



CNIC U LMS ServiceNow Ticketing Process

You have a question, access issue, course problem, or some other LMS related need? Please submit a ticket through our ServiceNow portal.

Requests for service won't fall through the cracks and you will receive updates and information faster and more efficiently!

CNIC FFR ServiceNow Hub

After navigating to the Login Page, you may need to set up a new user account. Let's walk through the steps.

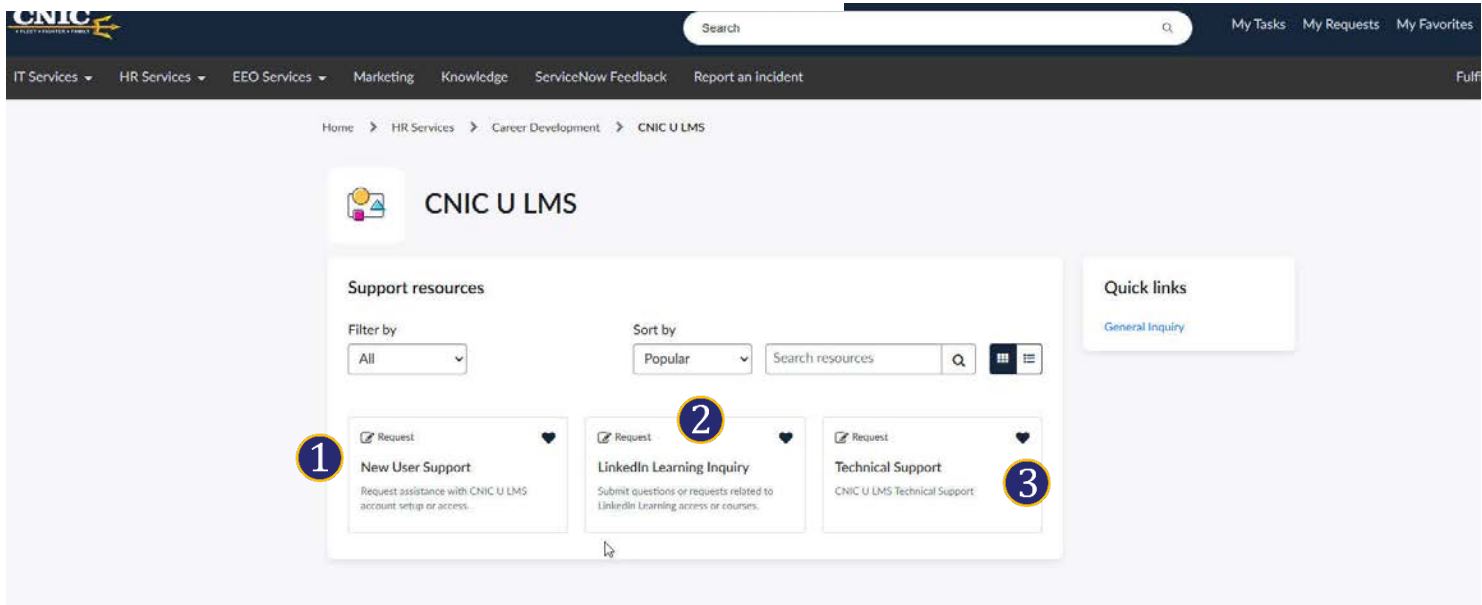
1 Click Register

2 Complete the request form.

NOTE: It may take up to 48 hours to complete your registration request. If you need immediate help, email cnic-u.fct@navy.mil

Once you have access, you will click on HR Services 1 and then CNIC U LMS. 2 Notice that you have access to many more options and services.

CNIC U LMS Resources Page



- 1 Use New User Support for questions and issues surrounding requests for new user accounts.
- 2 Use LinkedIn Learning Inquiry if you have problems with a specific LinkedIn Learning course.
- 3 Use Technical Support for all other issues. Course completions, vILT class questions, re-activation of user accounts, login problems, etc.

Technical Support Form

Complete the form with as much information as you can. Include screen-shots, URL's, and a full description of the problem.

- 1 In this spot, search for your name, or the person you are submitting the ticket for. You can add additional persons to the "Watch List" and they will get updates on the ticket as well. 2

- 3 When you have completed the form, click Submit. You should receive a confirmation email notification.

That's it!