

Add your manager to your user profile once and save time on every request

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Dear ServiceNow end user,

you can now add your manager to your user record using the new User Manager Update request.

The benefit is that when you order a service via the IT Service Portal, you won't have to specify an approver manually every time you order something.

However, please note that this also means that you cannot simply change the approver for new orders from your manager to another person.

You can also use the new request form to change your manager or another person's manager in case it is no longer valid.

Note that the following approvals are triggered after request submission:

Approval by the person for whom the change is requested. This step is skipped if you are requesting the change for yourself. Approval by the manager selected.

The following screenshot shows the new form:

A detailed step-by-step guide on how to use the new User Manager Update request can be found [here](#).

In case of questions or feedback please do not hesitate to contact us at ServiceNow.Support@fresenius-netcare.com.