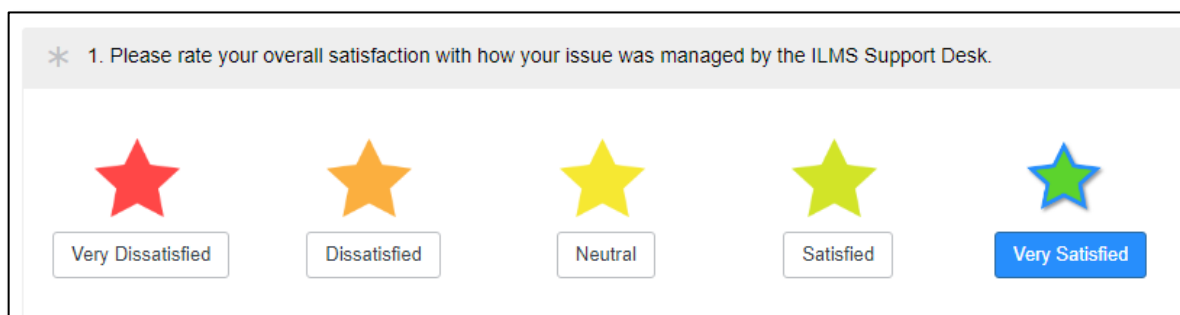


The screenshot shows the 'Was your issue resolved?' survey question. It features a dropdown menu with the following options: '-- choose --', '-- choose --', 'Yes', and 'No'. The 'Yes' option is currently selected and highlighted in blue.

Completing the Survey

Survey questions utilize a 5-point satisfaction scale with 'Very Dissatisfied' appearing on the LEFT side of the scale and 'Very Satisfied' appearing on the RIGHT side.

After answering the survey questions and providing additional feedback or comments on your experience, click 'Submit' to close the survey.



The screenshot shows a 5-point satisfaction scale for the question: '1. Please rate your overall satisfaction with how your issue was managed by the ILMS Support Desk.' The scale consists of five stars, each with a corresponding label in a button below it: 'Very Dissatisfied' (red star), 'Dissatisfied' (orange star), 'Neutral' (yellow star), 'Satisfied' (light green star), and 'Very Satisfied' (blue star). The 'Very Satisfied' button is highlighted in blue.

Access the [ILMS Self Service Portal](#) Today!



The **ILMS Support Desk** is also available by phone at +1 (888) 313-4567. For more information about ILMS Self Service Portal and SAMS Domestic, check out the [SAMS Domestic Grantee Resources](#).