ServiceNow – Workday MFA Passcode

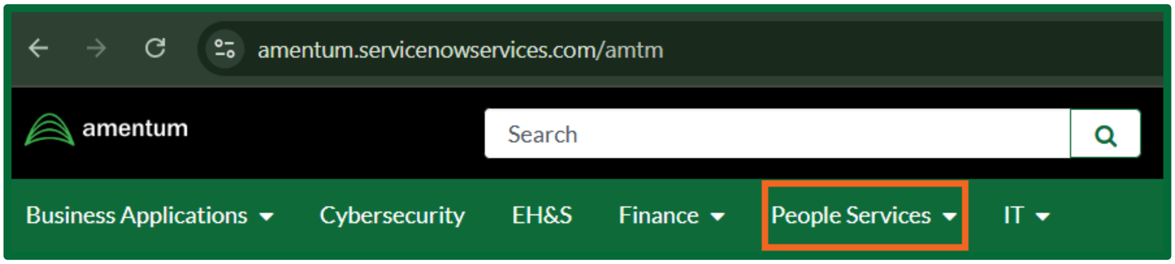
The design and appearance of ServiceNow may be different than some of the visual components described within this job aid due to system updates.

Workday MFA Passcode

This ticket is a request for employees who experience issues with receiving their multi-factor authentication passcode such as an invalid email address being listed in Workday for the passcode to be sent.

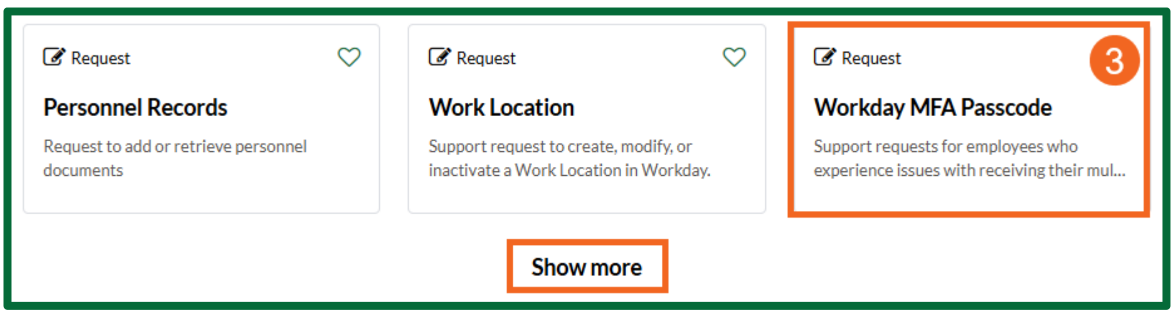
Access the Ticket

1. Log in to ServiceNow (https://amentum.servicenowservices.com/amtm)
2. Click **People Services** from the menu options.



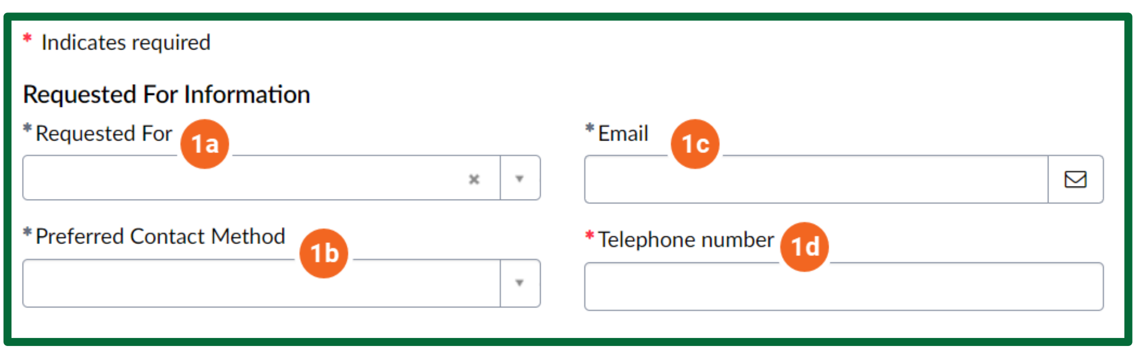
3. Scroll down the page and select **Workday MFA Passcode.**

> You may need to click the **Show More** button to see the ticket option on your screen.



Complete the Ticket

1. Complete the following required fields.
   a. **Requested For**
   b. **Preferred Contact Method**
   c. **Email**
   d. **Telephone Number**



2. Select the **drop-down arrow** for **Request Type** and select **Passcode Assistance.**
3. Select the **drop-down arrow** for **Are You the Employee Needing Assistance** and select **Yes** or **No.**

> If you select **No**, a message appears that says "*This request must be submitted by the employee that is experiencing the issue*". Please have the employee experiencing the issue complete the ticket.

4. Select the **drop-down arrow** for **Do You Have a New Email Address** and select **Yes** or **No.**

> If you select **Yes**, enter the new email address in the **Enter the New Email Address** field.

5. Enter a **Description of Issue.**
6. An **Attachment** is required. Upload an attachment, such as a screen capture of the issue.

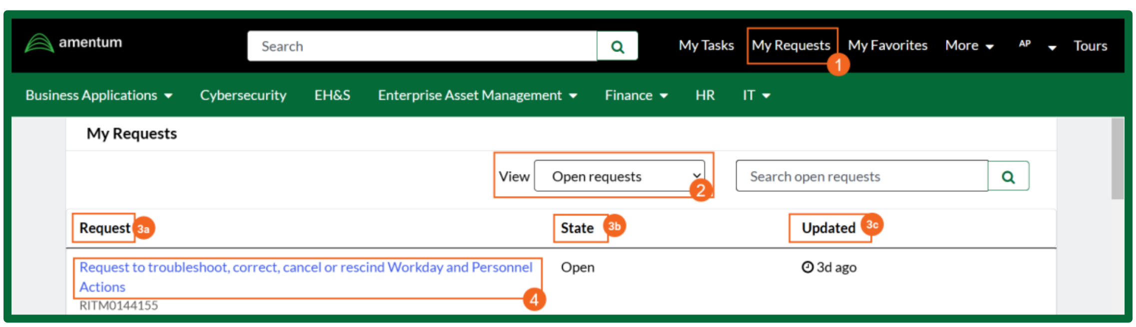
> See the **Create a Screenshot** section to learn how to create a screen capture.

7. Once all fields are complete, click the **Submit** button.

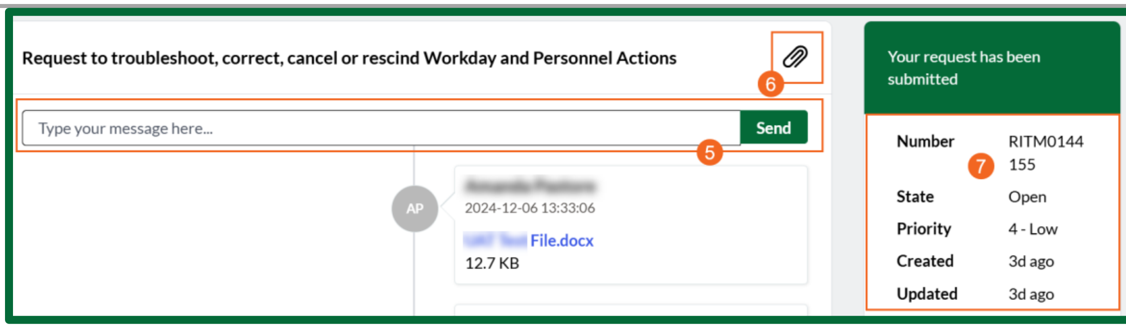
> You will receive an email confirming your submission and your ticket number. A member from HRIS or HRSS may reach out to you via the submitted ticket for additional information. If after two attempts for additional information with no response, the ticket will be closed. You will need to reopen another ticket if the ticket issue was closed and unresolved. Tickets are worked in the order received.

Review the Submitted Ticket

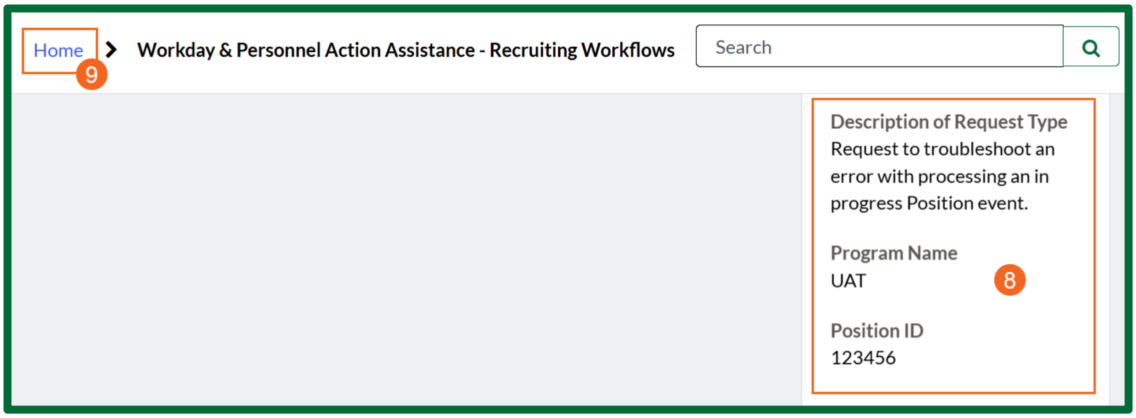
1. Select **My Requests** from the **menu items** to review a submitted ticket.
2. Click the **Drop-Down Arrow** in the **View** field to view either **Open Requests** or **Closed Requests**.
3. The list of requests shows the name of the **request** (a), **state** of the request (b), and when the request was last **updated** (c).
4. Click on the **name of the request** to see the submitted ticket information and send a message.



5. The main section of the screen is where you can **view all messages** or **send a message** to the team / person managing your ticket.
6. Click the **Paperclip** icon to upload an attachment.
7. On the right side of the screen, you can review the **Number**, **State**, **Priority**, **Created**, and **Updated** information.



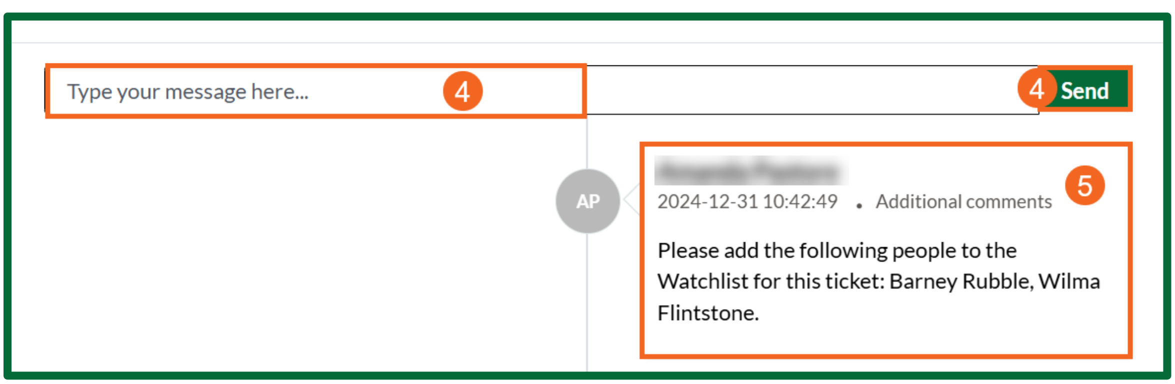
8. Scroll further down on the screen to see the information that was submitted with the ticket.
9. Click the **Home** button to return home.



Add People to the Watchlist

A **ServiceNow Watchlist** is a feature that allows users to add people to a list who will receive notifications regarding updates on a specific ticket. Adding a person to a Watchlist is optional.

1. Select **My Requests** from the **menu items** to review a submitted ticket.
2. Click on the **name of the request** to see the submitted ticket information and send a message.
3. The main section of the screen is where you can **view all messages** or **send a message** to the team / person managing your ticket.
4. Type your **message** in the **Type your message here…**box, then click **Send**.
5. Your message will appear below and be sent to the person or team managing your ticket. They will add the requested person or persons to the **Watchlist**.



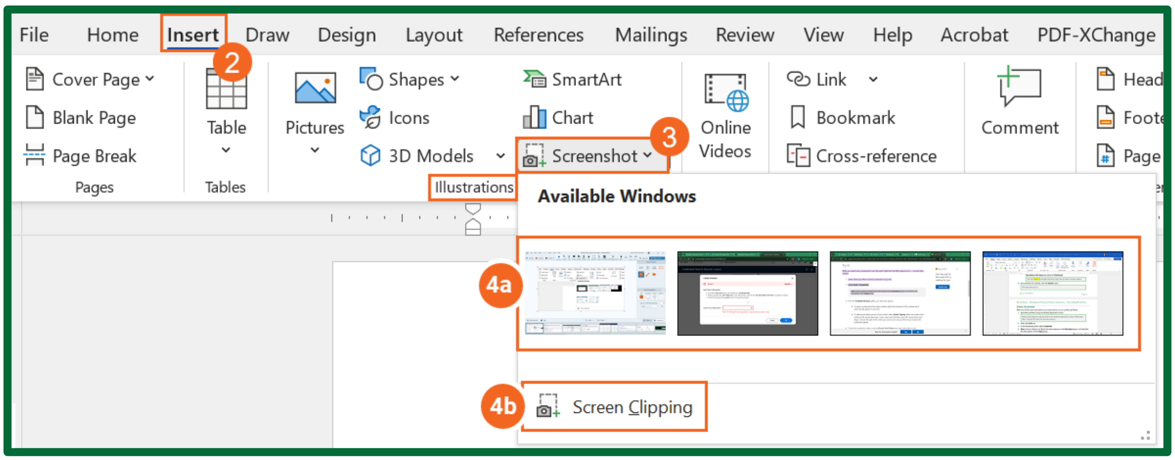
Create a Screenshot

When you need to add a screenshot as your attachment, you can use Microsoft Word.

1. Open **Microsoft Word** using the **Desktop Application** version.

> NOTE: these directions will only work for the Desktop Application version of Microsoft Word. They do NOT work for the Online version.

2. Select the **Insert** tab.
3. In the **Illustrations** group, select **Screenshot.**
4. From the **Available Windows** gallery, you have two options:
   a. To insert a screenshot of an **entire window**, select the thumbnail of the window and it automatically appears in your Microsoft Word file.
   b. To capture and add **a portion of your screen**, select **Screen Clipping.** When the screen turns white and the pointer becomes a cross, press and hold down your left mouse button and drag to choose the part of the screen you want to use. Let go of the mouse to have the screenshot appear in your file. Click **Esc** on your keyboard to exit the Screen Clipping if you do not want to capture a portion of your screen.



5. Save your file and then **Upload** to the ServiceNow ticket.