
New Service Portal Approver View

Affected Customers: CCSQ ServiceNow Approvers

On Saturday, April 16, 2022, CCSQ ServiceNow Approvers will now see all the relevant information regarding tickets they are being asked to Approve/Reject.

The “My Approvals” view under “My Stuff” will include the following:

- Table view with the following columns:
 - **State:** Approval State
 - **Approver:** Approval Assignee
 - **Created:** Date the item requesting approval has been created
 - **Approving:** Item that is being approved

Home > My Stuff

My Incidents My Requested Items My Change Requests My Security Incidents My Approvals

Approvals

All > Approver = Shannon Hornby

State	Approver	Created	Approving
Requested	Shannon Hornby	04/06/2022 08:02:09 AM	Requested Item: RITM0119780
Requested	Shannon Hornby	11/10/2021 10:21:04 AM	
Requested	Shannon Hornby	02/16/2021 06:55:32 AM	
Requested	Shannon Hornby	04/06/2022 08:00:55 AM	Requested Item: RITM0119775

- Approvers can open each item to view the details of the ticket to which they are being asked to Approve/Reject

Home > Approval Form

This Requested Item requires your approval

State
Requested
Created
a day ago

Approve Reject

Approval request for Requested Item RITM0119780

User Access Requested for Katherine Edwards (Application Access - Modify Access)
Opened by Katherine Edwards
Quantity 1
Options

Access Request Type
Modify Access

User Access Request Type
Application Access

By checking this box you acknowledge the following:
false

Contract Name
HIDS

Prime contractor company name
Ventech Solutions, Inc.

Requested for
Katherine Edwards

Email Address
Katherine.Edwards@ventechsolutions.com

For more information, view the Knowledge Article Titled: [How to Manage My Approvals in the ServiceNow Portal](#). Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.

If you need additional information, contact us:

Phone: 1-866-288-8914
Slack: #help-service-center-sos

Save time. Submit and Track your ticket!
VISIT CCSQ Support Central



Email:
ServiceCenterSOS@cms.hhs.gov