LA County Substance Abuse and Prevention Control

Sage Help Desk “ServiceNow” Portal Instructions

Overview: Below are the steps to access the Sage Help Desk “ServiceNow” Portal and reset your ServiceNow Portal Password.

ServiceNow Portal:
ServiceNow Portal: https://netsmart.service-now.com/plexussupport
Username: Company Email address
Password: Issued during account creation

Accessing ServiceNow Portal:

1. Navigate to the Netsmart ServiceNow Portal
2. https://netsmart.service-now.com/plexussupport
3. Select login in the top right of screen
4. The login page will appear
5. Enter your username (email all lower case)
6. Enter your password
7. Click Login
Resetting ServiceNow Portal Password:

1. First navigate to the Netsmart ServiceNow Portal
2. [https://netsmart.service-now.com/plexussupport](https://netsmart.service-now.com/plexussupport)
3. Select login in the top right of screen
4. The login page will appear

5. Select Reset password link
6. Enter your username
7. Click next

8. An email will be sent to the address associated with your account
9. Click the link provided within the email to change password