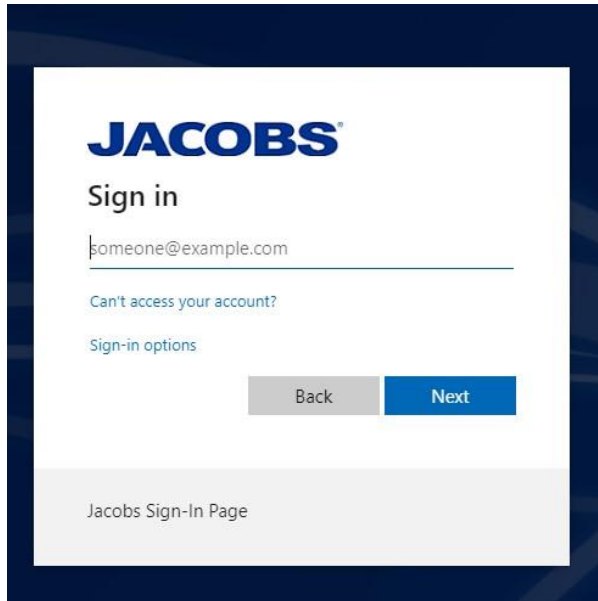


ServiceNow (Snow)
Jacobshr.Service-Now.com

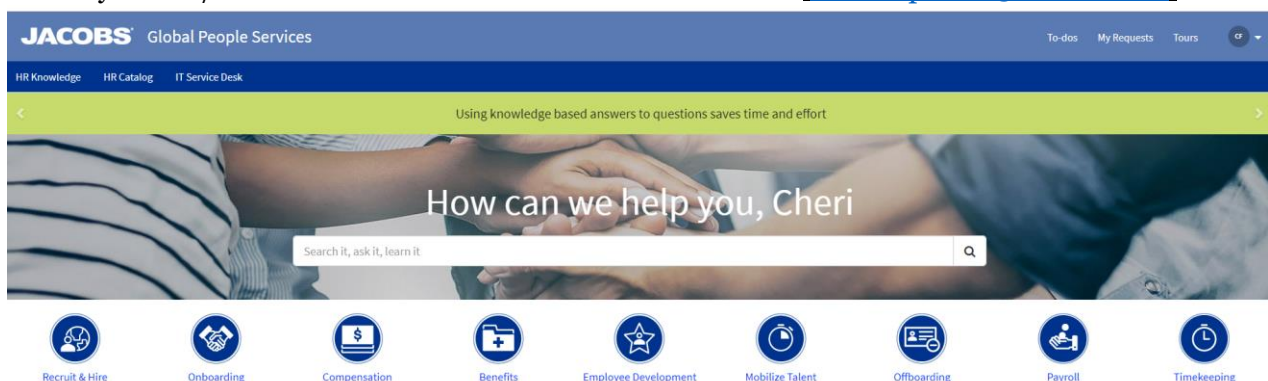


Enter Jacobs email address

- Passcode: enter number from Jacobs Security Token (eToken fob or MobilePass; GRIDSURE-leave blank)
- Password: enter JAMIS (timesheet) password

SNOW assistance: I2S.HumanResources@Jacobs.com, please include a screenshot of the error message and what web browser was used to access SNOW.

Security Token/GRISURE or Jacobs email assistance contact I2S.HelpDesk@Jacobs.com.



Service Now: Submit a Question



Select HR Catalog

The screenshot shows the 'HR Catalog' page. The breadcrumb trail is 'Home > Human Resources Catalog > All Categories'. A search bar is located at the top right. On the left, a 'Categories' sidebar lists: Benefits, Compensation, Employee Development, Employee Relations, General, Mobilize Talent, Offboarding, Onboarding, Payroll, Recruit & Hire, and Reporting. The 'Popular Items' section contains six cards, each with a title, a brief description, and a 'View Details' link.

Select: Submit a Question

The screenshot shows the 'Submit a Question' form. The breadcrumb trail is 'Home > Human Resources Catalog > General > Submit a Question'. The form has the following fields: 'Request is for' (a dropdown menu with 'Cheri Falconer' selected), 'Alternate Contact information (phone or email)', and 'Description'. There is an 'Add attachments' button at the bottom right of the form. On the right side of the page, there is a 'Submit' button and a 'Required information' section with a 'Check status' link.

Update information in ticket

Use the “paperclip” to add documents

Once information has been updated, select “Submit”