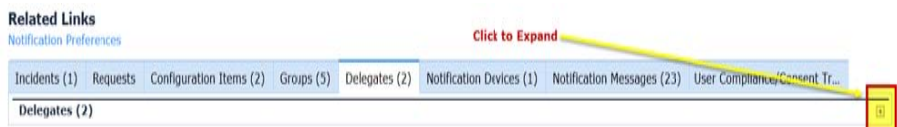


Adding Delegates to Personal Profile for Alternate Change Request Approvers (Managers & Directors):

Step 1: From the ServiceNow left navigation menu go to the **Service Desk** application menu, and under **Management** select **My Profile**.

Step 2: On the right side of the screen scroll to bottom of your profile and *Related Links* section will be displayed. Click the **Delegates** TAB then click **New**. **NOTE:** If you do not see the **NEW** button, click the plus sign (+) to far right to expand the section (see print screen that follows):



Step 3: Enter **Delegate** name (use Lookup tool to its right, if necessary). Enter **Ends** date when responsibilities will cease (if ongoing, enter 2099-01-01 or greater).

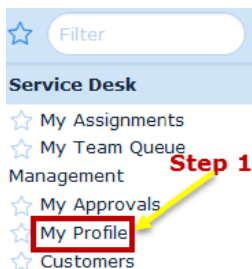
Specify the responsibilities the delegate will assume using the following checkboxes (**Approvals, Assignments, CC Notifications, Meeting Invitations**) You can delegate:

- **Approvals:** The delegate can approve items on your behalf.
- **Assignments:** The delegate can view and work on tasks assigned to you.
- **CC Notifications:** The delegate receives a copy of email notifications sent to you, except those marked **Meeting Invitation**.
- **Meeting Invitations:** The delegate receives a copy of email notifications sent of the type **Meeting Invitation**.

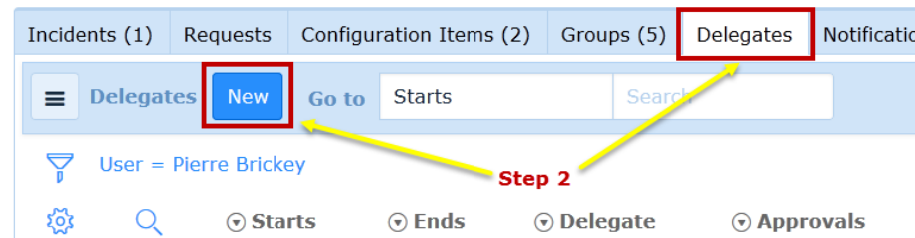
Click **Submit and Close**.

IMPORTANT: If your delegate gets email notifications, they will be the same email notifications sent to you. The delegate may be confused to see "Management Approval Requested" and/or "Change Request assigned to you" emails, so make sure they know they are a delegate.

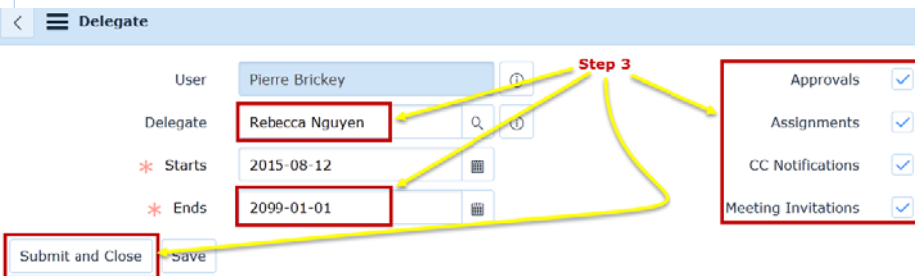
Step 4: Repeat **Step 2** and **Step 3** to create additional Delegates.



Related Links
 Notification Preferences

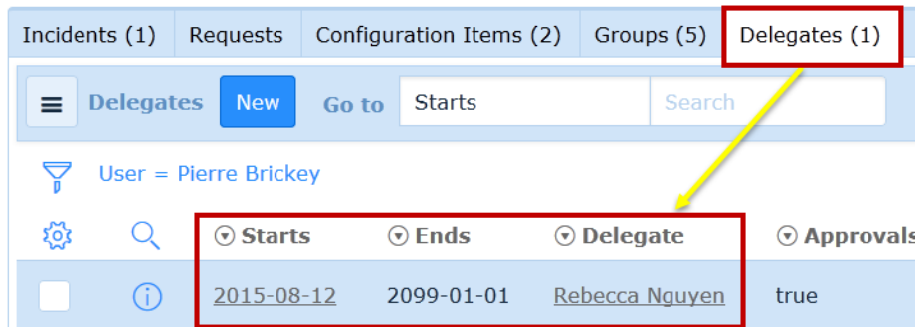


No records



The View After Delegate Added:

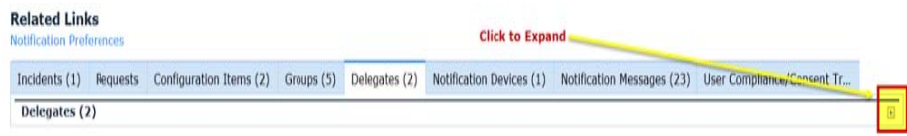
Related Links
 Notification Preferences



Looking Up Delegates:

Step 1: In a saved Change Request, click on the information icon (i) to the right of the Group Manager or IT Director name to lookup their delegate(s).

Step 2: Scroll to the bottom of their profile and *Related Links* section will be displayed. Click the **Delegates** TAB. The delegate names are displayed. **NOTE:** If you do not see the **Delegates** names, click the plus sign (+) to far right to expand the section (see print screen that follows):



Step 3: Click the back arrow (<) to return to the Change Request, found on the top left portion of the screen.

IMPORTANT: The Group Manager Approver and Director Approver can **NOT** be the same individual. If order of contact is important, each person that has delegates setup is responsible for communicating to their teams, the order in which they want delegates contacted.



Related Links

Notification Preferences

