

Navigating to Approver View Notes

All Notes/Comments and Attachments on a case should be made by **everyone** in the “HR Case” view. Notes/Comments and Attachments should **not** be made by anyone in the “Approvals” view. However, if Notes/Comments or Attachments have been accidentally added in the “Approvals” view, they can be accessed through these steps:

Step 1: Scroll to the “Approvers” section at the bottom of the “HR Case” view window (pictured below).

	State	Approving	Approver	Comments	Created
<input type="checkbox"/>	Approved	HR Case Funding Changes: HRC0077250	Adam Berke	2017-02-21 08:36:06 - Adam Berke (Commen	2017-02-21 08:27:33
<input type="checkbox"/>	Requested	HR Case Funding Changes: HRC0077250	Katie Larkin HUDSON	2017-02-21 08:39:03 - Katie Larkin HUDSO	2017-02-21 08:34:45

Approvers will be listed in the **Approver** column, and if they have made a comment in the “Approvers” view, a date and time will appear in the **Comments** Column.

Step 2: To read comments, click on the word Requested, Approved, or Rejected (found in the **State** column on far left) of the Approver line you wish to read. Approver’s Notes/Comments or Attachments must be read individually. An example of Adam’s comments is pictured on the next page.

Remember, Approver’s Notes/Comments or Attachments do not flow into the main HR Case view.

ServiceNow for CSS HR/APS

Approval - HRC0077250

Update
Save

Approver

Adam Berke

ⓘ

State

Approved

Approving

HR Case Funding Changes: HRC0077250

ⓘ

Comments

Post

Activity

AB

Adam Berke

2017-02-21 08:36:06

ⓘ

This is the third comment made in this approval case. It was made by approver 1 Adam Berke after he approved the case.

AB

Adam Berke

2017-02-21 08:34:43

State

Approved was Requested

AB

Adam Berke

2017-02-21 08:31:34

This is the second example of a note added to an approval case. This note is again being added by Adam Berke, approver 1

AB

Adam Berke

2017-02-21 08:30:49

This is an example of notes added to an approval case by approver 1, Adam Berke. This is the first added comment

Step 3: To navigate back to the “HR Case” view double-click on the ⓘ icon located at the top left corner of the “Approval” view

Approval - HRC0077250

Update
Save

Approver

Adam Berke

ⓘ

State

Approved

Approving

HR Case Funding Changes: HRC0077250

ⓘ

Comments

Post

Activity

AB

Adam Berke

2017-02-21 08:36:06

ⓘ

This is the third comment made in this approval case. It was made by approver 1 Adam Berke after he approved the case.