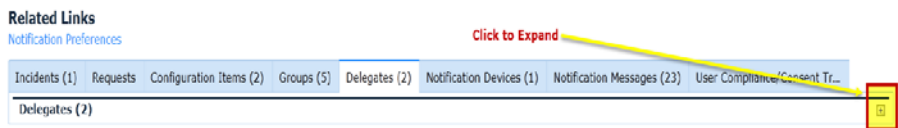


Adding Delegates to Personal Profile for Alternate Change Request Approvers (Managers & Directors):

Step 1: From the ServiceNow left navigation menu go to the **Service Desk** application menu and 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).

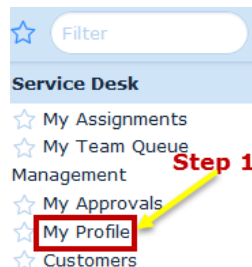
Specify the responsibilities the delegate will assume using the following checkboxes (**Approvals**, **Assignments**, **CC Notifications**, **Meeting Invitations**) You can delegate:

- **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**.

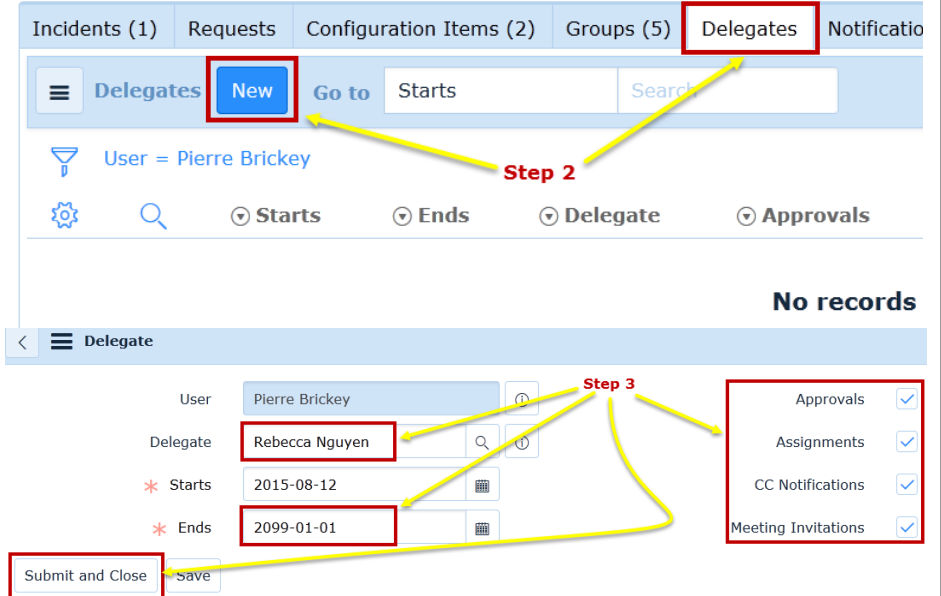
IMPORTANT: If your delegate gets email notifications, they will be the same email notifications sent to you. The delegate may be confused to see "Management Approval Requested" and/or "Change Request assigned to you" emails, so make sure they know they are a delegate.

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



Related Links

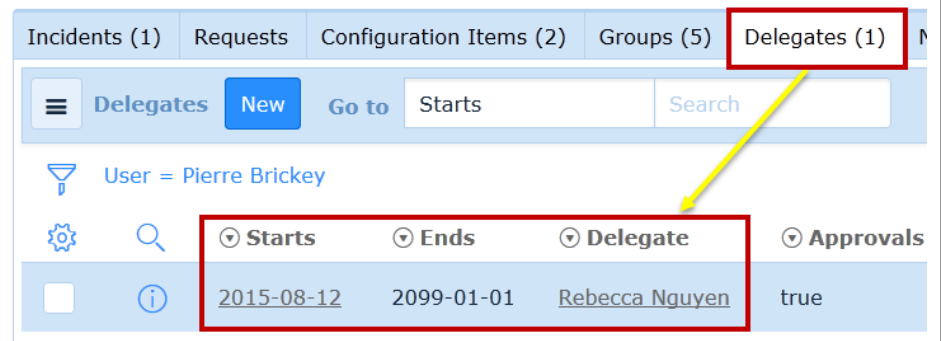
Notification Preferences



The View After Delegate Added:

Related Links

Notification Preferences



Looking Up Delegates:

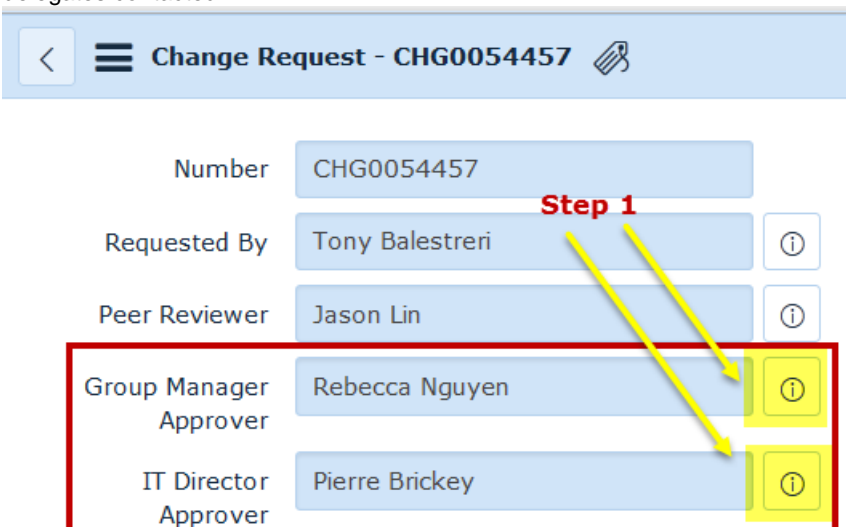
Step 1: In a saved Change Request, click on the information icon (i) to the right of the Group Manager or IT Director name to lookup their delegate(s) and click **Open Record** in upper right corner of User profile pop-up.

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):



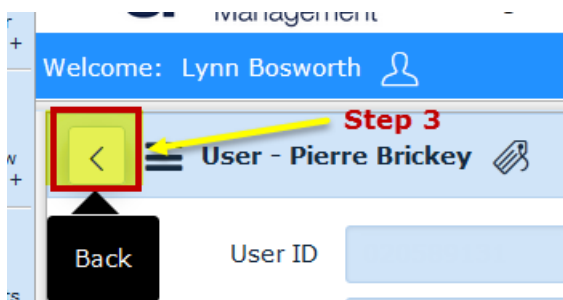
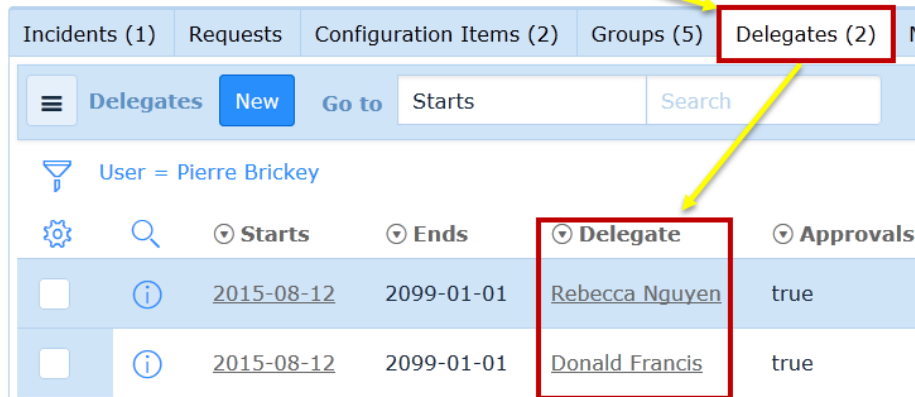
Step 3: Click the back arrow (<) to return to the Change Request, found on the top left portion of the screen.

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



How To Remove A Delegate:

To remove a delegate, go to Delegates tab, click on Starts **date** of delegate to open record and click **Delete**. Or follow print screens below and from the **Delegates** tab, click the **box (1)** to left of delegate name, click **Actions on selected rows (2)**, click **Delete (3)**.

The image consists of two screenshots of a web application interface, likely for change management, showing the 'Delegates' section. The top screenshot shows a navigation bar with tabs for Incidents, Requests, Configuration Items (4), Groups (5), and Delegates (1). Below the navigation bar, there is a 'Delegates' header with a 'New' button and a search field. A table lists delegates with columns for 'Starts', 'Ends', and 'Delegate'. The first row is selected, and a red circle with the number '1' is placed over the selection checkbox. A red box highlights the 'Delegates (1)' tab in the navigation bar. The bottom screenshot shows the same interface, but with the 'Actions on selected rows...' dropdown menu open. A red circle with the number '2' is placed over the dropdown arrow, and a red circle with the number '3' is placed over the 'Delete' option in the menu. The 'Delete' option is also highlighted with a red box.

	Starts	Ends	Delegate
<input checked="" type="checkbox"/>	2021-02-10	2100-01-01	Donald Francis

Actions on selected rows...
Delete
Create Application File
Actions on selected rows...