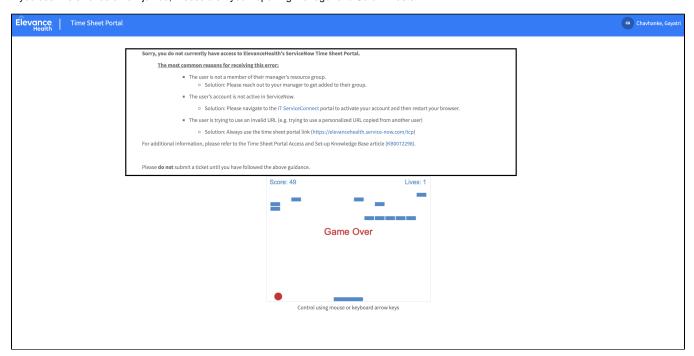
Onboarding - SNOW (Service-Now) Timesheets

Step 1:

Check access to Timesheet Portal.

https://elevancehealth.service-now.com/

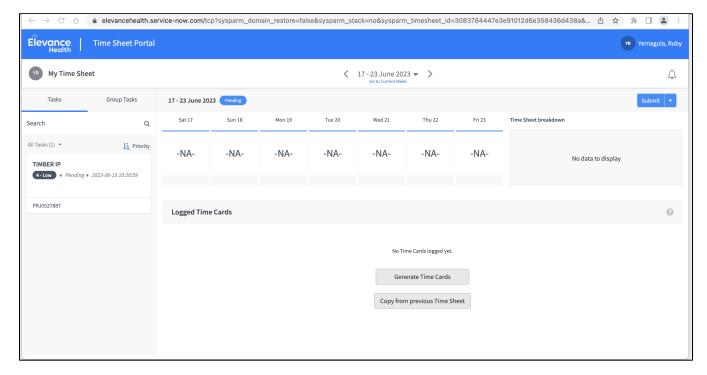
If you see this error as a new joinee, Please alert your reporting manager and Scrum master.



Reporting Manager / SM need to send a mail to AskHR Ireland <AskHRIreland@Carelon.com>

Step 2

If there are no access issues, Scrum Master shall add a new resource plan for the new associate. Should be able to see Project under Tasks



How to Allocate Resources- This is a KB article for Scrum Masters only!

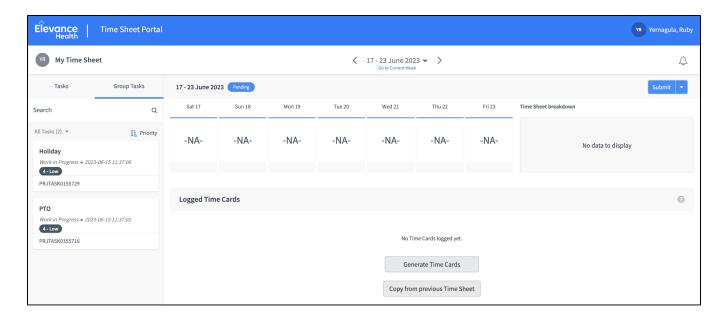
Step 3

You should see two project codes called **Holiday** and **PTO** under Group tasks, this is common for all of Ireland. These should be populated for new joinees automatically.

If you don't see them under Group tasks **Reporting Manager** needs to raise an IT Service Now Ticket on behalf of the new associate (see below information under screenshot).

Holiday's is for Bank Holidays/National Holidays only

PTO is for PTOs(paid leave) and Sick leave



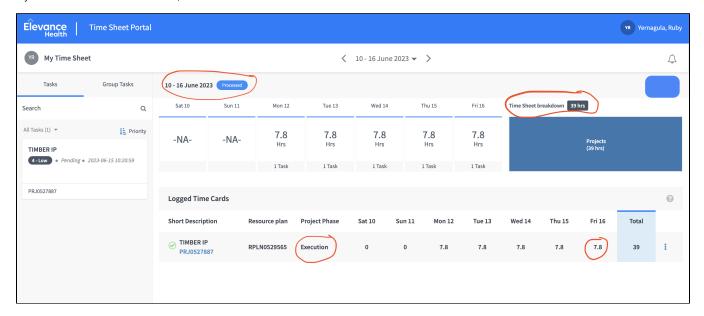
- Link to ServiceNow Project Portfolio Management Ticket
- Field values outlined below:
 - Recipient: New joiners name
 - Manager: will autofill to Reporting Manager
 - Request Type: Financial Data Management
 - Module: User Record Management
 - User Update Type: Legato
 - User: New joiners name
 - Contract: PR703
 - Contract Cost Center: 6037206200**
 - Timesheet Required: Yes
 - User-band: Legato-Ireland
 - PPM Resource Manager: Steven Forcash**
 - Explain the Request: New Legato Ireland user set up. Please include in the PPM RES LEGATO ADMIN PTO/HOLIDAY

Step 4

Make sure the project phase is **Execution**, Time filled in 7.8 per day to a total 39 hrs.

Don't forget to Submit. Once submitted you should see Processed status.

If you made a mistake in submission, reach out to Scrum Masters to Recall the timesheet.



Link to old process, most of it is no longer relevant.

All you need to know about SNOW

^{**}Note: going forward Steven Forcash will no longer be the correct value for this field, a new person is yet to be defined however - so it will suffice for now.