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.

Note: All submissions are subject to review and approval or rejection by the Group’s Systems Access Group Administrator.

Step 1: 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).

Step 2: In the menu items that appear, click the Can We Help You? button.

For additional resources:
http://sharedservices.berkeley.edu/hr-aps-sn-resources
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.

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**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 to remove the user (see examples below).
C. Then click the blue Order Now button.

![Order Now button](image)

**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.
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.