# Onboarding user guide for agencies needing Workday-only access

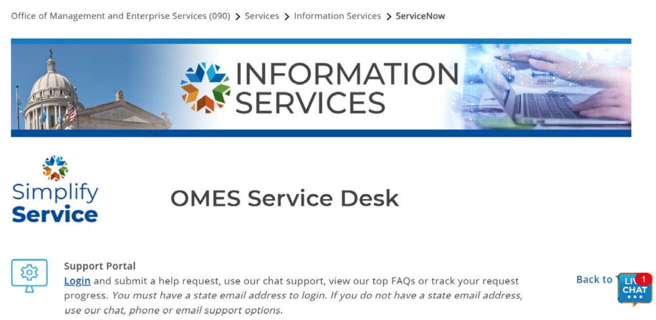
## Overview

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.

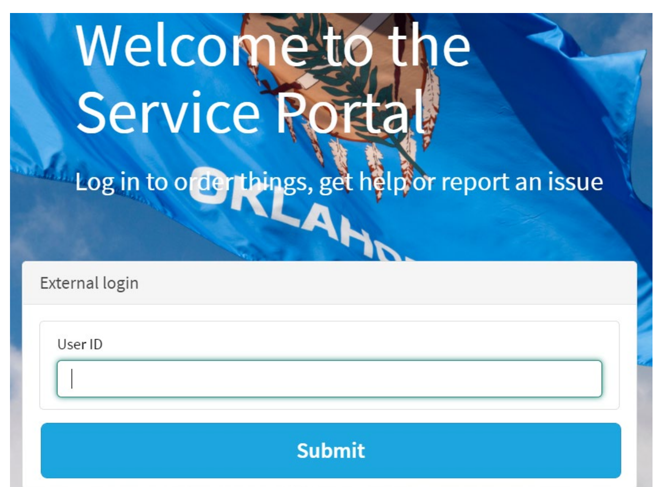
## Steps

**Step 1:** Go to the following website: oklahoma.gov/servicedesk

**Step 2:** Select the **Login** link within the Support Portal section.

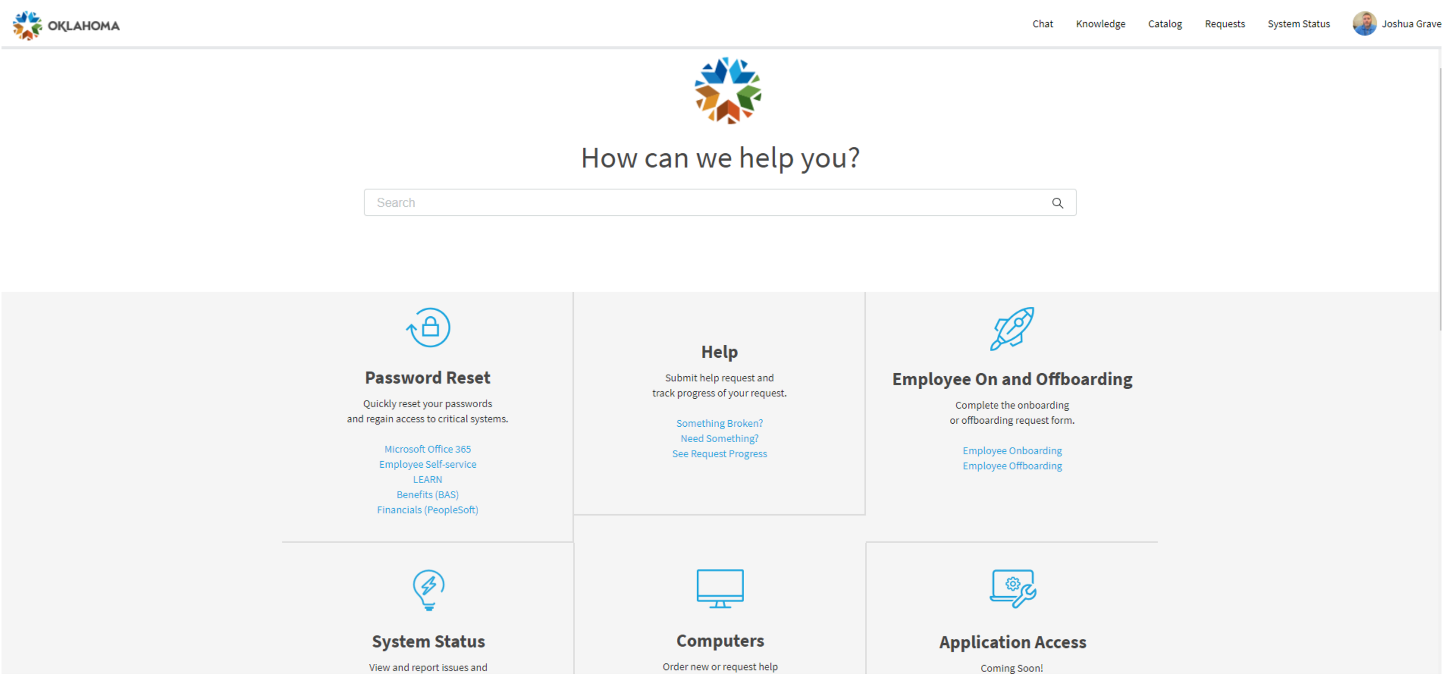



**Step 3:** The ServiceNow login page will appear. Enter your state email address and select the **Submit** button.



**Step 4:** Login with your organizational account.

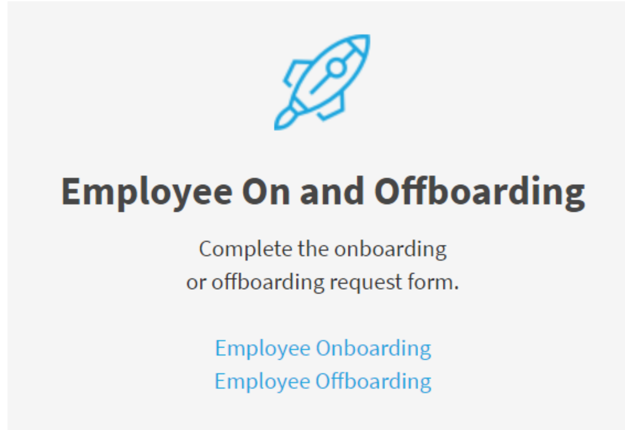

The Service Desk Home Page appears.




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:

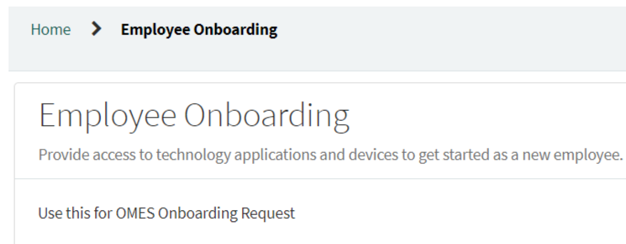
https://oklahoma.service-now.com/sp

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

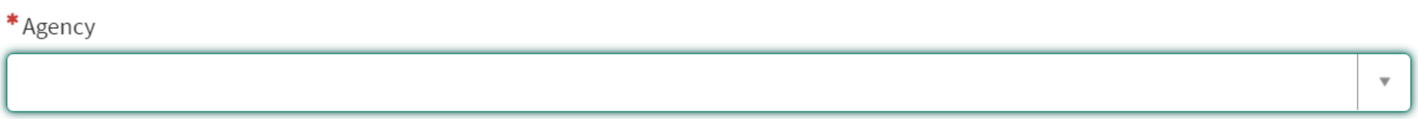



The OMES Onboarding Request screen will appear. This is where you will enter the information for the onboarding employee.

**Note:** Fields with a red asterisk are required.

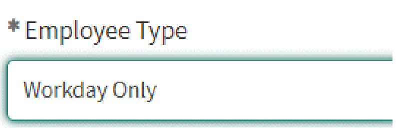



**Step 6:** Select their agency from the dropdown. If you type part of the agency name, the system will populate or narrow down your selections.




**Step 7:** Select their department from the dropdown. If none, disregard.


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



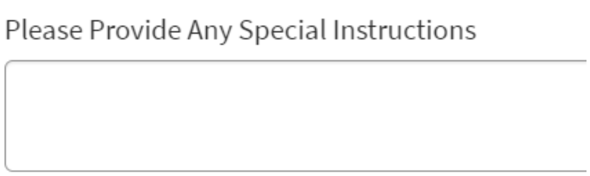
**Step 9:** Enter the onboarding employee's first name, middle initial and last name into the appropriate fields.


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


**Step 11:** Enter their employee ID.

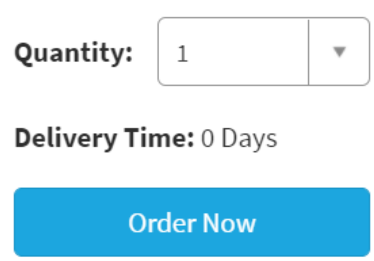

**Step 12:** Enter the employee's actual email address that they use for everyday use.

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

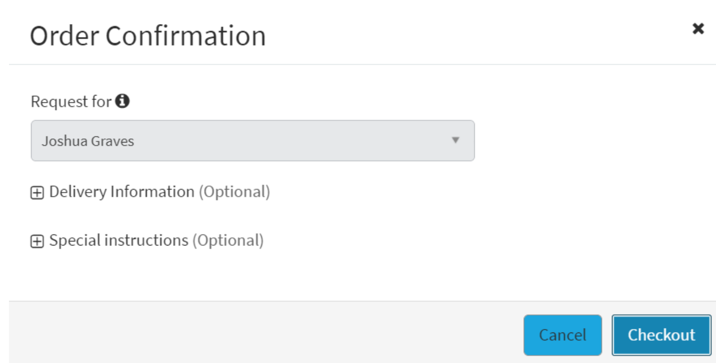



**Step 14:** Select the **Add attachments** link at the bottom of the form to add any necessary attachments to the onboarding request.


**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.



**Step 16:** An Order Confirmation popup will appear. Enter any necessary delivery information or special instructions. Then select the **Checkout** button.




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