Managing ServiceNow Approval Delegations

Adding/Deleting a Delegate

**Step 1:** Go to [http://berkeley.service-now.com/ess](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 your name in the upper–right–hand corner to go to your Profile page. *(In the example below, the name is “Lyle Hendricksen”).*

**Step 3:** Go to the bottom of your Profile page to find the Delegates section, pictured below. *(In the example below, there are no delegates yet assigned.)*

For additional resources visit [http://sharedservices.berkeley.edu/hr–aps–sn–resources](http://sharedservices.berkeley.edu/hr–aps–sn–resources)
Step 4: Click the blue “New” button.

Step 5: Complete these fields to add your delegate:
A. Enter the name of your delegate in the Delegate field (A). Hint: if their name does not validate, first clear the search field, then click the magnifying glass icon. Make sure “for text” is used as the search criteria. Try entering the name again. You may also enter a UID# or Employee ID#.
B. Enter the beginning and ending date ranges (B) for this delegate. Note: if you leave these fields blank, they will have permission as long as they remain on the list.
C. Remove the checks from checkboxes (C) : Assignments, CC notifications, and Meeting Invites (leave the check mark in “Approvals”).
D. Click the “Submit” button (D) in either location.

Note: Delegates will receive all emails sent to the Approver automatically. Do not check CC notifications (sub-step C above)
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The delegate will then appear in the Delegates list along with the start/end dates you entered. (In the example below, Alison Murray is shown).

Deleting a Delegate

**Step 1:** Find your Delegates list in ServiceNow (as described in step 3). Place a check next to the person you wish to delete.

**Step 2:** Select “Delete” from the *Actions on Selected Rows* drop-down menu.

**Step 3:** Click “Delete” on the Confirmation message window. The delegate will be deleted from your list and their authority removed.