ServiceNow Telework Request Form and Portal

Please first ensure that you are logged into OKTA and ServiceNow, using your FCC username and password to be able to access ServiceNow: https://fcc.okta.com/

Click to access the Telework Request Form

If you are not already logged into ServiceNow/Okta, you may be prompted to enter your FCC User name and password. If you receive an error message, including invalid user name and password, please access the Telework Request Form from the ServiceNow application (see p.5)

This will open the Telework Request Form. Follow the instructions provided, including providing all required information and click Submit.

Please Note:

- Your name will be auto-populated in the form.
- Your Bureau/Office, Division, Tour of Duty, Series, and Grade may auto-populate, but if they are not correct, you may select the correct information from the drop down list (or input your correct tour of duty within the text field.
- Please select your supervisor from the drop-down list. The Telework Request Form will be routed to this supervisor for approval. Unless your Bureau/Office has designated a different supervisor in your chain of command to act initially upon telework requests, you should enter your immediate supervisor. If your supervisor is not listed, please contact LRPMSC@fcc.gov
- If you select more than 8 days of routine telework (or a proportional amount for employees on a Compressed Work Schedule - please see Employee FAQs), you will be prompted to select a justification(s) and provide a narrative explanation of the circumstances.

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Upon submitting your form, you are redirected to the "Opened by Me" list view within ServiceNow, which lists all requests submitted by that employee.

If you click the star on HR Requests, it will become a "favorite" module in ServiceNow and be easily accessible from the Favorites tab.
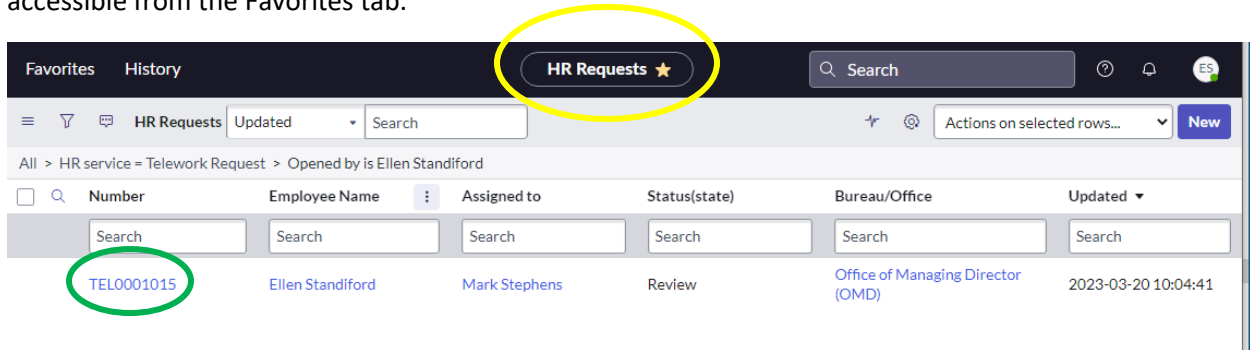
If your form has not yet been acted upon, you may update it within ServiceNow. Click on the Telework Request Number from the list view to open the form. Make updates the relevant fields, then click the Update button.
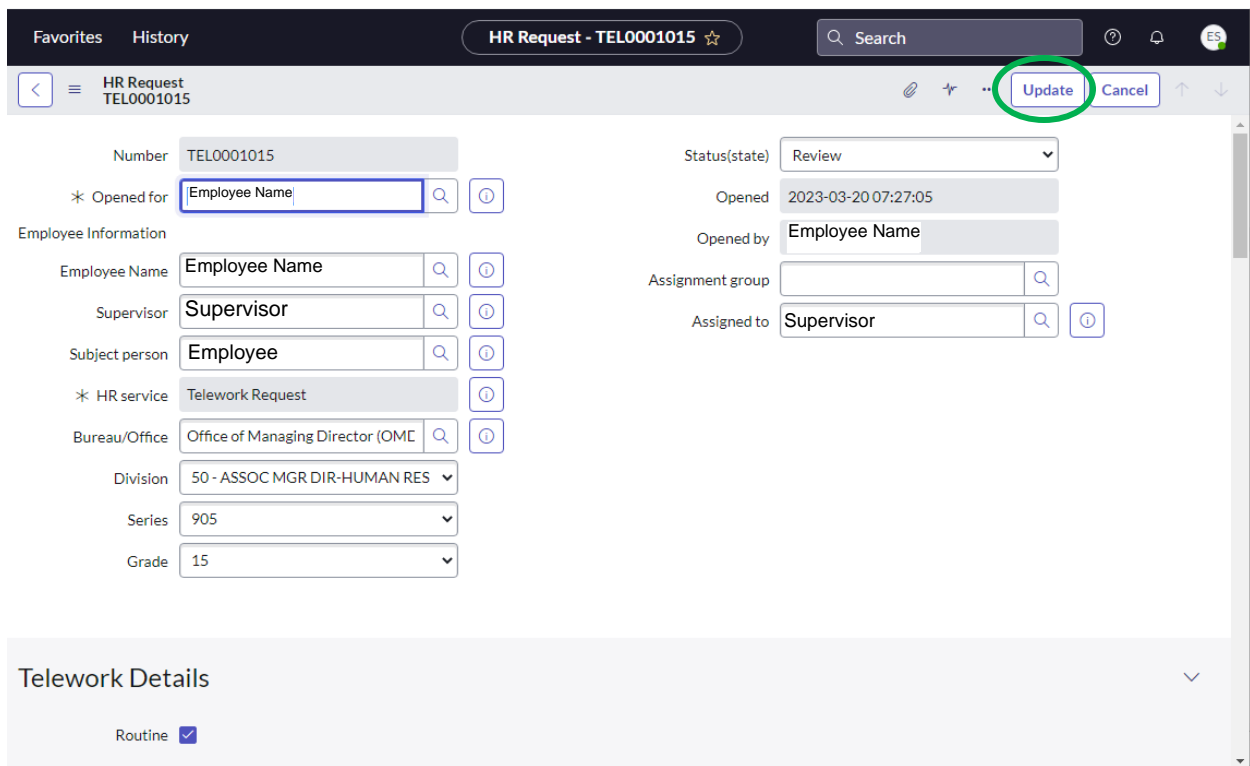
To see the status of your Telework Request, open the Telework Request within ServiceNow and scroll to the bottom of the page to the Comments and Work Notes section:

Comments and Work Notes

Work notes

| Work notes |

☐ Additional comments (Customer visible) [Post]

Activities: 3

System   Field changes • 2023-03-20 07:27:13
         Assigned to   Supervisor on Form

ES **Employee**   Additional comments • 2023-03-20 07:27:06
User **Employee** has initiated a Telework Request request

ES **Employee**   Field changes • 2023-03-20 07:27:06
     Impact   2 - Medium
     Opened by   **Employee**
     Priority   4 - Low
   Status(state)   Review

[Update] [Cancel]

Related Links
Add task
Show Workflow

≡ ▽ Approvers | State ▾ | Search   ⚙ — | Actions on selected rows... ▾ | [New] [Edit]

Approval for = TEL0001015

☐ 🔍	State	Approver	Comments	Approving	Due date	Group	Created	Updated	Updated by
●	Requested	Supervisor		HR Request: TEL0001015	2023-03-20 07:27:13	(empty)	2023-03-20 07:27:13	2023-03-20 07:27:13	system

◀◀ ◀   1 to 1 of 1   ▶ ▶▶

Once your telework request is acted upon, you will receive an automated email:

From: IT Service Desk <fccprod@servicenowservices.com>
Sent: Monday, March 20, 2023 8:57 AM
To: ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ >
Subject: Telework Request TEL0001016 Approved

Telework request TEL0001016 was successfully approved.

Ref:MSG11148949

Within ServiceNow in the Opened By Me list view, the Status will change from "Review" to "Closed Complete"

If you open the Telework Request, and scroll to the bottom, the Work Notes and Comments section will display the approval status:

You can also access the Telework Request Form, previously submitted forms and view their status through the ServiceNow application.

- Navigate to the Okta applications page: https://fcc.okta.com/app/UserHome
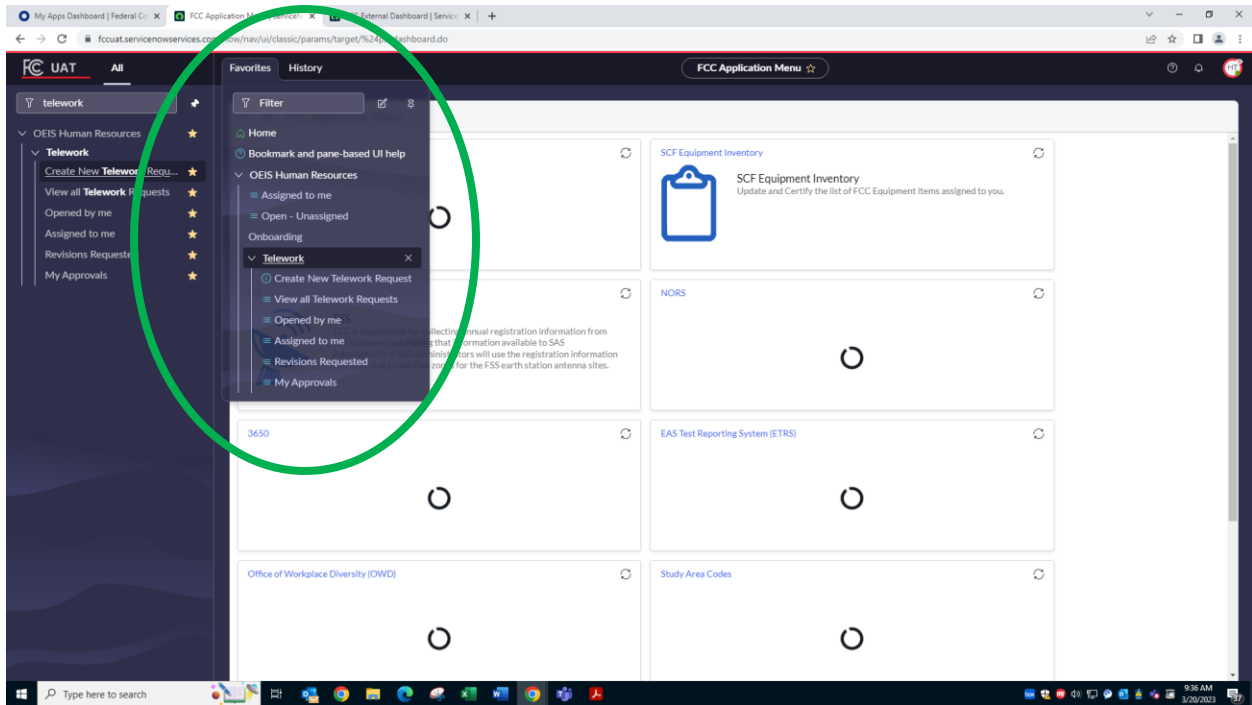- Click on ServiceNow Production
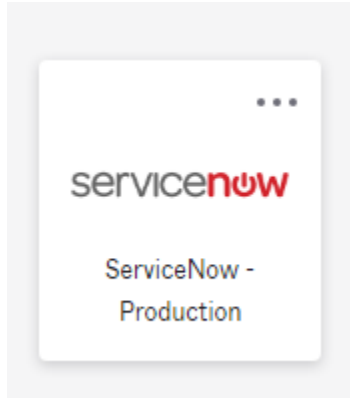
Once ServiceNow is opened, to find the Telework Module, search for "Telework" in the filter field on the left:
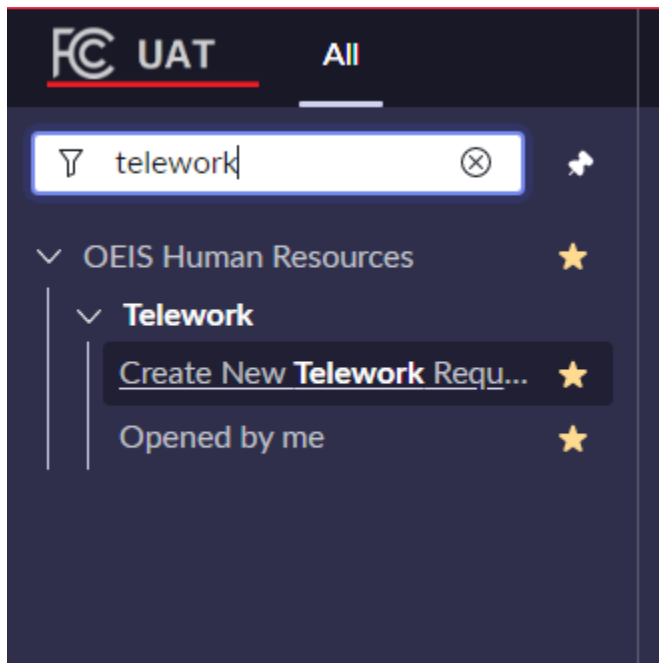
If you hover over the results and click the star icon, it will designate those as favorites.

From the Favorites Tab, you can then navigate to the Telework module:

Note: Not all users will have all the options listed above.

- Clicking Create New Telework Request will open up the Telework Request Form
- Clicking Telework Requests Opened by Me will display a list of all Telework Requests submitted by a user