User Delegation

For the most up-to-date information, visit this article in ServiceNow.

IAF approvers have the ability to delegate their approval to another user. Once a user has been delegated, they will have the same approval privileges as the delegator (except for Investigator approvals and final AOR approval submission). Delegated users cannot approve for an Investigator due to issues related to personal conflict of interests.

Adding a Delegate

- Enter a name or userid into the “UserID” field (user must have a person record)
- Select “Get Emails”, if the delegate should receive IAF emails sent to the delegator
- Enter an delegation expiration date or pick a date from the calendar
- Press the “Add” (A) button

Delegates will appear in the “My Delegates” list.

Updating a Delegate

Update the email and expiration fields of the delegate in the list and press the “Update” (B) button.

Deleting a Delegate

Press the “Delete” (C) button for the delegate you would like to delete.

The “My Delegators” list (D) are users that have delegated you access.