# Using ServiceNow for HR/APS - Quick *"How-To"* Guide for Campus (06/01/16)

## 1. Submit an Online Request

1. Go to Berkeley.service-now.com/ess/ & click HR Help.
2. Select the appropriate Service Request. If applicable, download the appropriate form from the options presented at the top of the page, complete the form and save.
3. Complete the Service Request form, attach the completed downloadable form if appropriate, and click the "Submit" button.

## 2. Differences: Ask an HR Question – Report a HR Problem – HR Service Request

There are three (3) different types of HR/APS requests:

- Use **Ask an HR Question -**when you need basic, general information, e.g., "How do I…", "Where can I find information about…", "Who would I talk to about…..".
- Use **Report an HR Problem -** when there is a problem, error, or issue that needs to be fixed, e.g., paycheck problem, delayed service.
- **HR Service Requests** are specific services like recruiting, leaves, or expense transfers.

## 3. Visibility

- When you submit a request, you can track the status (and get ongoing updates) throughout the progress of your requests (case) with full visibility.
- You will use your request to communicate with CSS to add comments or provide additional information.
- If you add someone else to the **watch list**, that person will have the same visibility you have as the submitter, can add additional comments, and will receive ongoing updates.
  Note: When submitting a request on behalf of someone else ("affected employee"), that employee will not have visibility or receive updates.

## 4. Add or Remove Viewers for a Case
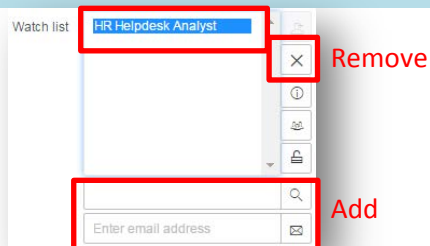


1. Click the **Unlock Icon** next to **Watch list.**
2. To Add: If the person is part of UCB, look up and select the user in the search field. If outside UCB, enter their

email address in the email field.
To Remove: Highlight the user in the Watch list box and click the **X**.
3. Click **Save**.

Watchers will have visibility into the request when logged into the system and will also receive email notifications. **NOTE:** Users added via email address will NOT see the request when logging in, even if they are a UC Berkeley employee.

## 5. How to Add Attachments

1. When filling out the **Ask a Question/Report a Problem** form in ServiceNow, you can upload an attachment by clicking the paperclip icon in the top right. Choose file and click "Attach"
2. When filling out a **Service Request** form on the Shared Services webforms, use the **Upload file** option at the bottom of the form.
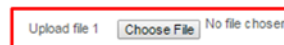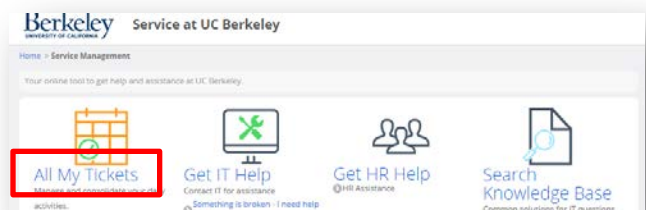


3. After you have created your request, you can still upload new attachments. Click the paperclip icon at the top right of your request:


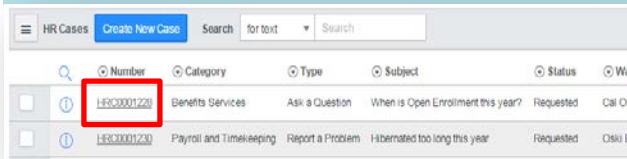
## 6. How to Logon to ServiceNow



There are several ways to access your existing request (case) in ServiceNow:

1. Go to: Berkeley.service-now.com/ess/
2. Login with your CalNet ID and passphrase.
3. Under "All My Tickets," click on **My HR Requests.**
4. Or, click the link provided in email notifications.

Berkeley Campus Shared Services

## 7. Navigating in My Queue



1. You can access your queue by clicking **My HR Requests** from the ServiceNow homepage or by clicking the link provided in email notifications.
2. To view a request's details, click on the request number in the **Number** column.

## 8. Adding Comments to an Existing Request
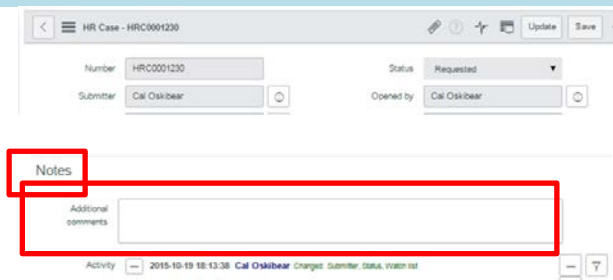


1. When you have any changes or updates for your request or when you are responding to a request for further information, use the **Notes** section of your request (case) to communicate with CSS.
2. Access your queue and click on the **Number** of the request (case) you want to add comments to.
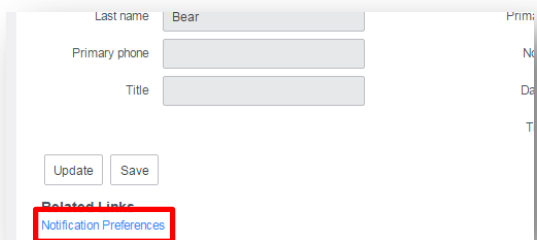3. Type your comments in the **Additional Comments** field at the bottom-left and click **Save**.

## 9. Email Notifications – How to Turn Off
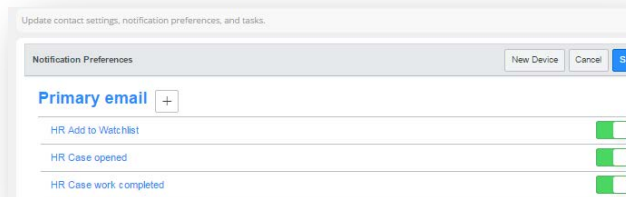
*Account Settings – "My Profile" option*

1. Logon to ServiceNow and click on **Account Settings** in the top-right corner to be taken to your Profile.
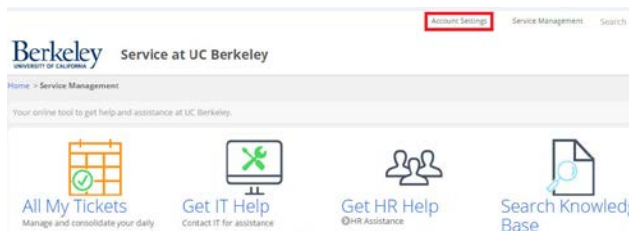


2. Click the **Notification Preferences** option at the bottom-left.



3. A list of all the email notifications you can currently turn on or off will appear. (These emails are only sent to you when you are the "submitter" or on the "watch list".)



4. You can choose to turn on/off any type of notifications listed. By default, all email notifications will be turned on when a request is submitted.
5. Click on **the green toggle icon** on the right side of the notification. It will turn gray – meaning it's off.
6. To turn a notification back on, click the gray toggle icon and it will turn green.

***Why may some email types not appear on this page?*** In order to turn off a specific email notification, that notification **must be triggered at least once**. After that notification is sent to you for the first time, it will appear on the Notification Preferences page and can then be turned off.

## 10. Canceling a Request

Please contact CSS directly at 510) 664-9000, option 3 if you need to cancel an HR/APS request.