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

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.

The Service Desk Home Page appears.

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 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.

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

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

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

**Step 9:** Enter or select the employee’s last day of work.
Step 10: If any specific instructions needed to be added, enter these into the Additional Comments field.

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.

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

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