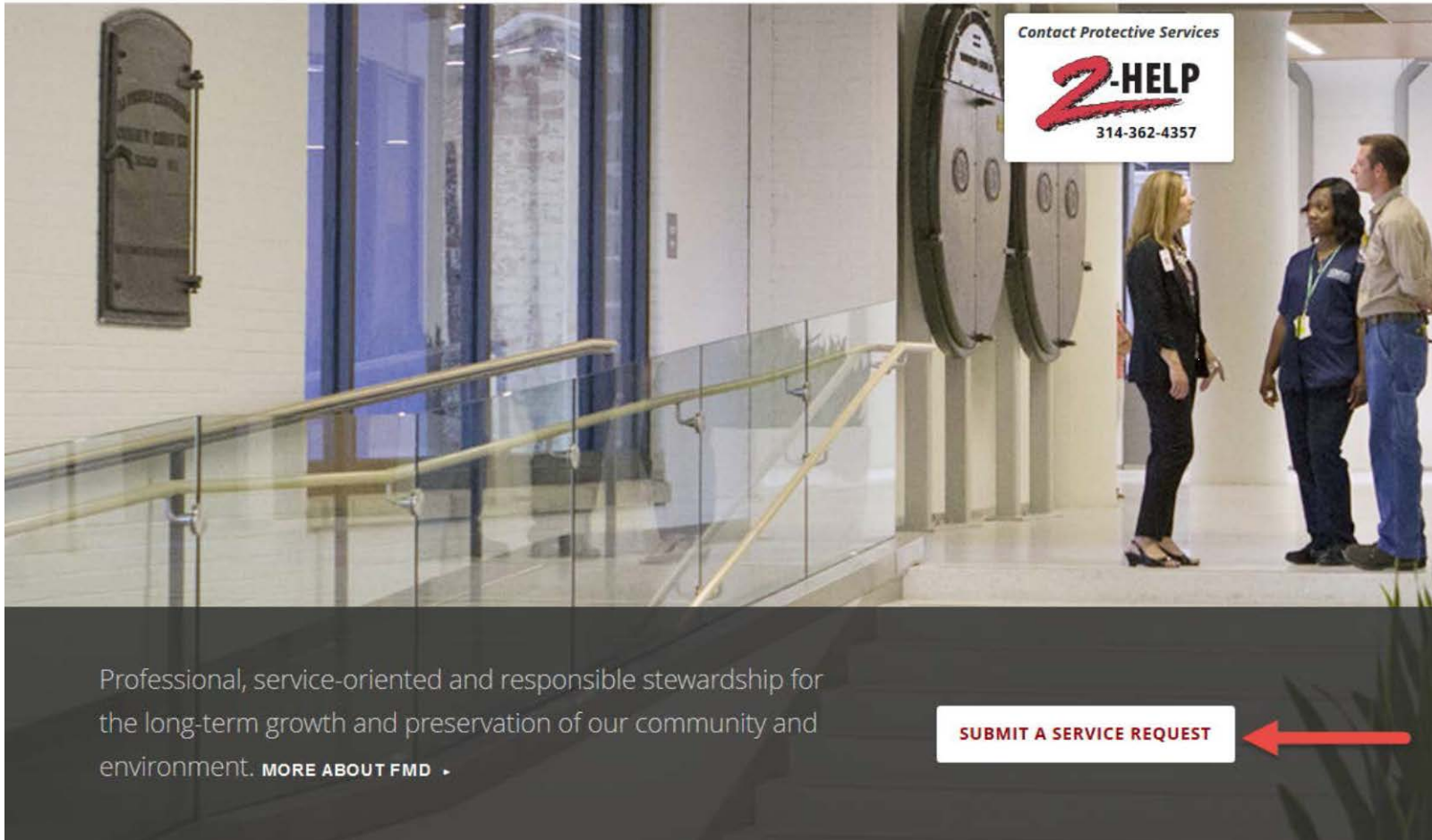


ServiceNow Badge Request User Guide

To submit a Badge/Access request or to track a Badge/Access request, Please access our ServiceNow work order system at https://wusm.servicenow.com/nav_to.do?uri=fmd/fmd.do.




Visit the Facilities Management website at <http://facilities.med.wustl.edu/> Click on “Submit a Service Request” on the homepage.



Service-Now Service Management

Domain Login	
Domain\User Name:	<input type="text"/>
Password:	<input type="password"/>
Login	

Or:

WUSTL Key Login	
	Login with WUSTL Key

Enter your domain\user name and password you use to login to your computer or your WUSTL Key. If you have issues, please contact your respective IT department.

☆ Type filter text

Self-Service

- ★ Homepage
- ★ IT Service Catalog
- ★ Facilities Service Center
- ★ Knowledge

- ★ My IT Incidents
- ★ My IT Requests
- ★ My Network Requests

- ★ My Facilities Workorders
- ★ My Facilities Requests

- ★ My Approvals

- ★ My Profile

Protective Services

- ★ Active Initial Badge Tasks
- ★ Active Encode Badge Tasks
- ★ Active Print Badge Tasks
- ★ All Active Badge Requests



Washington University in St. Louis
SCHOOL OF MEDICINE

Facilities Management

Facilities Service Center
Hours 7:00 AM - 7:00 PM, Excluding Sunday & Holidays
Phone: 314-362-3100
Email: WUSMFacilities@wusm.wustl.edu



Submit a Work Order



Request a Facilities Operations Service



Access your Work Orders and Requests



Request a Badge



Request Access to OSIS & Facilities Application Support

If your homepage doesn't automatically bring you to the above screen, please click on "Facilities Service Center" on the top, left-hand side.

From this page, you can request a badge and view your existing requests. Only approved authorized badge requestors will have the badge option available on their dashboard.

Please contact Lt. Mary LaMar @ 314-362-4813 or email lamarm@wusm.wustl.edu for questions regarding authorized badge requestors.

Request an ID badge.



Request a
Badge

View your submitted requested items.



Access
your Work
Orders and
Requests

Requester Information			Order this Item
Requested on Behalf of Mary Lamar	Department Medical School Security	Contact phone number 314/362-4358	Order Now
Badge Request Information			Add to Cart
Request Type -- None --			Shopping Cart Empty
Billing / Payment Type <input checked="" type="radio"/> Department Billed <input type="radio"/> Paid at Pickup			
Badge Requested For	Additional Approver Needed No		
First Name	Last Name	Business Phone	
Empl ID#	SIS ID#	Position/Title	
Department Number	Department Billing	Campus Box	
Badge Type			
Select Badge Type <input type="radio"/> Faculty <input checked="" type="radio"/> Staff <input type="radio"/> Student <input type="radio"/> Contractor <input type="radio"/> Non-appointee <input type="radio"/> Visiting Student			
Special Instructions			

The form on ServiceNow is similar to the paper form that was used previously. When you open the form, it is already populated with the requestor's information.

Request Type			Order this Item Price \$10.00 Order Now Add to Cart <hr/> Shopping Cart Empty
Initial			
Billing / Payment Type			
<input checked="" type="radio"/> Department Billed <input type="radio"/> Paid at Pickup			
Badge Requested For		Additional Approver Needed	
Mary Lamar		No	
First Name	Last Name	Business Phone	
Mary	Lamar	314/362-4358	
Empl ID#	SIS ID#	Position/Title	
[REDACTED]		Security Access Control Supervisor	
Department Number	Department Billing	Campus Box	
003595	003595	8207	
Badge Type			
Select Badge Type			
<input type="radio"/> Faculty <input checked="" type="radio"/> Staff <input type="radio"/> Student <input type="radio"/> Contractor <input type="radio"/> Non-appointee <input type="radio"/> Visiting Student			

The form will auto populate when you fill in the “badge requested for” box if the job has been approved in HRMS. You will have the ability to manually fill in the form for non-employee, contractor, visiting roles, etc... that are not entered into HRMS. It also puts the requested item in your “shopping cart” for check out when finished.

Access	
<input type="checkbox"/> General Access	includes main door access to the following buildings: FLTC Lobby, East Building, Biotechnology, South Building, Cancer Research, McDonnell Sciences, 4444 Forest Park, McMillan, Bernard Medical Library (660 S. Euclid), MPRB (Lobby), Maternity and CSRB
Restricted Access Areas. (Check all that apply)	
Options	
<input type="checkbox"/> NWT	
<input type="checkbox"/> BJCIH	
<input type="checkbox"/> CID Reasearch 2, 3	
<input type="checkbox"/> FLTC 3, 4, 5	
<input type="checkbox"/> McMillan 1, 13 Opth.	
<input type="checkbox"/> McMillan 2, 3, 4 Neur.	
<input type="checkbox"/> Med Lib. FL 6	
<input type="checkbox"/> Olin Hall Resident	
<input type="checkbox"/> Olin Hall FL 2	
<input type="checkbox"/> Olin Hall FL 3	
<input type="checkbox"/> PEDS 2-6	
<input type="checkbox"/> PEDS 7	
<input type="checkbox"/> PEDS 8-10	
<input type="checkbox"/> Shriners BCL	
<input type="checkbox"/> West Main Door	
Photo	
-- None --	
Special Instructions	
<div style="border: 1px solid #ccc; height: 60px;"></div>	

You have the ability to select access toward the bottom of the form. You can type anything else you think we need to know in the “Special Instructions” box such as needing access to Hospital areas, stand-alone locks, etc... You have the option to attach a photo, use the photo on file or have a photo taken.

Order this Item	
Price	\$10.00
Order Now	
Add to Cart	
Shopping Cart	
Empty	

When you are finished filling out the form, you will then click on order now. That will send the request to the Protective Services Dashboard for processing. If you “add to cart” and “order now” it will duplicate your order. The requestor and the person the ID is for will receive e-mail correspondence from ServiceNow once an ID/Access order is placed, once it has been processed and once the ID has been picked up.

The screenshot shows a web form titled "Replacement Information" with a dark red header. The form contains several sections:

- Name Change:** A checkbox labeled "Name Change".
- Transfer:** A checkbox labeled "Transfer".
- Lost/Stolen:** A checkbox labeled "Lost/Stolen".
- Worn/Damaged:** A checkbox labeled "Worn/Damaged".
- Photo:** A dropdown menu currently showing "-- None --".
- Special Instructions:** A large text area for entering special instructions, with a close icon and a plus sign in the top right corner.

At the bottom right of the form, there is a status bar showing performance metrics: "Response time(ms): 2710, network: 134, server: 1980, browser: 595".

You will have the ability to request replacement IDs for the follow situations: Name change, Transfer, Lost/Stolen and Worn/Damaged. You will still have the ability to include “special instructions” in the box provided if needed. There is not a charge for Name changes/worn or damaged ID cards. There is a \$5.00 replacement fee for department transfers and lost ID cards. You will have the option to be department billed or the have person pay at pick up.



All badges can be picked up at the Facilities Integrated Service Center (FISC) located on the first floor of Olin Residence Hall @ 4550 Scott Ave. The FISC is open Monday to Saturday, 7am to 7pm and Sundays, 1pm to 7pm.

Questions? Comments?

Please contact Access Control at 314-362-1580 or email
protectiveservices@wusm.wustl.edu

