## Delegating Approvals and Tasks to Another User in ServiceNow

If a user is out of the office, he or she can delegate responsibilities to other users for a period of time. To make another user your delegate:

1. Navigate to **Profile** in the IS Service Hub by clicking your profile picture in the upper right corner.

IS Service Hub					
Browse Knowledge   Make a Request   Fix an Issue   Help with Epic					Profile
	Search	Good morn			Logiti Update My Password Vew/Update My Phone Directory (PPD) Hy Approvals
	8	$\bigtriangleup$	J.C.	<del>С</del>	
Brows	e Knowledge Ma	ake a Request	Fix an Issue	Get help with Epic	
View our kn instruction	wledge base for how-to Browse o s and troubleshooting somethin nformation.	ur Service Catalog to request ng new or modify an existing service.	Get support for something that isn't working properly or is broken.	Get help with an Epic-related issue,	
My Tickets		Trending Knowledge	Serv	ice Interruptions	
CHG0163506	a)	HOWTO: Request VPN Access	5/15	- AWHP Security Patches Deployment	
Draft •• • 6mo ag	0	<ul> <li>16058 Views</li> <li>HOWTO: Farall into MobileIron</li> </ul>	for iOS	- ICM Upgrade	
CHG0165538 Draft+++21d agr		12442 Views	5/17	- Biomedical Device Integration (BMDI) Downtime	
RITM0172750 Open - Requeste	RTM0172750 HWWTO-Kmpa Alektevick Drive on MacOS Open • Repuetad • • 5y app Remote Work Toolloit		on MacOS 5/17 Addi	- Home (H) Drive and SFA Update	

2. Click **Delegates** at the bottom of the screen.

rowse Knowledge   Make a Request   Fix an Issue   Help with Ep	ic	Call the Service Desk
	Mobile phone 781-724-9114	
	Room Cube 12/472.03	
	990 Location AR01-12-12W32.03	
	Updated by Partners – DC8/Users Import	
	Notes 2017-06-05-43-437 AM - System Administrator (Notes) Due to 30 days of finactivity users roles have been removed	
	Cost center PH2113 - ITIL Management	
	User preferences	
	Delegates	
	Accessibility enabled	

3. Click New.

IS Service Hub		
	E Delegates wer All > User No record and filter	
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	PROVIDE PORTAL FEEDBACK 🗷	

4. Type into the Delegate field to select the user you want to assign.

IS Service Hub			
	Delegate - new record Delegate User   Delegate    Delegate     Delegate	Approvals     Augements     Constitutions     Meeting instations	ð
	2100-01-01-659:59 PM	Save (C	Ctr( + s)

- 5. Set the period of time.
- 6. Specify the responsibilities the delegate will assume using the checkboxes. You can delegate:

**Approvals:** The delegate can approve items on your behalf.

Assignments: The delegate can view and work on tasks assigned to you.

<u>CC Notifications</u>: The delegate receives a copy of email notifications sent to you, except those marked **Meeting Invitation**.

<u>Meeting Invitations</u>: The delegate receives a copy of email notifications sent of the type Meeting Invitation.

!	Note: You must select an active user as your delegate.
!	<b>Note:</b> If your delegate gets email notifications, they will be the same email notifications sent to you. The delegate may be confused to see "Incident assigned to you" emails, so make sure they know they are a delegate.