Process moving ServiceNow access to users converted from Contractor to Permanent

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Steps to providing access to users converted from Contractor to Permanent

Step 1: Check both users ZID details in ServiceNow Prod Instance.

Step 2: Check if user old ZID is active or false, if old ID is active kindly check the user access and group membership.

Step 3: Raise request to remove access for Old User profile in ServiceNow from below mentioned URL:

Add or Remove Users from ServiceNow Groups - Fresenius Medical Care (service-now.com)

Step 4: Raise another request to add user in the required ServiceNow groups from below mentioned URL:

Add or Remove Users from ServiceNow Groups - Fresenius Medical Care (service-now.com)

If you have any questions, please reach out to the ServiceNowSupport team.