

# Supplier guide to ServiceNow AP Helpdesk

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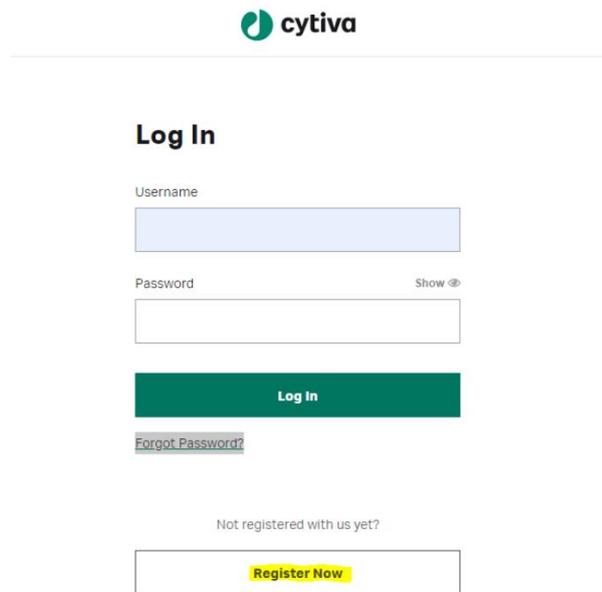
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To access ServiceNow portal to raise AP Helpdesk queries as a supplier. You need to have a Cytiva webpage login. Follow the steps below to create an account in Cytiva webpage.

## 1. Steps to create a new login

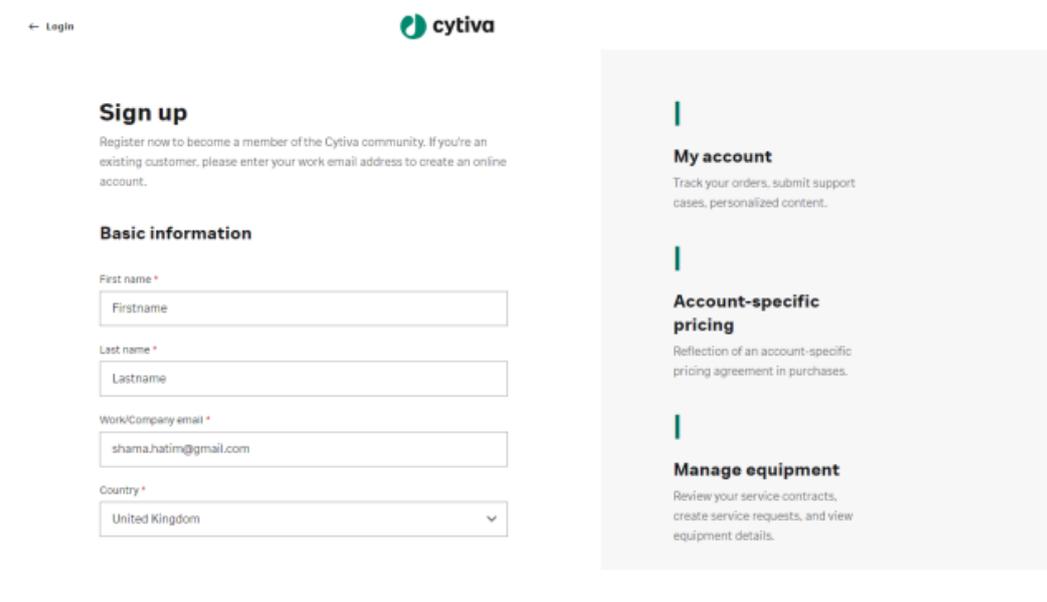
**Step 1:** Enter to the Cytiva webpage accessible via <https://www.cytivalifesciences.com/en/us>. The login page will display.

**Step 2:** In the login page, Click on Register Now



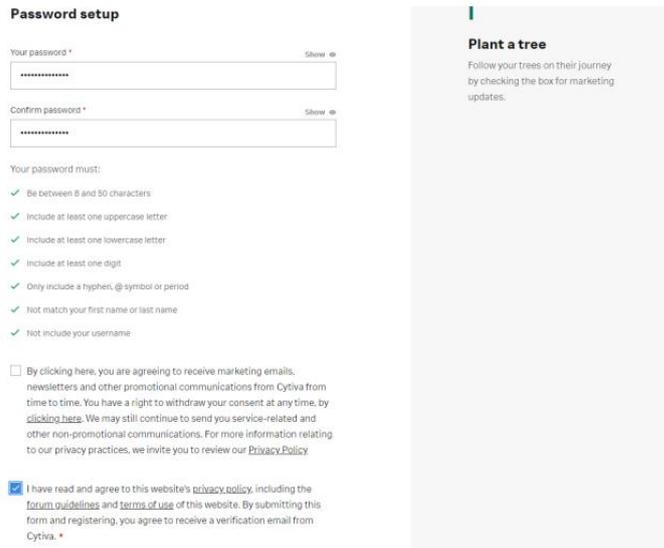
The screenshot shows the Cytiva login page. At the top is the Cytiva logo. Below it is a horizontal line. The main heading is "Log In". There are two input fields: "Username" and "Password". The "Password" field has a "Show" icon with an eye symbol. Below the input fields is a green "Log In" button. Underneath the button is a link for "Forgot Password?". At the bottom, there is a link "Not registered with us yet?" and a yellow "Register Now" button.

**Step 3:** Provide your first and last name, your work email and the operating country location of your company.



The screenshot shows the Cytiva sign up page. At the top left is a back arrow and the text "Login". The Cytiva logo is at the top center. The main heading is "Sign up". Below it is a paragraph: "Register now to become a member of the Cytiva community. If you're an existing customer, please enter your work email address to create an online account." Below this is the "Basic information" section. It contains four input fields: "First name \*", "Last name \*", "Work/Company email \*", and "Country \*". The "Work/Company email" field contains the text "shama.hatim@gmail.com" and the "Country" dropdown menu is set to "United Kingdom". To the right of the sign up form is a grey sidebar with three sections: "My account" (Track your orders, submit support cases, personalized content.), "Account-specific pricing" (Reflection of an account-specific pricing agreement in purchases.), and "Manage equipment" (Review your service contracts, create service requests, and view equipment details.).

**Step 4:** Setup your password following the password requirements. Review the website's privacy policy and click on I have read and agree to this website's privacy policy.



**Password setup**

Your password \* Show

Confirm password \* Show

Your password must:

- ✓ Be between 8 and 50 characters
- ✓ Include at least one uppercase letter
- ✓ Include at least one lowercase letter
- ✓ Include at least one digit
- ✓ Only include a hyphen, @ symbol or period
- ✓ Not match your first name or last name
- ✓ Not include your username

By clicking here, you are agreeing to receive marketing emails, newsletters and other promotional communications from Cytiva from time to time. You have a right to withdraw your consent at any time, by [clicking here](#). We may still continue to send you service-related and other non-promotional communications. For more information relating to our privacy practices, we invite you to review our [Privacy Policy](#).

I have read and agree to this website's [privacy policy](#), including the [forum guidelines](#) and [terms of use](#) of this website. By submitting this form and registering, you agree to receive a verification email from Cytiva. \*

**Plant a tree**

Follow your trees on their journey by checking the box for marketing updates.

In case your login has been created, you will not be able to create an account using the same email address, instead you will receive the following error when trying to register your account "This email already exists or needs activating". Click on Forgot your password to activate your account.

## Sign up

**This email already exists or needs activating**

Enter another email or login. Forgot your password? [Click here](#)

If you do not get the message above, **skip to step 7**. In case you have raised cases to Cytiva old system known as OSC GE portal, your account has already been setup, all you need to do is Reset your password by clicking on Forgot Password. Enter to Cytiva webpage page accessible via The login page will display. Click on "Forgot Password?"

## Log In

Username

shama.hatim@gmail.com

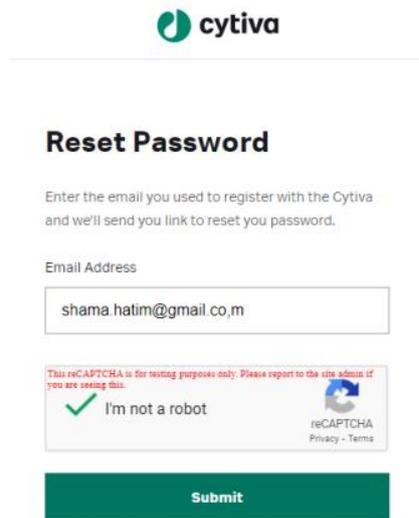
Password Show

\*\*\*\*\*

**Log In**

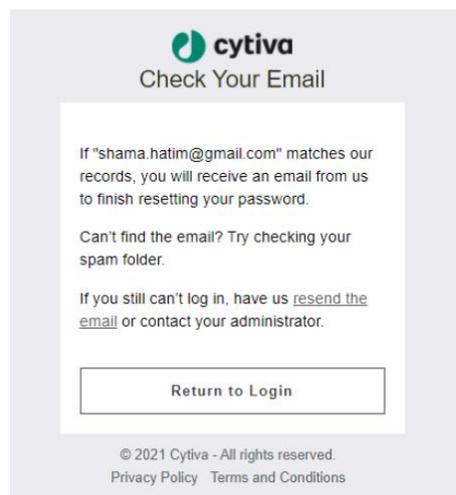
[Forgot Password?](#)

Enter your Email address, click on I am not a robot and click on submit.



The screenshot shows the Cytiva password reset form. At the top is the Cytiva logo. Below it is the heading "Reset Password". The instructions state: "Enter the email you used to register with the Cytiva and we'll send you link to reset you password." There is an input field for "Email Address" containing "shama.hatim@gmail.co,m". Below the input field is a reCAPTCHA widget with a green checkmark and the text "I'm not a robot". At the bottom of the form is a green "Submit" button.

Check your email and follow the instructions indicated. If you have not received the email in your mailbox, click on resend the email.



The screenshot shows the "Check Your Email" page. It features the Cytiva logo and the heading "Check Your Email". The main content area contains the following text: "If 'shama.hatim@gmail.com' matches our records, you will receive an email from us to finish resetting your password. Can't find the email? Try checking your spam folder. If you still can't log in, have us [resend the email](#) or contact your administrator." Below this text is a "Return to Login" button. At the bottom of the page, there is a copyright notice: "© 2021 Cytiva - All rights reserved." and links for "Privacy Policy" and "Terms and Conditions".

Consult your email, search for the email with subject "Sandbox: Password Reset Request". Click on "reset your password" or copy paste the link provided in the email in your web browser.

## Hi Firstname Lastname,

You recently initiated a password reset for your Login. To complete the process, please click the link below.

[Reset Your Password](#)

Alternatively, you can select the link below, copy and paste it in the web browser:

[https://uat-gels.cs160.force.com/geidp/secur/forgotpassword.jsp?r=00D5r0000008aOj0055r000001UM6xCjwKMwoPMBENXlwMDAwMDA4YU9qEg8wMkcyDAwMDAwMEZhmFoaDzAwNTVyMDAwMDAxVU02eBjF-qritC8SECFmsTCTxfUSAnKwSN9s\\_0aDFk95VWlrmw91jHrPAil5EMpgctawUmQ3D7EQmyLbiBynCek4x1UXRC4N3KxhiQJ9x8j2wL3KHANVjuWeH6zsDS4ZPbGscen&display=page&fpot=](https://uat-gels.cs160.force.com/geidp/secur/forgotpassword.jsp?r=00D5r0000008aOj0055r000001UM6xCjwKMwoPMBENXlwMDAwMDA4YU9qEg8wMkcyDAwMDAwMEZhmFoaDzAwNTVyMDAwMDAxVU02eBjF-qritC8SECFmsTCTxfUSAnKwSN9s_0aDFk95VWlrmw91jHrPAil5EMpgctawUmQ3D7EQmyLbiBynCek4x1UXRC4N3KxhiQJ9x8j2wL3KHANVjuWeH6zsDS4ZPbGscen&display=page&fpot=)

Add your password, confirm it then click on Change Password

## Change Password

Enter a new password for  
**shama.hatim@gmail.com**

New password: Show

Confirm New password: Show

Your password must:

- ✓ Be between 8 and 50 characters
- ✓ Include at least one uppercase letter
- ✓ Include at least one lowercase letter
- ✓ Include at least one digit
- ✓ Only include a hyphen, @ symbol or period
- ✓ Not match your first name or last name
- ✓ Not include your username

Change Password

Your password has been updated, you are now able to login. **(Skip to step 7)**

**Step 5:** Activate your account by verifying your email address. Go to your email address mailbox and search for the email with subject: Sandbox: Verify your Cytiva account

[← Login](#)



### Check your email

An email has been sent to **shama.hatim@gmail.com** with a link to activate your account.

Didn't receive an email? If you don't see an email from us within a few minutes, please check the following:

- The email may have been sent to your spam folder.
- The email address you entered had a mistake. If this is the case, please complete registration again.
- We can't deliver the email to this address. (Usually because of corporate firewalls or filtering. If this is the case, please contact us.)

If you're still having issues, resend verification email.

[Resend verification email](#)

**Step 6:** Open the email and click on Verify Account

Once you verify your email you will be re-directed to Login page



Hi Firstname,

Thank you for registering on the Cytiva website. You are receiving this email because we received a request to create an account for you. To continue your registration, please ensure verify your account.

To verify your account, click on the verification button below.

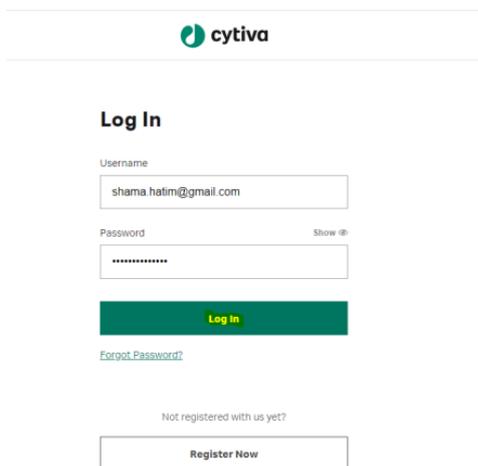
[Verify Account](#)

Once you have verified your account, complete your profile and add your shipping and billing information. This will ensure you get the full benefit of the website.

For any registration or login support queries please contact our

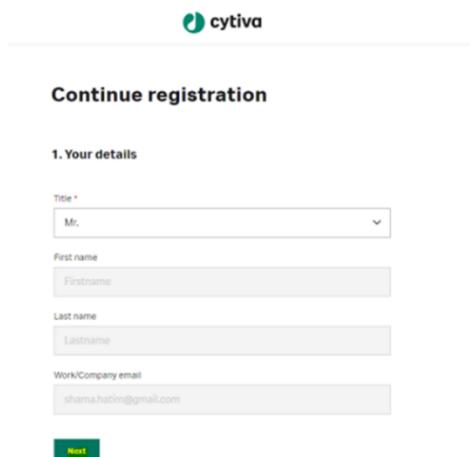
The Cytiva Team

**Step 7:** Enter your username: Email address and the Password you have set in previous steps.



**Step 8:** Continue registration and enter your Title. First name and Last name will auto-populate as you have already added them during basic information update.

Click Next



**Step 9:** Add your company details. First enter your company name under Company then the department you are representing if applicable. Then enter your company address and your work phone number.

Click Next.

## Continue registration

**1. Your details** [Change](#)

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**2. Work details**

Company \*

Department

Willow House, Kestrel View [Edit](#)  
 Bellshill,  
 ML4 3PB  
 United Kingdom

Contact telephone \*

[Next](#)

**Step 10:** Enter what best describes your job function: in this case Enter **Supplier**. It is important that you select Supplier to be able to access ServiceNow. Enter what best describes your business area, from drop down select the value that corresponds to your business. If none of the drop down values apply to you, select any value from the drop down to progress with the registration.

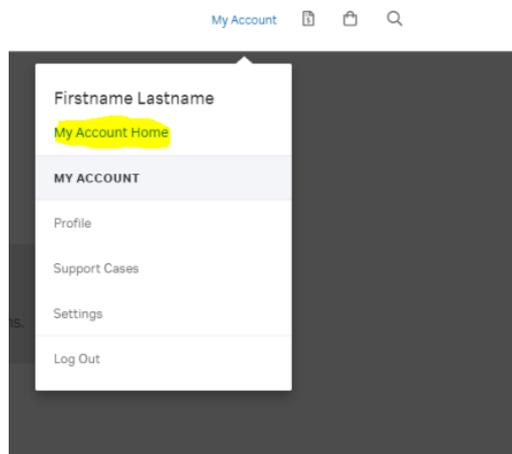
## 3. Professional details

What best describes your job function? \*

What best describes your business area? \*

[Complete registration](#)

**Step 11:** Once the registration is completed. Go to My Account Home.



**Step 12:** Click on supplier portal link to access to Cytiva supplier applications

### My Account

Firstname Lastname · Supplier, Genpact

#### Supplier portal

Visit our [Supplier portal](#) to get access to Cytiva supplier applications.

Online Services Account Settings Notifications

 <p><b>Support Cases</b> Create and view support cases related to your account.</p>	 <p><b>Orders</b> View your previous orders and see tracking information.</p>	 <p><b>My Equipment</b> Manage your equipment and view service history.</p>
 <p><b>Learning</b> Access your learning plan and see available courses.</p>	 <p><b>Regulatory Support</b> Documentation for development and validation.</p>	 <p><b>Certificate Search</b> Search certificates relating to your products.</p>

**Step 13:** The App launcher will open. You will have to wait 5 min for your login to reach ServiceNow tool, then click on ServiceNow link.

If the App launcher does not open, clear your browser cache and try to load the page again. You can also use a private window in your browser.

**App Launcher**  
Select an app you want to access

<b>ServiceNow - Stage</b>	<b>ServiceNow - Test</b>	<b>MagicSupplierStage</b>	<b>ScaleConversion</b>
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**Step 14:** Cytiva ServiceNow page will open, click on **Login as Supplier user**



Welcome to Cytiva Portal

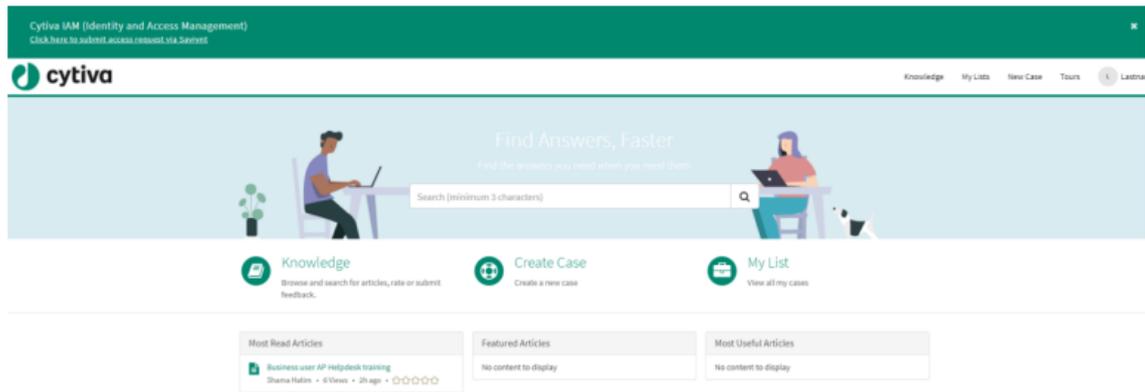
Log in as Supplier User or Internal Cytiva User

Login as Internal Cytiva User

Login as Supplier User

**For Login or Other Technical Issues:**  
 External users: [Click Here](#) to log a request  
 Internal users: [Click Here](#) to log a request

You are now ready to raise a new case under Create Case



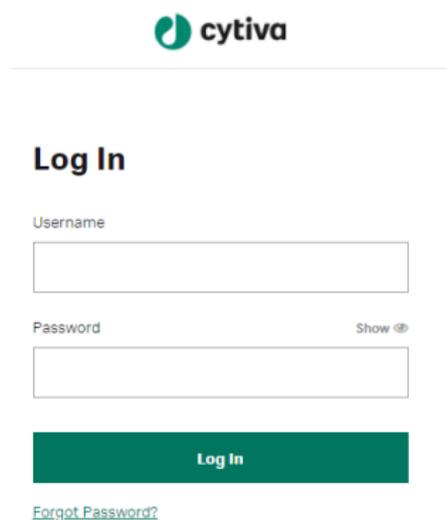
For future login, you can directly open <https://danaher.service-now.com/csm> and click on Login as Supplier User. You will be asked to provide your login email Id and password. Once logged in you will be able to check the status of your queries or raise new queries

## 2. Future login after your account has been created or activated

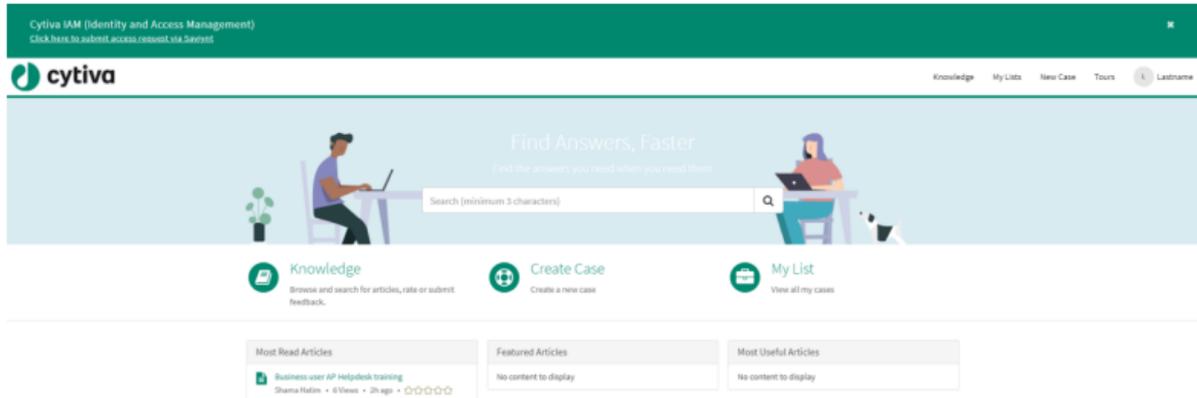
For future login, to access to ServiceNow page directly enter the link <https://danaherstaging.servicenow.com/csm>. The link will direct you to the page below where you can click on Login as Supplier User.



You will directed to the login page where you will be asked to enter your email address and password.



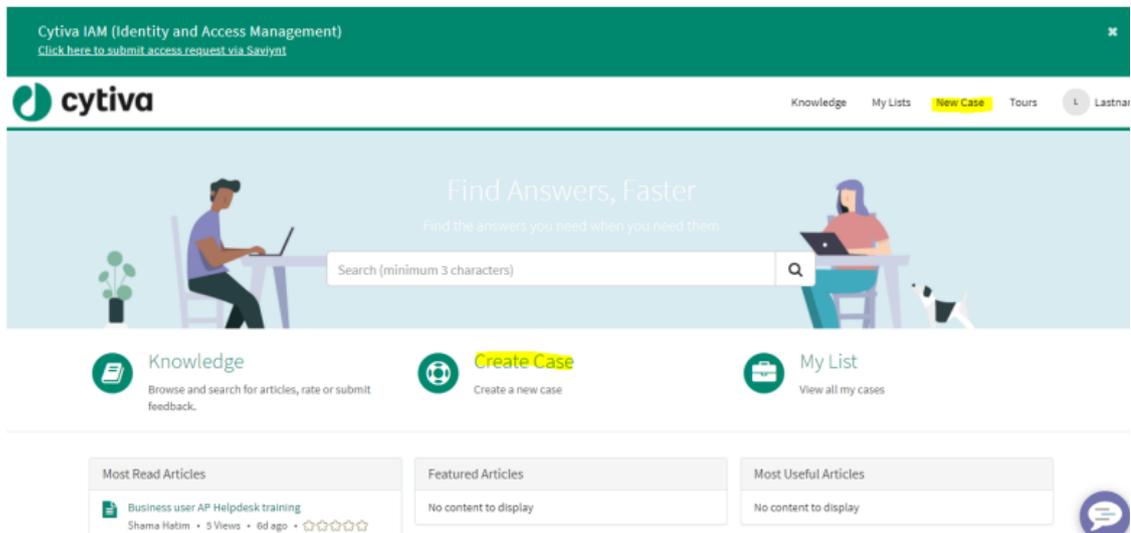
Once you login you will be able to raise new cases by click on Create Case or consult your list of cases under My List.



### 3. How to create a case in ServiceNow?

Once you have logged in to ServiceNow via <https://danaher.service-now.com/csm> , then follow these steps:

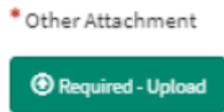
**Step1** – Click on Create Case from home page or New Case from navigation pane.



**Step2** - Fill in the case form with the requested details. It is important that you select the category that best describe your issue, the correct Cytiva Legal entity and all the mandatory details as these are necessary for AP to investigate your issue

- 1- Add attachments using the attachments button.
- 2- All mandatory fields are listed under "Required information". Required information will displayed remaining fields that are required before submission.

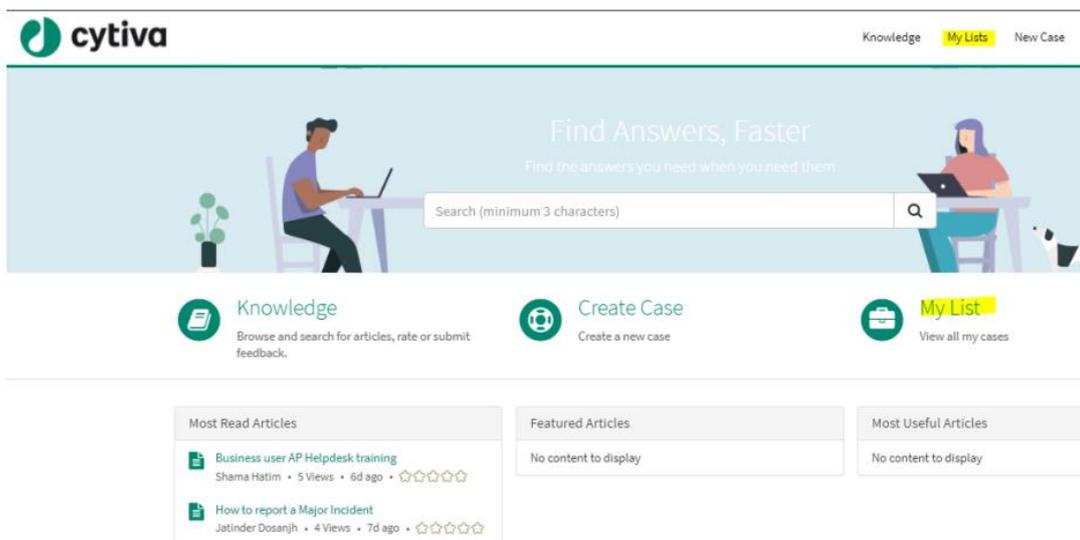
- 3- Mandatory fields are marked with \*
- 4- The country selected will drive the Legal Entity displayed
- 5- Mandatory fields will change as per category selected. For vendor data updates, attachments are mandatory. You will be asked to attach at least one supporting document using this field.



- 6- Click on Submit to create the case and ticket will be sent to Cytiva Accounts Payable team to action

#### 4. Review status of a case

To view the list of cases Click on My List/ My Lists from home or from navigation pane.



My Lists will display the history of active and resolved cases you have raised.

1. All Cases and My Cases lists will display the history of active and resolved cases you have raised
2. In case list the state will tell you the status of the case created
  - **New** - Case created have not yet been reviewed by AP team.
  - **Open** – AP team is currently working on the case
  - **Awaiting Info** – You as a Requestor or someone else in business have been notified to provide more info on case
  - **Resolved** – AP have responded on your case and you have 10 working days to accept solution provided
  - **Closed** – After 10 working days they case will get closed

Home > My Lists 3 Search

1 My Lists

- All Cases
- Action Needed
- My Cases
- My Requests

Cases

All

Number	Channel	Account	Case Category	Sub Category	Short description	Priority	State	Legal Entity
CS0001264	Web	DHL GLOBAL FORWARDING GMBH	Incorrect / double payment		We have received a double payment	3 - Moderate	Resolved	Global Life Sciences Solutions Australia...
CS0001315	Web	DHL GLOBAL FORWARDING GMBH	Statement reconciliation request		Could you please provide a statement reconciliation?	2 - High	Awaiting Info	Global Life Sciences Solutions Manufactu...
CS0001312	Web	DHL GLOBAL FORWARDING GMBH	Legal letters		testing Shanghai auto selection	3 - Moderate	Closed	Global Life Sciences Technologies (Shang...
CS0001310	Web	DHL GLOBAL FORWARDING GMBH	Invoice rejected		regression testing supplier is able to login, change of account, send email notification	2 - High	New	Cytiva Biotechnology (Hang Zhou) Co., L...

2

3. Filter can be used to search based on (case numbers, invoice number, PO number etc).

Home > My Lists

Q

🔍 We have received a double payment

## 5. Awaiting Info – more information needed on case opened

If you get notified by Cytiva Accounts Payable team that more information is needed through email, then open case You will see on case header on who the action is pending with

Priority 3 - Moderate	Account DHL GLOBAL FORWARDI...	Contact Lastname	Channel Web	Case Category Incorrect / double payment	Pending With Case requestor
Country Australia	Legal Entity Global Life Sciences Solu...	Invoice Number testabc	Supplier Name 3M Filtration	PO Number(if you do not kno...	Total Payment received 2000
GSL B63687	# of Invoice/ Payments 1	Currency List AUD			

If action is pending on you or if you have more comments to add to the case you can always do that , type in your update and click on Send

Support Knowledge My Lists New Case SH Stefa

Home > My Request - CS0017552

Activity Attachments

**B** *I* U System Font ☰ ☰ ☰ ☰ ☰ ☰ ☰ ☰

I realized that there is a holiday now and supplier confirmed that it is sufficient to received funds next Thursday

Send

Add/Remove Attachments at any stage of the query handling process using Attachments section

**TEST4** Actions ▾

Priority 3 - Moderate	Account TEST	Internal User julianna bereczk	Channel Web	Case Category Invoice status	Country United Kingdom
Legal Entity Pall Manufacturing UK Li...	Invoice Number TEST4	Supplier Name TEST4	PO Number(if you do not kno... TEST4	GSL SAP_0000759312	

Activity **Attachments**

Drop files here

## 6. Closing a support case

There are 3 ways of closing a case

1. You as a Requestor initiate the closure if you think case have been resolved, then open case and in action select Close case

**We have received a double payment** Actions ▾

Priority	Account	Contact	Channel	Case Category	Country
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Close Case

2. Once the case has been resolved, you will have 10 calendar days to accept or reject the solution. To accept or reject the solution, go to actions at case header and select your choice from drop down. If the solution is rejected, the case will re-open. Once the solution is accepted, the case will close and will not allow re-opening.

Updated just now    State **Resolved**

double payment	Country Australia
t received	GSL B63687

Actions ▾

- Accept Solution
- Reject Solution

3. If you do not accept or reject the solution within 10 calendar days following the resolution, the case will auto-close and will not allow re-opening beyond the 10 days.

