

Service Now Distance Learning (DL) Reservation Directions

1. Login to AESMP (through one of the following options)

- **OPTION 1:** Idaho National Guard SharePoint <https://armyeitaas.sharepoint-mil.us/sites/NGID>

Pubs & Forms **Joint Staff** **State Leadership**

For assistance with network or computer issues, click here → [G6 Home Page](#)

Resources and Links

IDARNG Battle Book	IDARNG PowerBI Dashboard	ATAAPS	Army Pubs
ATCTS	ATRRS	COMREL Requests	Defense Travel System
DTMS	eFLIPL	Evaluation Entry System	Connect on Facebook
FMS Web	GCSS-A	GFEBS	ING HRO - Jobs
iPERMS Batch Manager	iPERMS Individual Log-in	IPPS-A Portal	AESMP Ticket
Master Events Calendar	MEDPROS	MOBCOP	MUPS

- **OPTION 2:** AESMP Direct Link: <https://asemp.army.mil/csm>



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- Click on **“Get Something”**

The screenshot shows a web browser window with the URL https://www.aesmp.army.mil/csm?id=csm_index. The page features a red banner at the top with the text: "★ ASCL/NEATS Token Compliance All AUDS-U Admins must have an ASCL/NEATS token associated with their account No Later Than (NLT) 05 SEP 25. Please do not submit a ticket to enable .ADM accounts until you have an ASCL to associate to your account. Go to the Army Information Hub Alerts and Outages for more information, or visit the KB listed for information on how to create a ASCL to .ADM request." A button labeled "KB0014422" is visible on the right. Below the banner is a navigation bar with links: "How To Submit a Ticket", "Portal Feedback", "Knowledge", "My Cases", and a user profile icon labeled "MI". The main content area includes a large blue box on the left with the text "Start with RITA" and "CLICK HERE", along with a cartoon character and the text "aRmy IT Assistant Army Enterprise Service Desk". On the right, there are three service options: "Get Something" (highlighted with a red box), "Fix Something", and "Learn Something". The "Get Something" option includes a shopping cart icon and the text: "Request system access, software, hardware, computer reimaging, and more!!!". The "Fix Something" option includes a wrench icon and the text: "Ask for help or report computer/printer/network issues and outages etc.". The "Learn Something" option includes a document icon and the text: "Find self-help knowledge articles, training, user guides, and newsletters.". At the bottom, there is a search bar labeled "Search Services and Support" and three sections: "Announcements" (with a link to "ASCL/NEATS Token Compliance"), "My Cases" (with a link to "CS5847530"), and "Featured Articles" (with a link to "AESMP Customer Support: DoD Help Desk").

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3. Scroll Down and Click on **“Hardware Request”** Under Popular Items

This ticket covers reservations for DL Fixed and Mobile Classrooms.

- The fixed classroom is 15 laptops in BLDG 440.
- The mobile classroom is up to 40 laptops we can bring to you upon your unit’s schedule and needs.

5-U Admins must have an ASCL/NEATS token associated with their account No Later Than (NLT) 05 SEP 25. Please do not submit a ticket to enable .ADM accounts until you have an ASCL to associate to your account. [KB](#)

How To Submit a Ticket Portal Feedback Knowledge My Cases  Martin, Ginna M NFG N

Home > Catalog - Browse 

[ARNG \(Army National Guard\)](#)
[DACID \(Dept of the Army Criminal Investigation Division\)](#)
[ECMA \(Enterprise Cloud Management Agency\)](#)
[HRC \(Human Resources Command\)](#)
[Army Futures Command \(AFC\) HQ ITaaS](#)
[Security Incidents](#)
[Supported Cmd](#)
[Supporting Tech Cmd](#)
[TRADOC \(Training and Doctrine Command\)](#)



Popular Items

Software Requests Requests for Software Installation, Existing NIPR/SIPR Account Updates, File Storage Access and Updates, Voicemail and VPN Updates View Details	New System Access Request Use to request new system access after completing a DD2875/SAAR form View Details	Hardware Request Workstation, COMSEC, Printer/Multifunction devices and other Peripheral Device Support, VTC, Phones View Details
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4. Scroll down to the “**Hardware Request**” section and please fill out every block marked with a **Red Asterisk***
- 4.1 For the Duty Station/Duty Station UIC, please type ***Idaho** (include the * Asterisk), and the field should populate with “**US Army National Guard, Full time support, Idaho – W00RAA Boise, ID USA**”. Select this option.
- 4.2 Check the box, “**Confirm selection above is the nearest to your current physical location for support.**”

Hardware Request

Workstation, COMSEC, Printer/Multifunction devices and other Periphe

* Indicates required

* Requester Name

* Duty Station/Duty Station UIC ?

Start typing “*” (asterisk) PLUS your location, organization, or the closest IT support organization to you. For example, *Rock Island *Schofield *82D *Nashville *W059AA

*idaho

US ARMY NATIONAL GUARD, FULL TIME SUPPORT, IDAHO - W00RAA BOISE, ID USA

* This determines who will receive your ticket to work it in the system.

☒ Confirm selection above is the nearest to your current physical location for support.

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5. Please provide the following information when requesting DL Classroom or Laptop Equipment.

REQUESTING DL LAPTOP EQUIPMENT FOR UP TO 40 LAPTOPS OR DL CLASSROOM IN BDLG 440

- * Please provide your Service Component Type = **Select Branch**
- * Physical Location/Reserved FAC ID = **Enter your location (i.e., Gowen)**
- * Building = **Your location (i.e., Post Falls Readiness Bldg. #)**
- * Room/Cubicle = **Your Room/Cubicle**
- * Normal Business Hours = **Enter your office hours**

Hardware Request

Workstation, COMSEC, Printer/Multifunction devices and other Peripheral Device Support, VTC, Phones

* Indicates required

* Requester Name

 Browning, Piper Q 2LT USARMY NG IDARNG (USA) ▼

* Duty Station/Duty Station UIC 

Start typing "*" (asterisk) PLUS your location, organization, or the closest IT support organization to you. For example, *Rock Island *Schofield *82D *Nashville *W059AA ✕

Note: Not all UICs have dedicated support organizations.

 US ARMY NATIONAL GUARD, FULL TIME SUPPORT, IDA... ▼

* This determines who will receive your ticket to work it in the system.

- ☒ Confirm selection above is the nearest to your current physical location for support.

* Please provide your Service Component Type

Army National Guard ▼

* Physical Location/Reserves FAC ID

Gowen

* Building

Post Falls Readiness Bldg. 200

* Room/Cubicle

277A

* Normal Business Hours

07:00-15:30

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*Requester Best Contact Number = **Enter phone number**

- If you are making the request on behalf of someone else under "Requester Best Contact Number" check the box "I am making this request for someone else" and fill out that individual's information.

"Support Being Requested"

*For which category of device do you need support = **End User Devices**

*Which specific type of device do you need help with? = **Workstation**

*What action is being requested? = **Add**

*Number of Devices? **Select "Under 15 devices" or "15 or more devices"**

The screenshot shows a web form for requesting support. The following fields are highlighted with red boxes:

- *Requester Best Contact Number**: A text input field with a help icon.
- ☐ I am making this request for someone else
- Support Being Requested**: A section header.
- *For which category of device do you need support?**: A dropdown menu with "End User Devices" selected.
- *Which specific type of device do you need help with?**: A dropdown menu with "Workstation" selected.
- *What action is being requested?**: A dropdown menu with "Add" selected.
- *Number of Devices?**: A section with a dropdown menu showing "-- None --", a search bar, and a list of options: "Under 15 devices" (highlighted in black) and "15 or more devices".

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In the *** Comments field**, be sure to include the following:

- Unit/Organization
- Details of classroom use (i.e., annual training, EPR, PME, Medical, etc.)
- Date(s) of classroom reservation
- Total number of laptops checking out
- Additional information (i.e., POC, AV request)

Disclaimer 

Please do not disclose any **unnecessary Personally Identifiable Information (PII)** or any information that can be **Classified**. 

If you have a SIPR related request, please contact AESD-W-SIPR at **866-335-2769**.

*** Comments:**

Your Unit/Organization, details of classroom use (Annual training, ERP, PHA, PME, etc.), start and end dates you are requesting, total number of personnel using the classroom, additional information (POC, AV request, etc.)

6. Please click the black **"Submit"** button to finalize your request.

Submit

If you have any questions or concerns, contact DL at DSN: 272-3721 