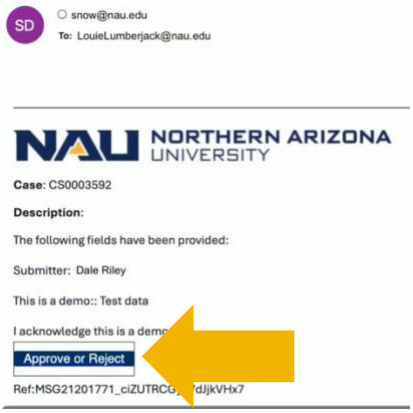
How to Approve Cases in ServiceNow

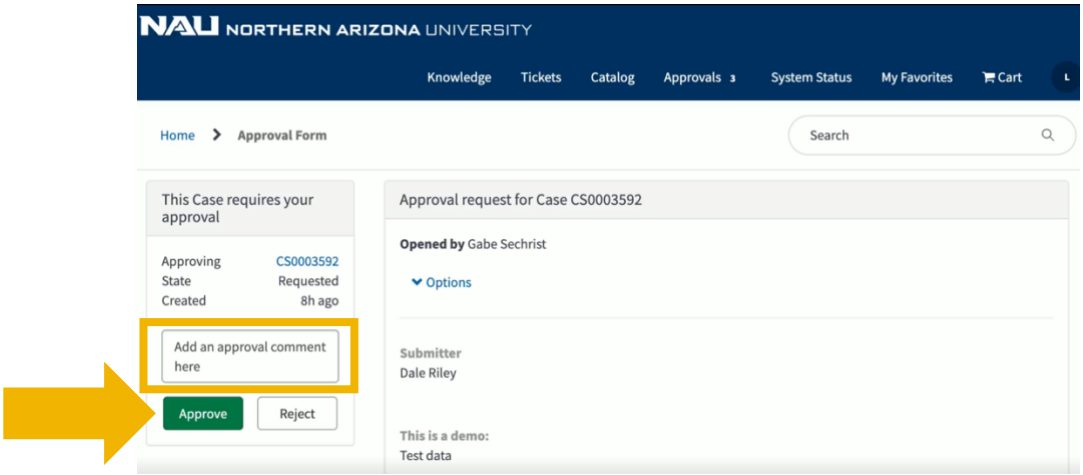
When a case is needing your approval, you will receive an email from ServiceNow.



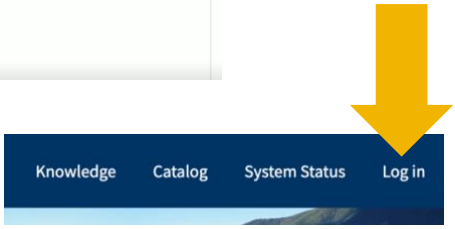
From this email select **Approve or Reject**. You will be directed to the case with case information.

To approve, select the green **Approve** button or select the **Reject** button if you want to reject the case.

You can add any additional comments in the box that says **Add an approval comment here**.



You can also see what cases you need to approve, by navigating to **servicenow.nau.edu/esc** and **login** with your NAU credentials.



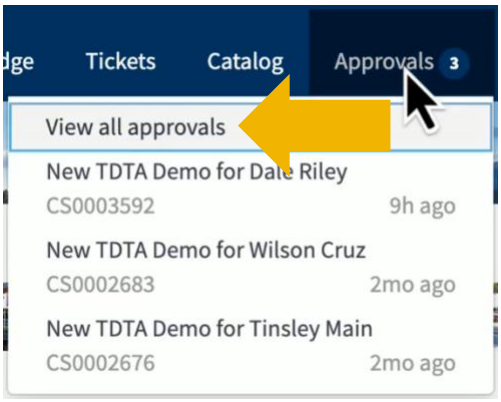
If there are cases waiting for your approval, you will see **Approvals** in the top toolbar. The number next to approvals indicates how many cases are waiting for your approval.
Select **Approvals**

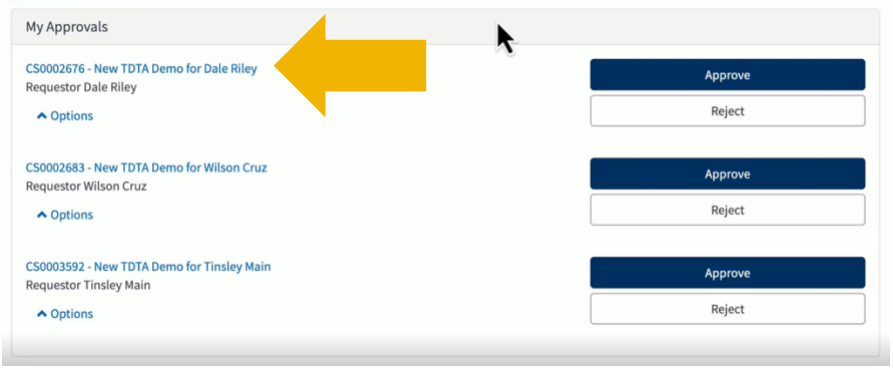


Have questions? Call the Service Desk
928.523.3335 or open a Service Now ticket

A dropdown will appear with a list of the cases, select **View all approvals**.

Select the relevant case to view the approval and details.





Once again, to approve, select the green **Approve** button or select the **Reject** button if you want to reject the case.

You can add any additional comments in the box that says **Add an approval comment here**.

Once you approve or reject a case, it will be removed from your list of cases waiting for approvals.

