

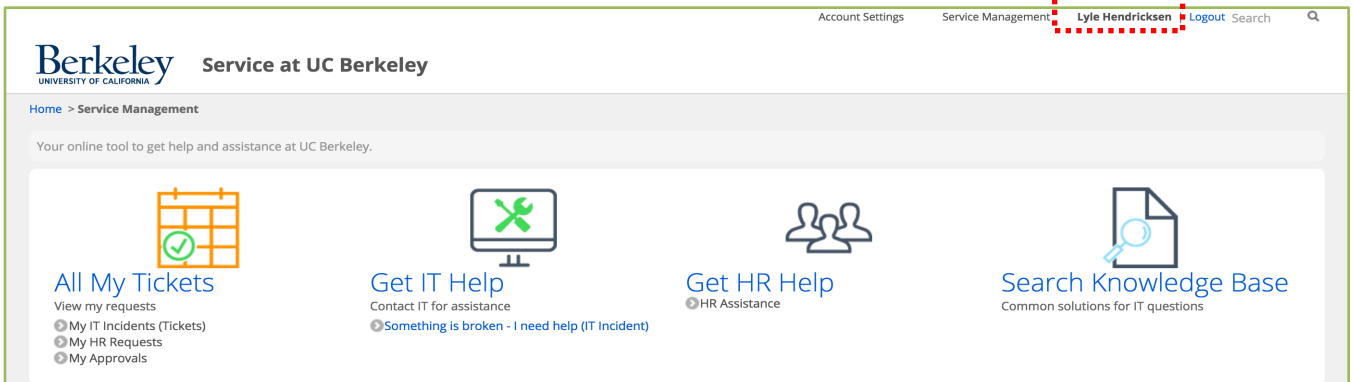
Managing ServiceNow Approval Delegations

(How you grant authority to someone on your behalf.)

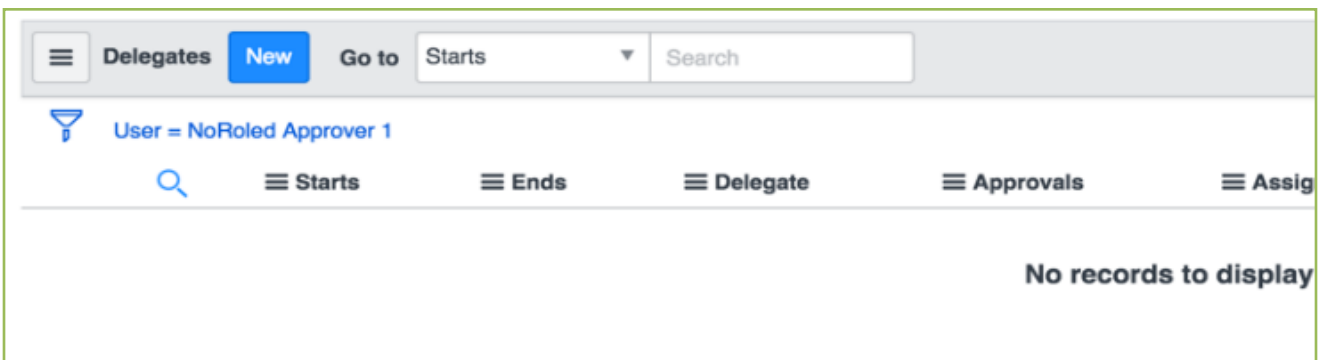
Adding/Deleting a Delegate

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 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.)



ServiceNow for CSS HR/APS

Managing Service Now Delegations (continued)

Step 4: Click the blue “New” button.

Step 5: Complete these fields to add your delegate:

- 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#.*
- 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.
- Remove the checks from checkboxes (**C**) : Assignments, CC notifications, and Meeting Invites (*leave the check mark in “Approvals”*).
- 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)

ServiceNow for CSS HR/APS

Managing Service Now Delegations (continued)

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).

Delegates New Go to Starts Search							
User = NoRole Approver 1							
	Starts	Ends	Delegate	Approvals	Assignments	CC notifications	Meeting invitations
<input type="checkbox"/>	2016-10-23 11:03:34	2017-01-01 15:59:59	Alison Murray	true	false	false	false
Actions on selected rows...							

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.

<input type="checkbox"/>	2016-10-23 11:03:34	2017-01-01 15:59:59	Alison Murray	true	false
<input checked="" type="checkbox"/>	2016-10-23 11:47:47	2017-01-01 15:59:59	George Noble	true	false
<div> <div>✓ Actions on selected rows...</div> <div> <div>Delete</div> <div>Create Application File</div> <div>Assign Tag:</div> <div>New...</div> </div> </div>					

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

Confirmation

Delete the selected record(s)?

Cancel

Delete