

The ILMS Self Service Portal

Your Gateway to ILMS Solutions



The ILMS Self Service Portal eliminates the need to email the ILMS Support Desk by allowing Users to submit tickets with the simple click of a button!

ILMS, the Integrated Logistics Management System, is a single, integrated web-based information system that serves as the foundation for the Department of State's federal assistance management system – SAMS Domestic.

Connect and Log in

A link to the Self Service Portal is available by clicking 'Contact Support' at the bottom of all SAMS Domestic pages

Log in directly from:

<https://afsitsm.servicenow.com/ilms/home>

Initial Access

New SAMS Domestic Users:

*Users who already have a SAMS Domestic Portal account need to activate their Self Service credentials by clicking the 'Forgot Credentials?' link

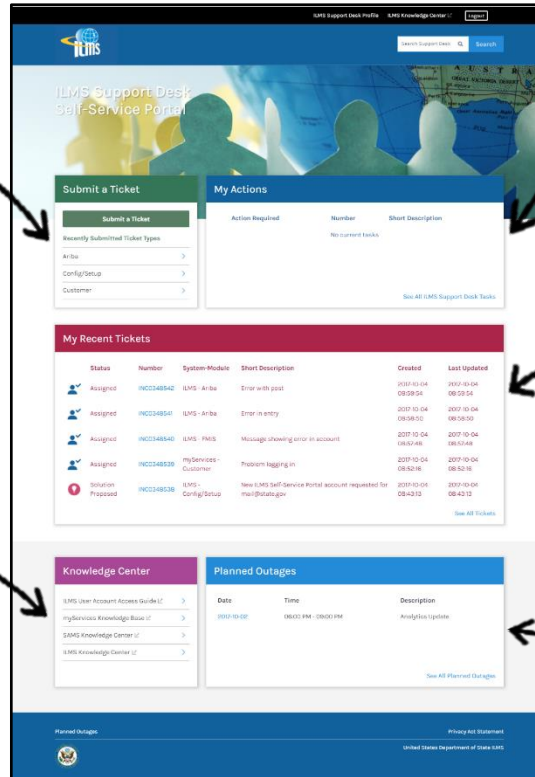
- To request a new account click the link under 'Need an Account?' on the homepage
- Complete the form with the requested information and click 'Submit'
- A confirmation email will be sent once the account has been created

Click the link under
'Need an Account?'

Complete the account
request form and click
'Submit'

Navigate the Homepage

The five portlets on the Self Service Portal homepage allow users to submit and track Support Desk tickets.



Submit a Ticket

Open a New Ticket or select a commonly used ticket type

My Actions

Take action on submitted tickets that require more information or complete feedback surveys

My Recent Tickets

Access recently submitted tickets and view real time status updates for your tickets

SAMS Domestic Resources

Access SAMS Domestic Training Resources and Self Service Portal training materials

Planned Outages

View a list of all planned outages across ILMS Modules

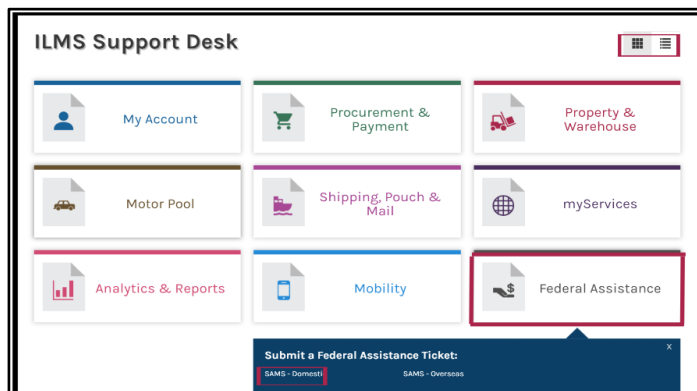
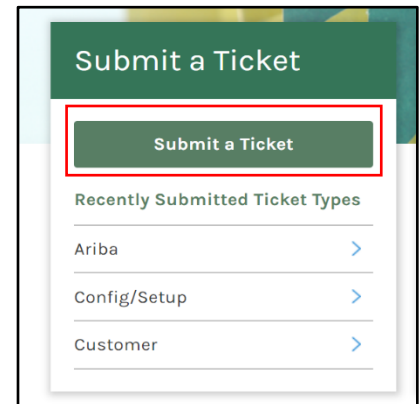
Submit a Ticket

1 Click 'Submit a Ticket'

Click the 'Submit a Ticket' button to create a blank new ticket or click a category in 'Recently Submitted Ticket Types' to open a new blank ticket for that category

2 Select a Category

Select the 'Federal Assistance' Card in the bottom right corner. From the drop down, select 'SAMS Domestic' to open a new ticket.



Quick Tip:

Clicking the list and card icons in the top right corner allows users to switch between the 'Card View' and 'List View'.

3 Complete a Ticket

Customer Information

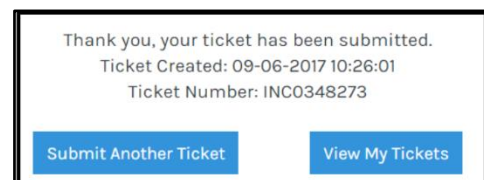
- User Information populates based on account profile
- On Behalf of / CC' field allows additional people to be added to a ticket; use the magnifying glass to look up other users

Ticket Information

- Complete all applicable fields (a red asterisk marks a mandatory field)
- Use the paperclip icon in the top right corner to attach images and supporting documents

Submit Ticket

- Click 'Submit' once the ticket has been completed
- User will receive a confirmation message and an email with ticket details



Complete a Satisfaction Survey

Access Survey

- Once a ticket is 'Resolved', users will receive an email notification to complete a satisfaction survey
- Surveys can be found on the ILMS Self Service Portal homepage under 'My Actions'

Complete

- Surveys consist of four simple questions and a section for additional comments
- If a user indicates that the issue was not resolved, the ticket will automatically reopen

Quick Tip:

The ILMS Logo in the top left corner is a shortcut to the ILMS Self Service Portal homepage.

Access the [ILMS Self Service Portal](#) today!



For more information about the ILMS Self Service Portal, click here to check out the SAMS Domestic Training Resources.