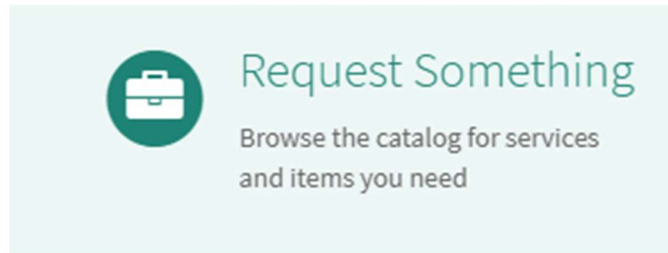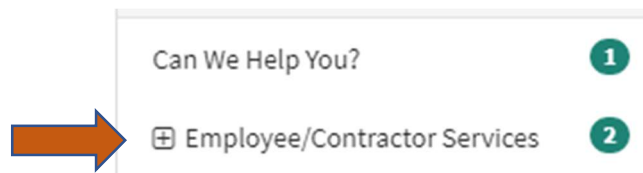## DelDOT Procedures for entering a New Hire within ServiceNow for IT Products and Services within the DTI Customer Request Portal.

_____

1. Log into ServiceNow
2. On the DTI Customer Request Portal, please select "Request Something".
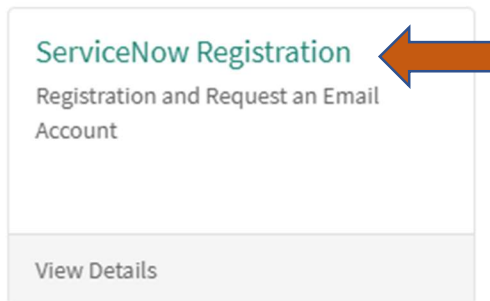

3. On the left-hand side, Choose "Employee/Contractor Services"
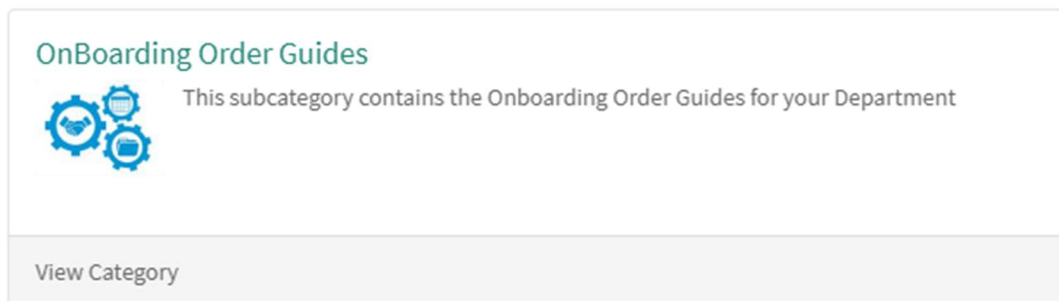

4. Your screen should now look like this and please select "ServiceNow Registration".

Employee/Contractor Services

Subcategories

5. Complete the following fields with asterisk, the middle name, and alternate name, if known:

ServiceNow Registration

Registration and Request an Email Account

* Type

FTE/CS   ▾

Employee Number

* Start Date

08/21/2020   📅

* Manager

[   ] ▾

User & Organization Information

* First Name

[   ]

* Job Title

[   ]

Middle Name

[   ]

* Department

[   ]

* Last Name

[   ]

Suffix

[   ]

Alternate Name

[   ]

Contact Information

Business Phone

After Hours #

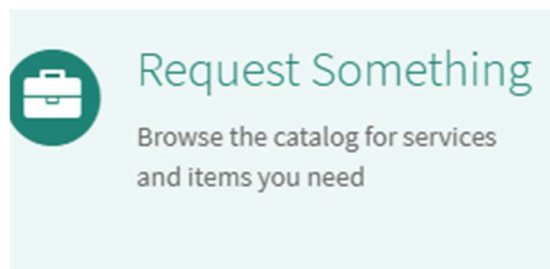6. Once the data fields have been completed, please hit the "Submit" button at the top right of the screen.

7. Once the Submit button has been clicked, two emails are sent. The **first** one is sent to the **EDL** team to establish the employee's email address within active directory. The **second** one is sent to the **Manager** that was selected with the input form.

When you have received your email from the ServiceNow application that a new user has been registered, it is now time for you to Onboard your employee for IT products and services. (There is a delay to ensure that new user has been sent to the EDL team to set up their email within active directory).

8. Log into ServiceNow, if you are not already.
9. Go to the "ServiceNow Customer Request Portal" (ServiceNow Portal) – this should happen automatically and select "Request Something"

Request Something
Browse the catalog for services and items you need

10. Please select "Employee/Contractor Services" and then select "OnBoarding Order Guides"

11. Choose the IT Onboarding for Department of Transportation:

12. Once you have selected your Order Guide, you can complete the input form according to the needs of the new employee:

13. Once you have completed the input form, please select "Next" on the lower-right side of the screen:
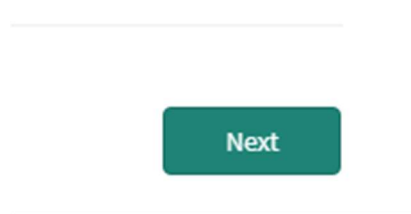
14. When you click "Next", the application will present a summary page for you to review your selections. You can individually change any item that needs to be modeled after a different employee for the new employee by clicking on "Options". (Please note: if you selected an item that was not necessary, use the "toggle switch" next to the down-arrow on the item you no longer require. It will shade out and will no longer be part of the order.)

IT Onboarding for Department of Transportation
IT Onboarding for Department of Transportation

Describe Needs	Choose Options	Summary

Included Items: ⭐ Mandatory Fields

▦ Trapeze	Access to Trapeze application	Options	🔘	∨
▦ FACTS	Access to FACTS application	Options	🔘	∨
▦ DocStar for DTC	Access to DocStar application	Options	🔘	∨
▦ Leave Balances	Access to Leave Balances application	Options	🔘	∨
▦ Primavera P6	Access to Primavera P6	Options	🔘	∨

Previous   Next

15. The application will present the current "model access after". Click the "down-arrow" and select a new user to model after, if necessary.

Included Items:

▦ Trapeze	Access to Trapeze application

Application Access

Access Type

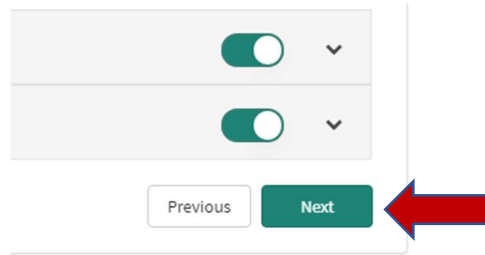○ New User ○ Modify Exising Access ○ Remove Access

Describe Access Requirements
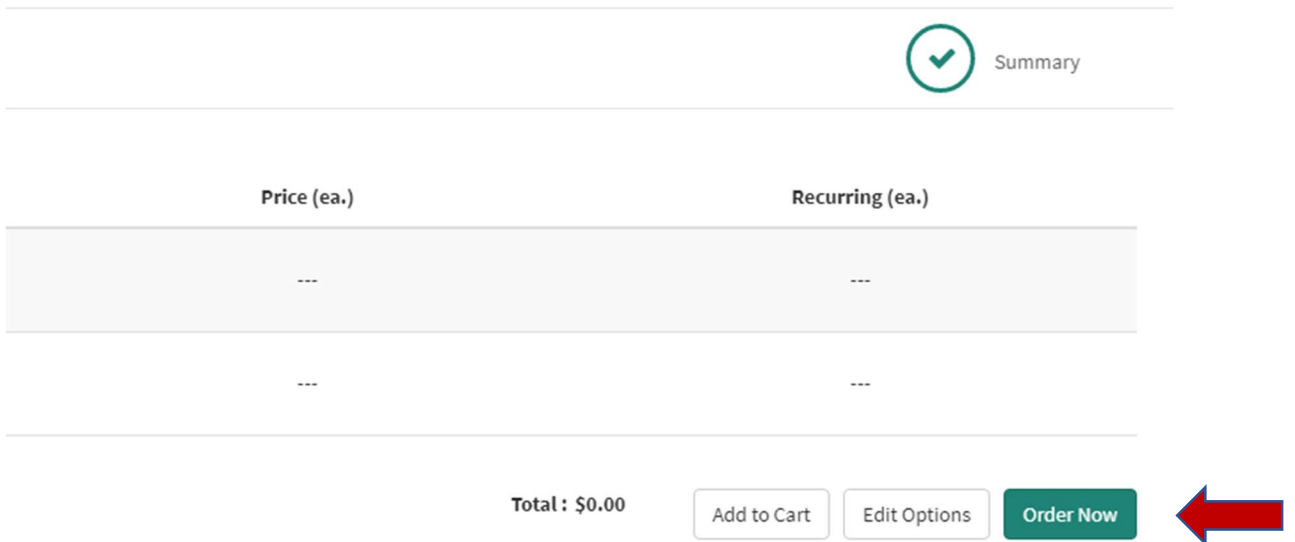
Model Access After

ⓘ   LaTonya Gilliam

16. Once done, click on "Next" to go to the next screen.

17. Once "Next" is selected, a final summary page is presented to ensure you have what you need. Please review the page one final time. If all is good, please click "Order Now".

18. Once "Order Now" has been selected, a window will appear with "Order Confirmation" as the label heading. (This is like an "Amazon" experience when you purchase products where they ask where you wish for it to be delivered at the **end** of the order process.)

Please change the "Request For" to the new employee and add any "delivery information" or "special instructions" that are deemed appropriate. Click "Checkout" when fully completed.

19. When the "Checkout" button has been selected, the application presents the following screen. This screen shows you what status all the tasks are currently in. As the tasks are processed, the sections will be updated.

20. You have now completed the Onboarding for a new employee.