Onboarding with Workday: Instruction Sheet #1 Request a Non-Colleague Workday Number

This document is intended to show Managers the process to request a Workday number for Non-Colleagues (Consultants, Auditors, Students, Research Monitors, Visiting Residents, Agency Nurses, Contractors, etc.) using Service Now Self Service.

- If you have already obtained a Workday number for your Non-Colleague, please refer to Instruction Sheet #2: Submit a Non-Colleague Access Request (Spirit > IT Service and Support > Information Technology > Knowledge Base).
- 1. Go to Spirit. Under IT Service and Support, click Information Technology.
- 2. Find the **Forms** section of the Information Technology Spirit page.

Spir	it INFORMATION TECHNOL	OGY
Spirit My Information -	Departments News Resources	IT Service and Support Faculty
Policies and Procedures	GMH On Call Scheduling	New Site Request
		Service Now Self Service
All Site Content	Information Techno	Information Technology
My Links Edit	ounce onte	
L. VSON	Trinity Standard Security concres	
Trinity Outlook All Apps Edit Loyola.Wired Apps Clinical Informatic Team Work Site	Forms • Access Request Forms • TH System Access Requests • Non-Colleague Workday Req • Non-Colleague Workday Req • Non-Colleague Workday Req • Telephone Authorization Code Requ • Vendor Remote Access Form (Secur	(Bulk Form) uest Form uest Form (Bulk Form) est elink)

3. Select *either* **Non-Colleague Request Form** or **Non-Colleague Bulk Request**, depending on the number of new colleagues needing Workday numbers.

If you have:	Single Request (1-4 new non-colleagues)	Bulk request (5 or more new non-colleagues)
Select the:	Non-Colleague Workday Request Form	Non-Colleague Workday Request Form (Bulk Form)
Complete:	One form for <u>each</u> non-colleague	One form for <u>all</u> non-colleagues

- 4. Complete the form(s) and Save when finished.
 - a. <u>If the colleague needs advanced access to Healthstream, the "Contract Start Date" should be the date access is needed to Healthstream.</u>
 - E.g. a non-colleague needs to complete Healthstream modules prior to starting clinical rotation
 - b. You will attach the completed form(s) to the Service Request later on.

5. From Spirit, go to IT Service and Support click Service Now Self-Service.



- 6. Log into Service Now with your username and password.
- 7. Select Request Something.

Но	w can we help you	?
Search self-service		a
Request Something Search and browse the catalog for services and Items you need	Something is Broken Create a ticket to report something is broken	My Tickets Tickets opened by me or on my behalf
L	IT-to-IT services Browse available services for IT from IT	

8. Select Generic Service Request.

Home > Request Something			Search Q
	Catalog Hom	epage Searc	h
Search self-service			Q
Categories	Popular Items		
Application Support Computer Support Email and Messaging Information Security Services	Request New Hardware Select this option ONLY If you would like to request a NEW desktop, laptop, monitor, etc.	Legacy East Access Request Legacy East Access Request (AR)	Bulk Access Requests Access Request process to be used when the same access is needed for 5 or more users
Phone and Video Conferencing	View Details	View Details	View Details
Project Management System and Account Access IT-to-IT Services	Desktop Phone or Voice Mail New, change, or move phones or voice mail	Submit a Workday Question, or Request Any Workday related issues other than for access and mobile app issues. Please contact the Service Desk	Generic Service Request - IT Generic Service Request with one task created
	View Details	View Details	View Details
	Generic Service Request Create a Generic Service Request	Replace Printer Toner Request replacement of toner for an existing printer	EMPI Combine or Wrong Patient Registered Request an EMPI (Interprise Master Person Indes) combine for Athena er HealthOuest or recort a Wrong Patient
	View Details	View Details	View Details

- 9. Fill out the Service Request (one request for <u>each</u> colleague unless it is a bulk request)
 - a. Request Area: IT Security
 - b. Request Subarea: IT Security
 - c. Short Description: Non-Colleague Workday number request
 - d. Needed by: Click the calendar button to the right to choose the date/time
 - e. Additional Comments: enter the Non-Colleague's name and a note to "Please see attached for additional details".
 - For bulk requests, you do not need to list out the name of every non-colleague in the "Additional Comments section—just include the note: "Please see attached for details".
 - 1. For a bulk request (5 or more non-colleagues), you will only need to create one Service Request and enter "Please see attached for details" in Additional Comments.
 - For a single request (1-4 non-colleagues), you will submit a separate Service Request form for each non-colleague.

Generic Service Request Create a Generic Service Request	
Request Area None	•
* Request Subarea	*
Device ID	
Short description (Max 80 Characters)	
* Needed by (Time is in 24 hr format)	
Additional comments	< >
Specify any confidential (Protected) details	^
Should attachments be considered confidential? (Protected)	~
No	*
Add to Cart Image: Control of Cart Add attaching Required information Request Area Short description (Max 80 Characters) Needed by (Time is in 24 br format)	nents

- 10. Attach the appropriate completed Non-Colleague form to your request by clicking the paper clip icon on the lower right-hand corner of the screen **Add attachments**.
- 11. Select Add to Cart.

If you have:	Single Request (1-4 new non-colleagues)	Bulk request (5 or more new non-colleagues)
Complete:	One request for <u>each</u> non-colleague	One request for <u>all</u> non-colleagues
Attach the:	The completed Non-Colleague Workday Request Form	The completed Non-Colleague Workday Request Form (Bulk Form)
In Additional Comments, include:	 Non-colleague's name "Please see attached for additional details" 	 "Please see attached for details"

- 12. Once *Add to Cart* is selected, the item will appear in your Cart.
- 13. Select Cart > View Cart.
 - a. View Cart is recommended before you Checkout.

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Home Service Catalog Generic Service Request	Search		Gene Creat 1 x St	ric Service Request e a Generic Service Reque 0.00	S t	3
Generic Service Request			Edit	tem		
Create a Generic Service Request					Total price: \$	50
			View	Cart Che	ckout	
Request Area						
IT Security			v			
Request Subarea						
IT Security			¥			
Device ID						
Short description (Max 80 Characters)						
Non-Colleague Workday number request						
Needed by (Time is in 24 hr format)						
10-01-2018 14:50:32						
Additional comments						
Workday Number for John Doe see attached details.			(
Specify any confidential (Protected) details						
Should attachments be considered confidential? (Protected)						
No			v			
Add to Cart						

14. In the Shopping Cart – View Cart, your name will appear in "Requested for" and your Manager will appear in "Requestor Manager" by default. Select **Checkout** to complete the request.

Juice			Price	Quantity	Subtotal		
Generic Service Request Create a Generic Service Request			\$0.00	-	\$0.00	1	
						Total pric	ce
Requested for			* Requester Manager				
CHARLENE TATES	×	•	Tom Bunger			×	
RHM			* Location				
Loyola University Medical Center	×	*	MW-LUMC			×	Τ
Phone number							

Your request will be assigned to the MW-Non-Colleague team in Service Now. A Workday number and 4x4 for the Non-Colleague(s) will be created. You will receive an email confirmation when this is complete and the Workday number and 4x4 will be available to you in Workday. <u>This may take up to 3 business days</u>.

• Once you have the Workday number and 4x4, proceed to: *Instruction Sheet #2: Submit a Non-Colleague Access Request* to request application access.