



## Offboarding user guide

### Overview

Whenever an employee vacates their position, the agency must submit an offboarding request to ensure the employee's access has been completely removed. This guide walks through the process of completing the offboarding form.

### Steps

**Step 1:** Go to the following website: [oklahoma.gov/servicedesk](https://oklahoma.gov/servicedesk)

**Step 2:** Select the **Login** link within the Support Portal section.



### OMES Service Desk



#### Support Portal

[Log in](#) and submit a help request, use our chat support, view our top FAQ or track your request progress. *You must have a state email address to log in. If you do not have a state email address, use our phone or email support options.*

**Step 3:** The ServiceNow login page will appear. Enter your state email address and select the **Submit** button.

The screenshot shows the 'Welcome to the Service Portal' page. The background features a blue Oklahoma state flag. The text 'Welcome to the Service Portal' is prominently displayed at the top. Below this, a smaller line of text reads 'Log in to order things, get help or report an issue'. The main content area is a white box titled 'External login'. Inside this box, there is a text input field labeled 'User ID' with a vertical cursor. Below the input field is a blue button labeled 'Submit'.

**Step 4:** Login with your organizational account.



Sign in with your organizational account

Sign in

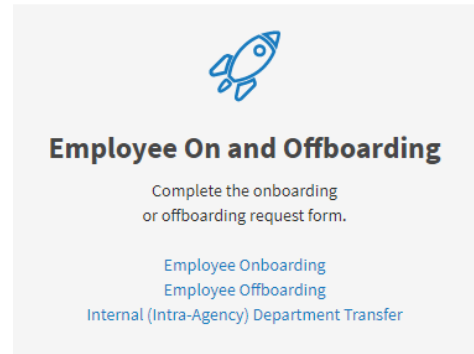
The Service Desk Home Page appears.

 <b>Password Reset</b> Quickly reset your passwords and regain access to critical systems. Microsoft Office 365 Financials (PeopleSoft) Workday iPhone/iPad	 <b>Help</b> Request a service or report a problem and track progress. Something Broken? Need Something? See Ticket Progress	 <b>Employee On and Offboarding</b> Complete the onboarding or offboarding request form. Employee Onboarding Employee Offboarding Internal (Intra-Agency) Department Transfer
 <b>System Status</b> View and report issues and outages for state systems as well as schedule maintenance. View System Status View Scheduled Maintenance Report Outage	 <b>Computers</b> Order new or request help with devices and accessories. Order New Devices and Accessories Dell Lead Time Information Request Help for Device Software Approval Request and Install	 <b>Workday</b> Request a service or report a problem with Workday. Workday Something Broken? Need Something?

If you do not see the screen above when you login, it means you have a different level of access. You need to go to the following website:

<https://oklahoma.service-now.com/sp>

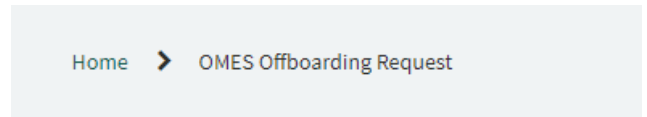
**Step 5:** Locate the Employee On and Offboarding box. Select **Employee Offboarding**.



The box features a rocket icon at the top. Below it, the title "Employee On and Offboarding" is centered. Underneath the title, the text "Complete the onboarding or offboarding request form." is displayed. At the bottom, three options are listed: "Employee Onboarding", "Employee Offboarding", and "Internal (Intra-Agency) Department Transfer".

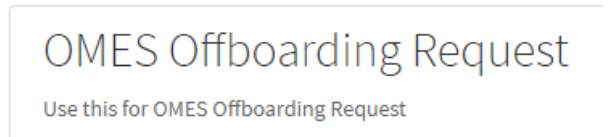
The OMES Offboarding Request screen will appear. This is where you will enter the information for the offboarding employee.

**Note:** Fields with a red asterisk are required.



Home > OMES Offboarding Request

\* Indicates required



OMES Offboarding Request  
Use this for OMES Offboarding Request

**Step 6:** Enter the offboarding employee's name.

\* Employee Name

**Step 7:** Select employee type from the drop-down menu.

\* Employee Type

**Step 8:** Enter their employee or contract ID.

\* Employee ID

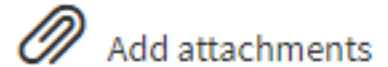
**Step 9:** Enter or select the employee's last day of work.

\* Last Day of Work

**Step 10:** If any specific instructions needed to be added, enter these into the Additional Comments field.

Additional comments

**Step 11:** Add attachments to the link at the bottom of the form to add any necessary attachments to the offboarding request.



**Step 12:** When complete, select the **Order Now** button to submit the offboarding ticket to be created and routed to the proper team for processing.

Quantity:

Delivery Time: 0 Days



**Step 13:** An Order Confirmation popup will appear. Enter any necessary delivery information or special instructions. Then select the **Checkout** button.

Order Confirmation ✕

Request for **i**

Delivery Information (Optional)

Special instructions (Optional)

You will receive a confirmation that your request was submitted, including your request number and estimated delivery date.

Home > Request Summary

Submitted : 04/14/2022 16:03:14  
Request Number : **REQ0022800**  
Estimated Delivery : 04/14/2022

Item	Delivery Date	Stage	Price (each)	Quantity	Total
OMES Offboarding Request	04/14/2022		---	1	---
					Total: \$0.00