

Instructions on raising OneHelp ticket for Financial Delegation:

- 1) Log into your OneHelp account by clicking https://mq.service-now.com/onehelp_public/
- 2) Click **Request Something**
- 3) Go to **Finance-->Financial Delegation**
- 4) **Requestor Details** section: type in/search the name of the person you are requesting access for
- 5) **Request Information** section:
 - Click the button **Financial Delegation Authority Request**
 - Tick **'I have read and agree to comply with Financial Delegation Policy'**

Please note: If you are raising OneHelp ticket on behalf of other staff member, it is important that you get the staff's consent for Financial Delegation Policy in writing.

- 6) Fill the form completely and click **Submit**
- 4) Once submitted, the ticket will be forwarded automatically to two authorised persons for approval.
- 5) Once approved, the Finance Systems team will initiate actioning the ticket

