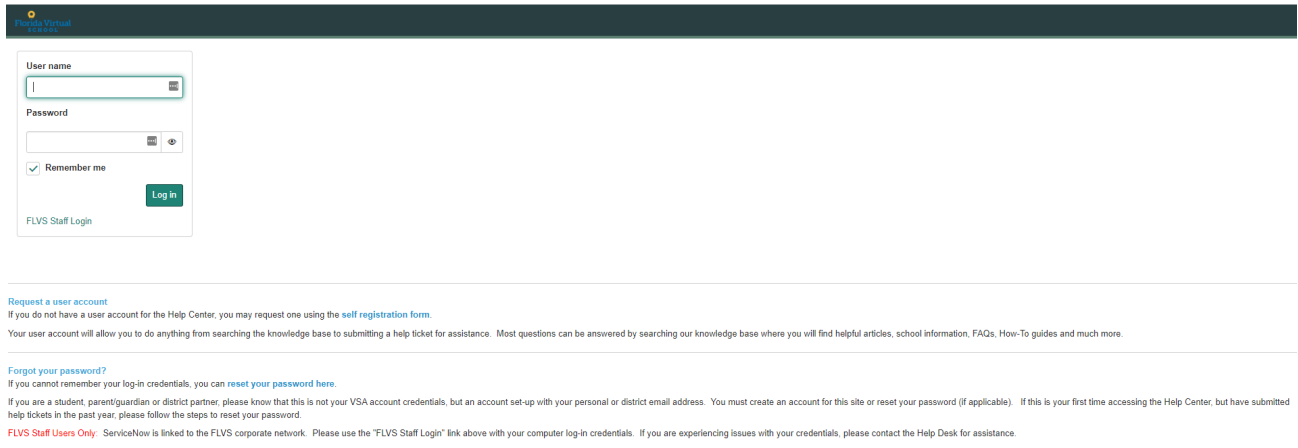


Instructions for Submitting Your Completed Research Request Proposal

1. Open your browser (Mozilla Firefox or Google Chrome preferred).
2. Sign into the FLVS Help Center at: <https://flvsprd.service-now.com/>
3. If necessary, request a user account using the self-registration form: https://flvsprd.service-now.com/user_registration_request.do?sys_id=-1&sysparm_view=ess



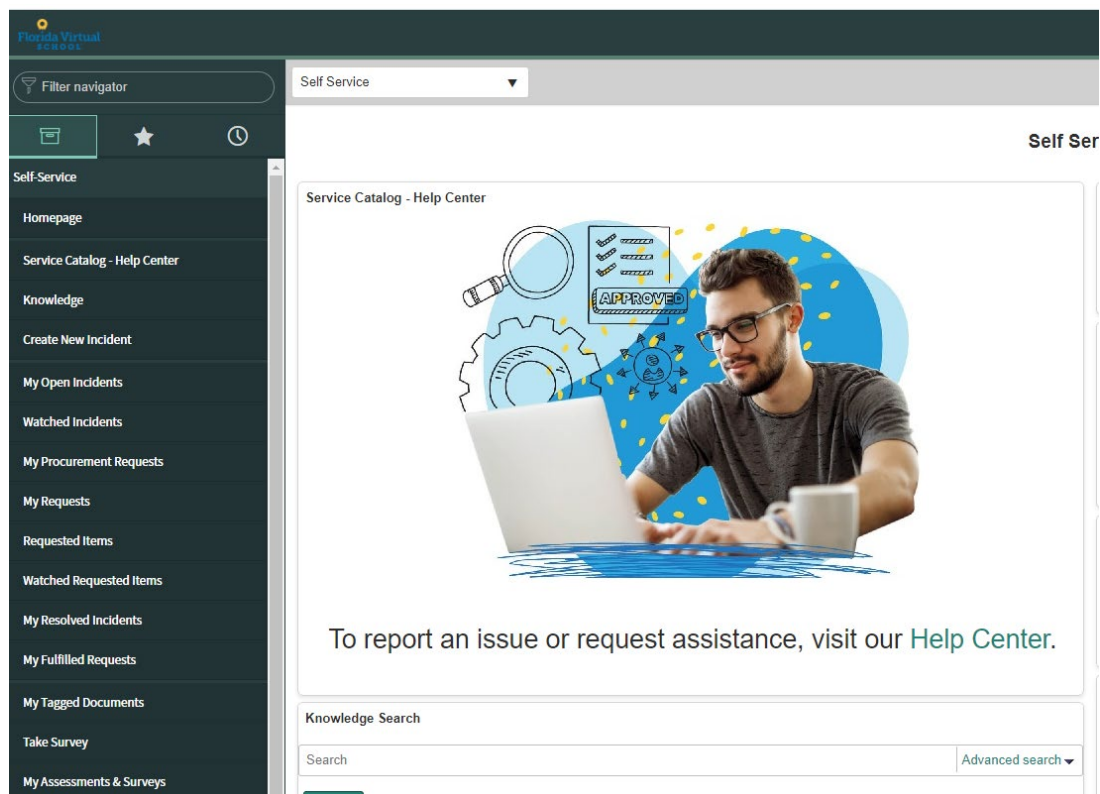
The screenshot shows the login interface for FLVS Virtual Services. It features a dark header with the logo. Below it is a white login box with fields for 'User name' and 'Password', a 'Remember me' checkbox, and a 'Log in' button. A link for 'FLVS Staff Login' is at the bottom of the box. Below the login box, there are three sections of text: 'Request a user account' with a link to the self-registration form, 'Forgot your password?' with a link to reset the password, and a paragraph explaining the account types for students, parents, and staff. A red note at the bottom states that 'ServiceNow is linked to the FLVS corporate network' and provides instructions for staff and users experiencing issues.

Request a user account
If you do not have a user account for the Help Center, you may request one using the [self registration form](https://flvsprd.service-now.com/user_registration_request.do?sys_id=-1&sysparm_view=ess).
Your user account will allow you to do anything from searching the knowledge base to submitting a help ticket for assistance. Most questions can be answered by searching our knowledge base where you will find helpful articles, school information, FAQs, How-To guides and much more.

Forgot your password?
If you cannot remember your log-in credentials, you can [reset your password here](#).
If you are a student, parent/guardian or district partner, please know that this is not your VSA account credentials, but an account set-up with your personal or district email address. You must create an account for this site or reset your password (if applicable). If this is your first time accessing the Help Center, but have submitted help tickets in the past year, please follow the steps to reset your password.

FLVS Staff Users Only: ServiceNow is linked to the FLVS corporate network. Please use the "FLVS Staff Login" link above with your computer log-in credentials. If you are experiencing issues with your credentials, please contact the Help Desk for assistance.

4. After logging in, click on Create New Incident on the left side of the page.



5. Select External Research Proposal from the Category drop-down menu.

* Please select the appropriate Category for this incident. ?

For example, if you are experiencing an issue with a specific application or FLVS software (i.e. Educator), you would select "Software". ✖

External Research Proposal ▼

6. Select the correct option from the Subcategory drop-down menu and include a short and long description.

* Please select the appropriate Subcategory for this incident. ?

For example, if you are experiencing an issue with Educator, you would select "Educator" (after selecting "Software"). ✖

University or College ▼

* Please provide a short description for this incident. ?

* Please describe in detail the reason for this incident. ?

7. Attach a copy of the notarized form using the Add Attachments button.



Add attachments

8. Click Submit

Submit