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

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

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

Step 4: Login with your organizational account.

Sign in with your organizational account

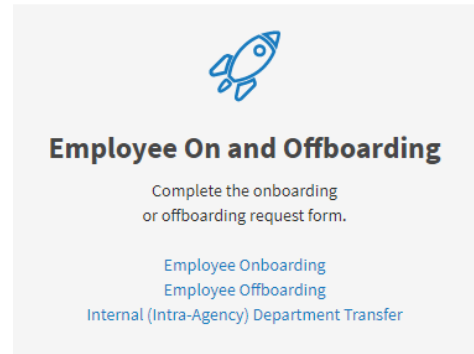| jane@omes.ok.gov |
| Password |

Sign in

The Service Desk Home Page appears.

Password Reset

Quickly reset your passwords
and regain access to critical systems.

Microsoft Office 365
Financials (PeopleSoft)
Workday
iPhone/iPad

Help

Request a service or report
a problem and track progress.

Something Broken?
Need Something?
See Ticket Progress

Employee On and Offboarding

Complete the onboarding
or offboarding request form.

Employee Onboarding
Employee Offboarding
Internal (Intra-Agency) Department Transfer

System Status

View and report issues and
outages for state systems as well
as schedule maintenance.

View System Status
View Scheduled Maintenance
Report Outage

Computers

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

Workday

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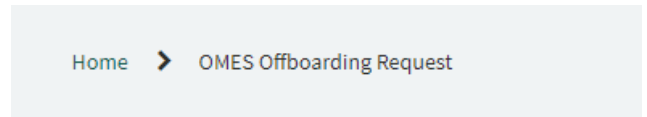
https://oklahoma.service-now.com/sp

Step 5: Locate the Employee On and Offboarding box. Select **Employee Offboarding**.
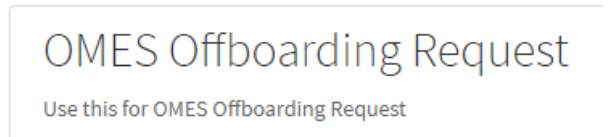
The OMES Offboarding Request screen will appear. This is where you will enter the information for the offboarding employee.

Note: Fields with a red asterisk are required.

Step 6: Enter the offboarding employee's name.

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

Step 8: Enter their employee or contract ID.
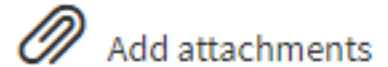
Step 9: Enter or select the employee's last day of work.

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.

Add attachments

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: 1

Delivery Time: 0 Days

Order Now

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 ⓘ

Joshua Graves

⊞ Delivery Information (Optional)

⊞ Special instructions (Optional)

Cancel   Checkout

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

Home > Request Summary   Search   🔍

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