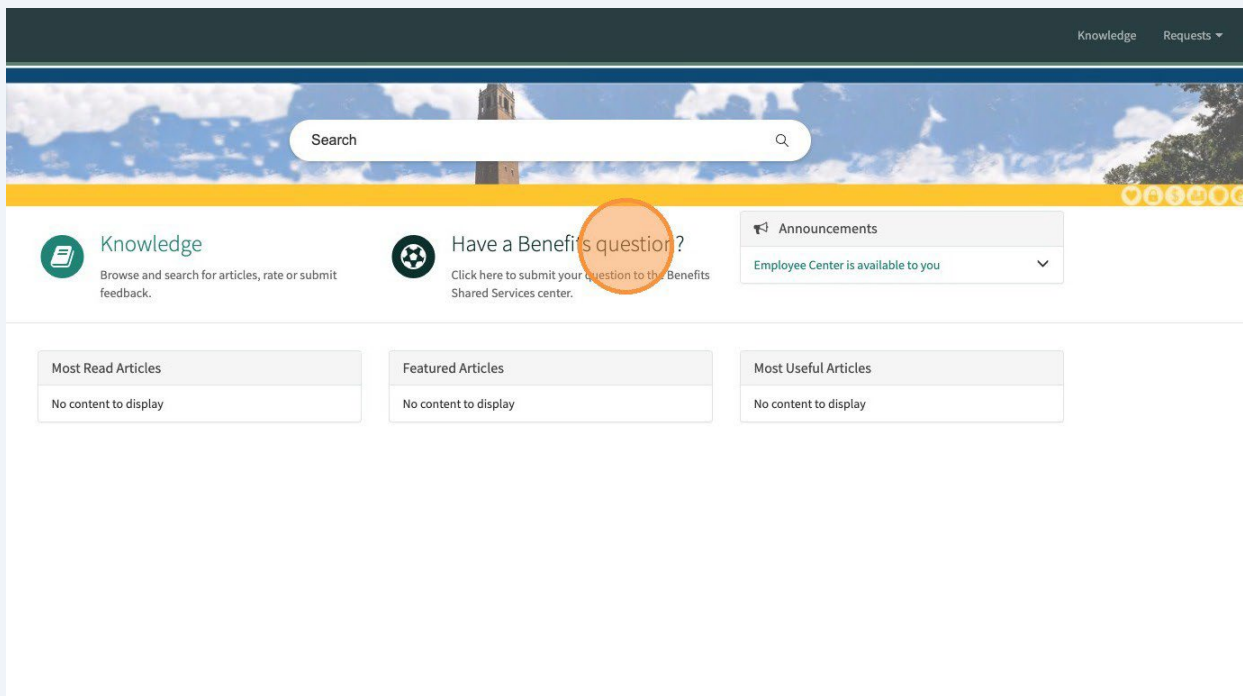


Submit a Benefits Question on ServiceNow Portal

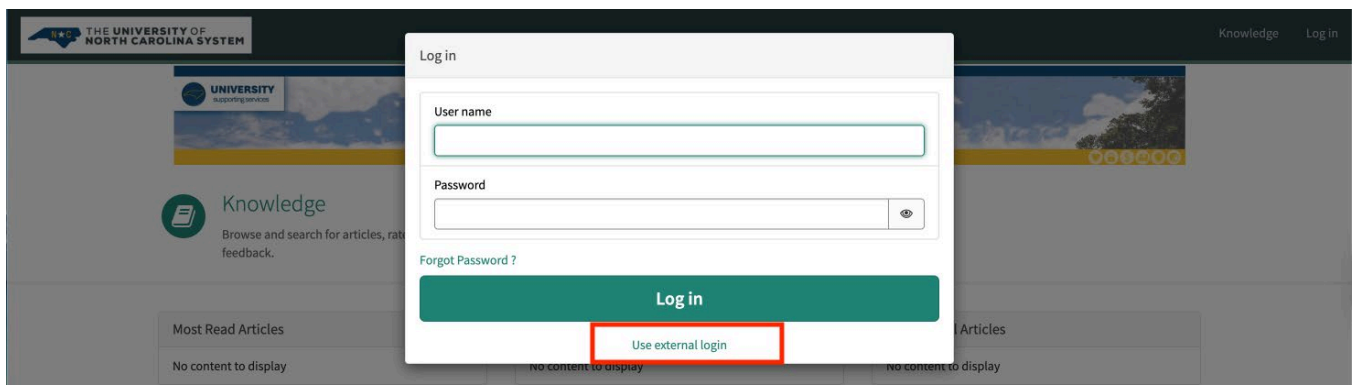
This document shows you how to submit a Benefits question through the ServiceNow portal for all employees.

1

Navigate to <https://uncsys.service-now.com/uba> and Click "Have a Benefits question?"



When you click on the Benefits Question or Knowledge Base you will get a dialog box to sign in. Please click **USE EXTERNAL LOGIN** and sign on with your Single Sign On credentials (applies for all employees – both UNC SO & Institution employees)



2

Click on the drop down to select whether you are a UNC System Office employee (PBS & NCSEAA included) or from an Institution.

Home > Have a new Benefits question?


Search

Have a new Benefits question?

Let us know how we can help with your Benefits or Leave-related question.

* Indicates required

If you're a UNC System Office employee, including PBS, SEAA, pick UNC System Office from the drop-down. Otherwise, continue with Institution in the dropdown.

Institution 

First and Last Name

* Institution

* Phone Number

* Email

Category

* Subcategory

Submit

Required information

Phone Number

Subcategory

Institution

Email

3


For the purposes of this example, we have selected Institution. You will be able to then look up your name as shown below in the next step.


Have a new Benefits question?

Let us know how we can help with your Benefits or Leave-related question.

* Indicates required

If you're a UNC System Office employee, including PBS, SEAA, pick UNC System Office from the drop-down. Otherwise, continue with Institution in the dropdown.

Institution 



* Phone Number

* Email

Category

* Subcategory

Short Description

Submit

Required information

Phone Number

Subcategory

Institution

Email

4

For the purposes of this example, we have created a Test account. In the example below, we have looked up Matt Test and the resulting First and Last Name show up to be selected.

Have a new Benefits question?
Let us know how we can help with your Benefits or Leave-related question.

* Indicates required

If you're a UNC System Office employee, including PBS, SEAA, pick UNC System Office from the drop-down. Otherwise, continue with Institution in the dropdown.

Institution

First and Last Name

* Institution

* Phone Number

* Email

Category

-- Select Category --

* Subcategory

-- Select Subcategory --

Short Description

Description

5

Once your name is selected, the system will pre-populate the Institution & Email information. Please enter the best phone number for the Benefits team to be able to reach you for a call if needed. Please note: if your email & institution information does not pre-populate, then please email your benefits question to benefits@northcarolina.edu and a case will be created for you.

Have a new Benefits question?
Let us know how we can help with your Benefits or Leave-related question.

* Indicates required

If you're a UNC System Office employee, including PBS, SEAA, pick UNC System Office from the drop-down. Otherwise, continue with Institution in the dropdown.

Institution

First and Last Name

* Institution

* Phone Number

* Email

Category

-- Select Category --

* Subcategory

-- Select Subcategory --

Short Description

Description

6

Navigate to the Category drop-down and select the category that best matches your inquiry.

Institution in the dropdown.

Institution

First and Last Name: Matt Test Account

*Institution: UNC System Office (UNCSCO)

*Phone Number: 9999999

*Email: mtestaccount@gmail.com

Category: -- Select Category --

- Benefits
- Leave

Description

Add attachments

7

Navigate to the Subcategory drop-down and select the subcategory menu option that best captures the topic of your question.

First and Last Name: Matt Test Account

*Institution: UNC System Office (UNCSCO)

*Phone Number: 9999999

*Email: mtestaccount@gmail.com

Category: Leave

*Subcategory: -- Select Subcategory --

- General Inquiry
- Family Medical Leave Act (FMLA)
- Family Illness Leave (FIL)
- Faculty Serious Illness and Disability Leave (FSIL)
- Paid Parental Leave (PPL)
- Military Exigency Leave

Add attachments

8

Click the "Short Description" field enter in a short high-level description.

Institution

First and Last Name
Matt Test Account

* Institution
UNC System Office (UNC SO)

* Phone Number
9999999

* Email
mtestaccount@gmail.com

Category
Leave

* Subcategory
Family Medical Leave Act (FMLA)

Short Description

Description

Add attachments

9

Click the "Description" field and enter in further details.

Matt Test Account

UNC System Office (UNC SO)

* Phone Number
9999999

* Email
mtestaccount@gmail.com

Category
Leave

* Subcategory
Family Medical Leave Act (FMLA)

Short Description
Enter Details

Description

Add attachments

10 If you have any pertinent attachments to add, then please click Add Attachments.

A screenshot of a web form. The form has several fields: a dropdown menu for 'Category' with 'Leave' selected, a dropdown menu for 'Subcategory' with 'Family Medical Leave Act (FMLA)' selected, a text input field for 'Short Description' containing 'Enter Details', and another text input field for 'Description' containing 'Test for Training'. At the bottom right of the form, there is a button with a paperclip icon and the text 'Add Attachments'. This button is highlighted with a red circle and a red callout box containing the text 'Add Attachments'.

11 Once you have attached documents as needed, you can close the pop-up window.

A screenshot of a web form with a pop-up window. The pop-up window is titled 'Add attachments' and contains a cloud icon with an upward arrow, the text 'Choose a file or drag it here.', and 'Copy and paste clipboard files here.' The pop-up window has a red circle around its 'Close' button. The background form is partially visible, showing a 'Submit' button and several input fields. The form includes a search bar at the top right with 'Knowledge', 'Requests', 'Get Help', and 'Tours' links. Below the search bar, there is a 'Submit' button. The form also has several input fields, including one for 'Institution' with 'UNC System Office (UNCSCO)' and one for 'Email' with 'mtestaccount@gmail.com'. There are also several dropdown menus and a 'Close' button on the pop-up window.

12 Click "Submit" once all details are filled out.

The screenshot shows a web interface for creating a request. At the top right, there is a navigation bar with links for Knowledge, Requests, Get Help, Tours, and a user profile for 'AR' (Aparna Ravichander). Below the navigation bar is a search bar. The main content area contains a form with several fields: a dropdown menu, a text input field, a dropdown menu, a text input field for '*Institution' (containing 'UNC System Office (UNCISO)'), a text input field for '*Email' (containing 'mtestaccount@gmail.com'), and several other empty input fields. A green 'Submit' button is highlighted with an orange circle.

13 Once you click Submit – you will see your new case created here. You can click on the Requests link above to be able to see all your case Requests as shown in the next step. You will also receive an email confirmation with your case number and a link to the ServiceNow portal.

The screenshot shows the confirmation page for a newly created case. At the top right, the navigation bar is visible, with the 'Requests' link highlighted by an orange circle. Below the navigation bar is a search bar. The main content area is divided into several sections: a 'Send' button, a card for 'Aparna Ravichander' with details '03-05-2026 10:26:57' and 'CS0001177 Created', a 'Start' button, an 'Actions' section with a 'Close Case' button, a 'Case details' section with a table showing 'Number' (CS0001177) and 'State' (New), and an 'Attachments' section with a 'Drop files here' area.

Number	State
CS0001177	New

14 Click "All Requests"

The screenshot shows a user interface with a dark header bar containing 'Knowledge', 'Requests', 'Get Help', 'Tours', and a user profile 'AR Aparna Ravichander'. Below the header is a search bar. A dropdown menu is open under 'Requests', with 'All Requests' highlighted in orange. The main content area shows a request card for 'Aparna Ravichander' with details: '03-05-2026 10:26:57' and 'CS0001177 Created'. To the right of the card are sections for 'Actions' (with a 'Close Case' button), 'Case details' (with 'Number: CS0001177' and 'State: New'), and 'Attachments' (with a 'Drop files here' area).

15 Click "My Cases items" to see all the cases you have submitted and the statuses of them all.

The screenshot shows a user interface with a dark header bar containing 'THE UNIVERSITY OF NORTH CAROLINA SYSTEM'. Below the header is a breadcrumb 'Home > My Lists' and a search bar. The main content area is divided into two sections. On the left is a 'My Lists' sidebar with a list of items: 'All Cases', 'Action Needed', 'My Cases', 'My Case Tasks', and 'My Requests'. 'My Cases' is highlighted with an orange circle. On the right is a 'My Requests' table with a filter set to 'All'. The table has columns for 'Number', 'Short description', 'System Office Employee', and 'Priority'. The table contains 15 rows of data.

Number	Short description	System Office Employee	Priority
CS0001177	Enter Details		4 - Low
CS0001176	test	Damman Marwah	4 - Low
CS0001173	test	Randall Fleming	4 - Low
CS0001174	test	Matthew Gibson	4 - Low
CS0001172	test	Randall Fleming	4 - Low
CS0001170	test	Matthew Gibson	4 - Low
CS0001169	test	Matthew Gibson	4 - Low
CS0001168	test	Randall Fleming	4 - Low
CS0001164	test		4 - Low
CS0001163		Elizabeth Gwinn	4 - Low
CS0001160	test		4 - Low
CS0001159	test		4 - Low
CS0001158	test	Randall Fleming	4 - Low

16

In conclusion: Once a case is submitted via the ServiceNow portal, you will receive an email confirmation of your case with a link to your case in the ServiceNow portal. You will receive communications on your case within the portal as well as your email. Therefore, you can access any current or previous cases via the ServiceNow portal or the email thread. If you have any issues submitting a case, please contact the Benefits Service Center: 919-445-1352.