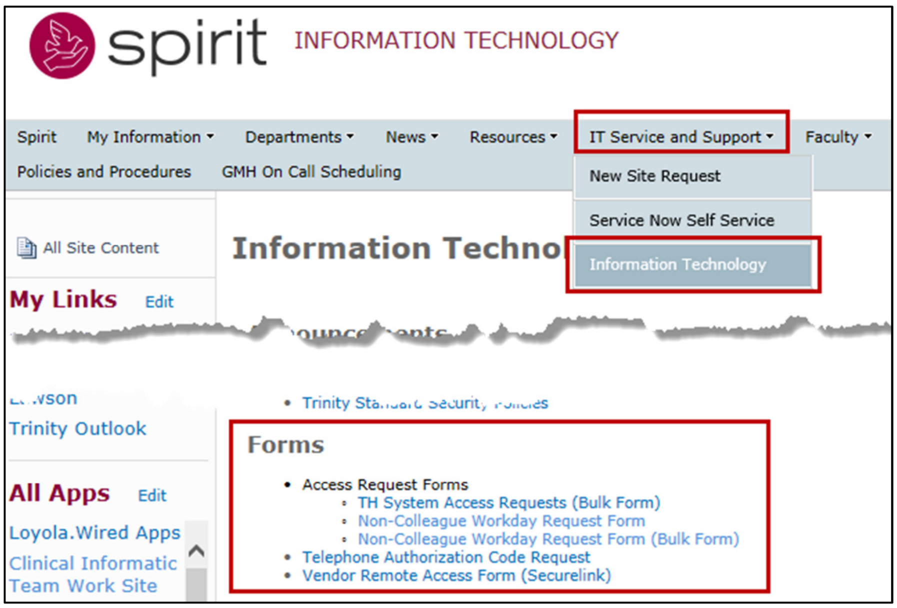
Onboarding with Workday: Instruction Sheet #1
Request a Non-Colleague Workday Number

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.

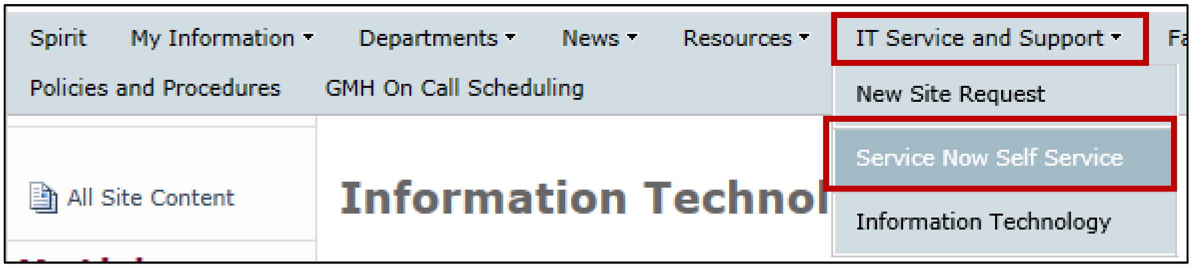


3. Select *either* **Non-Colleague Request Form** or **Non-Colleague Bulk Request**, depending on the number of new colleagues needing Workday numbers.

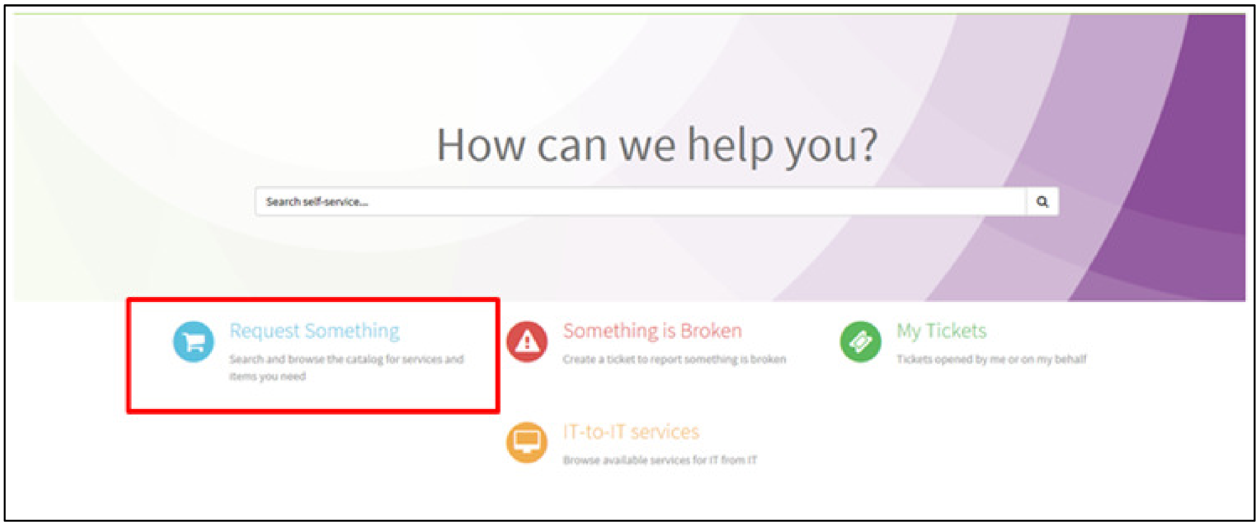
If you have:	Single Request (1-4 new non-colleagues)	Bulk request (5 or more new non-colleagues)
Select the:	**Non-Colleague Workday Request Form**	**Non-Colleague Workday Request Form (Bulk Form)**
Complete:	One form for *each* non-colleague	One form for *all* non-colleagues

4. Complete the form(s) and Save when finished.
   a. If the colleague needs advanced access to Healthstream, the "Contract Start Date" should be the date access is needed to Healthstream.
      - 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.

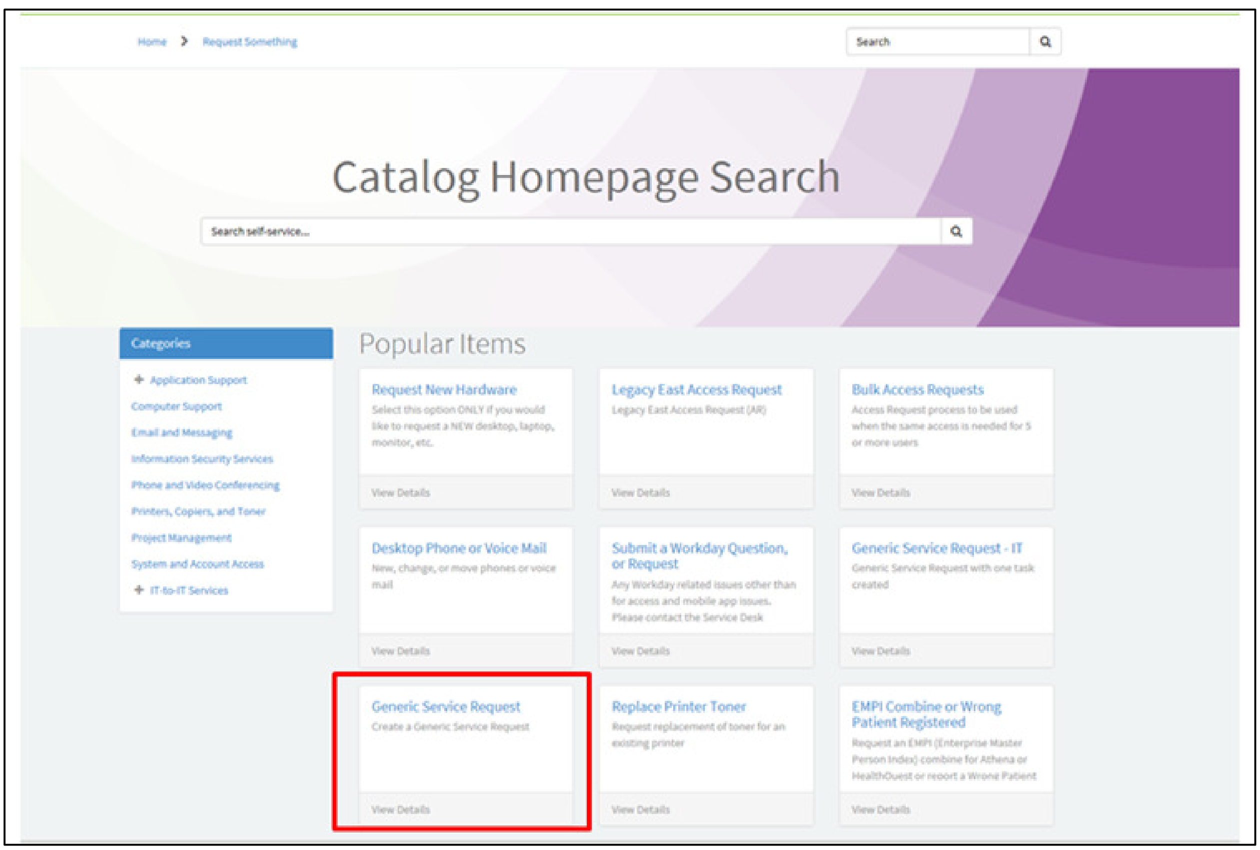
5. From Spirit, go to **IT Service and Support** click **Service Now Self-Service.**



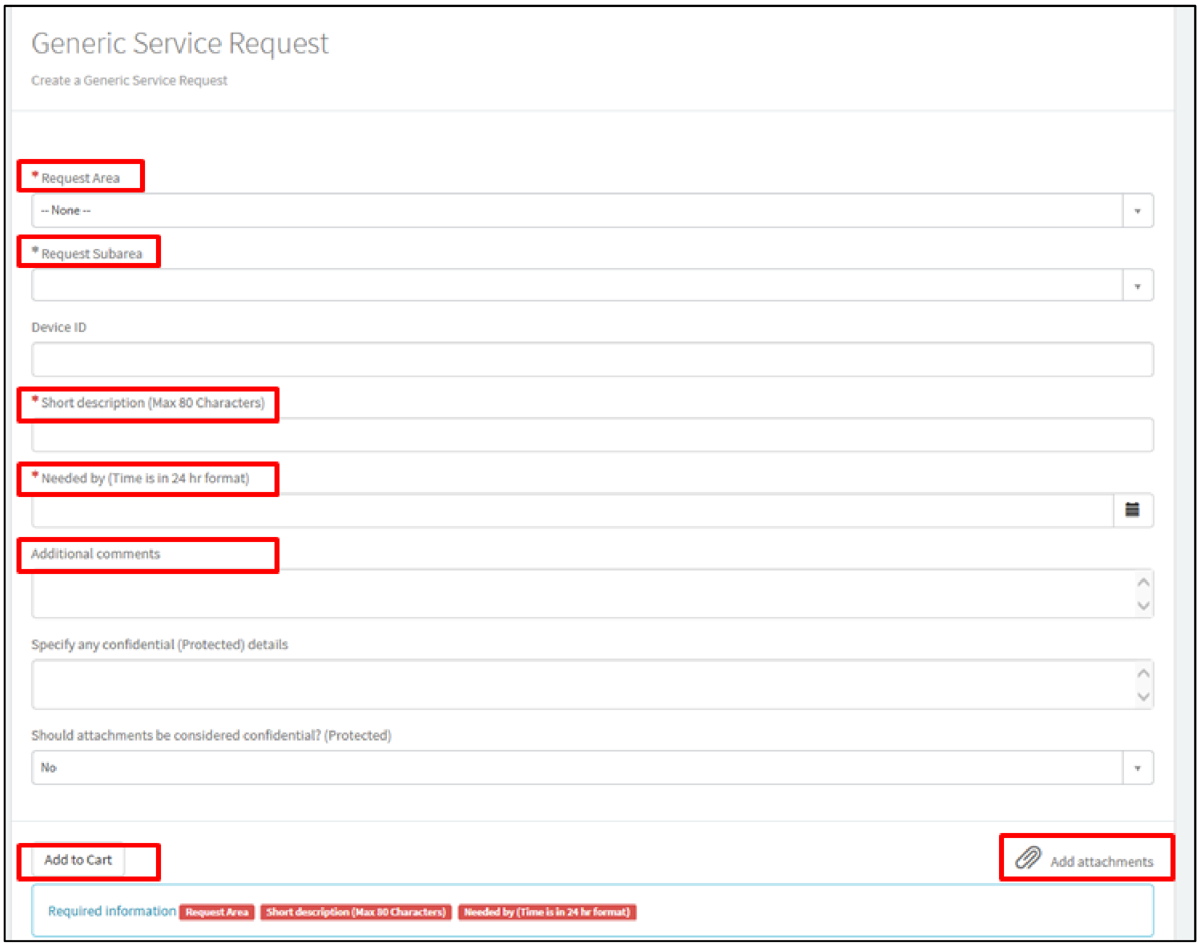
6. Log into Service Now with your username and password.
7. Select **Request Something.**



8. Select **Generic Service Request.**



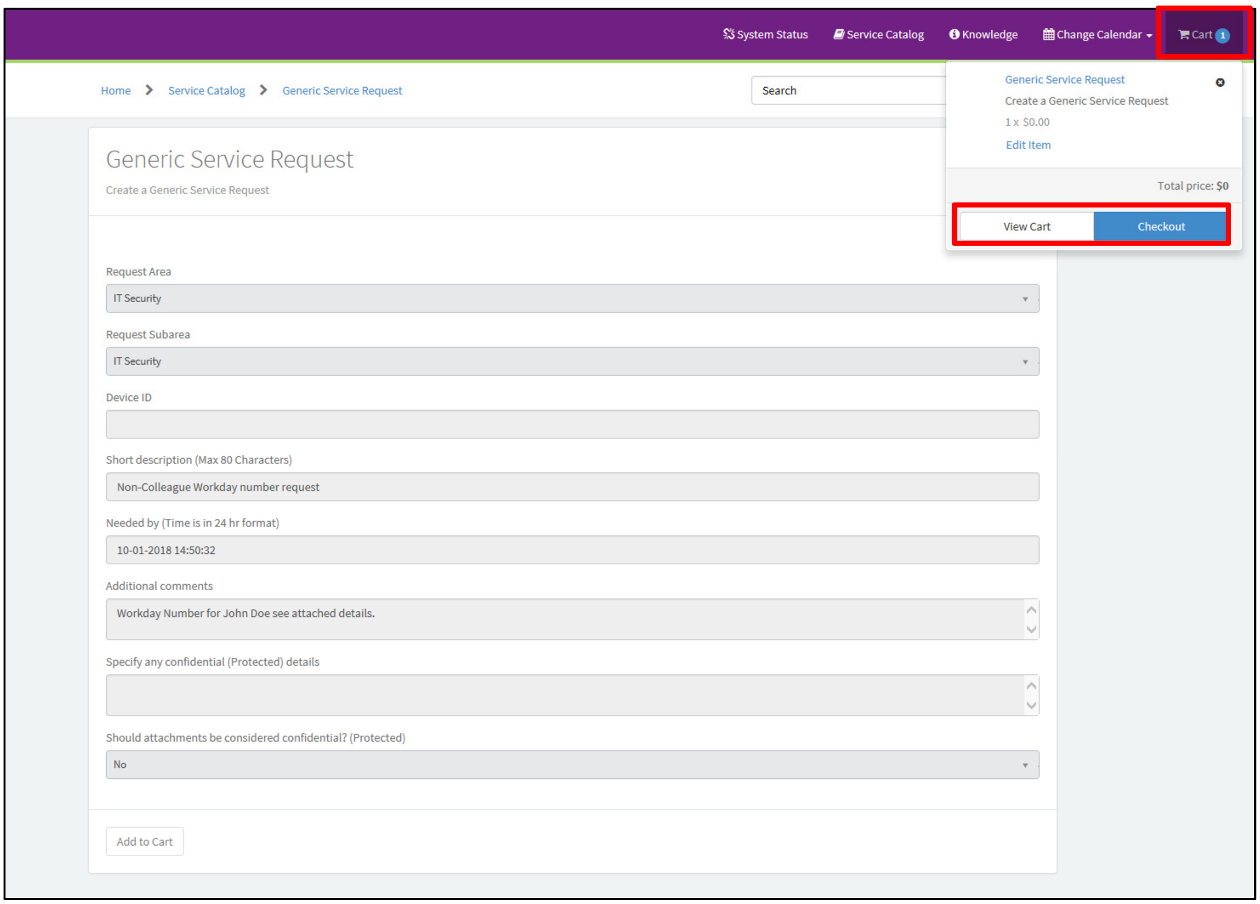
9. Fill out the Service Request *(one request for **each** colleague unless it is a bulk request)*
    a. **Request Area:** IT Security
    b. **Request Subarea:** IT Security
    c. **Short Description:** Non-Colleague Workday number request
    d. **Needed by:** Click the calendar button to the right 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.



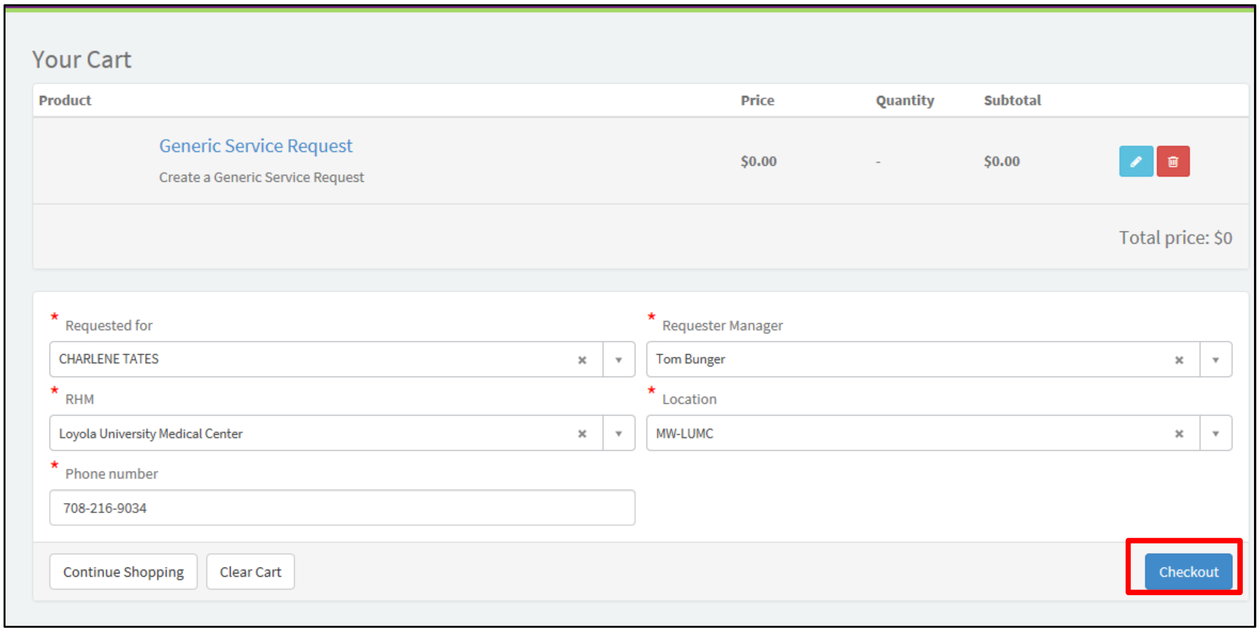
10. Attach the appropriate completed Non-Colleague form to your request by clicking the paper clip icon on the lower right-hand corner of the screen – **Add attachments**.
11. Select **Add to Cart.**

If you have:	Single Request (1-4 new non-colleagues)	Bulk request (5 or more new non-colleagues)
Complete:	One request for *each* non-colleague	One request for *all* 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.



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.



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.