GSD. Requests - How to Approve Service Requests via Fresenius IT Service Portal

Article ID: KB0039604
Created: 2025-01-27 12:55:08
Updated: 2025-01-27 14:05:52
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3', 'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/5e325c48c38a1a100acd3300150131e3', 'value': '5e325c48c38a1a100acd3300150131e3'}

General Information:

Possible symptoms/errors:

How to Approve Service Requests via Fresenius IT Service Portal.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Good news for Cost Center Owners, managers and other approvers: effective immediately they can perform the following actions via the Fresenius Medical Care IT Service Portal:

Approve or reject Service Requests pending their approvalView the details of the Service Request to be approvedGet an overview of Service Requests approved or rejected by themself in the past

Benefits:

With this new feature, approver can stop searching their mailbox for approvals performed in the past. Simply, they can open the Fresenius Medical Care IT Service Portal and click on My Approvals in the top bar.Approver can easily view all the information provided by the requester and the selections made during ordering. They need to follow the link provided within the Approval Request notification to open the Service Request in the portal.

Note: The required "approver role" is assigned automatically as soon as user has to perform an approval, even if they didn't have this role before. However, this role may be revoked if the approver does not have pending approvals or if they have a small number of requests to approve due to limited license availability.

The following screenshots demonstrate the new approval functionality in the portal:

Details:

1. Advise the user to log on to Fresenius Medical Care IT Service Portal

2. Then, to click on: My Approvals.

3. Ask them to select from the left navigation pane options to see the list of all their approval transactions:

Show Pending Approvals: This tab will show user the list of all open requests that are still pending their approval. Approver can click Approve or Reject depending on their decision on a request.

Show Approved Approvals: This tab will show the list of requests that user has approved.

Show Rejected Approvals: This tab will show the list of requests that user has rejected.

Did you know?

The search box available on the homepage and on most of the other Service Portal pages features a full text search. User can use it to search the Knowledge Base, the Service Catalog, and also Service Requests.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Fresenius Medical Care IT Service Portal:

https://fmcna.service-now.com/sp