

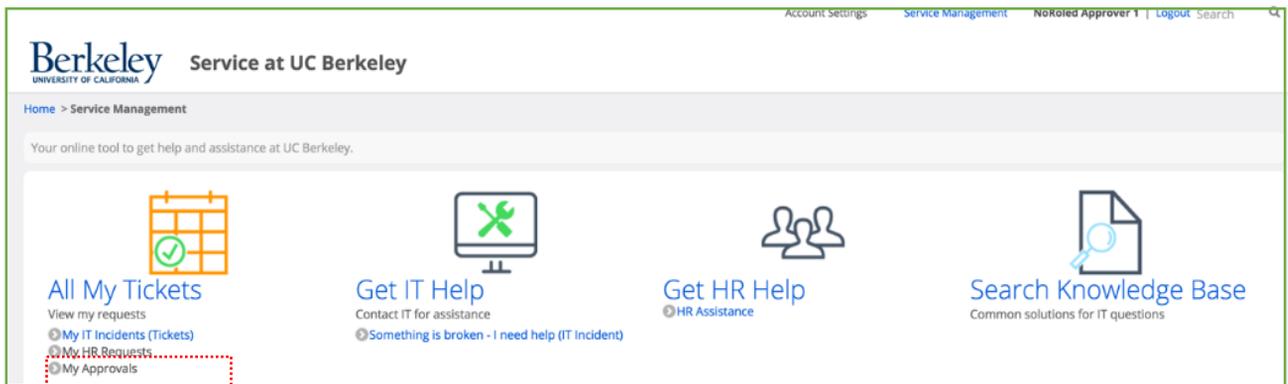
Approving from your Home Page

(How to approve a service request from your home page.)

Navigating to your Home Page

Step 1: Go to <http://berkeley.service-now.com/ess> (you'll be asked to CalNet Authenticate). The **ServiceNow Home page** shown below will appear.

Step 2: Click on **My Approvals** (below All My Tickets) and your Approvals list will appear.



The **Approvals** list displays

- the current **State** of the request
- the type of **Case** upon which approval action is being requested
- the name of the **Approver**
- any **Comments** made by the Approver
- the Approval **case #**
- the request **Created** date.

The **State** of an approval may be:

- **Requested:** You have not yet acted upon this approval request.
- **Approved:** You have approved this request and moved it forward in the process.
- **Rejected:** You have rejected this request and halted the process.

State	Approving	Approver	Comments	Approval for	Created
Approved	HR Case Funding Changes: HRC0048061	NoRoled Approver 1		HRC0048061	2016-10-24 10:22:25
Requested	HR Case Funding Changes: HRC0048060	NoRoled Approver 1		HRC0048060	2016-10-24 10:22:11
Rejected	HR Case Funding Changes: HRC0048059	NoRoled Approver 1	2016-10-24 11:58:31 - NoRoled Approver 1...	HRC0048059	2016-10-23 13:40:50

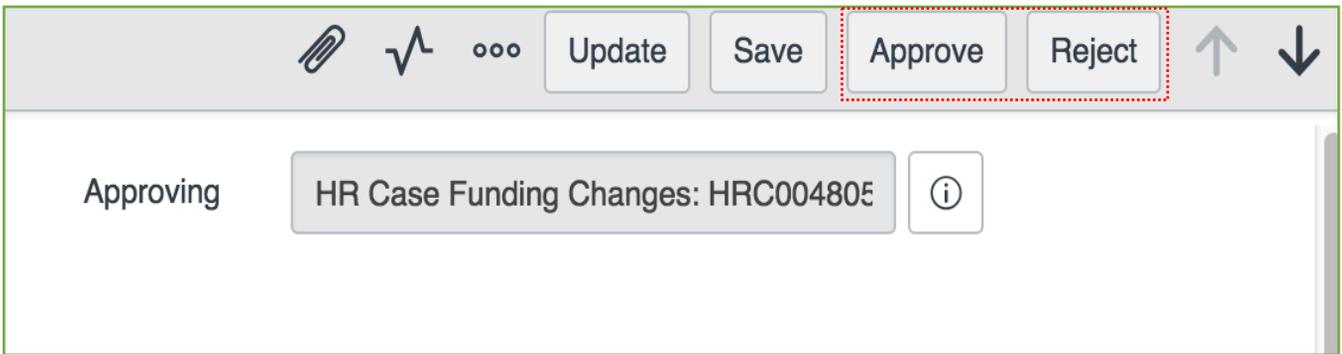
ServiceNow for CSS HR/APS

Approving from your Home Page (continued)

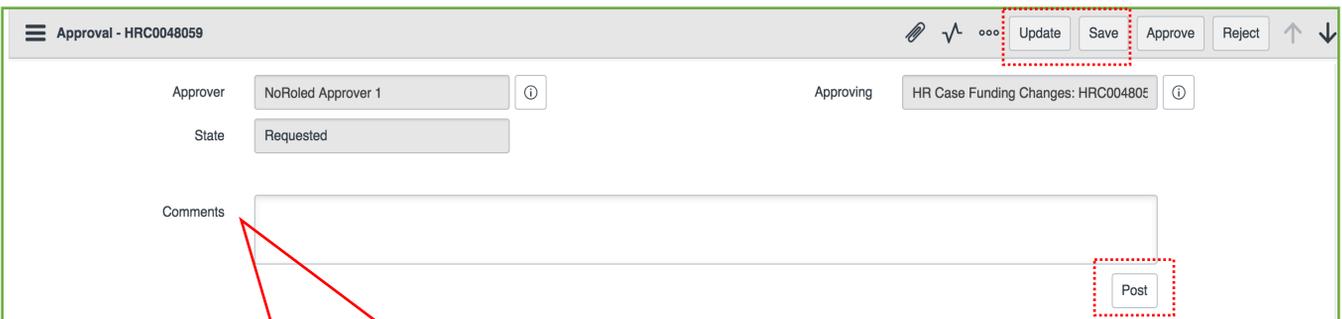
Step 3: To take action on an approval request click on the word “Requested” in the row of the request you wish to take action on. (only cases in “Requested” status require your action”.



This will open the case with a summary review and the action buttons. You may Approve or Reject the case by clicking on the appropriate button located in the upper right section of the window. A picture of the buttons is below.



You may also communicate back to the case submitter by adding text to the **Comments** text field and click the **Post**, **Save**, or **Update** buttons. An email will be sent to the request submitter indicating you have posted a comment in the case. The submitter can open the case, read your comments, and take appropriate action.



The Comments box allows individuals to communicate back and forth with each other within the case.

Be sure to press the Update or Save button before logging out of ServiceNow to save any changes or comments added to the case.