

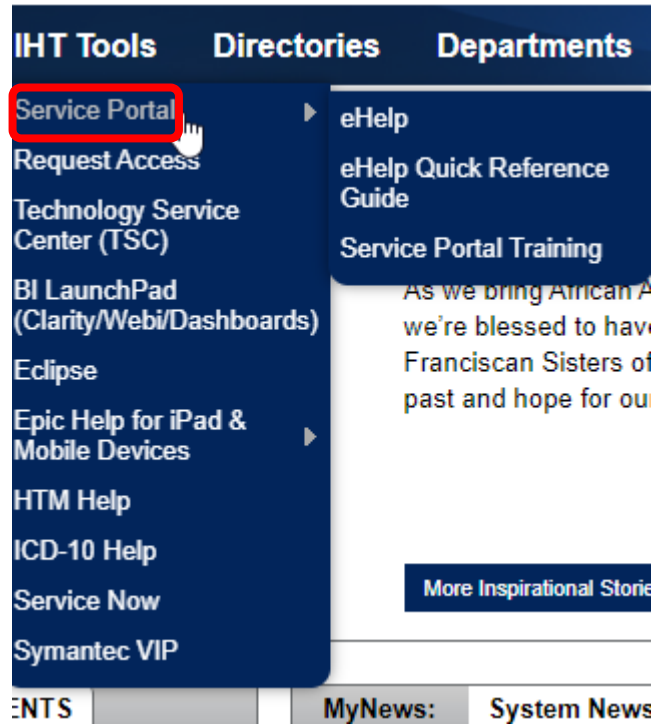
Service Portal Training

SSMIHT ITSM DEPARTMENT – MARCH 2021

How to get to the Service Portal

From your intranet home page

1. Click on IHT Tools
2. Click on Service Portal



Service Portal



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 12](#) [Epic Tip Sheets](#)



[Report an EPIC Issue](#)



[COVID-19 Remote Working Guidelines](#)

"Through our exceptional health care services, we reveal the healing presence of God."



[Report an Issue](#)

Request help with a service



[Request Access](#)

Click here to request access



[IHT Enhancements](#)

Click here to request Enhancements/Project



[Your Tickets](#)

View the status of your issues and orders



[AskHR](#)

Get help from Human Resources



[HTM](#)

Request service for a clinical device



[Service Portal Training](#)

Click here to access Service Portal Training



[View All Catalogs](#)

View all catalogs currently available



[Search for a Solution](#)

Search the Knowledge Base

Report an Issue



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Search the Knowledge Base

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[Service Portal Home](#)

[Search for a Solution](#)

[Request Access](#)

[Your Tickets](#)

[Approvals 12](#)

[Epic Tip Sheets](#)

[Home](#) > [Report an Issue](#)



Report an IT Issue

For urgent IT issues that require immediate assistance, call 1-866-776-4357.



Report a Medical Device Issue

If you have difficulties placing an on-line service request, please contact Trimedx at 1-833-267-5304.



Report an HR Issue

To reach People Services, please call 1-844-SSM-MYHR (1-844-776-6947).

Your Tickets



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[Search for a Solution](#)

Search the Knowledge Base

Your Tickets

Home > Your Tickets

Open Incidents

Invoice Approval Application Request has duplicate tasks
INC5985907 • 2mo ago

Closed Incidents

Entity Code for Affiliate
INC8072092 • 17d ago

IHT - Service catalog - needs request completed
INC5953422 • 3mo ago

test incident DISREGARD
INC5870147 • 5mo ago

Testing inc notification. **PLEASE DISREGARD**
INC5858959 • 5mo ago

test incident on call
INC5857191 • 5mo ago

Open Change Requests

CHG0290608
TASK0290608 Update the IHT Request Labels form on Service Catalog

Open Requests

Aida Moussalli
REQ0322426 • 9d ago

Aida Moussalli
REQ0269955 • 2mo ago

Aida Moussalli
REQ0262267 • 3mo ago

Aida Moussalli
REQ0229676 • 5mo ago

Sherry Ward
REQ0181558 • 8mo ago

First 5 of 11 [View all](#)

Closed Requests

Aida Moussalli
REQ0328744 • 3d ago

Aida Moussalli
REQ0322921 • 9d ago

“Your Tickets” will also display any open or closed, HR Cases, Changes, Problems you may have opened.

HR On-Demand



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 12](#) [Epic Tip Sheets](#)



[Report an EPIC Issue](#)



[COVID-19 Remote Working Guidelines](#)

"Through our exceptional health care services, we reveal the healing presence of God."



[Report an Issue](#)

Request help with a service



[Request Access](#)

Click here to request access



[IHT Enhancements](#)

Click here to request Enhancements/Project



[Your Tickets](#)

View the status of your issues and orders



[AskHR](#)

Get help from Human Resources



[HTM](#)

Request service for a clinical device



[Service Portal Training](#)

Click here to access Service Portal Training



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View all catalogs currently available



[Search for a Solution](#)

Search the Knowledge Base

HR On-Demand

[Home](#) > [HR Self Service](#)


AskHR

844-SSM-MYHR (844-776-6947)



 [Submit an AskHR Question](#)

 [Check the Status of My Requests](#)

 [Frequently Asked Questions \(FAQs\)](#)

HTM (Health Technology Management)



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 12](#) [Epic Tip Sheets](#)



[Report an EPIC Issue](#)



[COVID-19 Remote Working Guidelines](#)

"Through our exceptional health care services, we reveal the healing presence of God."



[Report an Issue](#)

Request help with a service



[Request Access](#)

Click here to request access



[IHT Enhancements](#)

Click here to request Enhancements/Project



[Your Tickets](#)

View the status of your issues and orders



[AskHR](#)

Get help from Human Resources



[HTM](#)

Request service for a clinical device



[Service Portal Training](#)

Click here to access Service Portal Training



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View all catalogs currently available



[Search for a Solution](#)

Search the Knowledge Base

HTM (Health Technology Management)



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 12](#) [Epic Tip Sheets](#)

[Home](#) > [HTM](#)



[Report a Medical Device Issue to Trimedx \(All Regions\)](#)

Report an issue about a medical device. Hospital Access Code: SSMHEALTH

Search for a Solution



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 12](#) [Epic Tip Sheets](#)



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[HTM](#)

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[Search for a Solution](#)

Search the Knowledge Base

Search for a Solution

All

[Import Articles](#) [Create an Article](#)

Search (minimum 3 characters)

Knowledge Bases

- Human Resources General Kn...
156 Articles
- IHT Knowledge
821 Articles
- Incident Knowledge Submissions
0 Articles
- Problem News/Knowledge
5 Articles
- SSMH Epic Tip Sheets
975 Articles
- SSMH Non-Epic
118 Articles

Featured Content

- [Epic Updates as of February 2021 for Providers](#)
- [Epic Updates as of February 2021 for Ambulatory Clinical Staff](#)
- [Epic Updates as of February 2021 for Inpatient Clinical Staff](#)
- [Epic Updates as of February 2021 for Revenue Cycle](#)

Most Useful

- [SSM- Skype- Online Meeting Pin reset/request](#)
- [SSM- Microsoft Office- Outlook- Email Distribution List / Shared mailbox request](#)
- [SSM- Epic- Security- How to use the User Snapshot](#)
- [SSM- TSC- Policy/Tech Reference](#)

Most Viewed

- [IHT- Change Control- Clinical & Revenue Cycle Applications- List of Routine Changes- Epic](#)
- [SSM- ServiceNow- Impact / Urgency Guidelines and the associated SLA requirements](#)
- [IHT- TSC- Remote Access Work from Home Process during COVID -19](#)
- [SSM- Symantec MFA- Multi-Factor Authentication- Self Service Registration](#)
- [SSM- New Hire- Access Provisioning Process](#)

End of general user training

Request Access



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 12](#) [Epic Tip Sheets](#)



[Report an EPIC Issue](#)



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Search the Knowledge Base

Request Access



COVID-19 Remote Working Guidelines

Request Access

« [SSMHealth Service Catalog](#)

No subcategories

Favorites

Favorites can be added by clicking on the star icon (☆) in the catalog item tiles or on the catalog item page.

Request Access

Request or Change Access for New and Existing Users

Use this process to request or change application access for new and existing users

[View Details](#) ☆

Remove All Access

Use this process if you need to remove ALL access for a user because they are leaving the organization.

[View Details](#) ☆

Add or Change Service Catalog Item

This process is to be used to Add, Remove, or Change an item (application) in the Service Catalog.

[View Details](#) ☆

Delegate Management

Use this process to delegate your service catalog access to another user.

[View Details](#) ☆

Badge Access

Use this form to request new badge access OR suspend existing badge access

[View Details](#) ☆

Request Access

Describe Needs Page:

1. Type user's name in the "Requested for" field. (verify it is the correct user by userid or email address)
2. Userid, Requested for's Physical entity and Pay entity populate according to the user's HR record, or current non-employee record.
3. Requested by is prepopulated with the user logged in entering the request.

User Information

* Requested for

Debra Vande Zande	dvandl	Mgr-Site Support	A042 - WI-Nielsen Building	8151 - INFO SVCS	Debra.VandeZande@ss mhealth.com
-------------------	--------	------------------	----------------------------	------------------	------------------------------------

Requested for's Physical Entity

Pay Entity

* Requested by

* Effective date

March 2020

Su	Mo	Tu	We	Th	Fr	Sa
23	24	25	26	27	28	29
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Request Access

Describe Needs Page:

The user's current access (if any) is listed.

Current Access

Application	Physical Entity	Epic Template	Epic Template2	Epic Template3	Date Granted
Phone Setup	0009 - MO-SSM Health Integrated Health Technologies				2020-04-20 11:35:06
Badge Access	0009 - MO-SSM Health Integrated Health Technologies				2020-03-23 09:51:26
SSM User Access	0009 - MO-SSM Health Integrated Health Technologies				2020-03-17 10:48:37
Email - Outlook	0009 - MO-SSM Health Integrated Health Technologies				2020-03-17 10:17:12
Instant Messaging	0009 - MO-SSM Health Integrated Health Technologies				2020-03-17 10:16:49

Request Access

Describe Needs Page:

7. In the *Select an entity/ministry for access* field, select or search for the entity you need access associated.
8. Region and Role are used to select pre-selected bundles of applications.
9. Search Criteria is used to select applications in specific areas, such as telecom or hardware.
10. Display non-core applications is used to display applications at other facilities.
11. Select desired applications is used to type the application name in and search for the application by name.

Select Access

* Effective date

* Select an entity/ministry for access: ?

Tip: You can use the wildcard (*) before entering either number or text (Examples: *0037, OR *Glennon, OR *AFF)

- 0002 - MO-SSM Health St. Joseph Hospital - St. Charles
- 0006 - MO-SSM Health Bridgeton McKelvey
- 0007 - WI-SSM Health St. Mary's Hospital - Madison
- 0009 - MO-SSM Health Integrated Health Technologies
- 0010 - MO-SSM Health Cardinal Glennon Children's Hospital**
- 0011 - MO-SSM Health St. Mary's Hospital - Jefferson City
- 0012 - WI-SSM Health St. Clare Hospital - Baraboo

Request Access- Quick Select

Describe Needs Page:

7. Region and Role are used to select pre-selected bundles of applications.
8. Search Criteria is used to select applications in specific areas, such as telecom or hardware.
9. Display non-core applications is used to display applications at other facilities.
10. Select desired applications is used to type the application name in and search for the application by name.

Optional Application Bundles - Use to pre-select applications required for new users holding common roles in your region.

Region

Role

Search Criteria

Search Category: (if desired)

Display alternate non-core Applications:

Select desired Applications: ?

Use the wildcard (*) before entering desired application (e.g. *Email, *Epic) ✕

✕ SSM User Access - 0009 ✕ Service Now - 0009 ✕ New User/Reenable Network Access (Active Directory) - 0009

Request Access – Bundle Selection

Describe Needs Page:

12. In this example we have chosen Region SSM St. Louis and Role Admission – Registration Rep. This pre populated Epic Clinical End User – 0009, Email – Outlook – 0009 and Instant Messaging – 0009.
13. We can add additional applications by typing them in the Select Desired Applications area and selecting them.
14. Click Next to move to the Choose Options page.

Optional Application Bundles - Use to pre-select applications required for new users holding common roles in your region.

Region

SSM St. Louis Region

Role

Admission - Registration Rep

Search Criteria

Search Category: (if desired)

-- None --

Display alternate non-core Applications:

Select desired Applications:

✕ Epic Clinical End User - 0009 ✕ Email - Outlook - 0009 ✕ Instant Messaging - 0009

Next

Request Access

Choose Options Page:

This list includes all of the Items you have requested.

15. Any Included Item with the * next to the word “options” requires additional information.
16. Click on the word “Options” to open the item’s form.

Home > Order Guide > Request Access > 3. User Change Request

Search

3. User Change Request

Use this process to transfer an employee; or to add, change or remove specific access for existing users.

Describe Needs Choose Options Summary

Included Items : * Mandatory Fields

Epic Clinical End User	Manage access to Epic Clinical End User	* Options	<input checked="" type="checkbox"/>	▼
Email - Outlook	Manage access to Email - Outlook	Options	<input checked="" type="checkbox"/>	▼
Instant Messaging	Manage access to Instant Messaging	* Options	<input checked="" type="checkbox"/>	▼

Previous

Request Access

Choose Options Page:

17. Complete all fields with the *
18. Complete any other field that is applicable. (be sure to scroll down the form to view all fields)
19. Click on the word “Options” to close the item’s form.

Describe Needs Choose Options Summary

Epic Clinical End User Manage access to Epic Clinical End User * Options

* Requested for: Sherry Bene Requested by: Suzanne Schmidt

Userid: SBenee * Physical Entity: 0009 - SSM IHT

* Effective Date: 2019-04-08 * Action: Modify

Select additional Role if user will be performing functions not covered by the job position or non-employee role selected on user information page.

-- None --

Template selected must be appropriate for the employee position or non-employee role selected or the request will be denied.

* Select Region user needs to access: -- None --

* Please choose an Epic Group:

* Please choose an EPIC template:

Does user have a 2nd job that requires Epic access?

-- None --
 Yes
 No

Request Access

Choose Options Page:

20. Click on the next application with the * next to options.
21. Complete all fields with the *.
22. Complete any other field that is applicable. (be sure to scroll down the form to view all fields)
23. Click on the word "Options" to close the item's form.
24. Continue until all applications have the word "options with no *".
25. Click Next.

Home > Order Guide > Request Access > 3. User Change Request

Search



3. User Change Request

Use this process to transfer an employee; or to add, change or remove specific access for existing users.



Describe Needs



Choose Options



Summary

Included Items :

* Mandatory Fields

Epic Clinical End User	Manage access to Epic Clinical End User	Options	<input checked="" type="checkbox"/>	▼
Email - Outlook	Manage access to Email - Outlook	Options	<input checked="" type="checkbox"/>	▼
Instant Messaging	Manage access to Instant Messaging	Options	<input checked="" type="checkbox"/>	▼

Previous

Next

Request Access

Summary Page:

26. Review all applications ordered are listed.

27. Click Order Now.

Home > Order Guide > Request Access > 3. User Change Request

Search

3. User Change Request

Use this process to transfer an employee; or to add, change or remove specific access for existing users.

Order Guide Details	Quantity	Total Price	Recurring
Epic Clinical End User	---	\$0.00	\$0.00
Email - Outlook	---	\$0.00	\$0.00
Instant Messaging	---	\$0.00	\$0.00

Total : \$0.00

Request Access

This shows your request number and the details of each item ordered.

The screenshot displays a web interface for managing requests. At the top, there is a breadcrumb trail 'Home > Request' and a search bar. Below this, a header bar shows the request ID 'REQ0012403 - 3 items' in a red box, a 'Copy Request' button, and a 'Send' button. The main content area features a message input field and a chat window with a message from Suzanne Schmidt: 'REQ0012403 Created'. A 'Start' button is visible below the chat. On the right side, a sidebar contains a 'Requested Items' section with three items: RITM0012647 (Epic Clinical End User), RITM0012649 (Email - Outlook), and RITM0012648 (Instant Messaging). Each item has a status indicator (checkmarks and arrows) and is requested for Sherry Bene. Below this is a 'Request details' section with the following information:

Request details	
Number	State
REQ0012403	Open
Priority	Created
4 - Low	just now
Price	
\$0.00	

Add or Change Service Catalog Item



COVID-19 Remote Working Guidelines

Request Access

« SSMHealth Service Catalog

No subcategories

Favorites

Favorites can be added by clicking on the star icon (☆) in the catalog item tiles or on the catalog item page.

Request Access

Request or Change Access for New and Existing Users

Use this process to request or change application access for new and existing users

[View Details](#) ☆

Remove All Access

Use this process if you need to remove ALL access for a user because they are leaving the organization.

[View Details](#) ☆

Add or Change Service Catalog Item

This process is to be used to Add, Remove, or Change an item (application) in the Service Catalog.

[View Details](#) ☆

Delegate Management

Use this process to delegate your service catalog access to another user.

[View Details](#) ☆

Badge Access

Use this form to request new badge access OR suspend existing badge access

[View Details](#) ☆

Add or Change Service Catalog Item

This request is used to add or change an application for selection in the Request Access category of the IHT Service Catalog

1. Fields with an * must be completed.
2. Select the desired action (request new catalog item, modify existing item, or retire catalog item) in the “Action” field.
3. Complete any other field that is applicable. (be sure to scroll down the form to view all fields)

Home > Catalog Home > Service Catalog > Request Access > 6. New/Change Service Catalog Item Request

Search

Favorite ☆

6. New/Change Service Catalog Item Request

Use this process to request a new item to be included in the Service Catalog.

* Action -- None --	Name of the new request item <input type="text"/>
* All entities or select entities? -- None --	Purpose of the request item <input type="text"/>
Catalog Item <input type="text"/>	Use case scenario for the application <input type="text"/>

Indicate which entities should have this item included in their access offerings

Select at least one entity from this list to Modify/Remove

Who will approve requests for this item? (if applicable)
Provide name, email address, entity, and approval order.

Is the provisioning of this item centralized or location specific?
-- None --

Can this application be requested from entities that may not be the user's physical entity or the entity from which they are paid?

Add to Cart

Order Now

Required information

Action

All entities or select entities?

Add or Change Service Catalog Item

This is the confirmation page.

Your request number and request details can be found on this page.

Home > Request

Search

REQ0012399 Use this process to request a new item to be included in the Service Catalog.

Type your message here... Send

ST
Sierra Thompson
just now
REQ0012399 Created

Start

Requested Items

RITM0012643
• Item : 6. New/Change Service Catalog Item Request
• Requested for : Sierra Thompson

Request details

Number	State
REQ0012399	Open
Priority	Created
4 - Low	just now
Price	
\$0.00	

Attachments

Drop files here

Delegate Management



[Service Portal Home](#) [Search for a Solution](#) [Request Access](#) [Your Tickets](#) [Approvals 4](#) [Epic Tip Sheets](#)

[Home](#) > [SC Category](#)



COVID-19 Remote Working Guidelines

Request Access

« [SSMHealth Service Catalog](#)

No subcategories

Favorites

Favorites can be added by clicking on the star icon (☆) in the catalog item tiles or on the catalog item page.

Request Access

Request or Change Access for New and Existing Users

Use this process to request or change application access for new and existing users

[View Details](#) ☆

Remove All Access

Use this process if you need to remove ALL access for a user because they are leaving the organization.

[View Details](#) ☆

Add or Change Service Catalog Item

This process is to be used to Add, Remove, or Change an item (application) in the Service Catalog.

[View Details](#) ☆

Delegate Management

Use this process to delegate your service catalog access to another user.

[View Details](#) ☆

Badge Access

Use this form to request new badge access OR suspend existing badge access

[View Details](#) ☆

Delegate Management

This can be used to add, change, or remove a delegate.

1. Choose the desired action in the “What type of change is this?” field.

1. Delegate Management

Use this process to delegate your service catalog access to another user.

*What type of change is this?

-- None --

-- None --

Add new delegate

Change existing delegate

Remove delegate

Delegate Management

2. Complete all fields with the *.
3. Select the desired modifications underneath the “Delegations” options.
4. Submit.

1. Delegate Management

Use this process to delegate your service catalog access to another user.

* What type of change is this?
Add new delegate

Add a New Delegate or Change an Existing Delegate

* Select the user you wish to delegate to

* Starts

* Ends

Delegations

Access Requests: The delegate can submit requests in Service Catalog on your behalf. Approvals: The delegate can approve items on your behalf. Tasks: The delegate can view and work on tasks assigned to you. Notifications: The delegate receives a copy of email notifications sent to you. Human Resources: The delegate can perform TIF responsibilities.

- Access Requests
- Approvals
- Tasks
- Notifications
- Human Resources

Submit

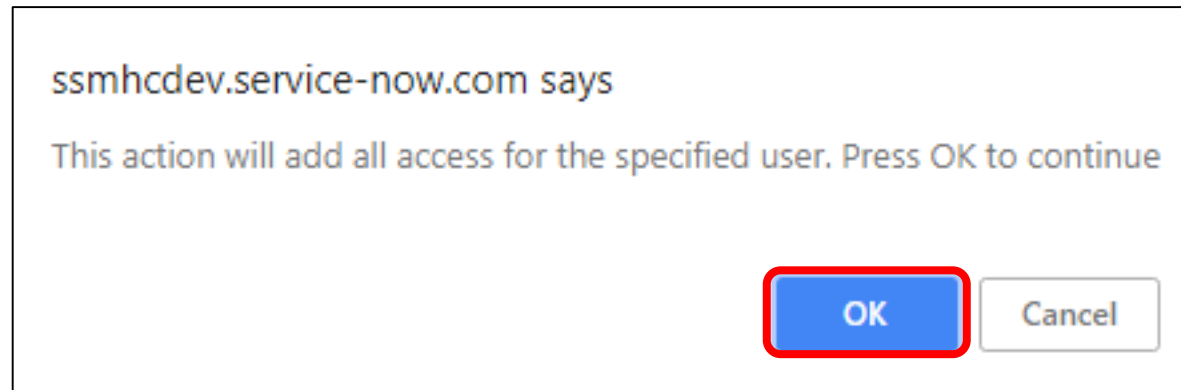
Required information

Select the user you wish to delegate to Starts

Ends

Delegate Management

5. A warning message will appear at the top of the screen.
6. Select OK and you will be directed back to the Request Access page.



Manager Approvals

Navigate to the Service Portal.

1. Click on the word "Approvals."
2. Click on "View all approvals."

The screenshot displays the SSMHealth Service Portal interface. The top navigation bar includes links for 'Service Portal Home', 'Search for a Solution', 'Request Access', 'Your Tickets', 'Approvals 30', and 'Epic Tip Sheets'. The 'Approvals' link is highlighted with a red box, and a red arrow points to the 'View all approvals' option in the dropdown menu. The dropdown menu lists various approval requests with details such as the requester's name, the number of requested items, and the request ID (REQ0012499 through REQ0012470). The main content area features a search bar and several service tiles: 'Service Portal Training', 'Your Tickets', 'View All Catalogs', 'Request Access', and 'HTM'. The page also includes the SSMHealth logo and the slogan 'Through our exceptional... the healing presence of God.'

Manager Approvals

3. Your list of approvals opens.
4. Click on the REQ# to review the request you want to review and approve or reject.

My Approvals 1 to 10 of 32

RITM0012525 - Manage remote access to SSM users. Requestor Olu Omidiji Quantity 1 Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
REQ0012423 - Use this process when no SSMHC system access is required and your intent is to assign a Physician Number only. Requestor Lisa Rickard Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
REQ0012424 - Use this process if you need to remove ALL access for a user because they are leaving the organization. Requestor Lisa Rickard Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
REQ0012427 - Use this process to request a new item to be included in the Service Catalog. Requestor Lisa Rickard Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
REQ0012435 - Use this process when no SSMHC system access is required and your intent is to assign a Physician Number only. Requestor Charles Reese Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
REQ0012436 - Use this process to request a new item to be included in the Service Catalog. Requestor Lisa Rickard Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>
REQ0012437 - Use this process to request a new item to be included in the Service Catalog. Requestor Lisa Rickard Options	<input type="button" value="Approve"/> <input type="button" value="Reject"/>

Manager Approvals

5. Review the request and click on approve or reject.
6. Reject requires a comment before accepting the rejection. Fill in your comment and click OK.

The screenshot displays the SSMHealth Manager Approvals interface. At the top, there is a navigation bar with links: Service Portal Home, Search for a Solution, Request Access, Your Tickets, Approvals, and Epic Tip Sheets. Below the navigation bar, a breadcrumb trail shows 'Home > Approval Form'. The main content area is divided into several sections:

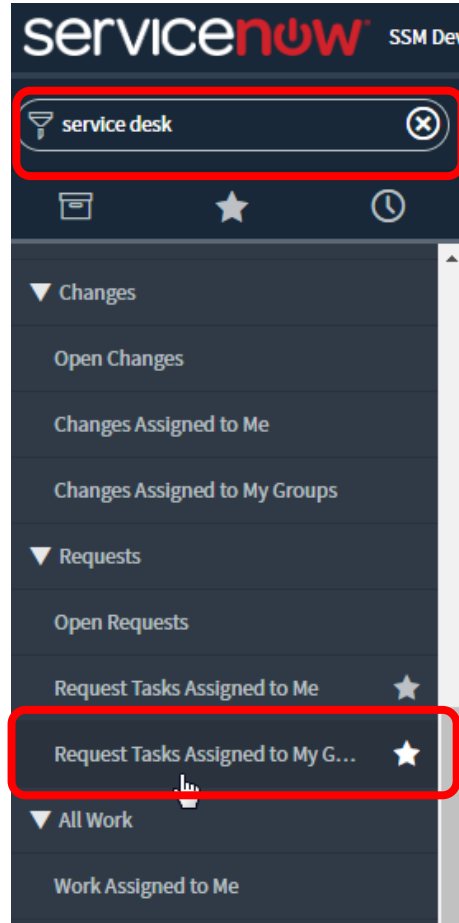
- Summary Card:** A dark blue header reads 'This Request requires your approval'. Below it, the status is 'State Requested' and 'Created about a month ago'. At the bottom, there are two buttons: a green 'Approve' button and a white 'Reject' button with a grey border. A red rectangle highlights these two buttons.
- Request Details Card:** Titled 'Approval request for Request REQ0012444', it shows 'Multiple Items requested on 2019-04-16' and 'Opened by Kevin Dreger'. Under 'Items in this Request', there are two entries: 'Manage access to MS Office (Word, Excel, Access, Powerpoint)' and 'Manage access to Email - Outlook', each with a dropdown arrow for 'Options'.
- Activity Stream:** A section with a 'Send' button and a text input field. It contains a message from 'Kevin Dreger' (KD) stating 'REQ0012444 Created' with a timestamp of 'about a month ago'. A green 'Start' button is visible at the bottom of the stream.
- Modal Dialog:** A white dialog box is open over the 'Reject' button. It contains the text 'ssmhcdev.service-now.com says' and 'Please provide a reason for rejecting this item.' Below the text is a text input field and two buttons: 'OK' and 'Cancel'.

End of Manager training

Task and Approval Management

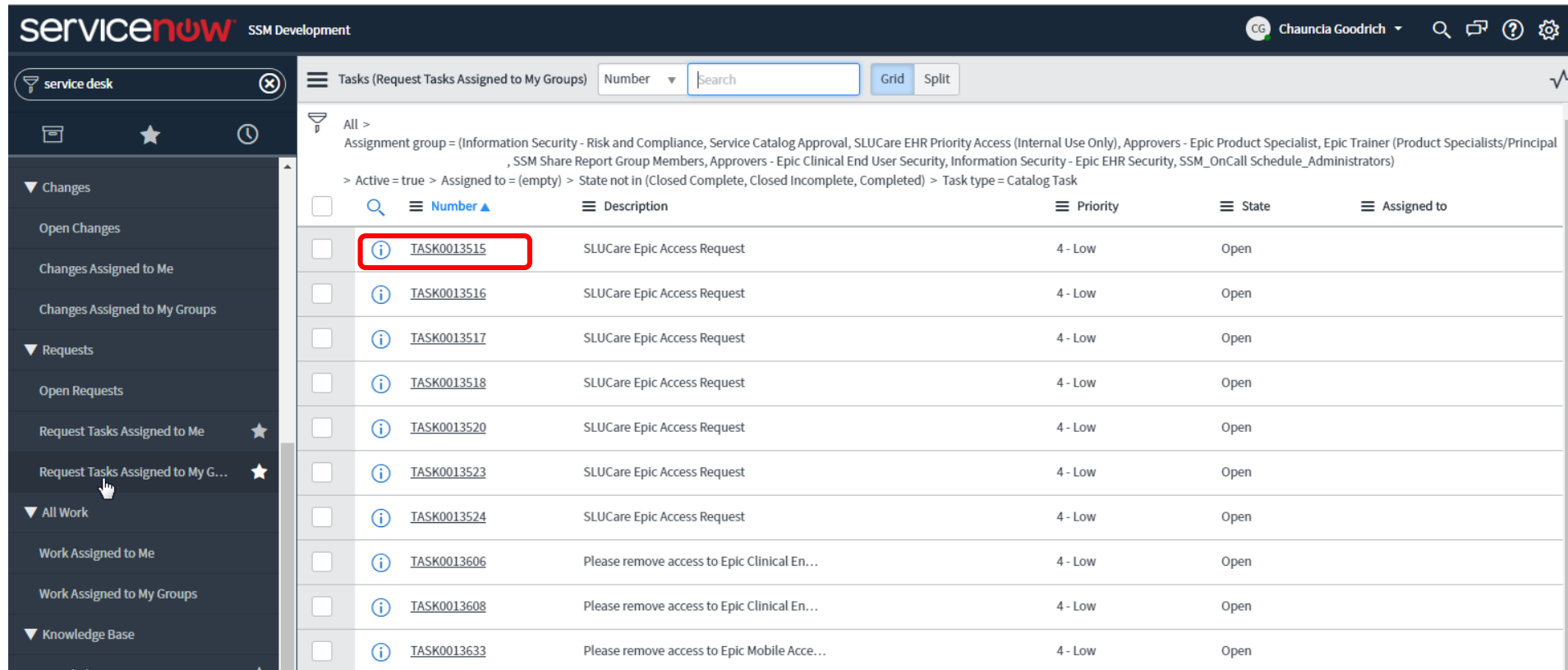
Assign a task to yourself:

1. Type Service Desk in the filter navigator.
2. Click on “Request Tasks assigned to my group.”



Task and Approval Management

3. A list of tasks assigned to groups you are a member of will open.
4. Click on the task number you wish to look at and assign to yourself.



The screenshot displays the ServiceNow SSM Development interface. The top navigation bar includes the ServiceNow logo, the user name 'Chauncia Goodrich', and various utility icons. The main content area shows a list of tasks under the heading 'Tasks (Request Tasks Assigned to My Groups)'. The list is filtered by 'Number' and includes a search bar. The table columns are: Number, Description, Priority, State, and Assigned to. The first row, 'TASK0013515', is highlighted with a red box. The left sidebar contains navigation options such as 'Changes', 'Requests', 'All Work', and 'Knowledge Base'.

Number	Description	Priority	State	Assigned to
TASK0013515	SLUCare Epic Access Request	4 - Low	Open	
TASK0013516	SLUCare Epic Access Request	4 - Low	Open	
TASK0013517	SLUCare Epic Access Request	4 - Low	Open	
TASK0013518	SLUCare Epic Access Request	4 - Low	Open	
TASK0013520	SLUCare Epic Access Request	4 - Low	Open	
TASK0013523	SLUCare Epic Access Request	4 - Low	Open	
TASK0013524	SLUCare Epic Access Request	4 - Low	Open	
TASK0013606	Please remove access to Epic Clinical En...	4 - Low	Open	
TASK0013608	Please remove access to Epic Clinical En...	4 - Low	Open	
TASK0013633	Please remove access to Epic Mobile Acce...	4 - Low	Open	

Task and Approval Management

5. The task opens.
6. Click in the “Assigned to” field and type your name click on your name when it is returned in the look up field.

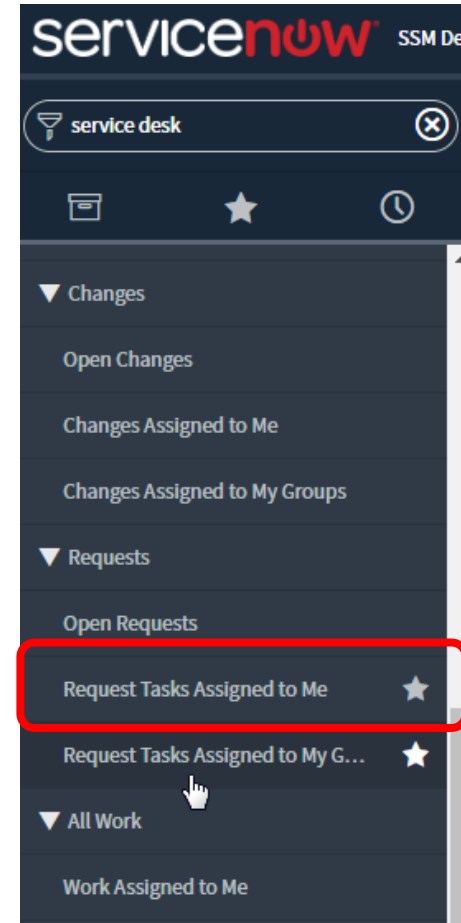
The screenshot shows a web interface for managing a task. The task is titled 'Catalog Task - TASK0013515'. The 'Assigned to' field is highlighted with a red box. The 'Variables' section below contains the following information:

Field	Value
Requestor's First Name (SLUCare IT)	Theresa
Requestor's Last Name (SLUCare IT)	Friederich
Requestor's Phone Number (SLUCare IT)	(314) 977-4215
Requestor's Email Address (SLUCare IT)	theresa.friederich@health.slu.edu
Requestor's Title (SLUCare IT)	Program Coordinator
Action (Add, Modify, or Remove)	Modify

Task and Approval Management

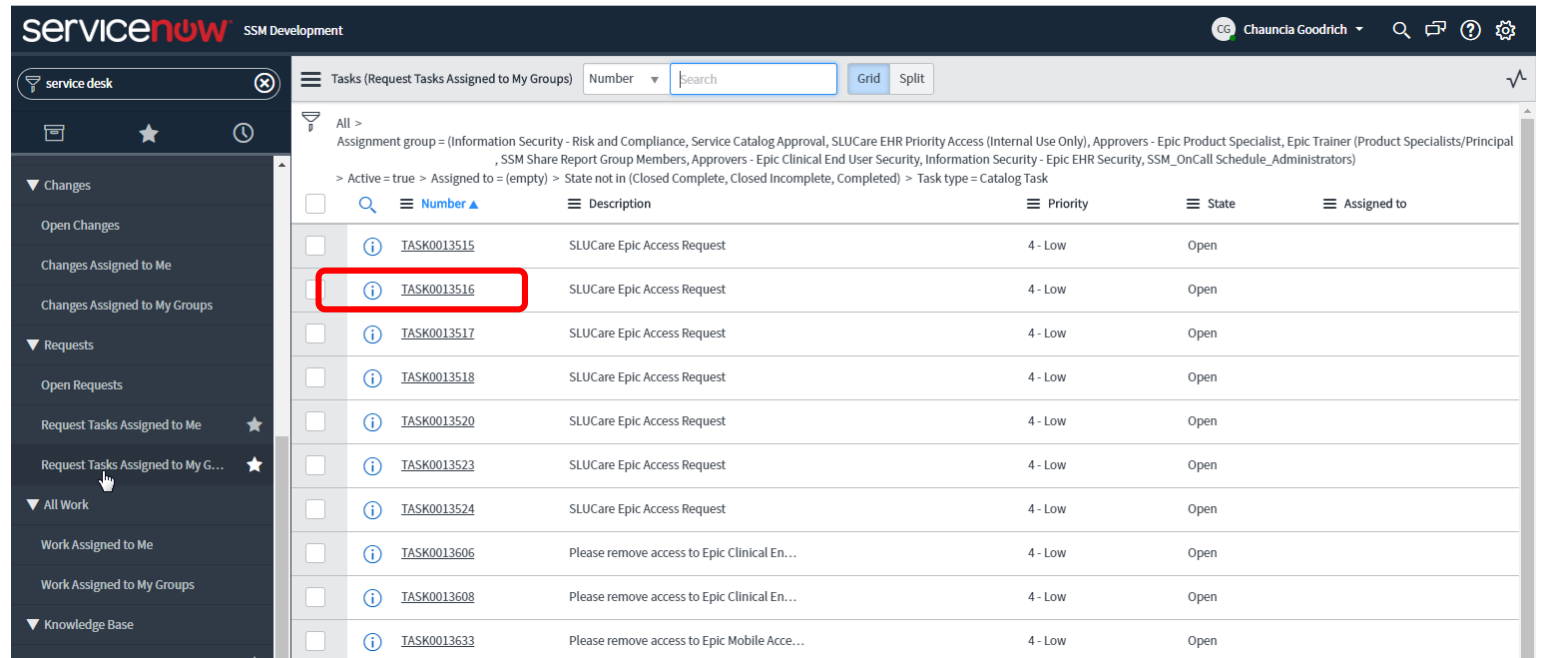
Working a task assigned to you.

1. Type Service Desk in the filter navigator.
2. Click on “Request Tasks assigned to Me.”



Task and Approval Management

3. A list of tasks assigned to you will appear.
4. Click on the Task you wish to work.



The screenshot displays the ServiceNow interface for a user named Chauncia Goodrich. The main content area shows a list of tasks assigned to the user, filtered by 'Request Tasks Assigned to My Groups'. The tasks are listed in a table with columns for 'Number', 'Description', 'Priority', 'State', and 'Assigned to'. The task with ID 'TASK0013516' is highlighted with a red box. The left sidebar shows navigation options such as 'Changes', 'Requests', 'All Work', and 'Knowledge Base'. The top navigation bar includes the ServiceNow logo, the user's name, and various utility icons.

Number	Description	Priority	State	Assigned to
TASK0013515	SLUCare Epic Access Request	4 - Low	Open	
TASK0013516	SLUCare Epic Access Request	4 - Low	Open	
TASK0013517	SLUCare Epic Access Request	4 - Low	Open	
TASK0013518	SLUCare Epic Access Request	4 - Low	Open	
TASK0013520	SLUCare Epic Access Request	4 - Low	Open	
TASK0013523	SLUCare Epic Access Request	4 - Low	Open	
TASK0013524	SLUCare Epic Access Request	4 - Low	Open	
TASK0013606	Please remove access to Epic Clinical En...	4 - Low	Open	
TASK0013608	Please remove access to Epic Clinical En...	4 - Low	Open	
TASK0013633	Please remove access to Epic Mobile Acce...	4 - Low	Open	

Task and Approval Management

5. Type in the actions you took in work notes field.

Catalog Task - TASK0013266

City

State

Zip Code

Office Phone Number

Fax Number

Provider's Preferred Email Address

Comments (include sponsoring provider for all mid-levels)

Work notes

Post

Activities: 1

MR Michael Reynolds

Field changes • 2018-09-17 14:44:36

Assigned to Chauncia Goodrich

Assignment group Information Security - Epic EHR Security

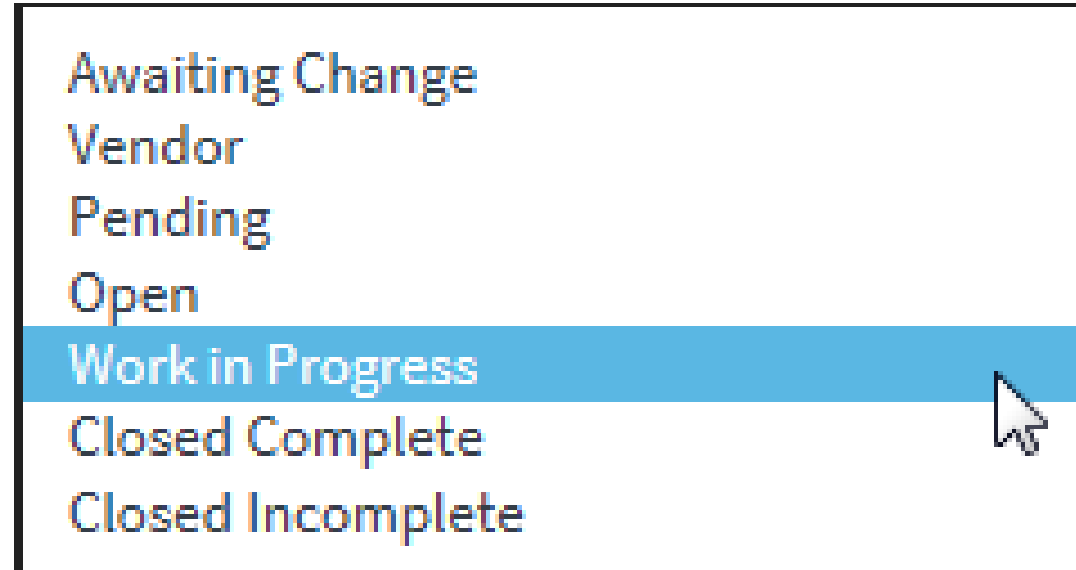
Opened by Michael Reynolds

Priority 4 - Low

Update Close Task Save

Task and Approval Management

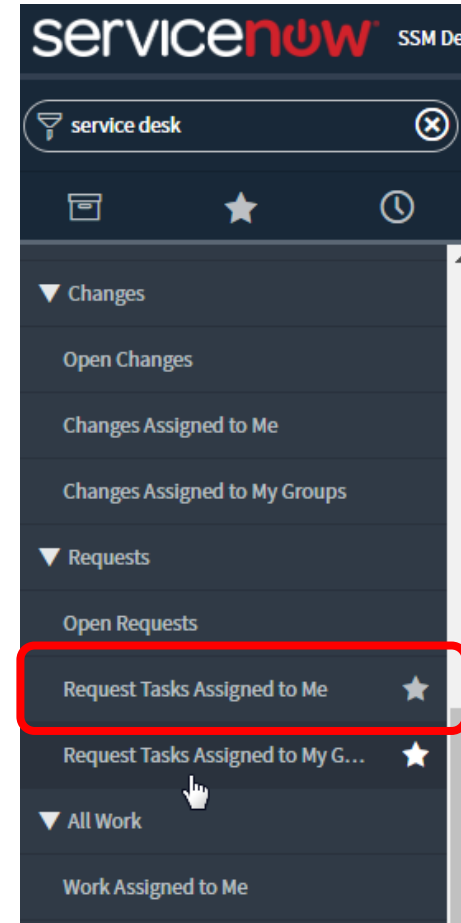
6. Change the state of the task to the appropriate state.
7. Click “Update” to return to the previous screen, or “Save” to stay on the current record.



Task and Approval Management

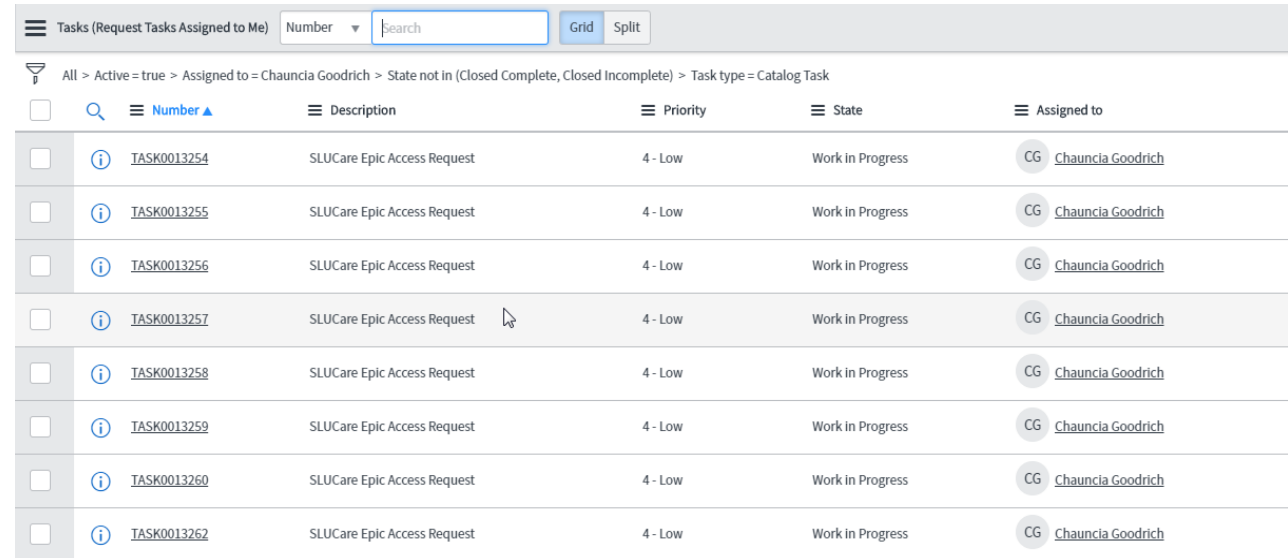
Completing a task assigned to you.

1. In the Filter Navigator type “Service Desk.”
2. Select “Request Tasks assigned to Me” under the “Self-Service” module.



Task and Approval Management

3. A list of tasks assigned to you will open.
4. Click on the task you wish to work.



The screenshot displays a web interface for task management. At the top, there is a header bar with a menu icon, the text "Tasks (Request Tasks Assigned to Me)", a dropdown menu set to "Number", a search input field, and "Grid" and "Split" buttons. Below the header, a breadcrumb trail reads: "All > Active = true > Assigned to = Chauncia Goodrich > State not in (Closed Complete, Closed Incomplete) > Task type = Catalog Task". The main content is a table with columns for selection, information, number, description, priority, state, and assigned to. The table contains eight rows of tasks, all of which are "SLUCare Epic Access Request" tasks with a priority of "4 - Low" and a state of "Work in Progress", all assigned to "Chauncia Goodrich". The fourth row is highlighted, and a mouse cursor is pointing at it.

<input type="checkbox"/>	?	Number ▲	Description	Priority	State	Assigned to
<input type="checkbox"/>	?	TASK0013254	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013255	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013256	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013257	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013258	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013259	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013260	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich
<input type="checkbox"/>	?	TASK0013262	SLUCare Epic Access Request	4 - Low	Work in Progress	CG Chauncia Goodrich

Task and Approval Management

5. Scroll down to the work notes area and note the steps you have taken to complete the task.
6. Click close task and you are returned to the list of tasks assigned to you.

Catalog Task - TASK0013266

City State

Zip Code Office Phone Number

Fax Number Provider's Preferred Email Address

Comments (include sponsoring provider for all mid-levels)

Work notes

Post

Activities: 1

MR Michael Reynolds
Assigned to Chauncia Goodrich
Assignment group Information Security - Epic EHR Security
Opened by Michael Reynolds
Priority 4 - Low

Field changes • 2018-09-17 14:44:36

Update Close Task Save

Application Approval and Provisioning


Application (Item) Approvals

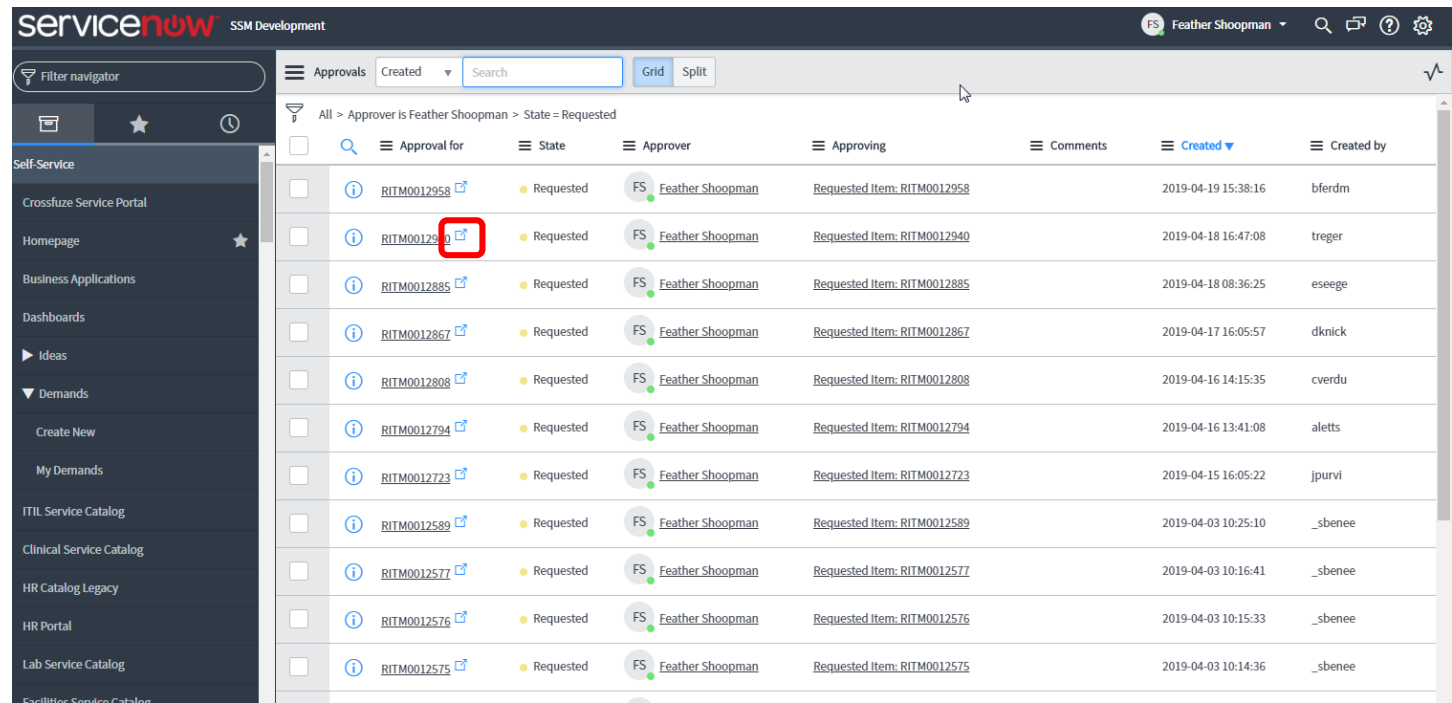
1. If you are working from the ITIL homepage
2. Click on the number inside the “SSM – My Approvals – Action needed” widget.

The screenshot displays the ServiceNow ITIL Homepage dashboard. The top navigation bar includes the ServiceNow logo, 'SSM Development', and user information 'Candy Shaw'. A filter navigator on the left lists options like 'Self-Service - Homepage', 'New Incident', 'Bookmark and pane-based UI h...', 'Live Feed', and 'Service Desk - My Groups Know...'. The main content area features several widgets: 'News' (No items), 'SSM - My Approvals - Action Needed (Score)' (highlighted with a red box, showing a score of 2), 'SSM - My Groups Work (Score)' (11), 'SSM - My Work (Score)' (1), 'SSM - My Groups KB Articles - Action Needed' (23), 'SSM - My KB Articles - Action Needed' (14), and 'SSM - Open Changes Assigned to Me (Score)' (0). On the right, there is an 'Emergency Changes' section with three items (CHG0049582, CHG0049589, CHG0049678) and a 'SSM - My Groups Work (Bar)' chart showing task counts for different groups.

Widget Title	Value
SSM - My Approvals - Action Needed (Score)	2
SSM - My Groups Work (Score)	11
SSM - My Work (Score)	1
SSM - My Groups KB Articles - Action Needed	23
SSM - My KB Articles - Action Needed	14
SSM - Open Changes Assigned to Me (Score)	0

Application Approval and Provisioning

3. If you are not using the ITIL Homepage, type the words “My Approvals” in the filter navigator and click on “My Approvals below Self-Service.
4. This will bring you to the list of your open approvals.
5. Click on the box with an arrow  next to the RITM (requested item) you wish to review.

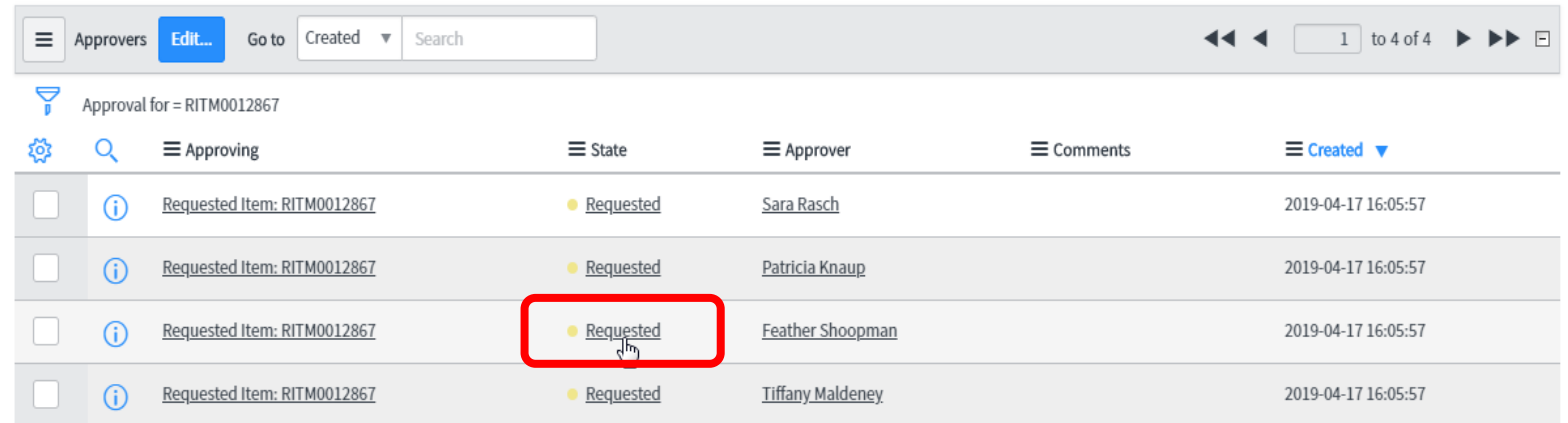


The screenshot shows the ServiceNow interface for the 'Approvals' section. The left sidebar contains a 'Filter navigator' with 'Self-Service' selected. The main content area displays a table of requested items. The table has columns for 'Approval for', 'State', 'Approver', 'Approving', 'Comments', 'Created', and 'Created by'. The 'Approval for' column contains RITM IDs, and the 'State' column shows 'Requested'. The 'Approver' column shows 'FS Feather Shoopman'. The 'Approving' column shows 'Requested Item: RITM0012958' through 'Requested Item: RITM0012575'. The 'Created' column shows dates and times, and the 'Created by' column shows user names like 'bferdm', 'treger', 'eseegi', 'dknick', 'cverdu', 'aletts', 'jpurvi', and '_sbenee'. A red box highlights the external link icon next to the RITM0012940 entry.

Approval for	State	Approver	Approving	Comments	Created	Created by
RITM0012958	Requested	FS Feather Shoopman	Requested Item: RITM0012958		2019-04-19 15:38:16	bferdm
RITM0012940	Requested	FS Feather Shoopman	Requested Item: RITM0012940		2019-04-18 16:47:08	treger
RITM0012885	Requested	FS Feather Shoopman	Requested Item: RITM0012885		2019-04-18 08:36:25	eseegi
RITM0012867	Requested	FS Feather Shoopman	Requested Item: RITM0012867		2019-04-17 16:05:57	dknick
RITM0012808	Requested	FS Feather Shoopman	Requested Item: RITM0012808		2019-04-16 14:15:35	cverdu
RITM0012794	Requested	FS Feather Shoopman	Requested Item: RITM0012794		2019-04-16 13:41:08	aletts
RITM0012723	Requested	FS Feather Shoopman	Requested Item: RITM0012723		2019-04-15 16:05:22	jpurvi
RITM0012589	Requested	FS Feather Shoopman	Requested Item: RITM0012589		2019-04-03 10:25:10	_sbenee
RITM0012577	Requested	FS Feather Shoopman	Requested Item: RITM0012577		2019-04-03 10:16:41	_sbenee
RITM0012576	Requested	FS Feather Shoopman	Requested Item: RITM0012576		2019-04-03 10:15:33	_sbenee
RITM0012575	Requested	FS Feather Shoopman	Requested Item: RITM0012575		2019-04-03 10:14:36	_sbenee

Application Approval and Provisioning

6. Scroll down to the “Approvers” section of the RITM.
7. When you are ready to approve or reject the request click on the word “Requested” next to your name. (Feather, in this case).
8. The Approval will open.



Approval for = RITM0012867

	Approving	State	Approver	Comments	Created
<input type="checkbox"/>	Requested Item: RITM0012867	Requested	Sara Rasch		2019-04-17 16:05:57
<input type="checkbox"/>	Requested Item: RITM0012867	Requested	Patricia Knaup		2019-04-17 16:05:57
<input type="checkbox"/>	Requested Item: RITM0012867	Requested	Feather Shoopman		2019-04-17 16:05:57
<input type="checkbox"/>	Requested Item: RITM0012867	Requested	Tiffany Maldeney		2019-04-17 16:05:57

Application Approval and Provisioning

- Click on the “Approve” or “Reject” button. (If reject, you must enter the reason, or instructions to correct the request in the comments section).

Approval - RITM0012867

Approver | [approver](#) Feather Shoopman Approving | document_id Requested Item: RITM0012867

State | state Requested | requested

Comments

Activities: 1

DK David Knickmeyer Field changes • 2019-04-17 16:05:57

Approver	Feather Shoopman
Approving	Requested Item: RITM0012867
State	Requested

Update Approve Insert Insert and Stay Reject Save Delete

- You are returned to the RITM where you can see it is now approved.

Approvers [Edit...](#) Go to Created Search 1 to 4 of 4

Approval for - RITM0012867

	State	Approver	Comments	Created
<input type="checkbox"/>	No Longer Required	Sara Rasch		2019-04-17 16:05:57
<input type="checkbox"/>	No Longer Required	Patricia Knaup		2019-04-17 16:05:57
<input type="checkbox"/>	Approved	Feather Shoopman		2019-04-17 16:05:57
<input type="checkbox"/>	No Longer Required	Tiffany Maldeney		2019-04-17 16:05:57

Actions on selected rows...

End of Approver and Provisioner training