

Onboarding user guide for agencies needing Workday-only access

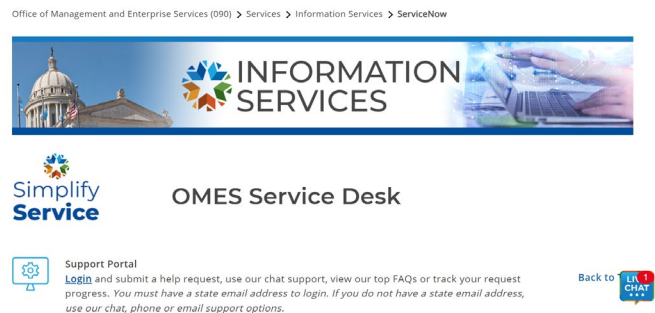
Overview

Whenever 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 access to perform their job. This guide walks through the process of completing the onboarding form for workday-only supported state entities. This needs to be submitted by the DSR (decentralized security representative) or HR.

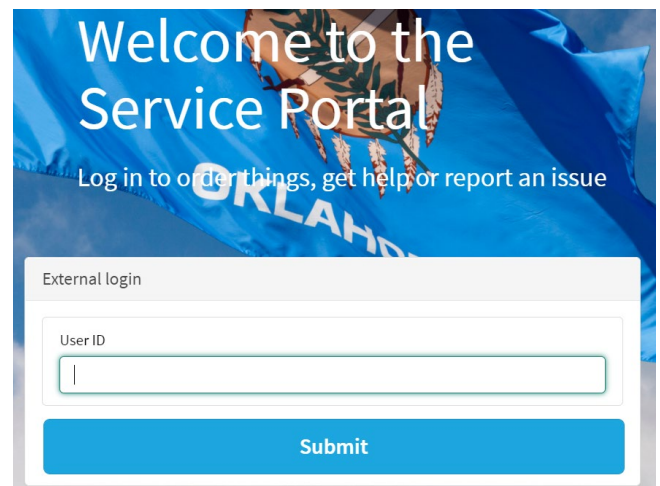
Steps

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.



Sign in with your organizational account

Sign in

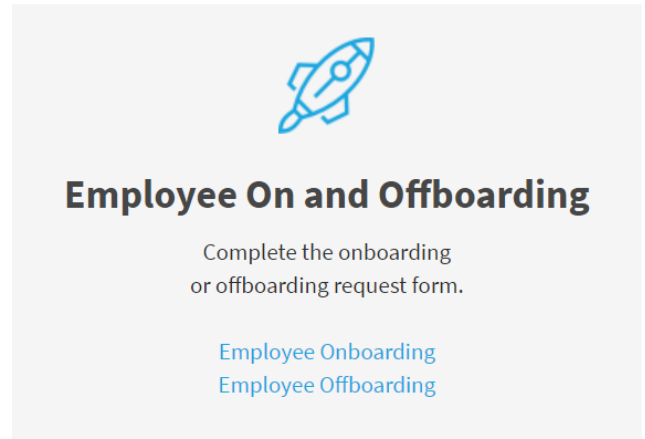
The Service Desk Home Page appears.

A screenshot of the Service Desk Home Page. At the top left is the Oklahoma logo. On the right, there are navigation links: Chat, Knowledge, Catalog, Requests, System Status, and a user profile for Joshua Grave. The main heading is "How can we help you?" with a search bar below it. Below the search bar are six service tiles: "Password Reset" (with a lock icon), "Help" (with a question mark icon), "Employee On and Offboarding" (with a rocket icon), "System Status" (with a lightbulb icon), "Computers" (with a monitor icon), and "Application Access" (with a gear icon). Each tile contains a brief description and links to related services.

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:

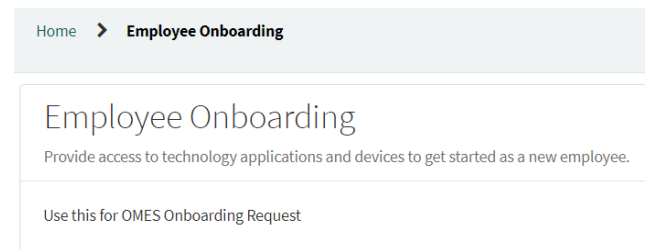
<https://oklahoma.service-now.com/sp>

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



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 none, disregard.

Department

Step 8: From the Employee Type dropdown, select 'Workday Only'.

* Employee Type

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

Employee details

* Employee First Name

Employee Middle Initial


* Employee Last Name

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

* Employee Start Date

Step 11: Enter their employee ID.

Employee ID 

Step 12: Enter the employee's actual email address that they use for everyday use.

Step 13: The Please Provide Any Special Instructions field is a free form field allowing you to enter anything else that is needed.

Please Provide Any Special Instructions

Step 14: Select the **Add attachments** link at the bottom of the form to add any necessary attachments to the onboarding request.

Step 15: When complete, select the **Order Now** button to submit the onboarding ticket to be created and routed to the proper team for processing.



Add attachments

Quantity:

1



Delivery Time: 0 Days

Order Now

Step 16: An Order Confirmation popup 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)

You will receive a confirmation that your request was submitted, including your request number.

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