In this guide, we will learn the steps for making two different types of requests in ServiceNow.

- **Simple Structured Request**: A simple form that links to most catalog items.
- **Structured Request**: A custom form with detailed workflow specific to the catalog item.

1. Using the left side navigation bar, open the Service Catalog.
   - **ESS Users** *(Employee Self-Service)*
     Access the Service Catalog via
     "Self-Service" ➔ Request.
     Or
   - **ITIL Users** ➔ Request ➔ Catalog.

**A. An ESS User**: can take a number of actions directly from ITS Service pages, which appropriately routes them in ServiceNow. From the ITS website you can choose the following.

1. Click the **Services** Header
   - Select business service group
2. From the Service Offering Page
   - Request this Service ➔ Service Catalog
   - Report an issue ➔ Incident
   - Ask a question ➔ Inquiry (Generic Request)
   - Check Status of my Ticket ➔ My Tickets Page with Search Option
B. **ITIL Users**: should create a ticket directly in ServiceNow.

1. Request Module > **Catalog**
2. The **Service Catalog** displays, providing a list of available services.
3. Choose from the list of available services.
   - Top Requests
   - Complete request catalog

4. **Complete** required fields marked with an *asterisks*.
   - Enter information completely and accurately to ensure fastest processing
   - You must enter all required fields to process the ticket.
   - After you complete this form, you can add additional tickets to the cart if needed before sending the order.
If there isn’t a **Structured Request** form available for a catalog item, select a **Simple Structured Request**.

1. Select from the available Service Groups.
   a. Click Simple structured request

   ![Simple Structured Request](image)

1. Complete all required fields marked with an *asterisks*.
   - Enter information completely and accurately to ensure fastest processing.
   - Ensure you complete the ticket by choosing **Order Now**.

   ![Request Form](image)
5. Once complete, you will receive a notification that the ticket is complete along with the REQ Number.

- You can follow the stage status, and review the orders progress, through the Request module.

![Request-Creating a New Request (continued)]