IT SERVICE PORTAL

Quick Guide

APPROVING IT SERVICE PORTAL REQUESTS

GENERAL GUIDELINES -

• All requests that require approval will be sent to the approvers via email.
• Only one approval is necessary.
• Approvers can select approve or reject by clicking on the link within the email notification. Or an approver can go the IT Service Portal to view all pending approvals.
• The procedural steps outline the process for approving a request via the IT Service Portal or directly through the ServiceNow application. Users will be directed to the appropriate location based on their role.

APPROVING THE REQUEST VIA EMAIL NOTIFICATION

1. Approver receives and email indicating a request was submitted that requires approval.

![Email notification example]

Your approval is requested on the below request:

Short Description: Use this form to request, modify or delete an User Account for the YaleConnect system.

Business Service: Communication and Collaboration > Email and Messaging > YaleConnect

Category: Add, Install, Move, Modify > YaleConnect

Request Details

Requested By: Claire

Ordering For: Myself

Supervisory Organization: Campus Community Technologies – ITS Service Management (Unrestricted)

YaleConnect Request Type: Add

Requested Start Date: 2017-06-29

Comments: test

Click here to approve RITM0212643
Click here to reject RITM0212643

Proceed to the START Retirement Crosswalk page to find a listing of the previous START requests, where they moved to and when applicable, the new form links within the IT Service Portal.

Need Assistance?

If you require assistance while submitting a request, please contact the ITS help desk at 203.432.9000 or email helpdesk@yale.edu.
2. Click one of the following links:

- **Click here to view Approval Request and other approvers Link** – You are brought to the IT Service Portal, proceed to [Approving the Request VIA IT Service Portal](#) section for further instructions.

- **Click here to view Requested Item: LINK** - You are brought to the IT Service Portal, proceed to [Approving the Request VIA IT Service Portal](#) section for further instructions.

When a request is rejected, the requester will receive the following:

![Image of rejection email from Yale Information Technology Services](image-url)
## APPROVING THE REQUEST VIA IT SERVICE PORTAL

1. Click the [IT Service Portal Link](#) and the *Yale IT Service Portal* screen displays.

   ![Yale IT Service Portal](image)

   **Manage Your Tickets and Requests in the Yale IT Service Portal**
   Welcome to the future home of the IT Service Portal. The links above will help you manage requests.

   - **START Crosswalk**
     Are you looking to fulfill a request previously located on START? Please reference the START Crosswalk page on It's Your Yale.
   - **ITS Service Catalog**
     For a full list of services that can be requested through ITS, please refer to the Service Catalog on the ITS Website.

2. Click **APPROVALS > View All Approvals**. A screen displays, listing all request(s) that require approvals in the **MY APPROVALS** section.

   ![MY APPROVALS](image)

   ![APPROVAL HISTORY](image)

   **NOTE** - Requests that have been approved or rejected display in the **APPROVAL HISTORY** section. When a request is approved by someone other than yourself, you will see orange box that states **Completed by another approver** (someone within the approval group).
3. Click request link to view additional information and the following screen displays.

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NOTE - You can also click the Request Details link to view the additional details and click the Approve or Reject box.
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4. Review the request, including the COA (when applicable).

5. Is the COA correct? **NOTE** – Not all requests will require a COA.
   - **YES** – Proceed to step #6
   - **NO** –
     - i. Click the Correct COA box. The Correct COA screen displays.
ii. Select the appropriate **COA Type** from the drop-down list. The **New COA** field will display.

iii. Input the **NEW COA**.

iv. Input **Comments** indicating why the COA was corrected.

v. Click **Submit**.

6. Click one of the following boxes:

- **Approve** – The approve and reject box changes to the following:

  - APPROVED 3H AGO
    - State
    - Approved
    - Created
    - 3h ago
    - Updated
    - just now

- **Reject** –
  
  i. The **Rejection Comment** screen displays.
ii. Input the reason for rejection in the **Explain why this request is being rejected** field.

iii. Click **OK**.