Obtaining Access to View Phone Bills in Pinnacle

Submit a Telecommunications Request through ServiceNow to request access for alternate individuals to be given access to view departmental phone bills in Pinnacle. **NOTE: Account holder approval is required to add or remove alternate individuals.**

1. Launch the ServiceNow self-service portal: [https://unts.service-now.com/unts](https://unts.service-now.com/unts)
2. Enter your EUID and Password to log into ServiceNow
3. Select **Voice Communications**

4. **Select Telecommunications Request**
5. Select **Access to Monthly Telephone Charges** for the service needed.
6. Select **Add** or **Remove** if adding or removing individual access is needed, and then click **Next**.

7. Complete the Telecommunications Request fields below, and then click **Next**.

**If access is needed to all Chartstrings under a specific organizational department, please specify that in the “Additional information” field**.
8. Click **Order Now** and your ticket will be submitted

Telecommunications Request
Request to the ITSS Telecommunications group

Order Guide Details
Add Request Access to Monthly Telephone Charges

Order Now