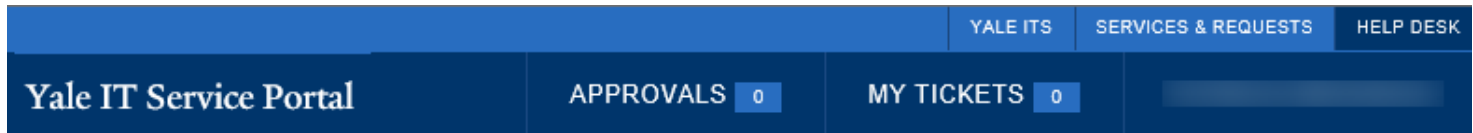


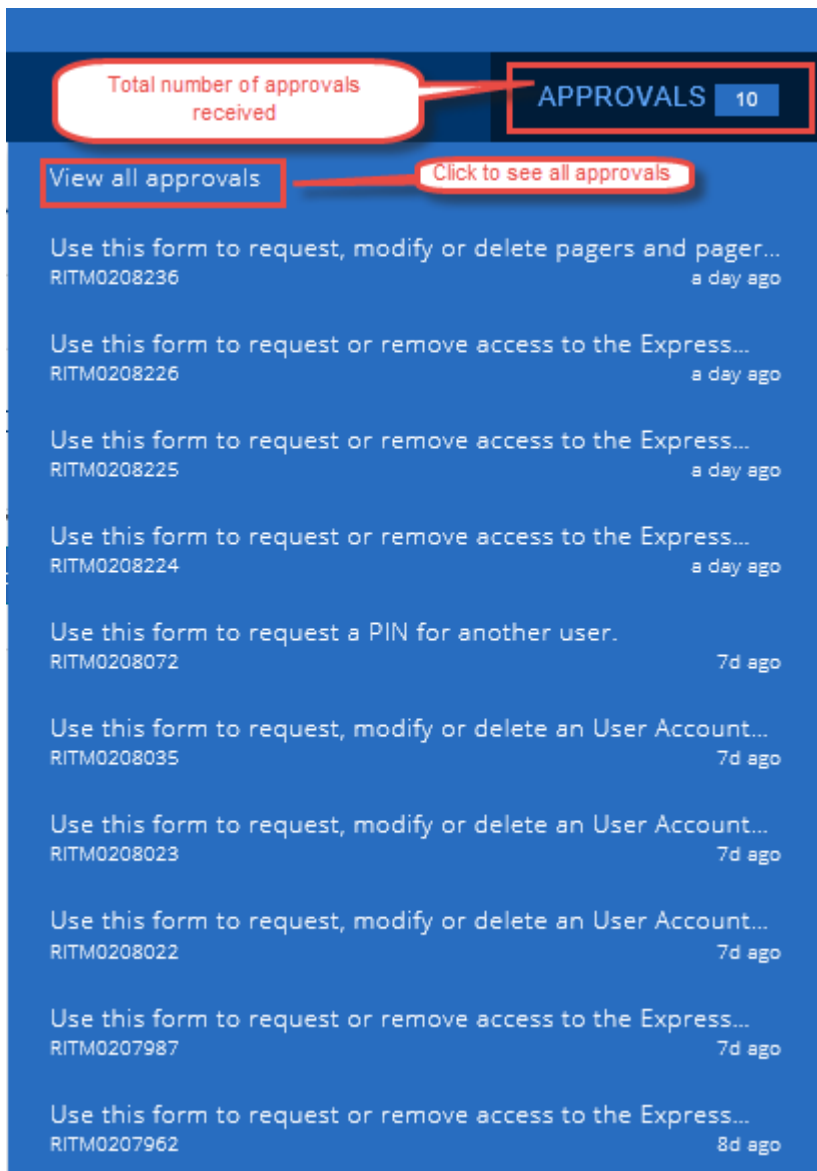
[START Retirement Crosswalk Page](#)

[IT Service Portal Page](#)

Navigation – Top Menu Bar



- **YALE ITS** – Routes users to the Yale Information Technology Services home page.
- **SERVICES & REQUESTS** – Routes users to the Yale Information Technology Services page.
- **HELP DESK** – Routes users to the Yale Information Technology Services, IT Help and Support page
- **APPROVALS** – Click **APPROVALS** and the below screen will display. This view will allow users to click **View all approvals** within their group, including historical approvals. Users can also click on actual request to view the details.



The below screen will display when users click on View All Approvals on the above noted screen:

The screenshot displays two sections of the IT Service Portal interface. The first section, titled 'MY APPROVALS', contains one entry: RITM0212231 - Create Custom Homepage, requested by Chris. It features a blue 'Approve' button and a grey 'Reject' button. The second section, titled 'APPROVAL HISTORY', contains three entries, all for 'ServiceNow Group Management'. The first entry, RITM0212204, requested by Claire, is marked as 'Rejected' with a red button. The other two entries, RITM0212167 (requested by Chris) and RITM0212153 (requested by John), are marked as 'Completed by another approver' with orange buttons. The final entry, RITM0212152 (requested by Caitlin), is also marked as 'Completed by another approver' with an orange button. Each entry includes a 'Request Details' link.

- **MY APPROVALS** – This section displays requests that are pending approvals. The approver can click **Requests Details** to see additional information. An approver would click **Approve** or **Reject**.
- **APPROVAL HISTORY** – This section displays request that have been sent to you for approval, if you or another person approved the request. **NOTE** – When a request is approved by someone other than yourself, the orange box will state **Completed by another approver** (someone within the approval group).

The below screen displays when the approver clicks on the request number for more information about the request and its **State** (status).

APPROVAL REQUEST FOR REQUESTED ITEM RITM0212310

ServiceNow Group Management
Opened by Claire Savoie (cl773)

Request Details

Requested By
Claire Savoie (cl773)
Phone
+1 (203) 436-5130
Email
claire.litersky@yale.edu

What type of change are you making?
Modifications to group members

Are you adding or removing?
Adding

Users you'd like to add or remove?
John Schmidt (js2583-admin)

Groups you'd like to add to or remove from?
Application Platform Administration

THIS REQUESTED ITEM REQUIRES YOUR APPROVAL

State
Requested
Created
just now

Approve Reject

APPROVER ACTIONS

Correct COA

➤ **MY TICKETS** – When users first clicks **MY TICKETS**, the below screen displays listing all tickets submitted.

YALE ITS SERVICE

APPROVALS 10 MY TICKETS 30

View all tickets

- Legacy Oracle EBS/Data Warehouse Access Request
RITM0208257 a day ago
- 2 requested items
RITM0208231 a day ago
- 6 requested items
RITM0208212 a day ago
- 2 requested items
RITM0208146 6d ago
- 2 requested items
RITM0208094 6d ago
- Express Shipping
RITM0208068 7d ago
- 2 requested items
RITM0208039 7d ago
- Express Shipping
RITM0208021 7d ago

Click **View all tickets** to see more detail:

ACTIVE TICKETS

Use this form to request access to Legacy Oracle EBS and Old Data Warehouse.
RITM0208257 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208232 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208231 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208212 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208211 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208210 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208209 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208208 • a day ago • Work in Progress

Use this form to request, modify or delete pagers and pager account items.
RITM0208207 • a day ago • Work in Progress

Use this form to request or remove ethernet drops.
RITM0208146 • 6d ago • Work in Progress

Use this form to request or remove ethernet drops.
RITM0208145 • 6d ago • Work in Progress

FIRST 15 OF 66 VIEW ALL

TICKET HISTORY

You do not have any previous tickets to display.

- **Active Tickets** - Tickets that are awaiting to be fulfilled.
- **Ticket History**- Tickets that have been fulfilled or cancelled.

Users can click on the request itself to see more details.