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.service-now.com/nav_to.do?uri=fmd/fmd.do](https://wusm.service-now.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.
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.
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.

View your submitted requested items.
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.
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.
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.
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.
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