Introducing HR ServiceNow

Human Resources is pleased to announce a new customer service platform for the campus. The campus can now use a web-based portal to request a wide range of services and assistance from Human Resources. Both employees and department managers can use this self-service portal to request help rather than relying on email or phone messages. Using the portal will ensure a more timely review and tracking of your request. Although the campus can continue using existing channels of communication with Human Resources, we encourage you to use our service portal as the first step to submit your requests or questions for many of our primary services.

Each icon represents a service group, and contains a brief description of the services offered. You can find each of the service offerings available by clicking on a specific service group.

Links to related services, websites and tutorials are located in the Other Services box on the left navigation menu.
We selected the Leave Administration Service, which contains five service offerings for all employees. The menu on the left allows you to navigate to other service categories. If the selected service category does not contain what you were looking for, you can easily navigate to other categories on the list.

**Department Users – Additional Service Offerings**

Employees with a “Department User” role are able to submit tickets on behalf of their department, or in some cases on behalf of an employee who is unable to submit a ticket for themself. Department users will be able to access all of the same services as users with an employee-only role, and they will have access to additional “Department” service offerings.

In this case, Departments can submit additional tickets regarding leave requests. For both Employee and Department users, the general process for submitting and viewing tickets is the same. In the following slides we will navigate through a ticket to ask a general question.
All forms contain a **Requested By** field, which is automatically filled in based on your login information.

Employees who have a Department User role may have an additional **Employee** field on their actions. In some cases, a department may use this field to request information regarding an employee, such as requesting salary equity information. In other cases, Departments may be making a request on-behalf of an employee, such as an employee requesting a Leave of Absence and needs assistance to enter the request. If you are a Department User making a request for yourself, the Requested By and Employee fields should remain in your own name.

The field **What kind of Leave to you have a question about?** contains a down arrow that opens a drop-down menu to select from. Notice that this field has a **red asterisk**. This means the field is required.

The final field **Question or Problem Description** is an open text box where you can ask your question or describe your problem.

You can also add attachments using the **paperclip icon** at the lower right of every action.

Notice the **box at the bottom** of the form that lists out what information is required. When you fill in all required fields, the Required Information box disappears.

Once you have completed the form, select the **Submit** button to send your request to HR.

Many of the service offerings have a very similar look and feel, but some may ask for more detail. For trainings on specific Service Offerings such as Position Management or Leave Administration, follow the link under “Other Services” box on the ServiceNow home page.
Once you submit your action, the system will take you to your “HR Tickets.” You will also receive an email confirming that the action has been submitted. Once the HR representative opens and reviews your ticket, you will be notified of the progress on your ticket via email. If you reply to the ServiceNow generated email, your comments will be added into ServiceNow automatically. You can also log into ServiceNow and make updates to your ticket directly.

If you want to review the status of a request in ServiceNow, you can select the “My Cases” link on the top right of the blue menu bar, which is visible from any screen.

The **My Cases** link will open a page that lists all of your ServiceNow actions, as well as their current status. By clicking on the action **Number**, you can open the action and see the details for that specific request.
Reviewing a Ticket

In this example, you can see HR’s response to a question on paternity leave.

You can also find additional information regarding your ticket in the box on the right.

Your Profile

Clicking on your user name at the top right ribbon allows you to view, and in certain cases edit your profile information.
If you are unsure where to find a particular service, type a keyword into the search box at the top of any page. This will pull up a list of services where that keyword appears.

By selecting an option from the list, you will open the service offering form directly.

Thank You!

Now that you have reviewed the new ServiceNow portal, you can begin submitting tickets! Thank you for using the New HR ServiceNow Portal. We look forward to meeting your HR needs more efficiently. Thank you for your continued partnership!