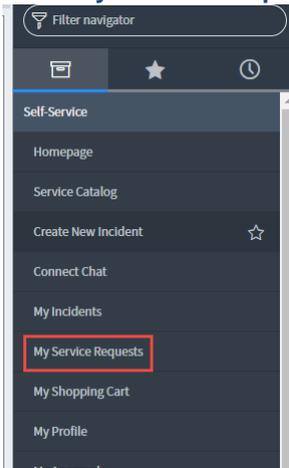


This job aid details the steps you can take to look up the status (Stage) of a Financial Systems Security Application (FSSA), allowing you to quickly assess the correct party to contact for more specific questions regarding the application process. Before looking up an FSSA status, make sure you have the **RITM** number that was received via the email confirming the FSSA submission.

### Viewing FSSA Status

1. Log on to **Service Now** <https://columbia.service-now.com>
2. Click **My Service Requests** under the **Self Service** section from the left **Navigation** pane.

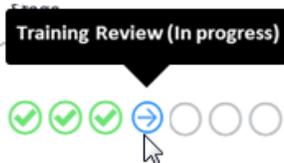


The Requested Items screen appears. The RITM number will be in the second column.

The **Stage** column indicates the status of your Request.

Request	Number	Item	Request Opened By	Request Requested for	Created	Approval	Stage	Task stat
Financial Systems Security Application	REQ-XXXXX	RITM-XXXXX	E	E	2016-07-11 14:52:19	Approved	▶ [Progress Indicators]	Work In Progress
Merchant Account Requests	REQ-XXXXX	RITM-XXXXX	E	E	2017-01-13 11:36:38	Approved	▶ [Progress Indicators]	Closed Complete
Merchant Account Requests	REQ-XXXXX	RITM-XXXXX	E	E	2017-01-13 11:47:06	Approved	▶ [Progress Indicators]	Closed Complete
Merchant Account Requests	REQ-XXXXX	RITM-XXXXX	E	E	2017-01-13 11:55:12	Approved	▶ [Progress Indicators]	Closed Complete
Merchant Account Requests	REQ-XXXXX	RITM-XXXXX	E	E	2017-01-13 12:03:01	Approved	▶ [Progress Indicators]	Closed Complete
Merchant Account Requests	REQ-XXXXX	RITM-XXXXX	E	E	2017-01-13 12:25:56	Approved	▶ [Progress Indicators]	Closed Complete

3. Hover your mouse over a **Stage** icon for details on the Stage.



Or, click the triangle ▶ icon to view details for all Stages.