



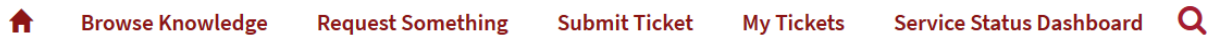
SNOW Lite: Request a Telephone Billing Distribution Change

Access SNOW Lite: <https://harvard.service-now.com/ithelp>

Login via key-protected link:

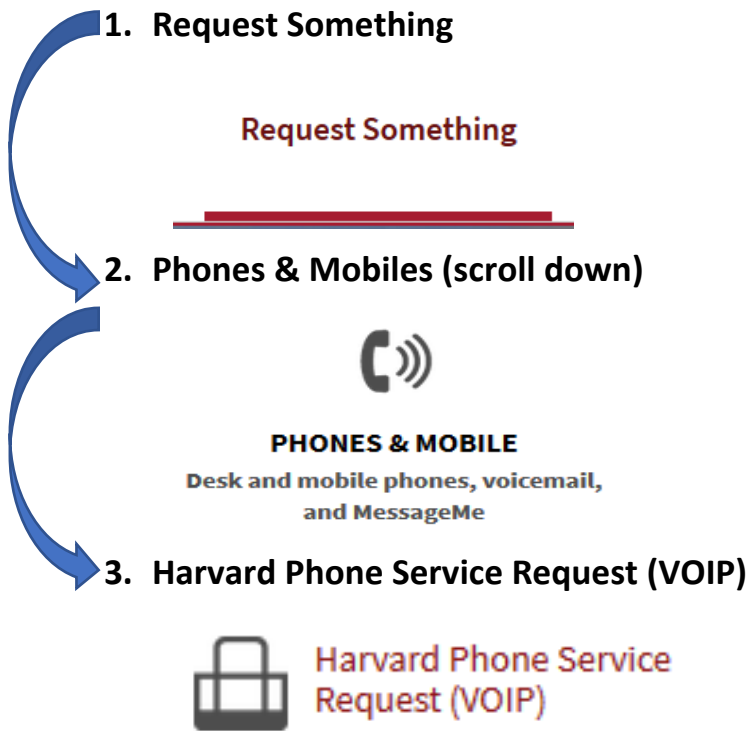
Harvard community, log in to see your tickets and services, and access chat support.

Redirected to IT Help homepage with navigation bar:



Follow Step by Step Instructions

Click on Navigation Bar and Tiles



NOTE: There may be a slight delay after the selection is made

Redirect to Harvard Phone Service Request (VOIP)

Contact Information Section

4. Click on SITE/SCHOOL drop down and SELECT the appropriate option

* Site/School

NOTES: Some information will prepopulate from the Harvard key data
Contact Admin OPs at FASASAP@fas.harvard.edu for access if
SITE/SCHOOL is not reflected



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Basic Information Section

5. Click on REQUEST TYPE drop down and SELECT the CHANGE option

Request Type

6. Click on DISPATCHABLE drop down and SELECT the NO option

Dispatchable

NOTE: A technician will NOT be sent to facilitate the change

7. Click on DUE DATE and SELECT the appropriate date

* Due Date

User Information Section

8. Click on USER TYPE drop down and LDAP or LOCAL option

LDAP: It is a record of a person who claimed a Harvard key (i.e., steve_sweeney@harvard.edu)

User Type

LOCAL: It is typically designated as a location (i.e., conference room (784Memorial_314F_Shared))

User Type

NOTE: Choose the user/line to change by searching by either the first or last name (case insensitive)



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Distributed GL Coded Section

9. Enter the department's General Ledger segments in the following fields on the LEFT

TUB <input type="text" value="370"/>	TUB (Prior) <input type="text" value="370"/>
Tub-Level GLCode <input type="text" value="370-30700-8510-000001-600170-0000-00000"/>	Tub-Level GLCode (Prior) <input type="text" value="370-30700-8510-000001-600170-0000-00000"/>
* Dist Tub <input type="text" value="370"/>	Dist Tub (Prior) <input type="text" value="370"/>
* Dist Org <input type="text" value="33260"/>	Dist Org (Prior) <input type="text" value="33260"/>
* Dist Object <input type="text" value="8510"/>	Dist Object (Prior) <input type="text" value="8510"/>
* Dist Fund <input type="text" value="000001"/>	Dist Fund (Prior) <input type="text" value="000001"/>
* Dist Act <input type="text" value="600100"/>	Dist Act (Prior) <input type="text" value="600100"/>
* Dist Sub Act <input type="text" value="0000"/>	Dist Sub Act (Prior) <input type="text" value="0000"/>
* Dist Root <input type="text" value="00000"/>	Dist Root (Prior) <input type="text" value="00000"/>

NOTE: Use [Charts Validator](#) to confirm coding and not SNOW Lite

Enter a description in Reference 1 and/or 2 fields for additional coding information

Reference 1 <input type="text"/>	Reference 1 (Prior) <input type="text"/>
Reference 2 <input type="text"/>	Reference 2 (Prior) <input type="text"/>

10. Click on SUBMIT to complete and send request form to HUIT

Final Steps

- An email notification will be sent to the user to confirm receipt and completion of the request
- The request is typically completed within 48 hours of submission (subject to change based on time of year or traffic)