

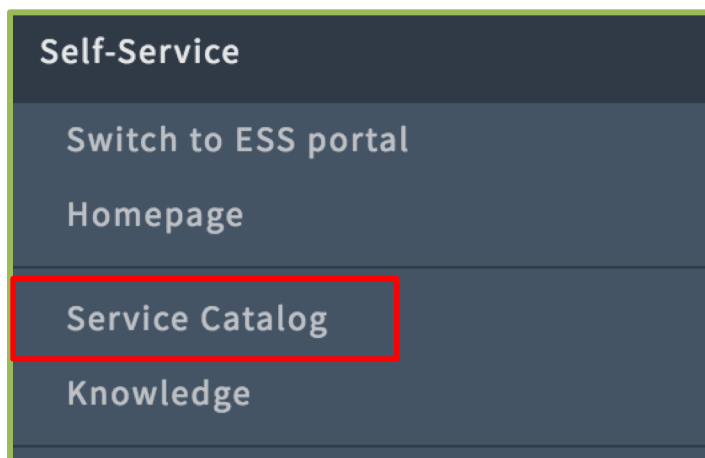
How to Add an Approver (For Gatekeeper Use Only)

Adding an Approver

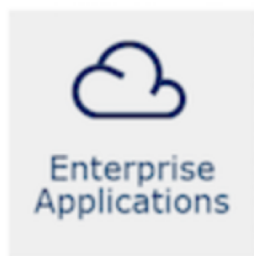
Gatekeepers with the authority to add individuals to specific ServiceNow “Groups” will have the menu items pictured in this job aid. If you’ve been asked to add someone to a ServiceNow Group and don’t see the menu items pictured, please contact your HR Partner.

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> (you’ll be asked to CalNet Authenticate). Click on the **Service Catalog** menu item on the left side of the window (pictured below).



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



Enterprise Applications

Free and for-purchase software is available to UC Berkeley faculty, staff, and students under specially negotiated licenses. Web-based ordering sites allow students and authorized employees to review, order, and manage IT subscriptions and services. In some cases, software products are implemented and managed centrally on behalf of departments.

ServiceNow for CSS HR/APS

How to Add an Approver (continued)

Step 3: In the menu items that appear, click the **ServiceNow** button.

ServiceNow

Providing Information Technology (IT) and Human Resources (HR) Service Management software solutions for campus customers. Service offerings include application support, custom application development, integrations, business process mapping, migration, and IT Service Management (ITSM) consultation.

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

Add user to ServiceNow group

Add user to ServiceNow group

▶ preview

Instructions continued on next page

ServiceNow for CSS HR/APS

How to Add an Approver (continued)

Step 5:

- 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.
- 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.
- Then click the **Order Now** button

Add user to ServiceNow group

Group membership requests require approval from both the target group manager and ServiceNow License Management team.

* User to add

* Target group

Comments

More information

Order this Item
Quantity 1
Delivery time 7 Days

Order Now

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.

* Target group

Staff Recruitment Approval 1
Staff Recruitment Approval 2

* Target group

Funding Changes Approval 1
Funding Changes Approval 2

3

ServiceNow for CSS HR/APS

How to Add an Approver (continued)

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.

Shopping Cart
Continue Shopping
Checkout

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

Item	Delivery Time	Price (ea.)	Quantity	Total
Delete Edit Add user to ServiceNow group - Add user to ServiceNow group	7 Days		1	-
Total				-

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.

Order Status
Back to Catalog
Continue Shopping
Home

Thank you, your request has been submitted

Order Placed: 2016-11-23 11:09:25
Request Number: REQ0010702 ☆
Estimated Delivery Date of Complete Order: 2016-11-30

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
Add user to ServiceNow group	2016-11-30	▶ ✓ → ○ ○ ○ ○ ○		1	-
Total				-	-

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