# FLYNN SELF SERVICE PORTAL - REFERENCE GUIDE

[SN Self Service Portal Link](https://flynnprod.service-now.com/sp) (Compatible w/ tablet and mobile device)

<https://flynnprod.service-now.com/sp>

 

• If you need to reset your Self-Service Portal password, click on the forgot password link on the main landing page (shown above) For Cafés/Stores, this will be your stores email address

\* For security purposes, when a manager is transferred or terminated from your location, please reset the Self Service Portal password. The new password will need to be shared with your managers.



General Navigation

• View My Requests – View Your Open/Closed Requests

• Find a Solution – Search Our Knowledge Base for Self Help documents to resolve any issues

• Contact us for Support – Contact the Flynn Support Teams for assistance

Support Types



* IT Support – This will Show Common Issues, as well as an Unlisted Issue option



* Payroll Support - This will Show Common Issues, as well as an Individual Inquiry option



* HR Systems Support - This will Show Common Issues and an Other HR Systems Inquiry option



Other Navigation

* Announcements – Any Important announcements
* My Surveys – Open Surveys awaiting your feedback!
* Equipment Requests – Open Requests for New/Replacement Equipment
* Issue Reports – Reporting to show your current existing Issue Requests (For AD’s and DO’s, you will be able to see your Area/Market)
* Resources – Who to Contact Lists
* Top Rate Articles – 5 of the top-rated Self-Help Articles

