

Service Now – New Hire Training Requests

For One or Multiple Employees

Please follow the steps below, as this guide will help you request Epic Training for a recently hired employee.

ACCESSING SERVICE NOW

- Click on the link below, and log into Service Now:
 - <https://rwjbh.service-now.com/>
- Sign in with the credentials you use to login to your workstation each morning
 - Also known as your AD Account credentials

Connecting to servicenow
Sign-in with your RWJBarnabas Health account to access
ServiceNow - Prod

RWJBarnabas
HEALTH

Sign In

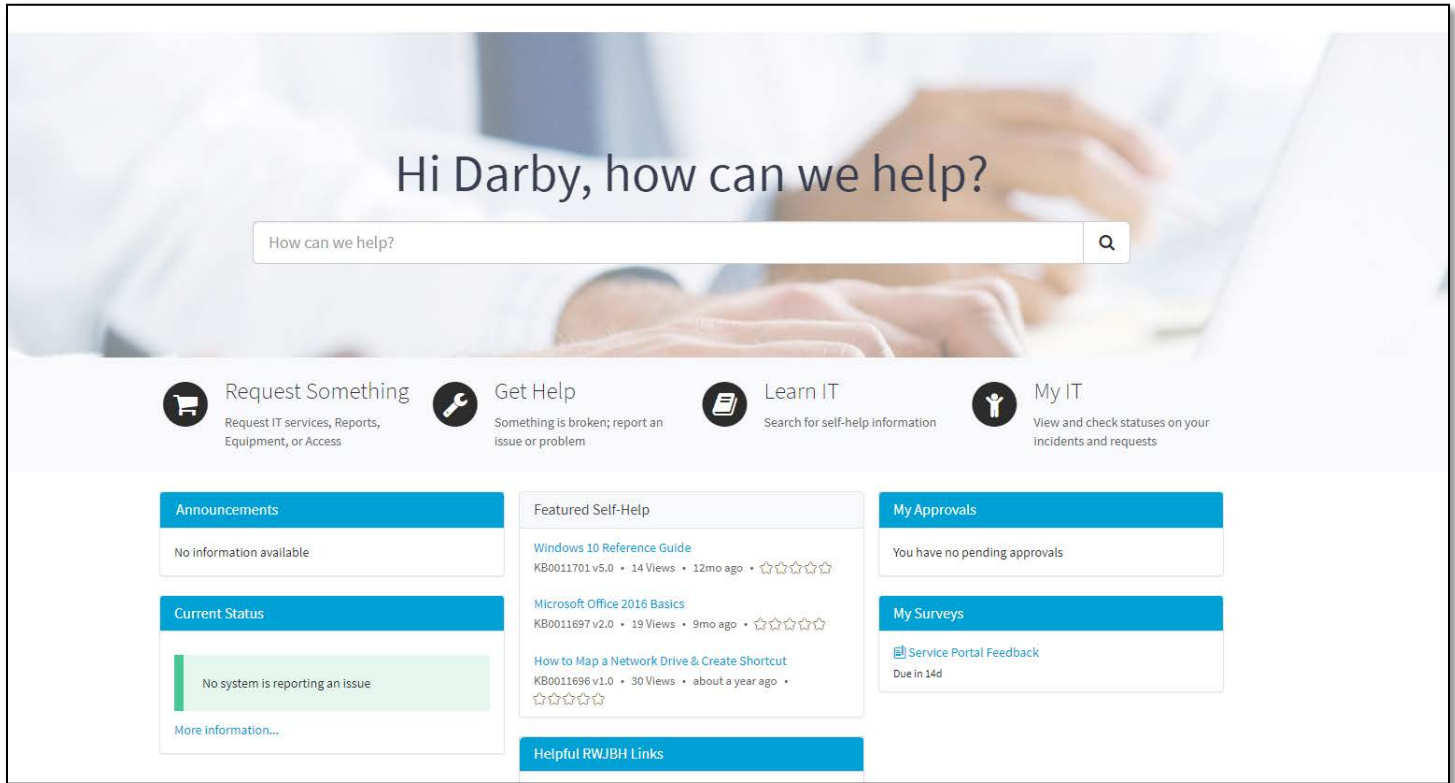
Username

Password

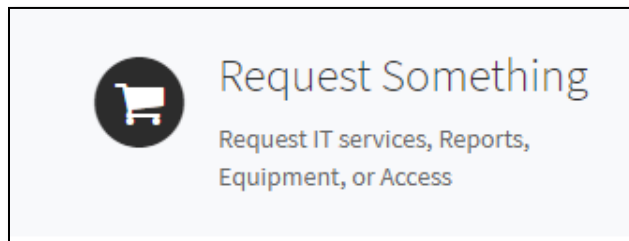
Remember me

Sign In

Once you have successfully logged in to Service Now, you will view the screen below...



- A greeting message will appear as well as multiple different icons
- For the purpose of the New Hire Training Request form, you will want to click on the “**Request Something**” button
 - Shopping Cart Icon
 - Located on the left side of the screen



NAVIGATING SERVICE NOW

Once you arrive at the page shown below, look towards the left-hand side of the screen

- Click the **EPIC** button
 - Listed under “Categories”

The screenshot displays the ServiceNow Service Catalog interface. At the top, there is a navigation bar with links for IT&S Home, Knowledge, Catalog, Delegation, My Tickets, and System Status. Below this is a breadcrumb trail: Home > Service Catalog > All Categories, and a search bar. The left-hand navigation menu is highlighted with a red box and a red arrow pointing to the 'EPIC' category. The main content area is titled 'Popular Items' and features a grid of service items. Each item includes a title, a brief description, and a 'View Details' button. The items are: 'Submit IT Problem Ticket' (Something is broken; report an issue or problem. If the issue is urgent, please call the Enterprise Service Desk.), 'EMR Incident', 'Toner Request' (Use this to request the delivery of Toner, Waste toner container, or Staples), 'Epic Login Testing Survey' (Epic Login Testing Survey), 'General Hardware Request' (Only use this item, if no other request matches.), 'General Network Request' (Only use this item, if no other request matches.), 'General Telecommunications...' (Only use this item, if no other request matches.), 'General Software Installation...' (Only use this item, if no other request matches.), 'PharmNet/Allscripts Pharma...' (Allscripts/PharmNet Pharmacy Request), 'ServiceNow Issue Form' (Report an issue with the ServiceNow instance), 'Printer Quote Request' (Procurement request for any new or replacement Printer/Copier/Fax/Scanner), and 'LANDesk Request' (LANDesk Request Form). At the bottom of the left-hand menu, there is a 'Show More' button indicating 'Showing 15 categories'.

EPIC NETLEARNING TRAINING REQUEST

After clicking the **EPIC** button, you will then see several boxes appear

- Select, **Epic NetLearning Training Request**

The screenshot shows the ServiceNow interface for the EPIC request catalog. The breadcrumb navigation is Home > Service Catalog > EPIC. A search bar is located in the top right. The left sidebar lists various request categories, with 'EPIC' highlighted in a red box. The main content area displays a grid of request cards under the heading 'EPIC'. The cards include:

- EPIC - Allowlist / Whitelist URLs (with a 'View Details' button)
- Epic - Facility Structure Request (with a 'View Details' button)
- Epic Enhancement Request (with a 'View Details' button)
- EPIC NetLearning Training Request** (circled in red, with a 'View Details' button). Description: Use this request form for any Epic NetLearning training class modifications/requests.
- NetLearning Profile Change (with a 'View Details' button). Description: Epic Training NetLearning Profile Change.
- Training Class Schedule Change (with a 'View Details' button). Description: Epic Training Class Schedule Change Request.
- Training Track Change (with a 'View Details' button). Description: Epic Training Track Change.

- After clicking on “**Epic NetLearning Training Request,**” you will be prompted to enter the details surrounding your request.

SUBMITTING A REQUEST FOR ONE EMPLOYEE

If you are inquiring about **ONE employee** please follow the steps listed below...

1. Select the number **1**, when asked how many learners require track changes
2. Search the employee by **first name, last name**
 - o NOTE: If you search a different way, you may not find the individual
3. Follow the prompt and fill out the remainder of the form with the appropriate information

IT&S Home Knowledge Catalog Delegation My Tickets System Status Dashboards

Home > Service Catalog > EPIC > EPIC NetLearning Training Request

Search

EPIC NetLearning Training Request

Use this request form for any Epic NetLearning training class modifications/requests

Use this request form for any Epic NetLearning training class modifications/requests

* How many learners require training track changes?

1

2 or more

* Name

* Employee ID/NETID

* Email

* AD Account

* Job Title

* Organization

* Department

1

Delivery Time: 5 Days

Add to Cart

Order Now

Required information

Employee ID/NETID AD Account Job Title

Manager

Does the learner also work in a secondary location?

Please choose the user type

What training should be assigned?

Start Date of Learner

Is the learner's location currently on Epic or is the tra...

If you are experiencing difficulties or your issue is urgent, please contact the RW/Barnabas Health Enterprise Service Desk at: 1 (732) 923-8820 x38820

4. Once you have successfully filled out the entire request form, click on the **Order Now** button located on the right-hand side of the screen

SUBMITTING A REQUEST FOR MULTIPLE EMPLOYEES

If you are inquiring about **MULTIPLE employees** please follow the steps listed below...

1. Select “**2 or more**,” when asked how many learners require track changes
2. Follow the prompt and fill out a copy of the New Hire training template and attach it to this request.
 - a. If needed, please select the **Click Here** to download the template
 - b. If you are **UNABLE to DOWNLOAD**, please refer to page 7 of the Tip Sheet

Home > Service Catalog > EPIC > EPIC NetLearning Training Request

Search

EPIC NetLearning Training Request

Use this request form for any Epic NetLearning training class modifications/requests

Use this request form for any Epic NetLearning training class modifications/requests

* How many learners require training track changes?

1

2 or more

For 2 or more learners, please fill out a copy of the New Hire training Template and attach it to this request.

If needed, please [Click Here](#) to download the New Hire training Template.

Attachments

Drop files here
or
[Add attachments](#)

1

Delivery Time: 5 Days

[Add to Cart](#)

[Order Now](#)

3. Once you have filled out the **New Hire Training Excel Template** with all of the appropriate information mentioned above, please save and attach the form in the “**Attachments**” field.
4. Click on the **Order Now** button located on the right-hand side of the screen

EXCEL TEMPLATE FOR MULTIPLE NEW HIRES

Important Note:

- If you are unable to download the Excel spreadsheet, please call the **IT Help Desk** (1-855-453-1950)

Once you open the template in Excel, you will see various columns requesting information on your new hires.

Such information includes:

- Employee Legal Name
- Employee ID #
- Email
- AD Account
- Job Title
- Organization
- Department
- Managers Name
- Secondary Location (if applicable)
- Provider or Non-Provider
- Training Track Assignment/Description of what the learners needs to do in Epic
 - You can also include the information of an existing employee that their NetLearning should mirror
- Start Date
- If your organization is currently on EPIC or if you are part of a future Go-Live

TURN AROUND TIME

Please understand that the training team is dedicated and determined to assist with the training of new hires.

We kindly ask that you allow our team **48-72 hours** to work on your ticket request.

If questions arise in the interim, please call the Training Team Hotline:

(732) 387 – 3371

Version #	Purpose of Change	Author	Date of Change
1.0	Initial Creation	D.CAMPBELL L.MACGREGOR	01/17/2021