

View an Approval in the ServiceNow Support Portal:

1. An approver will receive an email titled “Requested Item RITM# Approval Required” which will provide a link to the Approval Request:

Requested Item RITM0050509 Approval Required



dev-support-outbox

To: Speak, Jeff; Pantovic, Marko; Gangloff, Christine D.

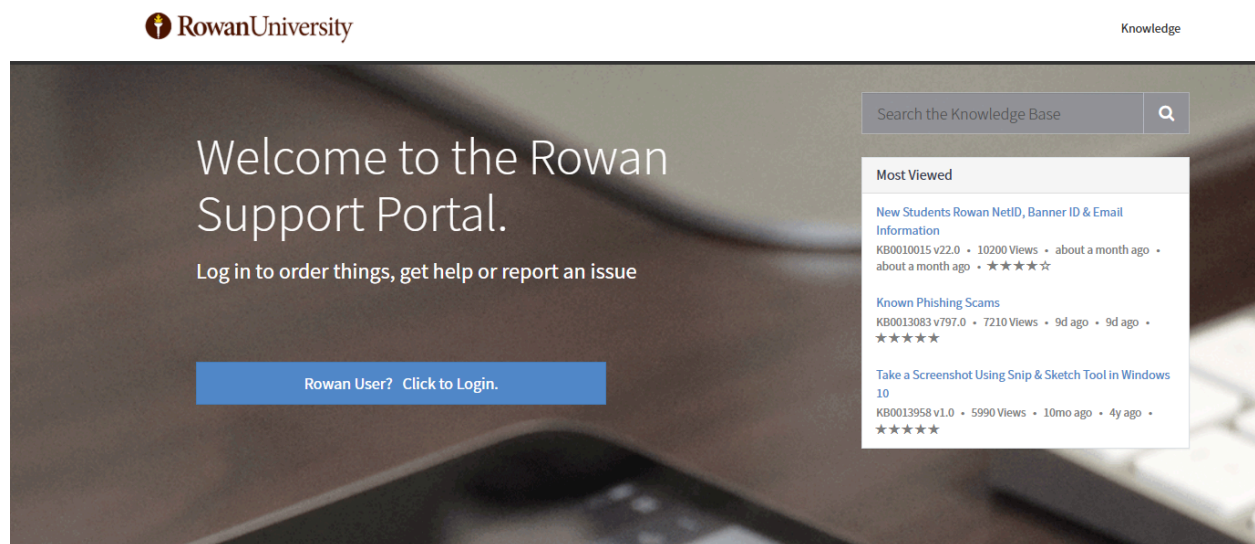
Short Description: Request or modify Banner Finance access

Click here to view the Approval Request: [LINK](#)

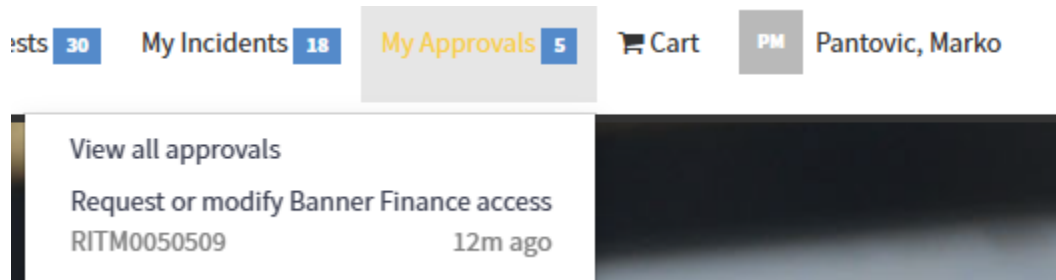
Click here to view the Requested Item: [LINK](#)

Alternatively, follow the <https://support.rowan.edu/sp> to get to the ServiceNow Support Portal.

2. Log into the Support Portal by clicking on the “Rowan User? Click to Login.” button. Use your Rowan credentials to log in.



3. Once you log into the ServiceNow Support Portal, please click on the **"My Approvals"** menu item in top right of the portal or select the **"Click here to view the Approval" LINK** in the Approval notification email.



4. Click **"Approve"** on the left side of the page to approve the request or **"Reject"** if you are choosing not to order. If rejecting the request you have to leave a comment as a reason why the request is rejected.

This Requested Item requires your approval

State
Requested
Created
13m ago

Approve

Reject

Reason (Customer visible):

Approval request for Requested Item RITM0050509

Request or modify Banner Finance access
Opened by Pantovic, Marko

Options

Please select the supervisor / FOAPAL owner who should approve this request. Include yourself if applicable:
Pantovic, Marko
Please select the type of request:
QUERY
Please select the user(s) that these permissions should apply to. Include yourself if applicable:
Pantovic, Marko
Would you like to have the same access as another user?
false
Will this user(s) be submitting or approving requisitions in ProConnect?
Submitting Requisitions
Please provide details about the specific information you need access to:
Test request to see approval notification
Fund permissions being requested:
10000 - Collections Awaiting Distribution
FUND N/A or not listed.
false
Organization permissions being requested:
10000 - Tuition
ORGN N/A or not listed.
false