How to Add an Approver *(For Gatekeeper Use Only)*

**Adding an Approver**

Gatekeepers with the authority to add individuals to specific ServiceNow “Groups” will have the menu items pictured in this job aid. If you’ve been asked to add someone to a ServiceNow Group and don’t see the menu items pictured, please contact your HR Partner.

Note: All submissions are subject to review and approval or rejection by the group’s Systems Access Group Administrator.

**Step 1:** Go to [http://berkeley.service-now.com](http://berkeley.service-now.com) *(you’ll be asked to CalNet Authenticate).* Click on the **Service Catalog** menu item on the left side of the window (pictured below).

![Service Catalog Menu](image)

**Step 2:** In the menu items that appear, click the **Enterprise Applications** button.

![Enterprise Applications](image)

For additional resources visit [http://sharedservices.berkeley.edu/hr-aps-sn-resources](http://sharedservices.berkeley.edu/hr-aps-sn-resources)
Step 3: In the menu items that appear, click the ServiceNow button.

Step 4: In the menu items that appear, click the Add user to ServiceNow group button.

Instructions continued on next page
Step 5:
A. In the “User to add” look-up field, enter and choose the name of the user you wish to add to Approval 1 or 2 Group.
B. In the “Target Group” look-up field, choose the Approval assignment group to which you wish to add the user (see examples below). You may also add comments for the Systems Access Group Manager.
C. Then click the Order Now button

Note: Enter the appropriate keyword in the Target group search field and select from the Approval list that pops up (see examples at right).

Approvers can only be added to one group at a time, so you must follow this process for each user you wish to add.
Step 6: Click the **Checkout button** to submit your request. This request will go to the Approver group administrator for approval or rejection. If the request is rejected you will be notified by the group administrator.

After clicking “Checkout” you will see the **Confirmation Message** pictured below.

If you need to add another Approver to a group, click the **“Continue Shopping”** button and repeat steps 4–6 in this job aid.

When you are finished adding Approvers, you may **logout** of ServiceNow.