

Applies to: All Washington University ID badge/access requests

GUIDELINES:

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PURPOSE:

The purpose of these guidelines is to define the process of requesting Washington University ID badges and access through ServiceNow.

STRATEGIC VISION:

Strategic Goal: Streamline the request process to make it more efficient and effective.

DEFINITIONS:

- **SERVICENOW:** Facilities work order system
- **AUTHORIZED REQUESTOR:** Person(s) selected by the department to request ID badges and access. This is usually the business office, HR personnel or selected payroll representatives.
- **FISC:** Facilities Integrated Service Center
- **CSR:** Customer Service Representative (in the FISC)

SCOPE:

This procedure covers the proper way to use ServiceNow to request Washington University ID badges and access.

REQUESTING AN ID BADGE OR ACCESS:

An authorized requestor will visit the Facilities Management website at <http://facilities.med.wustl.edu/> Click on “Submit a Service Request” on the homepage. Log into ServiceNow by entering both your domain\user name and password you use to login to your computer or your WUSTL Key. Select Facilities Service Center and select “Request a Badge” and select from the following options:

Initial: This option is selected for someone who has never had an ID badge with Washington University.

Replacement: This option is selected if the person has previously had an ID badge with Washington University but needs to have it replaced for the following reasons:

- a. The ID is worn/damaged
- b. The person has had a name change
- c. The person is transferring to a new department
- d. The ID has been lost/stolen

Encode Only: This option is selected when access only is needed on an existing ID badge.

Once the form has been completed, you submit it by clicking “order now” on the upper right corner.

The requestor and the person the ID is for will receive email correspondence letting them know when the ID is ready for pick up. The person will then go to the FISC located on the first floor of Olin Residence Hall located at 4550 Scott Avenue to have a photo taken and pick up their ID badge from a CSR. The FISC is open Monday to Saturday, 7am to 7pm and Sundays, 1pm to 7pm.