People @ Columbia Security Application – Manager Approval Process

All PAC security requests must be approved by the manager of the applicant. If you are listed as the manager on a PAC security request, you will receive an email notification instructing you to log into ServiceNow and approve, recycle or reject the application.

Steps to Review and Approve a PAC Security Application

1. Log into ServiceNow using the link provided in the email.

2. In the left-hand menu of ServiceNow you will see a “My Approvals” link.

3. From the list of security applications awaiting your approval, click on the RITM number to review the application. The Short Description column provides you with a description of the item. Note: Clicking on the “Requested” link in the State column brings up the approval/recycle/rejection page directly without 1st viewing the...
application.

4 Once you click on the RITM number, a copy of the application form will open for your review. Once you are done reviewing the request form, click on the back arrow in the upper left corner of the request to return to your approval menu.

5 From the approval menu, click on the “Requested” link next to the application you have just reviewed. An approval screen will open.

To approve the request click on “Approve”.

To recycle the request back to the applicant to make changes, click on “Return for Edit”. Please remember to include comments on recycled requests so that the applicant knows what roles need to be updated.

To reject the request click on “Reject”.

6 Once you click “Approve”, the application will be removed from your “My Approvals” queue, and sent to the DAF administrator for his/her review and approval.