Work Aide for setting delegates in ServiceNow

Step #1 – In ServiceNow ITIL UI, in the search field at the top left of the screen, type Delegate. Click the option for User Administration > Delegate.

Step #2 – If you already created delegates, you should see them listed here. If you want to add a delegate click New.

Step #3 – A new screen will come up. Update the Delegate field for the individual you are adding as your delegate. Update the dates, from start to end, when they should be your alternate.

Step #4 – On the right side of the screen, check the boxes of the functions you want them to be your alternate for. The options are:

Approvals: Delegates the authority for your approvals.

Assignments: Delegates task assignments.

CC Notifications: Includes the delegate on your notifications.

Meeting invitations: Sends meeting invitations to the delegate.   This does not include Teams.

Ste #5 – Click Submit on the bottom left corner of the screen.