

SERVICENOW TELEWORK SUBMISSION CHEAT SHEET

- ✓ All telework requests must be submitted in the ServiceNow Portal.
 - ✓ If you have trouble accessing the ServiceNow Portal and/or the telework request form, then please follow pages 5-6 of the attached ServiceNow instructions. Or, if you experience issues filling out any section of the form and/or submitting it, then please try one of the following:
 - Exit out of the form and the ServiceNow Portal; then, log back in via <https://fcc.okta.com/> and open a new telework request (see pgs. 5-6 of the attached ServiceNow instructions).
 - Switch browsers and try logging into the ServiceNow Portal.
- If you still have trouble accessing the ServiceNow Portal/form, or filling out the form, after following the above troubleshooting tips, then please reach out to Service-Center@fcc.gov.
- ✓ When filling out the form, please check *the days you are requesting to telework* (not the days you plan on being in the office).
 - ✓ You should put the alternate work site location(s) from which you plan to telework on a regular and/or ad-hoc basis pursuant to your telework agreement.
 - ✓ Tour of Duty Field: “9-5:30” is showing in the field as an example of what to include there, but that field is not actually filled out. If you place your cursor into the field and type, then you can input your tour of duty.
 - ✓ Please do not submit multiple telework requests. If you press “submit” on your telework form, and it does not give you an error message, then you successfully submitted your request. You can check the status of your request within the ServiceNow Portal by following the attached instructions. If you submit multiple requests, then only your most recent request will be acted upon. And, if you accidentally submitted more than one request, then please navigate to “opened by me,” click on the duplicate request, and click “cancel” in the upper right hand corner; doing so will cancel the request, so long as your supervisor has not acted on it.
 - ✓ If your supervisor does not appear in the drop down menu, then try typing in your supervisor’s name and selecting the supervisor. If that does not work, then please email LRPMSC@fcc.gov with your supervisor’s name so the workflow can be adjusted.
 - ✓ Whomever you select as the supervisor on the form is who your telework request will be routed to in the ServiceNow Portal; so, please make sure that you select the correct person (your immediate supervisor, or whoever your Bureau/Office has otherwise instructed you to submit your requests to within the ServiceNow Portal).
 - ✓ Taking the telework training or identifying the date of your telework training:
 - If you are a new FCC employee and/or have not taken the FCC telework training required for all staff (“Telework Fundamentals – Employee Training”), then there is a link at the top of the telework request form to access the training; or you can access it here: [Telework Fundamentals - Employee Training](#).
 - Staff only have to take the telework training once. If you already took the telework training but cannot remember when you did, then you can check your FCC University Transcript by doing the following:
 - [Click on this link to access your transcript](#).
 - In the drop down menu in the top left corner where it says “Filter by training status,” if you select “Completed,” then it will bring up a list of trainings you completed. If you scroll until you see “Telework Fundamentals,” then there should be a date completed underneath it.
 - If you have an issue doing the above, then please note that the telework form states that you can input an estimated date you took the training, and, by doing so, you are confirming that you took the training at least once.