Accessing Knowledge Base (KB) articles

1. Using your web browser to go esc.service-now.com

2. Log in to the Service Desk using your ESC single sign-on (First.Last@esc.edu and password)

3. Select “Find Your Answer”

4. This will take you to the directory for Knowledge Base (KB) articles. From here, you can search for specific topics, or browse by categories such as Educational Technology Services or Account Management.

5. Once you select and view a KB article, the top portion will tell you who the article is relevant to. If an article is relevant to students, then a student can view the KB article but they need to be logged in to the Service Desk.