![DukeHealth Technology Solutions logo]

How to fill out the Network Access Control (NAC) Registration Catalog Request

1. **Go to: https://duke.service-now.com**

2. **Login to ServiceNow then click on "Service Request Catalog"**
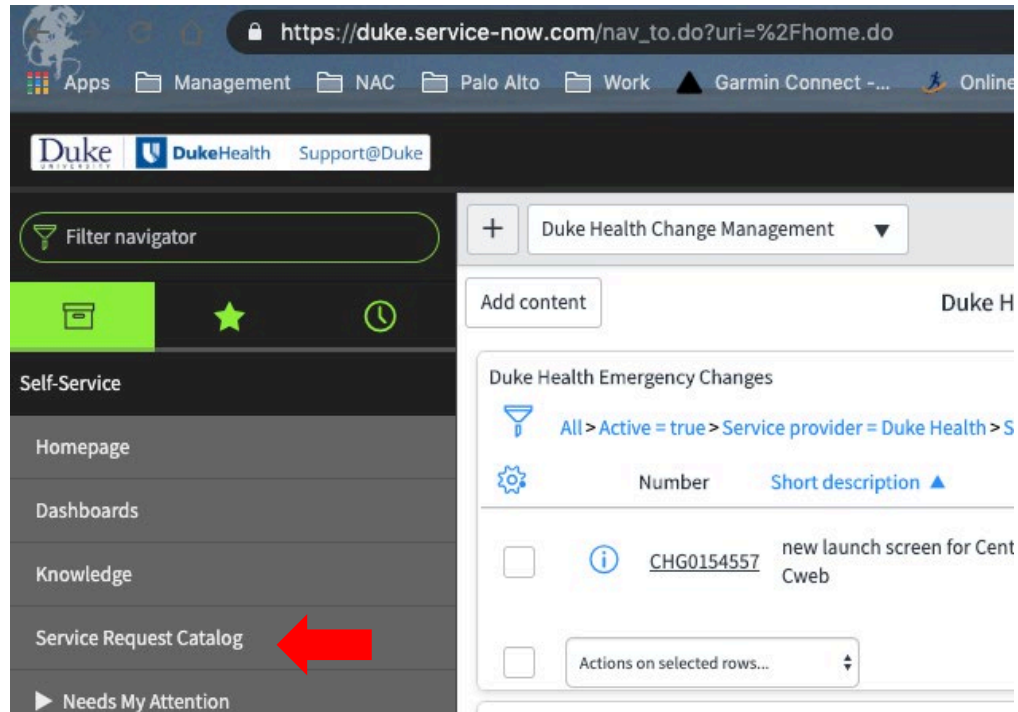
3. **Under the "Network, Connectivity & Wireless" section, click on "NAC Device Registration".**
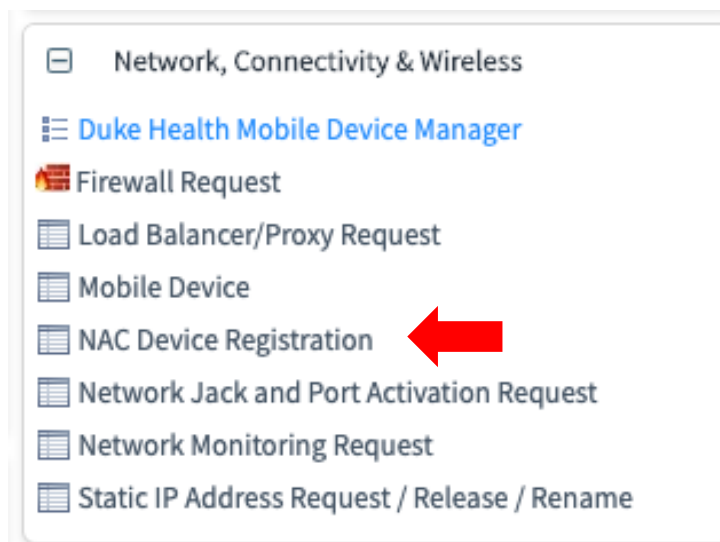
4. **The form should automatically populate your name and phone number**

NAC Device Registration Request

Add/Retire/Security Exception Request for Device in NAC.

With organizations now having to account for the exponential growth of mobile devices accessing their networks and the security risks they bring, it is critical to have the tools that provide the visibility, access control, and compliance capabilities that are required to strengthen network security infrastructure. A NAC system can deny network access to non-compliant devices, place them in a quarantined area, or give them only restricted access to computing resources, thus keeping insecure nodes from infecting the network.

Please use this for if you are requesting network access to the Duke University Health Systems network,

If you have questions regarding NAC, please visit https://nac.dhts.duke.edu for FAQ's and how-to documentation.

✴ Requested By:

Mark Guerrero (guerr010)

✴ Requesters telephone number

+1 919 668 0924

5. **Select the Type of request (this example is for a new device)**

✴ Type of request
▶ More information

⦿ New   ◯ Retire   ◯ Security exception

6. **Select your Device category (this example is for a device other than patient care) and describe the type of device**

✴ NAC device category
▶ More information

◯ Patient care device   ⦿ Other device

✱ Other device type
▶ More information

new-widget

7. **Add the device Host name**

✱ Host name
▶ More information

New-widget-1

8. **Add the IP and Media Access Control (MAC) Addresses (a.k.a. Physical address or Hardware address)**

Device IP address(es) and hardware address(es) (Required)

| Add | Remove All |

| Actions | IP Address | Hardware Address |

No data to display

9. **Click "Add" and a new dialog box will appear to input the IP and MAC. Then click "Add"**

Add Row   ✕

✱ IP Address   ✱ Hardware Address
▶ More information   ▶ More information

172.17.1.100   11:22:33:44:55:66

Close   Add

10. **If you have more than one interface (wired/wireless), repeat step 9**

Device IP address(es) and hardware address(es) (Required)

| Add | Remove All |

Actions	IP Address	Hardware Address
✎ ✕	172.17.1.100	11:22:33:44:55:66
✎ ✕	10.152.1.100	77:66:55:44:33:22

11. **Select how the device is managed (this example is for IT-Managed)**

✱ Management of device
▶ More information

⦿ IT-Managed   ◯ User-Managed

✱ Support group that manages this device

[   ] 🔍 ⓘ

12. Start typing the group and ServiceNow will populate options

✳ Management of device
▶ More information

◉ IT-Managed ○ User-Managed

✳ Support group that manages this device

device support-fs

Device Support-FS Ambulatory Core-DHTS
Device Support-FS Ambulatory Outlier-DHTS
Device Support-FS Asset Mgmt-DHTS
Device Support-FS DRAH-DHTS
Device Support-FS DRH-DHTS
Device Support-FS Duke Hospital-DHTS
Device Support-FS Imaging & ED-DHTS
Device Support-FS Labs & Periop-DHTS
Device Support-FS MCT-DHTS
Device Support-FS Network Support-DHTS
Device Support-FS Neurodiagnostics-DHTS
Device Support-FS Paging Services
Device Support-FS Project Liaisons-DHTS

13. Select your support group

✳ Management of device
▶ More information

◉ IT-Managed ○ User-Managed

✳ Support group that manages this device

Device Support-FS Ambulatory Core-DHTS

14. Fill in Device Location Information and select your building (Start typing the building name and options will populate) *Note: If your building is not in the pick list, instructions on last page under "What if my building is not listed?"*

Device Location Information

✳ Building name
▶ More information

U

University Orthopaedics and Sports Medicine (Clayton)
University Tower

e enter a building name.

Device Location Information

✳ Building name
▶ More information

University Tower

15. Fill in the floor and select floor (options will automatically populate)

✳ Floor

| 2 | 🔍 | ⓘ |

Showing 1 through 1 of 1
2-UTB University Tower

✳ Floor

| 2-UTB | 🔍 | ⓘ |

16. Fill in the room number

✳ Room

211

17. Once you have completed the form click "Request Now"

✳ Management of device
▶ More information

◉ IT-Managed   ○ User-Managed

✳ Support group that manages this device

| Device Support-FS Ambulatory Core-DHTS | 🔍 | ⓘ |

Device Location Information

✳ Building name
▶ More information

| University Tower | 🔍 | ⓘ |

☐ I do not see the building in the pick list, let me enter a building name.

✳ Floor

| 2-UTB | 🔍 | ⓘ |

✳ Room

211

Comments

Request Now

What if my building is not listed?

If your building is not listed, please select the box next to "I do not see the building in the pick list, let me enter a building name"

Device Location Information

✳ Building name
▶ More information

[   ] 🔍 ⓘ

☐ I do not see the building in the pick list, let me enter a building name.

You will then be able to add the building, floor, and room number

✳ Building name
▶ More information

[New-MOB-Building-1]

✳ Floor
▶ More information

[3]

✳ Room

[311]

Comments

[   ]

[Request Now]