# ServiceNow for CSS HR/APS

## How to Remove an Approver (For Gatekeeper Use Only)

### Removing an Approver

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

<u>Note</u>: **All submissions are subject to review and approval or rejection by the Group's Systems Access Group Administrator.**

<u>Step 1:</u> Go to http://berkeley.service-now.com *(you'll be asked to CalNet Authenticate)*. Click on the **Service Catalog** menu on the left side of the window (pictured below).
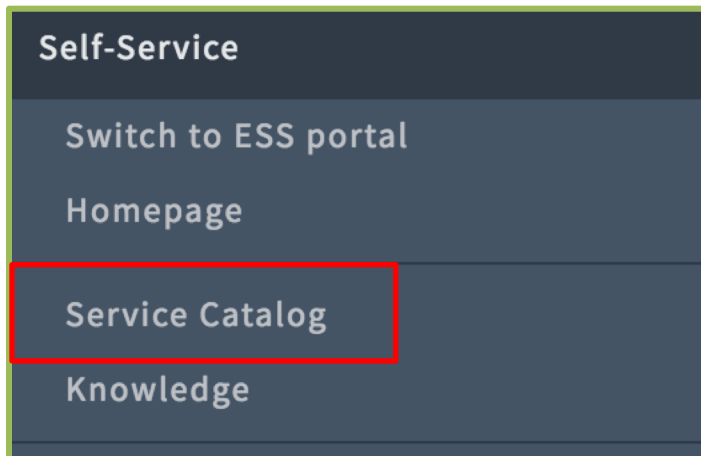


<u>Step 2:</u> In the menu items that appear, click the **Can We Help You?** button.



### 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.

For additional resources:
https://regionalservices.berkeley.edu/regional-services/hracademic-personnel-support-hraps-hr-service-hub/servicenow-resources-hraps

**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 **Remove user from ServiceNow group** button.

Remove user from ServiceNow group

Remove user from ServiceNow group

▶ preview

## Instructions continued from previous page

**Step 5:**
A. In the **"User to remove" search field**, enter and choose the name of the user you wish to remove from Approval 1 or 2 Group.
B. In the "**Target Group" search field**, choose the Approval assignment group from which you wish remove the user (**see examples below**).
C. Then click the blue **Order Now** button

Remove user from ServiceNow group

Group membership removal requests require approval from the selected group manager.

\* User to remove

A.

\* Target group

B.

Order this Item

Quantity        1 ▼

Delivery time      2 Days

C. **Order Now**

**Note**: Enter an appropriate keyword for the Target Group and select from the Approval list that pops up below the search field **(see examples at right).**

**Approvers can only be removed from one group at a time, so you must follow this process for each user you wish to remove.**

\* Target group

staff

Staff Recruitment Approval 1
Staff Recruitment Approval 2

\* Target group

funding

Funding Changes Approval 1
Funding Changes Approval 2
▶ More information

**Step 6:** Click the **Checkout** button to submit your request.
Your 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.



After you click "Checkout" you will see the **Confirmation Message** pictured below. If you need to request another Approver be removed from a group, click the **Continue Shopping** button and repeat steps 4–6 in this job aid.



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