

Requesting Device Additions or Removals in the "Approval for Mobile Device Ordering" Catalog Item

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Summary:

This article provides step-by-step instructions for users to request the addition, removal, or update of a device in the "Please select a new Device" dropdown within the Approval for Mobile Device Ordering catalog item.

Instructions:

1- Access the Generic Request Form

Go to the Service Portal. Click on "I need something." Search for and select the "Generic Request" catalog item.

2- Enter Request Details

In the Details field, enter the following (or similar) description: "Request to update the device list in the 'Approval for Mobile Device Ordering' catalog item."

3- Specify the Device Update

Include the Device Name and whether it needs to be:

Added
Removed
Updated

(Please be specific and list each device individually if requesting multiple changes.)

4- Add Assignment Instructions

In the Additional Comments section, include the following line:

"Please assign this request to the ServiceNowSupport-L1 group for fulfillment."

5- Submit the Request

Click "Request" to submit.

Need Help?

If you have any issues submitting the request, please contact the IT Service Desk.