Step-By-Step Instructions to Request Access for Non-UC Davis Health Personnel

All Non-UC Davis Health users must have a Kerberos login, which they can obtain from the UC Davis Computing Account Services website. They will also need to complete and submit a UC Davis Confidentiality Agreement (PDF). A UC Davis Health sponsor must then submit a service request through the UC Davis Health IT Service Hub on their behalf.

1. Log in to ServiceNow by clicking this link or typing “ITSS” on your Internet Explorer Browser.

   Once logged in, click on “Request Service”.

2. Search for the items you would like this person to have and place them in the cart.
3. View the cart to make sure you have requested everything this person will need.

4. Select the option to “Change This”
5. Select “This order is for someone other than me”

   For whom would you like to place this order?
   - This order is for me
   - This order is for someone other than me
   - This order is for multiple people

6. Search to confirm the person you are requesting access for is not already in the system. Submitting a new request for someone already in the system will delay your request.

   For whom would you like to place this order?

   Not finding the person in the list? Click here to create a new person for this order.

7. If they do not show up in the system, select “Not finding the person in the list? Click here to create a new person for this order.”

   For whom would you like to place this order?

   Not finding the person in the list? Click here to create a new person for this order.

8. Select “An outside contractor or vendor”

   Please select the category that best describes the person that you were unable to locate:
   - An employee of the UC Davis campus
   - A UC Davis student
   - An outside contractor or vendor
   - A student from an institution other than UC Davis
9. Fill in all fields and click “Continue”.

Complete the form below to provide the details for this person:

- **First Name**: Jane
- **Middle Name**: Maxine
- **Last Name**: Doe
- **Title**: Research Analyst
- **Email**: jdoe@plaid.ucdavis.edu
- **Primary Phone**: (826) 785-1583
- **StartDate**: 2020-03-26
- **EndDate**: 2020-10-26
- **UCDHS Sponsor**: Bradley Simmons
- **Department**: Ambulatory Care Temp Pool
- **Location**: Main Hospital
- **Alternate Email**: 
- **Does this person need an Active Directory (aka G glory/Network) Account?**: Yes
- **Vendor**:
- **Vendor Supervisor**: Harry Potter
- **Vendor Supervisor Email**: kpotter@plaid.ucdavis.edu
- **PO Number**: N/A

Continue

10. Fill in all fields and click “Checkout”.

You are ordering items for Jane Doe. Change This

You are ordering items for person(s) whose identity needs to be created/updated. The cart order will be released for fulfillment when the user onboarding processes have completed.

Your Cart

<table>
<thead>
<tr>
<th>Product</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMR (Electronic Medical Record) Access New/Change</td>
<td>-</td>
</tr>
</tbody>
</table>

* Please select an Approver
* Brief Cart Title (ex. Access for John Doe)

* Detailed Description of Cart Request

Continue Shopping | Save as Bundle | Clear Cart | Checkout
11. After checking out, you should see a confirmation screen, which includes the Requisition Number. If you call the Help Desk for a status update, you will need to provide them with this number.