



Onboarding user guide

Audience: OMES Hiring Managers

Overview

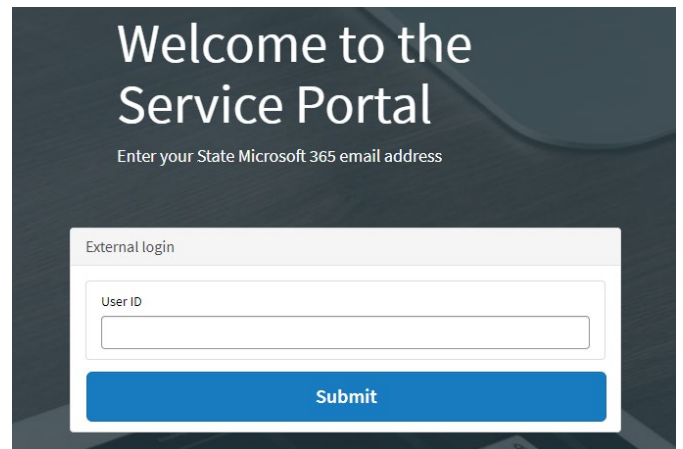
When a new employee starts or when a state employee changes positions, the hiring agency must submit an onboarding request to ensure the employee receives the necessary equipment, access and software to perform their job. This guide walks through the process of completing the onboarding form.

Note: You may be asked a few additional questions depending on for which agency you work. Please answer accordingly.

Steps

Step 1: Go to the following website: <https://oklahoma.service-now.com/sp>

Step 2: The ServiceNow login page will appear. Enter your state email address and select the **Submit** button.



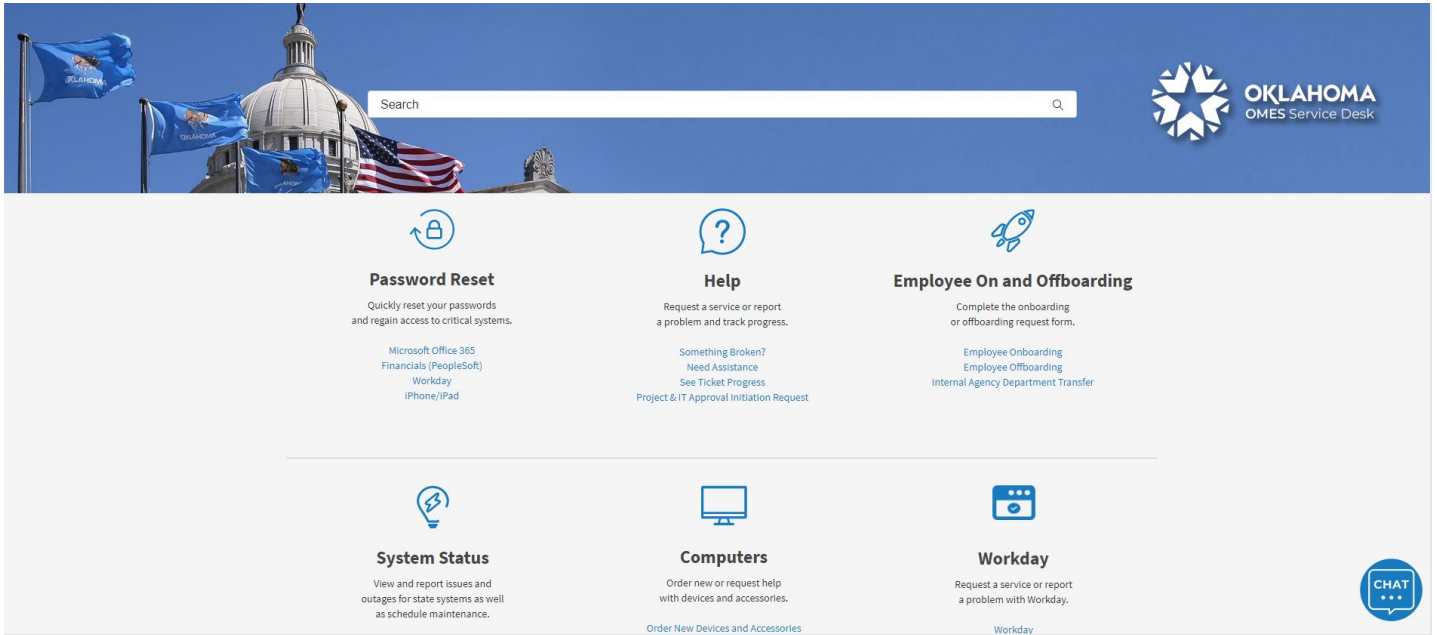
Step 3: If prompted, login with your organizational account.



Sign in with your organizational account

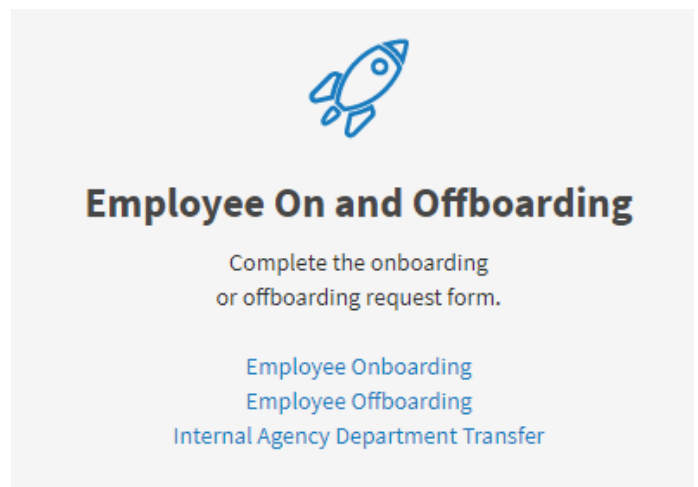
Sign in

The Service Desk Home Page will appear.



Step 4: Locate the Employee On and Offboarding box.

Select **Employee Onboarding**.



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

Note: Fields with a red asterisk are required. Once the field has been completed, the asterisk will turn gray.

Step 5: Select or type in Requested By name. In most cases, this is yourself.

Step 6: Select their agency from the dropdown. If you type part of the agency name, the system will populate or narrow down your selections.

* Agency

Step 7: Select their department from the dropdown. If the department is not listed or unknown, select None.

* Department

Step 8: Select the employee type from the dropdown menu. Are they a state employee, contractor, student, board member or Workday only? **Note:** This field will affect the fields that follow.

* Employee Type

Step 9: Enter the onboarding employee's first name, middle initial and last name into the appropriate fields.

Home > Employee Onboarding

Employee Onboarding

Provide access to technology applications and devices to get started as a new employee.

Use this for OMES Onboarding Request

* Indicates required

Employee details

* Employee First Name

Employee Middle Initial

* Employee Last Name

* Employee Start Date

Step 10: Enter or select the employee's start date.

Step 10: If they are a state employee, enter their Workday@OK employee ID (DHS U# is not considered a valid employee ID).

Step 12: Is the new hire a Supervisor/Manager/Director? Select **Yes** or **No**.

Step 13: Enter your **Supervisor/DSR/HR password**. This is your chosen passphrase that will be part of the new hire's temp password.

* Supervisor/DSR/HR Temp password

Step 14: Enter the employee's personal email address. This will be used to share the information the employee needs to log in for the first time.

Step 15: Does this employee require access to any criminal justice information or federal tax information, or to any equipment or system that stores, processes or transmits criminal justice information or federal tax information? Select **Yes** or **No**.


Step 16: Does this employee require physical access to sensitive areas of state facilities? Select **Yes** or **No**.


Step 17: Does this employee require any elevated credentials to fulfill their job duties? Select **Yes** or **No**.


Step 18: Is the employee local to Oklahoma? Select **Yes** or **No**.

Step 19: Is this employee an agency Cabinet Secretary, Commissioner or equivalent? Select **Yes** or **No**.

Step 20: Select the building(s) the employee requires physical access to. You may choose multiple buildings by searching additional names in the field.

* Building required for physical access 

You can choose multiple options by clicking on the selection box again 

 Lincoln Data Center

--None--

Attorney General

Banking Commission

Capitol

Connors

Denver Davidson

Dept of Agriculture

Step 21: Describe the clearance needed or what the employee will be doing in each building selected.

Step 22: Does the employee require access to ServiceNow as a technician to be able to work cases? This includes ServiceNow Catalog items assigned to your team. Select **Yes** or **No**.

If **Yes**, type the name(s) of the assignment groups they need to be a member of.

* Do they require access to ServiceNow as a technician to be able to work cases?

* What ServiceNow assignment group(s) do they need to be a member of?

Step 23: Was the onboarding employee ever employed by Oklahoma State Government? Select **Yes** or **No** from the dropdown.

* Was this person ever employed by Oklahoma State Government?

Step 24: Is this employee/contractor a transfer from another state agency? Select **Yes** or **No** from the dropdown. If **Yes**, input the previous agency's name and the end date of their employment there.

* Is this employee/contractor a transfer from another State Agency?

* What Agency?

End date of employment at above Agency:

Step 25: What will be the work location? Select from **Hybrid**, **In Office**, or **Remote**.

What will be the work location?

If **Hybrid** or **In Office** is selected, will the employee need a cubical or office space? Select **Yes** or **No**.

If a cubical/office is needed, select the number of days per week the space will need to be available.

Is Cubical or Office required?

Yes

How many days in office require a work space?

-- None --

-- None --

1 day

2 Days

3 Days

4 Days

5 Days

Step 26: Does the employee need printer access? Select **Yes** or **No** from the dropdown.

If **Yes**, enter the printer's IP address. This can be found on your computer's Printer Properties screen.

* Printer Access Needed

-- None --

* Printer IP Address

Step 27: Does the employee need a scan folder? Select **Yes** or **No** from the dropdown.

If **Yes** is selected, enter the IP address for the scanner or multifunction device. This could be the same as the Printer IP Address above.

Scan Folder Needed

-- None --

Scanner IP Address

Step 28: Does the employee need a phone setup? Select **Yes** or **No** from the dropdown.

* Phone Setup Needed

-- None --

-- None --

Yes

No

If **Yes** was selected, additional phone-related fields will appear. Select the type of phone from the dropdown. This includes a desk phone, a Teams soft phone, In Contact or Reuse existing phone number. If there is a phone number that needs to be reassigned, enter it into the Phone Number field.

Any other instructions or details regarding the onboarding employee's phone situation can be entered into the Special Phone Instructions field. Examples of special instructions include needing phone calls forwarded to a phone number or adding the employee to a call group.

Type of Phone Service

- In Contact
- Desk Phone
- Reuse Existing Phone Number
- Teams Soft Phone

Phone Number

Special Phone Instructions

Step 29: Does the employee need mobile device management? This is required if a state cell phone or iPad will be provided. Select **Yes** or **No** from the dropdown.

Needs Mobile Device Management?

Step 30: In the **Type of Computer Device** field, select whether the employee will not need a computer (**None**), **New computer** or a **Virtual** workstation.

*Type of Computer Device (Select None if you do not need any type of support in getting computer setup, i.e. print drivers / software installed.)

None
New Computer
Virtual

If **New Computer** is selected, identify the needs for this computer. Select from **Standard**, **Standard but with 10 key option**, **High-End Computing** or **Custom**

* Type of Computer Device (Select None if you do not need any type of support in getting computer setup, i.e. print drivers / software installed.)

* Which Computer?

Standard

Standard but includes 10 key option

High End Computing

Custom (May be delay in delivery, if not available, loaner will be issued)

Then if 'Custom' is selected, it will pop up another box asking for more information:

* Which Computer?

* Enter specifications for Custom device

Step 31: Does the employee need any software outside of the standard image? The standard image includes Microsoft Office 365 and Adobe Reader. If additional software is needed, enter it into the Requested Software field.

Requested Software

Step 32: Does the new employee need to have their Active Directory (AD) account set up the same as a current employee? This means they will require similar permissions. This does NOT apply to email groups/SharePoint sites/calendars. This is only for Active Directory. Select **Yes** or **No** from the dropdown.


Setup like Another User

If **Yes** was selected, enter the name of the current employee whose setup should be copied into the Setup User to Copy field. **Note:** The user being copied must be an active employee.

Setup User to Copy

Step 33: Does the employee need network folder access? If yes, enter the specific server name and folder name.

Network Folder Access 

Please provide specific server name and folder name. Default permissions is Read Only. If you need read / write, please indicate as such. 

Step 34: Does the new employee need access to a shared mailbox? Select **Yes** or **No** from the dropdown. If **Yes** was selected, enter the mailbox into the What Mailbox field.

* Shared Mailbox needed?


* What Mailbox? (Examples: humanresources@omes.ok.gov; traffic@odot.ok.gov)

Step 35: The Please Provide Any Special Instructions field is a free form field allowing you to enter in anything else that is needed. Examples include being added to a special Active Directory group, shared calendar access, email distribution groups or needing access to a software application that requires permissions not listed above.

Please Provide Any Special Instructions

Note: If the new employee/contractor needs an Admin account, please submit a separate request for this permission. It will have to be vetted.

Step 36: Provide a professional close-up photo of the employee with a neutral background. To upload the photo, select the **Add attachments** at the bottom of the form. Failure to do this at time of onboarding request may result in a delay in the employee's badge creation.

 Add attachments

Step 37: When complete, select the **Order Now** button to submit the onboarding request to be created and routed to the proper team for processing.

Quantity:

Delivery Time: 0 Days

Order Now

Step 38: An Order Confirmation window will appear. Enter any necessary delivery information or special instructions. Then select the **Checkout** button.

Order Confirmation
✕

Request for i

Joshua Graves
▼

Delivery Information (Optional)

Special instructions (Optional)

Cancel
Checkout

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

Home > Request Summary

Search
🔍

Submitted : 02/18/2022 13:20:01
 Request Number : **REQ0010088**
 Estimated Delivery : 02/18/2022

Item	Delivery Date	Stage	Price (each)	Quantity	Total
OMES Onboarding Request	02/18/2022		---	1	---
					Total: \$0.00