Chartfield Access Requests in ServiceLink
Tip Sheet

How to Submit Chartfield Requests

Step 1: Enter Required Fields
How to Approve Initial Requests (IRs) and Submit Requests (SRs)

IR Approval: There are two ways that fiscal officers can approve the Chartfield IR Request. One is by approving via email and the other is approving by logging into ServiceLink.

To Approve or Reject via Email:

Step 1: Go to your email and locate the FYI Approval email for the submitted IR Request.

Step 2: The request can then be either approved or rejected by clicking on either of the links at the bottom of the email.
Clicking on one of the links brings up a template email.

```
Re:10669336 - approve

tst566@nyu.edu

Re:10669336 - approve

I approve this request.

Ref:MSG26021602
```

Submitting this will either approve or reject the request, depending on which link was clicked. Anything that is typed into the email body will be added to the Approval record as comments.

**NOTE:** This will only work if the Fiscal Officer who the approval was sent to sends the response. If anyone other than the indicated FO tries to approve or reject the request from the email, they will be unable to update the approval.

**To Approve or Reject via ServiceLink:**

1. The FO must log into [https://nyu.service-now.com](https://nyu.service-now.com) using their normal NYU SSO credentials.
   a. Alternatively, the FO can access their ServiceLink approvals by going to home.nyu.edu and searching for ‘ServiceLink Approvals’ and clicking on the appropriate card.
2. Once logged in, the FO can type ‘My Approvals’ into the search bar in the top left.

3. This will bring them to the list of all of the requested approvals pending for that user.

4. The FO then selects the Chartfield IR Request approval corresponding to their request and can click approve or reject.