Process for Emergency Delegation of Time Approval Responsibilities

This document outlines the steps for emergency delegation approval responsibilities for electronic time records. The form for requesting emergency delegation is available online within the ServiceNow catalog. Please see below for instructions on how to complete and submit the form. The completed form will be submitted to Payroll for review.

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Background

Manager's Delegation responsibilities
In cases of planned absences it is the manager's responsibility to assign a delegate approver prior to their absence.

- Delegation may be completed via Manager Self Service from any device that has Internet access, including personal devices.

  Click here for instructions on creating a delegation request.

- Delegates must accept the delegation request.

  Click here for instructions on accepting the delegation request.

When should Emergency Delegation be requested?
Emergency Delegation may only be requested for specific circumstances where a manager/supervisor is unable to assign a delegate to approve their employees' time records in Web Time Entry.

Circumstances warranting the use of Emergency Delegation:
- The manager is unavailable due to one of the following:
  - Leave of Absence as approved by HRSS Leaves Administration
  - Emergency Termination
  - Unscheduled and potentially lengthy absences (to be reviewed on a case-by-case basis)

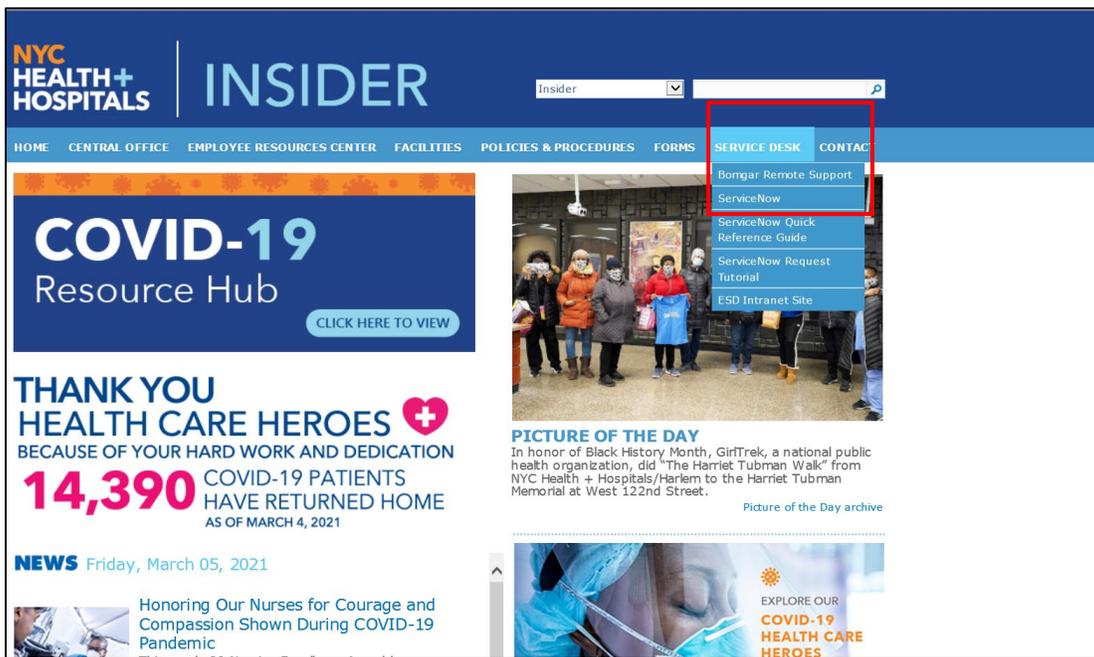|	
How to Find the Emergency Delegation ServiceNow Form	
1	Open your Internet browser and navigate to the [Insider](#) page*. *<u>**Note:**</u> You must be working on the H+H network to access this page. Staff working remotely need to access this page from the H+H Virtual Private Network.
2	From the Insider, hover your mouse over the '**SERVICE DESK**' text within the blue banner and select the '**ServiceNow**' text.
3	Once the ServiceNow portal opens, type '**Emergency Delegation of Time Approval Responsibilities**' in the search bar at the top of the screen and press Enter.
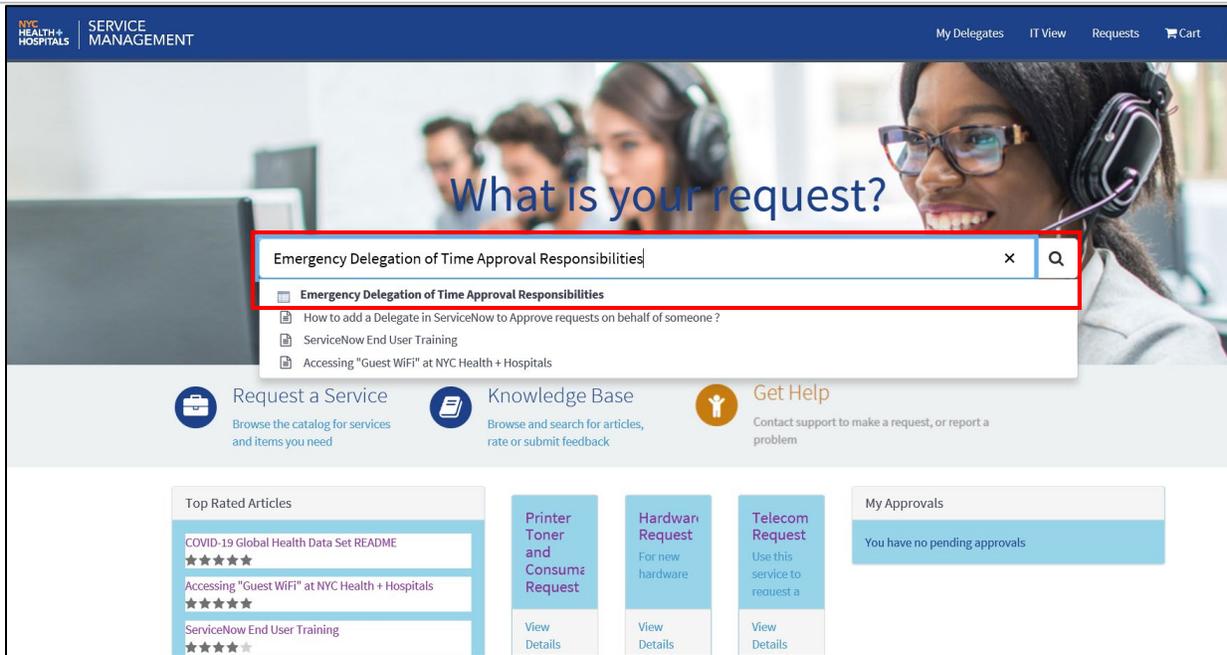
4	Once the search results load, click '***Emergency Delegation of Time Approval Responsibilities'*** with your mouse. The form will open.
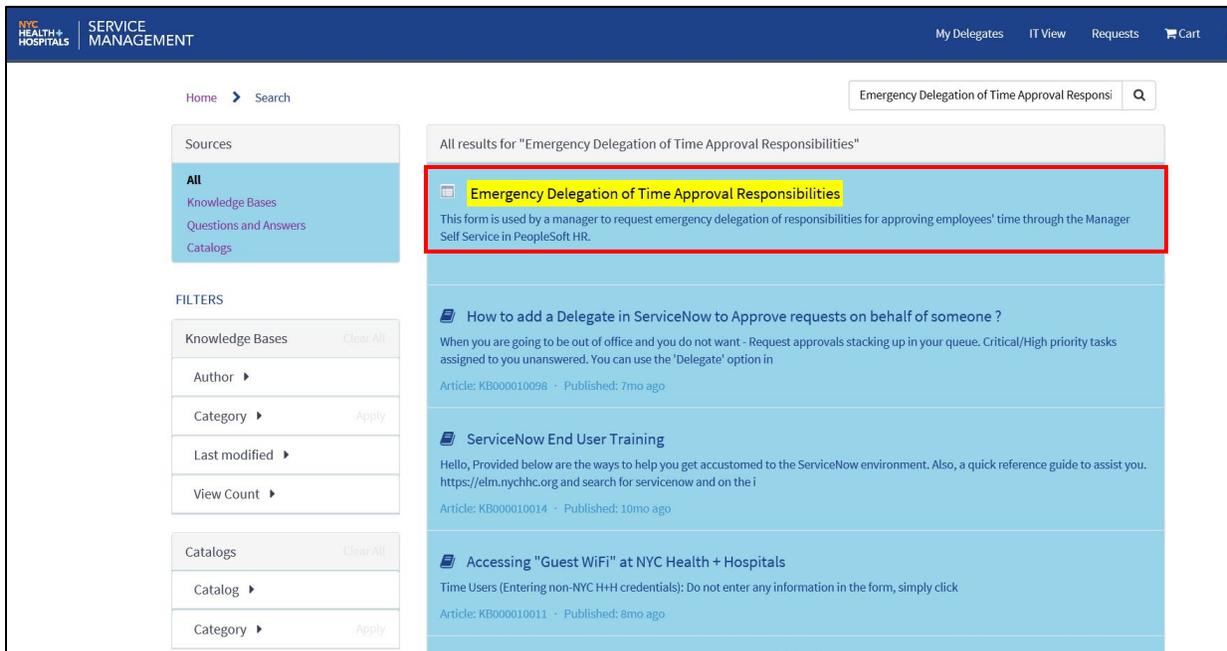
How to Complete the Emergency Delegation of Time Approval Responsibilities Form

1	Once the form is opened, enter the first and last name of the manager who is **absent** in the box beneath ***Requested For***.

The manager's name should display in the list of choices. Click their name to select them.

2 The manager's contact information will auto populate the corresponding fields once you have selected their name.

3	If you are unable to locate the Manager by using the search functionality described above, click the checkbox next to the text '*If you are not able to locate the manager on the "Requested For" above please check this box*'. You can then manually enter the information.

| 4 | Once the Manager's information is entered, click the drop down box beneath *Reason for Request* and make the appropriate selection.

If you select '*Other,* you must enter additional details in the comment box. |
|---|---|

5	Click '***Order Now***'. The form is now submitted to Payroll for processing.

Questions?

For further assistance, please contact the Payroll Shared Services (PRSS) Call Center at (646) 694-7777 or PayrollInquiries@nychhc.org.