

This Week:

- [ServiceNow Training Opportunities](#)
- [Illinois Lottery Announces e-Claims](#)
- [DoITSupport.illinois.gov](#)



ServiceNow Training Opportunities

If you haven't had an opportunity and will be using the new ServiceNow platform that will soon replace Remedy on Demand, you may want to check out the opportunities for training. You will be able to role play in the test environment, sit in on virtual trainings, read up on specific topics in our reference materials, or drop in on an open house to ask questions of subject matter experts. These will provide education and practical opportunities for anyone who provides end user computing or helpdesk support, submits or approves service requests or merely wants visibility into service requests the agency is submitting. Link to the [SMP Page](#) on the portal for more about the Service Management Program (SMP)/ServiceNow efforts underway.

Illinois Lottery Announces e-Claims

Illinois Lottery players can now claim prizes online. The e-Claims portal can be found on the "When you Win" page on the Lottery's website. Prizes can still be claimed at a Lottery retail location or claim center. A collaborative project between the Lottery and DoIT, e-Claims is another step toward modernization and improving the customer experience. Link to the [Press Release](#) for more information.

TECH TIPS & TRICKS

[DoITSupport.illinois.gov](#) ... Make Mine a Windows 10 Combo Please!

Once you know these Windows keyboard combinations, you'll be able to get all your tasks done in a snap! Did you know that the Windows key + tab brings up a timeline of things you've recently been working on? So, if you go to lunch and forget where you left off, this winning combination may help.

Check out some of these winning key combinations:

Windows key + A	Opens the Action Center
Windows key + C	Opens Cortana in listening mode
Windows key + D	Display or hide the desktop

Do you want to supersize your combo? Go to [DoITSupport.illinois.gov](#) and check out the A to Z menu for helpful combo tricks. Our thanks to Pedro Guzman and Beth Pruitt for these fantastic Tech Tips & Tricks. Visit [DoITSupport.illinois.gov](#) often for more self-help Tech Tips & Tricks like these.

DoIT FYIs and Reminders

Beware of text and email scams purportedly from the Illinois Secretary of State's Office. Link to more information in the Press Release [here](#).



What began with the first [Pride Parade](#) on June 28, 1970 as a tribute to the [Stonewall Riots](#), has evolved into a month long celebration. DoIT recognizes and supports our diverse, equal and inclusive workplace.