



## Offboarding user guide

### Overview

Whenever an employee vacates their position, the agency must submit an offboarding request to ensure the employee's access has been completely removed. This guide walks through the process of completing the offboarding form.

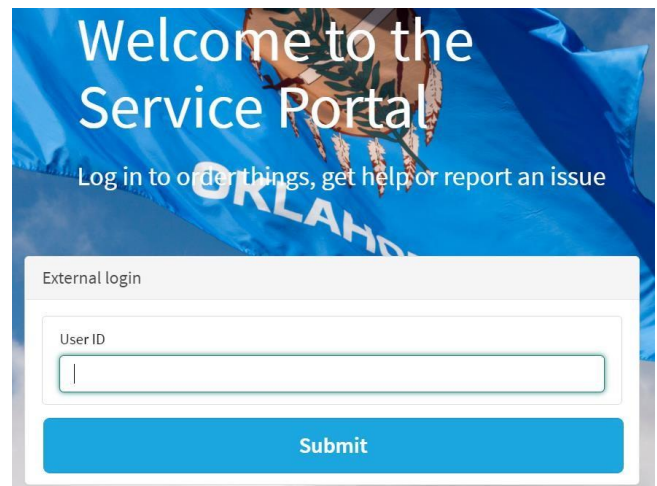
### Steps

**Step 1:** Go to the following website: [oklahoma.gov/servicedesk](http://oklahoma.gov/servicedesk)

**Step 2:** Select the **Login** link within the Support Portal section.



**Step 3:** The ServiceNow login page will appear. Enter your state email address and select the **Submit** button.



**Step 4:** Login with your organizational account.



Sign in with your organizational account

Sign in

The Service Desk Home Page appears.

A screenshot of the Service Desk Home Page. At the top left is the OKLAHOMA logo. At the top right are navigation links: Chat, Knowledge, Catalog, Requests, System Status, and a user profile for Joshua Grave. The main content area features a large search bar with the text "How can we help you?" and a search icon. Below the search bar are six service tiles arranged in a 2x3 grid. Each tile has an icon, a title, a brief description, and a list of related links or actions.

 <b>Password Reset</b> Quickly reset your passwords and regain access to critical systems. Microsoft Office 365 Employee Self-service LEARN Benefits (BAS) Financials (PeopleSoft)	 <b>Help</b> Submit help request and track progress of your request. Something Broken? Need Something? See Request Progress	 <b>Employee On and Offboarding</b> Complete the onboarding or offboarding request form. Employee Onboarding Employee Offboarding
 <b>System Status</b> View and report issues and	 <b>Computers</b> Order new or request help	 <b>Application Access</b> Coming Soon!

If you do not see the screen above when you login, it means you have a different level of access. You need to go to the following website:

<https://oklahoma.service-now.com/sp>

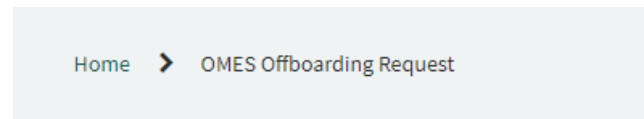
**Step 5:** Locate the Employee On and Offboarding box. Select **Employee Offboarding**.



The screenshot shows a light gray box with a blue rocket icon at the top. Below the icon is the title "Employee On and Offboarding" in bold. Underneath the title is the text "Complete the onboarding or offboarding request form." At the bottom of the box are two links: "Employee Onboarding" and "Employee Offboarding", with the latter being highlighted in blue.

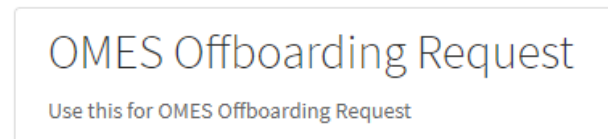
The OMES Offboarding Request screen will appear. This is where you will enter the information for the offboarding employee.

**Note:** Fields with a red asterisk are required.



A light gray horizontal bar containing the breadcrumb text "Home > OMES Offboarding Request".

\* Indicates required



A white box with a thin border containing the title "OMES Offboarding Request" and the subtitle "Use this for OMES Offboarding Request".

**Step 6:** Enter the offboarding employee's name.

\* Employee Name

**Step 7:** Select employee type from the drop-down menu.

\* Employee Type

**Step 8:** Enter their employee or contract ID.

\* Employee ID

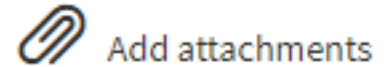
**Step 9:** Enter or select the employee's last day of work.

\* Last Day of Work

**Step 10:** If any specific instructions needed to be added, enter these into the Additional Comments field.

Additional comments

**Step 11:** Add attachments to the link at the bottom of the form to add any necessary attachments to the offboarding request.



**Step 12:** When complete, select the **Order Now** button to submit the offboarding ticket to be created and routed to the proper team for processing.

Quantity:

Delivery Time: 0 Days



**Step 13:** An Order Confirmation popup will appear. Enter any necessary delivery information or special instructions. Then select the **Checkout** button.

Order Confirmation ✕

Request for

Delivery Information (Optional)

Special instructions (Optional)

You will receive a confirmation that your request was submitted, including your request number and estimated delivery date.

Home > Request Summary

Submitted : 04/14/2022 16:03:14  
Request Number : REQ0022800  
Estimated Delivery : 04/14/2022

Item	Delivery Date	Stage	Price (each)	Quantity	Total
OMES Offboarding Request	04/14/2022		---	1	---
					Total: \$0.00