**ServiceNow Improvements:**

**FUNDING CHANGES ENHANCEMENTS**

*Increased Accessibility:*
Now, those working in HR Case view can access comments or attachments made by Approvers in Approver view. (See job aid on next page: *Navigating to Approver View Notes*)

**Easier Comparison:**
Now, when considering a Funding Change, Approvers can easily compare “future state” chartstrings to current state chartstrings. Current state info is displayed in Notes section of HR Case view for easy reference.

**Extended Notifications:**
Now, when a Funding Change request is approved or commented on, notifications will be sent to Submitters, Watchers and Approvers.

**Improved Navigation:**
Now, better navigation allows Approvers easier access into HR Case view to review case detail, add comments or attachments, and back to Approver view where they take action. (See job aid: *Review-Edit EDC Funding Change Requests*)

**Full Diagram:**

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**HR CASE view**
- Use this view to edit, add comments or attachments so all involved have access and receive notifications

**APPROVER view**
- ONLY use this view to take action: approve/reject

**Request submitted via ServiceNow**

**Same Case #**
- Two views

**Home > My Approvals**
Manage approval requests.

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**Brought to you by the CSS ServiceNow Project Team – February 21, 2017**
Navigating to Approver View Notes

All Notes/Comments and Attachments on a case should be made by everyone in the “HR Case Funding Changes” view. Notes/Comments and Attachments should not be made by anyone in the “Approvals” view.

However, if Notes/Comments or Attachments have been accidently 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 Funding Changes” view window (pictured below).

<table>
<thead>
<tr>
<th>State</th>
<th>Approving</th>
<th>Approver</th>
<th>Comments</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Adam Berke</td>
<td>02-21 08:36:06 - Adam Berke (Comment)</td>
<td>02-21 08:27:33</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Katie Larkin HUDSON</td>
<td>02-21 08:39:03 - Katie Larkin HUDSON</td>
<td>02-21 08:34:45</td>
</tr>
</tbody>
</table>

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