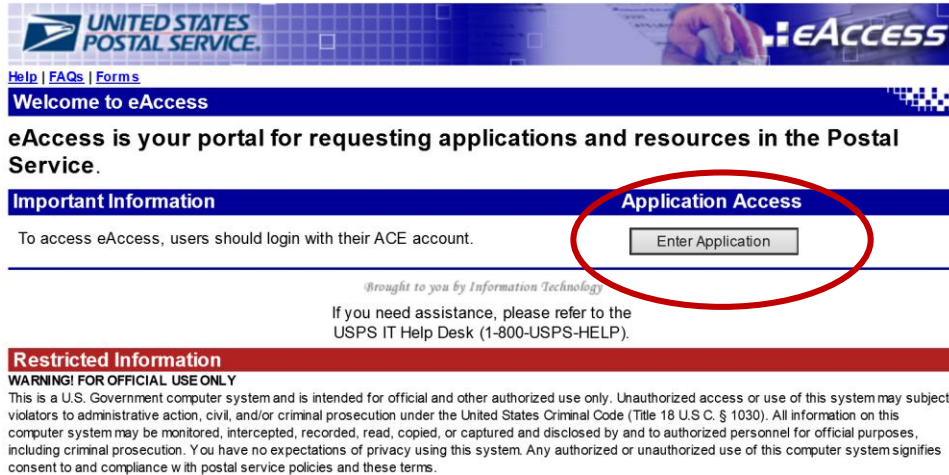


1. Enter the eAccess portal by clicking on the following link:

https://eaccess.usps.gov/ords/eaccessnp/sso_std.sso_welcome

2. Select “Enter Application” and on the next screen enter your login credentials



The screenshot shows the eAccess welcome page. At the top is the USPS logo and the eAccess header. Below the header is a navigation bar with links for Help, FAQs, and Forms. The main content area has a blue banner that says "Welcome to eAccess" and "eAccess is your portal for requesting applications and resources in the Postal Service." Below this is a section titled "Important Information" with a sub-header "Application Access". Under "Application Access", there is a button labeled "Enter Application" which is circled in red. Below the button, there is a note: "To access eAccess, users should login with their ACE account." At the bottom of the page, there is a "Restricted Information" section with a warning for official use only.

UNITED STATES
POSTAL SERVICE

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Welcome to eAccess

eAccess is your portal for requesting applications and resources in the Postal Service.

Important Information

Application Access

To access eAccess, users should login with their ACE account.

Enter Application

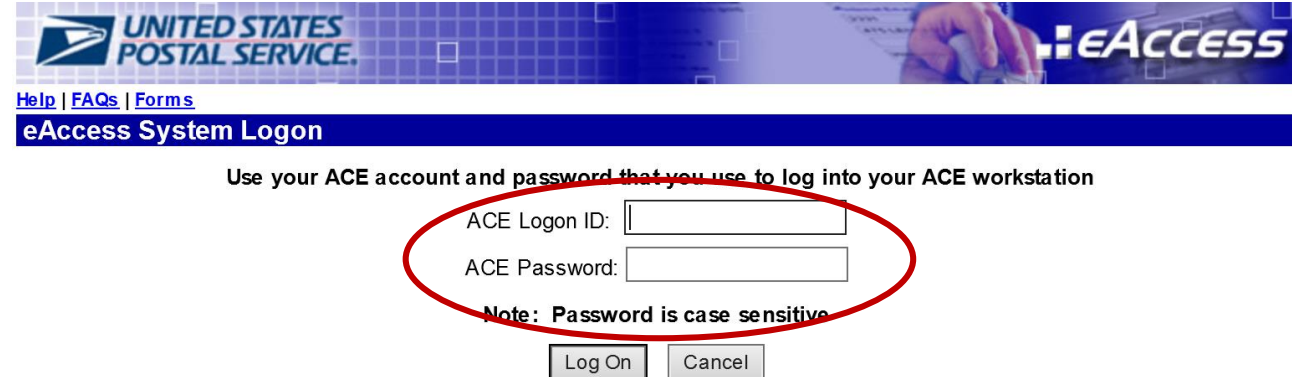
Brought to you by Information Technology

If you need assistance, please refer to the USPS IT Help Desk (1-800-USPS-HELP).

Restricted Information

WARNING! FOR OFFICIAL USE ONLY

This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. § 1030). All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with postal service policies and these terms.



The screenshot shows the eAccess System Logon page. At the top is the USPS logo and the eAccess header. Below the header is a navigation bar with links for Help, FAQs, and Forms. The main content area has a blue banner that says "eAccess System Logon". Below this is a section titled "Use your ACE account and password that you use to log into your ACE workstation". Under this section, there are two input fields: "ACE Logon ID:" and "ACE Password:". Both fields are circled in red. Below the input fields is a note: "Note: Password is case sensitive". At the bottom of the page, there are two buttons: "Log On" and "Cancel".

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eAccess System Logon

Use your ACE account and password that you use to log into your ACE workstation

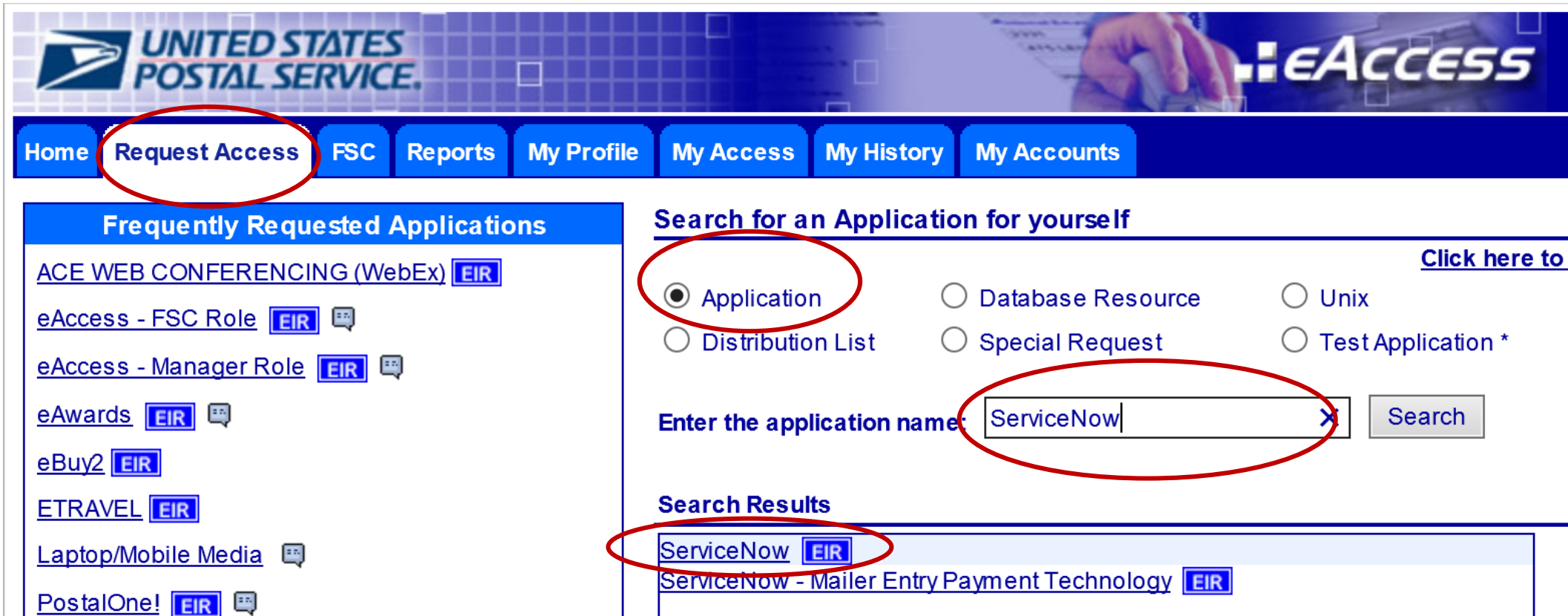
ACE Logon ID:

ACE Password:

Note: Password is case sensitive

Log On Cancel

3. Select the “Request Access” tab and confirm that “Application” is checked
4. Search for “ServiceNow” and select “ServiceNow” in the Search Results



The screenshot displays the eAccess portal interface. At the top, the United States Postal Service logo and the eAccess title are visible. Below the header is a navigation bar with tabs: Home, Request Access (circled in red), FSC, Reports, My Profile, My Access, My History, and My Accounts. The main content area is divided into two sections. On the left, under the heading 'Frequently Requested Applications', there is a list of applications: ACE WEB CONFERENCING (WebEx) [EIR], eAccess - FSC Role [EIR], eAccess - Manager Role [EIR], eAwards [EIR], eBuy2 [EIR], ETRAVEL [EIR], Laptop/Mobile Media, and PostalOne! [EIR]. On the right, under the heading 'Search for an Application for yourself', there are radio buttons for 'Application' (selected and circled in red), 'Database Resource', 'Unix', 'Distribution List', 'Special Request', and 'Test Application *'. Below the radio buttons is a text input field labeled 'Enter the application name:' containing the text 'ServiceNow' (circled in red), followed by a 'Search' button. Under the 'Search Results' heading, there is a list of results: 'ServiceNow' [EIR] (circled in red) and 'ServiceNow - Mailer Entry Payment Technology' [EIR]. A link 'Click here to' is also visible.

5. For DR&D ServiceNow Workflow Tool access:
Ignore, or leave As Is, the first two questions in the Request Setup Information section.
Select “Yes” for the third question.
“Data Retention and Disposal” will auto-select as the Custom Application Selection

Request Setup Information (Required information when submitting a request.)*

Options displayed will depend upon System chosen

If you have selected ‘NO’ for all of the questions below, please do not submit a request as it would result in no change in access and will be denied.

Do you require create/update/resolve access to ServiceNow ITSM applications (INC/PRB/CHG/SRQ)* 



Do you require any elevated roles/permissions for ServiceNow (i.e. admin roles)* 



Do you require access to any custom applications within ServiceNow* 



Dependent Request Setup Information

Options displayed will depend upon Request Setup Info selected

Custom Applications Selections

Select your custom applications* 

AD ADMIN
APV Dispute Management System
BNS Management Tool
Deskside Request
EPDisC


Select Values

Remove Values



Data Retention and Disposal

6. Choose the DR&D Role based on your current function.



Select Data Retention and Disposal Role(s)*

DRD ICP Team

DRD IT PMs

DRD Litigation Lawyers

DRD Records Management Team

DRD Tool Managers

Select Values

Remove Values

Function Descriptions



ICP Team

Responsibilities: Keeps track of data extractions from a system and provide query information to litigation attorneys for hold research

Tool Functions: Updates SDDR with data extraction information for the system.



IT PMs

Responsibilities: Initiate SDDRs for systems currently purging or planning to purge data

Tool Functions: Create new SDDRs.



Litigation Attorneys

Responsibilities: Determines if a litigation hold is currently in place for a system a SDDR has been created for.

Tool Functions: Updates Litigation Hold status for a SDDR. Provides Final Resolution details for a SDDR.



Records Management

Responsibilities: Create and maintain Records Control Schedules (RCS) documents.

Tool Functions: Align SDDRs with existing RCS documents or initiate a new RCS if one does not exist.



DRD Tool Manager

Responsibilities: Facilitate process flow of DRD lifecycle.

Tool Functions: Review SDDRs for completeness, write access to all fields at any time, and change Assigned To in Tasks.