

# 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.

The screenshot shows the 'Elevance Health | Time Sheet Portal' interface. A blue header bar contains the logo and the user's name 'Chavhanke, Gayatri'. A central white box with a black border displays an error message: 'Sorry, you do not currently have access to ElevanceHealth's ServiceNow Time Sheet Portal.' Below this, it lists 'The most common reasons for receiving this error:' with three bullet points: 1. 'The user is not a member of their manager's resource group.' with a solution to reach out to the manager. 2. 'The user's account is not active in ServiceNow.' with a solution to navigate to the IT ServiceConnect portal. 3. 'The user is trying to use an invalid URL (e.g. trying to use a personalized URL copied from another user)' with a solution to always use the provided portal link. Below the list, it refers to a Knowledge Base article (KB0072298) for more information and advises not to submit a ticket until the guidance is followed. At the bottom of the error box is a small game area with 'Score: 49', 'Lives: 1', and 'Game Over' text. The game area shows a red ball and a blue bar, with a note 'Control using mouse or keyboard arrow keys'.

Reporting Manager / SM need to send a mail to AskHR Ireland <[AskHRIreland@Carelton.com](mailto:AskHRIreland@Carelton.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**

← → ↺ 📄

🔒 [elevancehealth.service-now.com/tcp?sysparm\\_domain\\_restore=false&sysparm\\_stack=no&sysparm\\_timesheet\\_id=3083784447e3e91012d6e358436d438a&...](#) ⌨️ ⭐ ⚙️ □️ 👤 ⋮

Elevance

Health

Time Sheet Portal

YR

Yernagula, Ruby

YR

My Time Sheet

< 17 - 23 June 2023 ▾ >

Go to Current Week

🔔

Tasks

Group Tasks

17 - 23 June 2023 Pending

Submit ▾

Search 🔍

All Tasks (1) ▾ 

📌 Priority

TIMBER IP

4 - Low • Pending • 2023-06-15 10:20:59

PRJ0527887

Sat 17

Sun 18

Mon 19

Tue 20

Wed 21

Thu 22

Fri 23

Time Sheet breakdown

-NA-

-NA-

-NA-

-NA-

-NA-

-NA-

-NA-

No data to display

Logged Time Cards ?

No Time Cards logged yet.

Generate Time Cards

Copy from previous Time Sheet

### Step 3

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).

PTO is for **PTOs(paid leave)** and **Sick leave**

## Reporting Manager IT Service Now Ticket Information

- 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

\*\*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.

## 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.

The screenshot displays the Elevance Health Time Sheet Portal interface. The user is logged in as Yernagula, Ruby. The main section shows the 'My Time Sheet' for the period 10 - 16 June 2023, which has been 'Processed'. The timesheet is broken down by day, showing 7.8 hours per day for the project 'TIMBER IP' (4 - Low, Pending, 2023-06-15 10:20:59). The total hours for the project are 39 hours. The project phase is 'Execution'. The 'Logged Time Cards' table shows the following data:

Short Description	Resource plan	Project Phase	Sat 10	Sun 11	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16	Total
TIMBER IP PRJ0527887	RPLN0529565	Execution	0	0	7.8	7.8	7.8	7.8	7.8	39

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

[All you need to know about SNOW](#)