



How to access Service Desk

Luma Role: Enterprise Dashboard Users.

Reason: To access Service Desk through Enterprise Dashboard.

- 1. Access Enterprise Dashboard by going to sco.idaho.gov.
- 2. Locate the Online Applications box. Click SIGN IN.
- 3. Select SCO Enterprise Dashboard option.
- 4. Enter your StateID and Password.
- 5. Click Sign In.



6. When you sign-into Enterprise Dashboard you will receive a notification on your desktop.

Note: You may want to add the DUO app on your device.

 Your device will receive this message (which is valid for 60 seconds). Open verification screen on your device. The app will open to the image in the following step. SCO

in the Duo Mobile app.

Enter code in Duo Mobile Verify it's you by entering this verification code

330

Sent to "Android" (-----1039)

Other options

- 8. Add the three digits you see from the Enterprise Dashboard notification (See Step 6) into the Verification code boxes.
- 9. Click Verify.





- **10.** You will receive a green **Success** image SCO on your phone and you will receive a Success image on the SCO DUO app. Success! The Enterprise Dashboard will ogging you in. automatically load to your applications page. 11. The Enterprise Dashboard STATE OF IDAHO CONTROLLER'S OFFICE SCO Enterprise Dashboard Applications page will appear. The applications are the tenants available to your Security Access based on your Applications -Security Role. 12. Select Service Desk tenant (tile). Service Desk
- **13.** Service Desk Access page.



	How can we help?
	Search
Luma HCM 🔺 Cor	mmunities
Luma HCM 🔺 Cor	mmunities
Luma HCM Cor General Information	mmunities n Human Capital Management (HCM)

ServiceNow

Accessing Luma	Benefit Administration	Payroll
Basic Navigation	Compensation	Performance & Goals
uma Reporting	Employee Engagement	Position Monitoring
uma Support	Employee Record	Scheduling
Operational Readiness	Employee Relations	Talemetry
	Independent Contractor	Talent Acquisition
	Learning & Development	Time Entry
	Leave of Absence	Transition Management
	Occupational Health &	W4 Elections

15. Introductory tours are available and can be found in the top right corner of the introductory page.



Result

You have successfully signed into the Enterprise Dashboard and navigated to the Service Desk.

Date (04/10/23) Version 1

