

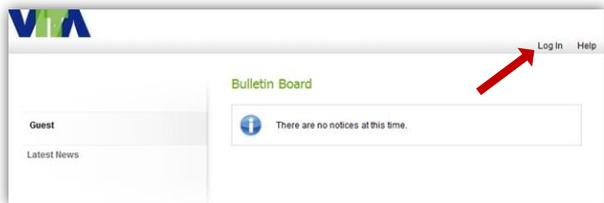


# VSM Knowledge Management System – Customer Portal Log In

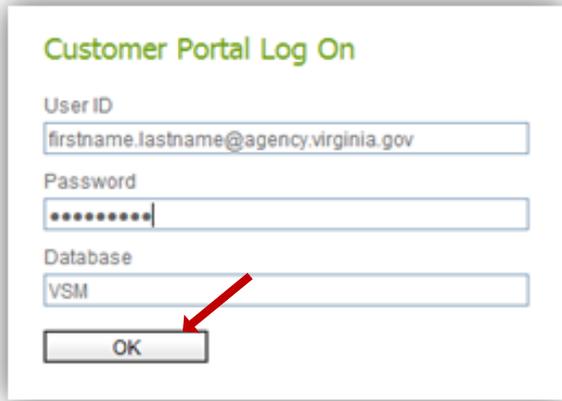


## Logging into the Customer Portal

- Access the Customer Portal at <https://sd.itsm.northropgrumman.com/VSM/ServiceManager.aspx?lite>.
- Click **Log In** in the upper right corner of the page.

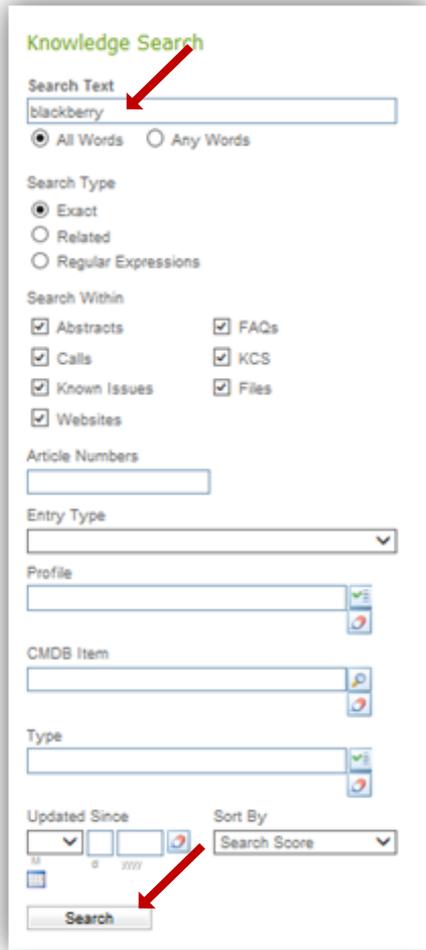
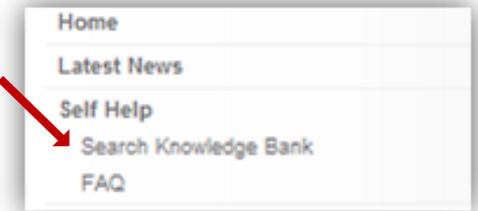


- Login with your COV credentials; *firstname.lastname@agency.virginia.gov* and your network password. **Note:** If you do not have access to your COV credentials, you will need to contact the VCCC at (866) 637-8482.



- Click **OK**.

- From the left hand navigation pane, click **Search Knowledge Bank**.
- Input the text that you want to search based upon in the *Search Text* field. Then click **Search**.



- Review the articles by clicking on **View** beside the Title.

