# How to Use the ServiceNow Portal for Your Residency Application
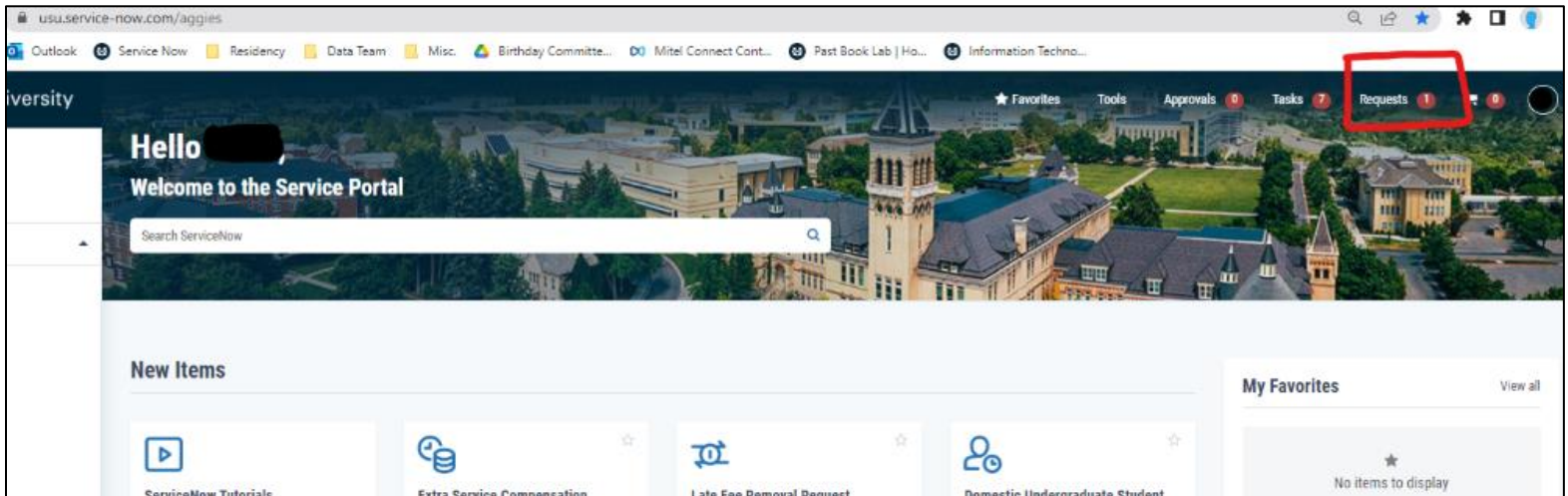
Submitting A Residency Application:

1. Click the "Online Residency Application" button located on the residency website.
2. Log in to the ServiceNow Portal with your A# and password.
   a. If you have trouble with your password, you can contact the IT Service Desk for assistance.
3. In order to submit you residency application, you will need to answer all of the questions and attach the required documentation for the exception you are applying under. SerivceNow will prevent you from being able to submit your application until your attachments are added.
   a. You will get a red banner across the top of the screen that says, "Attachment(s) are not added."
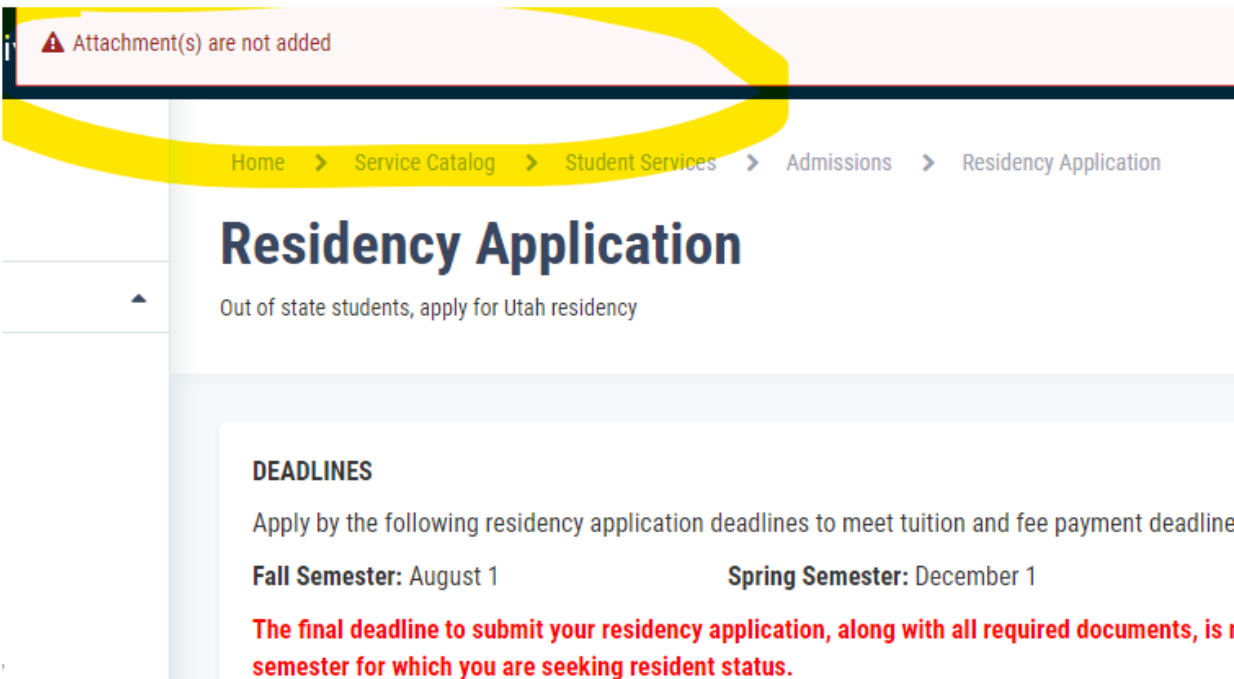
Viewing Your Application After Submission:

1. Select the "Requests" tab located at the top of the page and then click the one that is your residency application.
   a. The tabs at the top will show you what stage of the process your application is in: Waiting for Approval, Residency Application Review, Completed, Request Approved.
2. If you want to look at your residency application and it was submitted more than 90 days ago, you will need to change the "Date Updated" filter on the bottom right-hand side to a different time frame.
   a. You will need to select the "Closed" option under Status if you want to view an application that has been denied or approved.

Return for Corrections

1. If your application is returned to you for correction, that means documentation was missing from your application that needs to be submitted. To attach the requested documents, either click the "**View My Request**" button in the email from ServiceNow, or log into your ServiceNow Portal and click the "Requests" tab at the top right of the page.

   a. Under Requests, you will see your residency application and the stage your application is in. The stage should read, "Return for Correction" if our office is asking for additional information and documentation.

UtahStateUniversity

Your residency application has been received; however, you are still missing required documentation. Documentation submitted after the final semester deadline for residency will not be considered. Please visit the ServiceNow Portal to update your request.

You may review the status of this and your other requests by visiting ServiceNow.

View My Requests

Comments:
2022-05-10 11:29:43 - Terin Crane (Comments)
priority deadline to submit all documentation is AUGUST 1st for Fall 2022

-Copy of spouse's Utah state tax return (this is the TC-40 form)
-Copy of your most recent federal tax return (1040 form) showing you are not claimed as a dependent by anyone not a resident of UT
-Utah Voter Registration (a copy of your registration can be found at vote.utah.gov)
-Utah Vehicle Registration

Sincerely,

Residency Office
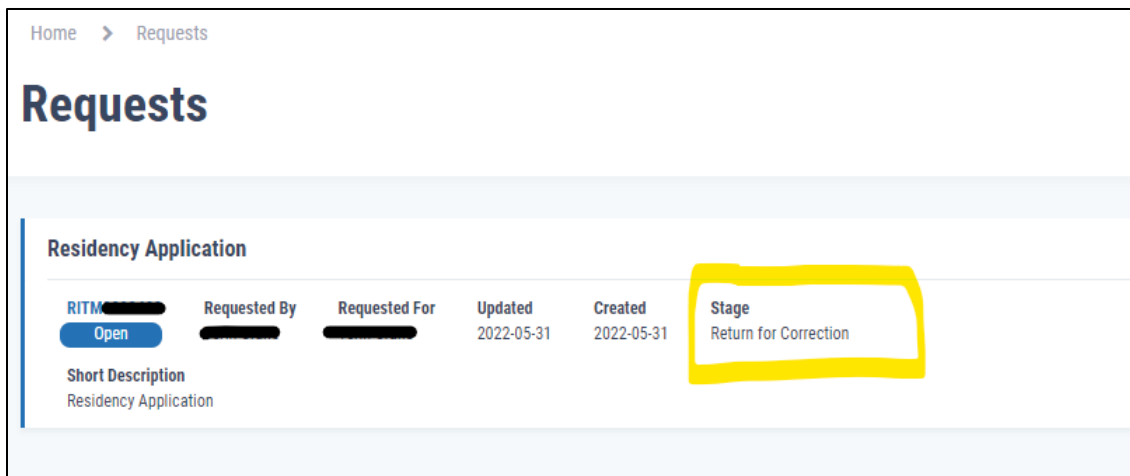
2. **You will need to check the comments section in this email to find out what additional documentation the Residency Office is requesting.** *See first image under Return for Correction section with green highlight.*
   a. For example, the image below shows that a copy of the student's Utah state tax return, a copy of their most recent federal tax return, their Utah voter registration, and Utah vehicle registration are still missing. The student would then attach those documents using the paperclip icon and hit the "Return for Correction" button.
3. When attaching documents to your application, you will do so by clicking the paperclip icon located at the top right-hand side of the page. Once you have attached all needed documentation, you will hit the "Submit Correction" button.
   a. *If you click the "Save" button, your residency application will not be returned to our office for review. It will remain in your portal under your requests unless you click the "Submit Correction" button.
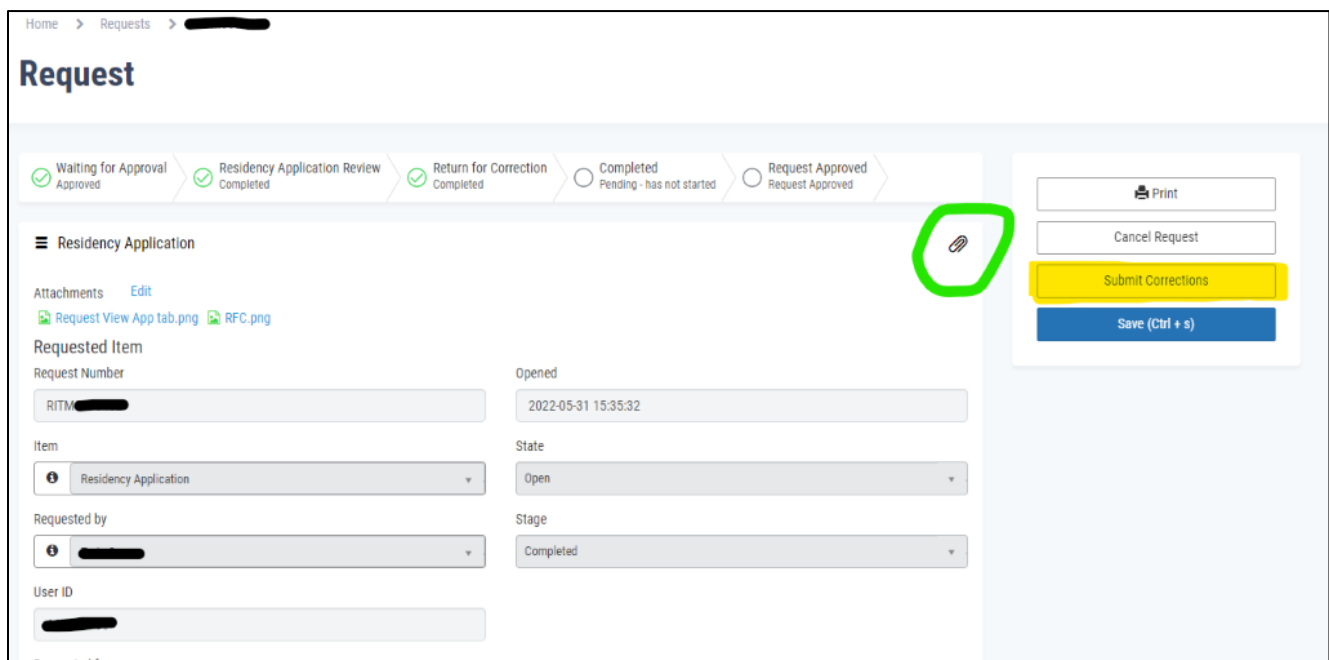
4. Once you submit your correction, you will receive the initial email again that thanks you for submitting a residency application. **Do not be concerned. This is just part of the application's process.**