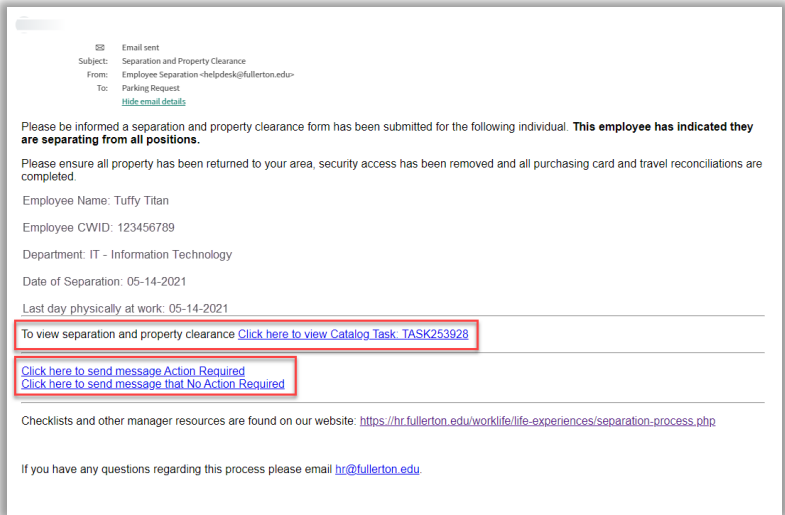
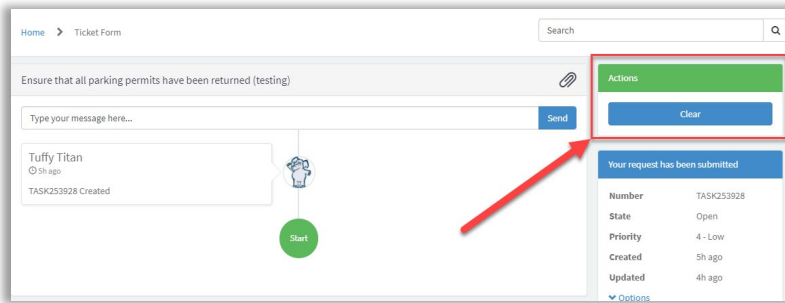


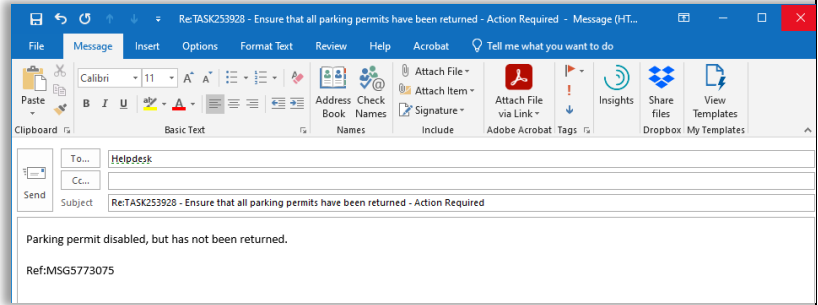
Access to link will be on the HR Separation Website.

Processing Steps	Screen Shots
<p>Email sent for Property Clearance.</p> <p>Note: Each area (ex: Parking, Key Control, IT Assets) will each receive their own email with a task to be completed.</p> <p>There are 3 links on the email.</p> <ol style="list-style-type: none"> 1. To open the page in ServiceNow and have the option to clear the task. 2. Via an email reply, add comments to the task (no need to log into ServiceNow). 3. Via an email reply, clear the task by sending the reply email with no additional text needed. 	 <p> Processing Steps: This screenshot shows an email with the following details: <ul style="list-style-type: none"> Subject: Separation and Property Clearance From: Employee Separation-helpdesk@fullerton.edu To: Parking Request The main body of the email states: "Please be informed a separation and property clearance form has been submitted for the following individual. This employee has indicated they are separating from all positions." It lists employee details for Tuffy Titan (CWID: 123456789, Department: IT - Information Technology, Date of Separation: 05-14-2021) and provides three key links: <ul style="list-style-type: none"> Click here to view Catalog Task TASK253928 (highlighted with a red box) Click here to send message Action Required (highlighted with a red box) Click here to send message that No Action Required (highlighted with a red box) </p>
<p>Option 1: Manually close/clear the task:</p> <p>Link: Click here to view Catalog Task</p> <p>This option to clear the task will require logging into ServiceNow and clicking the 'Clear' to close the task.</p>	 <p> Processing Steps: This screenshot shows the ServiceNow interface for a ticket titled "Ensure that all parking permits have been returned (testing)". The "Actions" menu is open, and the "Clear" button is highlighted with a red box and a red arrow. The ticket details on the right show: <ul style="list-style-type: none"> Number: TASK253928 State: Open Priority: 4 - Low Created: 5h ago Updated: 4h ago </p>

Option 2: Task not closed, add comment to the task:

Link:
Click here to send message Action Required

- Replies to email will update the task in the comments section and communicate via an email to both the employee and their manager.

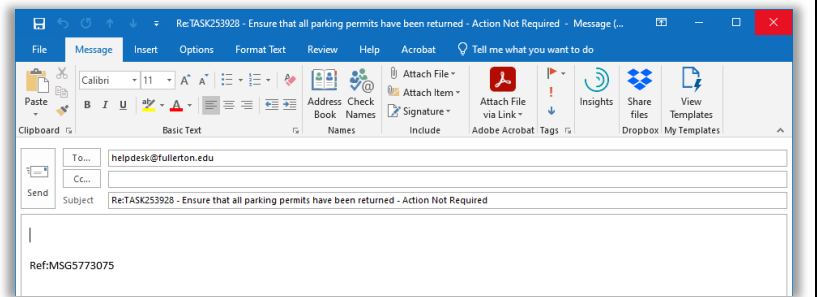


Option 3: Preferred option to close the task:

Link:
Click here to send message that No Action Required

- Generates an email
- Click 'Send' only, no message text is needed.

Will generate an email back to ServiceNow and automatically close the task. No other information is needed on the email, just click send.



Sample Property Clearance

