

## **CSFPF ServiceNow Scholarship Check Request FAQs**

1. How to access the CSFPF ServiceNow Scholarship Check Request?
  - Beginning Tuesday, September 5, 2023, the new CSFPF ServiceNow Scholarship Check Request form will be active.
  - Link to the request and other documentation will be available on the scholarship request section of the Foundation website ([CSFPF](#) )
  
2. How to complete the request?
  - The format of the online request workflow is the same as the previous PDF form.
  
3. What if my authorized approver is missing from dropdown list?
  - If an approver is missing and they are authorized to sign, please email the Foundation at [CSFPFAP@fullerton.edu](mailto:CSFPFAP@fullerton.edu)
  
4. How does a manager approve or reject a scholarship check request?
  - Upon submission of the request, an email will be sent to the selected approver(s) with a link to approve or reject.
  - The system will automatically send reminder emails if the request has not been approved within 72 hours.
  
5. How does a requester review the status?
  - All check requests will be assigned a unique RITM number.
  - The requester will have two ways to view the workflow status:
    - They will receive an email with a link to ServiceNow for the specific RITM listed in the email when the request has been submitted.
    - Open the user interface link on the Foundation website ([CSFPF](#)) to view the workflow status for all submitted check requests.
  
6. How does an authorized approver view a request and attached documents?

- The approver will receive an email with a link to the request
  - The email will list the supporting documents or the approver can click the request link to view them.
7. How does a Requester resubmit a workflow check request after it is rejected?
- Requesters will receive an email specifying which check request has been rejected, reason for the rejection and by whom. A rejected request will require a new form to be submitted.
8. How does a requester update a request returned by the Foundation?
- Requesters will receive an email indicating the reason why a request has been returned and include a link to make the corrections.
9. Need additional information?
- For additional information, please refer to the scholarship check request section on the Foundation website or email [CSFPFAP@fullerton.edu](mailto:CSFPFAP@fullerton.edu)