Instructions for the new Abnormal Events subscription service
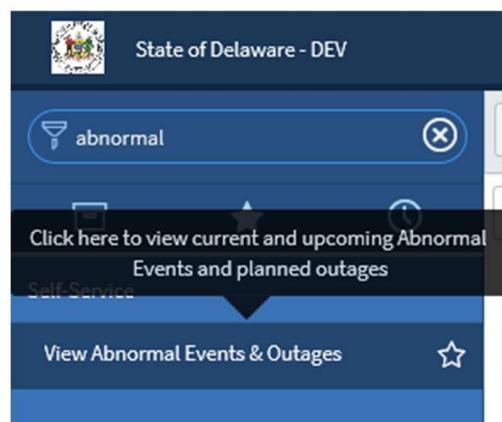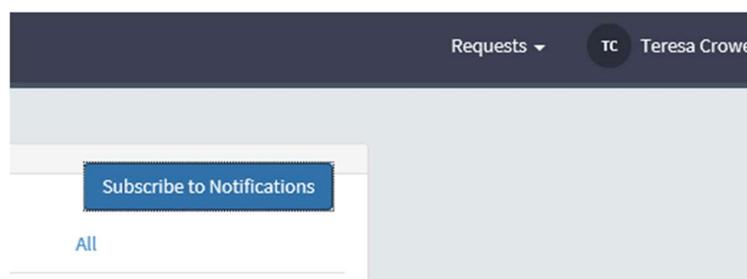
1) Log into ServiceNow

2) If ServiceNow brings to you to the DTI Portal page, please select the Abnormal Events & Planned Outages button next to the DTI logo at the top left of the screen.
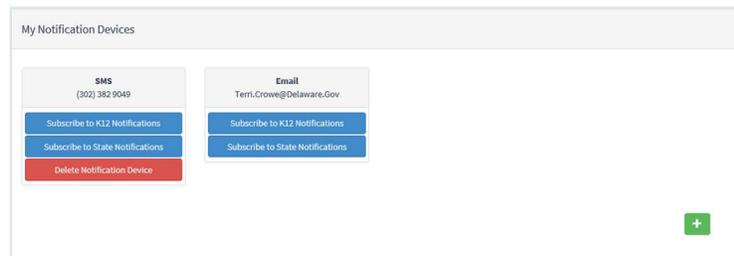

3) If ServiceNow brings you to the full version (navigation bar on the left side is present), most DTI users, you can search for Abnormal or Outage within the Filter Navigator.

- Select View Abnormal Events & Outages.

4) Once on the Abnormal Events page, you will notice a button on the right side, Subscribe to Notifications, select that button.

5) Once selected, your screen will enlarge with the My Notification Devices options; SMS or Email or both.

6) Select which notifications you would like to receive, K12, State, or select both to receive both notifications.

   - You can subscribe by selecting on the Subscribe to State Notifications or/and Subscribe to K12 Notifications.
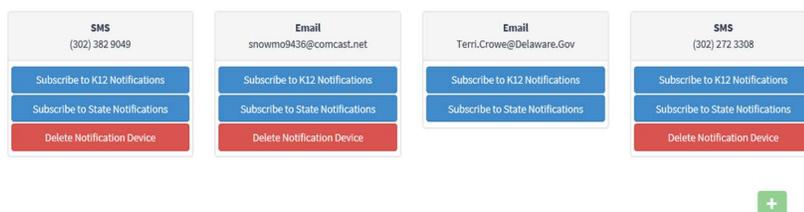

7) If you require the notifications to be sent to another device, please select the green plus sign to the right of the portal screen.

   - Once selected, you can do either a new email address or SMS. (Phone number input should be only numbers – 5555555555 – with the area code.)
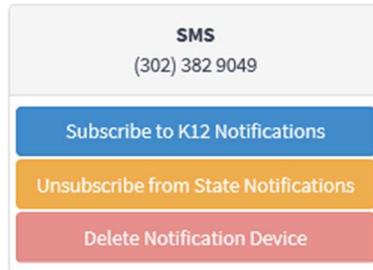
   - Complete the input form and select Add Device.

8) If you added a device or email that you no longer need, you can select the Delete Notification Device in red.

   - Please note: Once you select the red "Delete Notification Device", it immediately disappears. You will have to re-enter it if the delete was unintentional.

   - Please note: You can only have four devices at a time. The green arrow will become shaded as a visual reminder.

9) Once you have verified that you have all the notification devices listed, you will need to select the option Subscribe to XXXXX Notifications within each box for the notification(s) to be sent.

- Once you select the Subscribe button, the application will present an option of Unsubscribe from XXXXX Notifications.

SMS
(302) 382 9049

Subscribe to K12 Notifications

Unsubscribe from State Notifications

Delete Notification Device

10) If you decide you no longer wish to have the notification sent to a particular device, select the Unsubscribe from XXXXX Notifications.

- Once selected, the button titles change to "Subscribe to XXXXX Notifications".

SMS
(302) 382 9049

Subscribe to K12 Notifications

Subscribe to State Notifications

Delete Notification Device