

Instructions on raising OneHelp ticket for FinanceOne User Access:

- 1) Log into your OneHelp account by clicking https://mq.service-now.com/onehelp_public/
- 2) Click **Request Something**
- 3) Go to **Finance-->Finance One**
- 4) **Requestor Details** section: type in/search the name of the person you are requesting access for
- 5) **Request Information** section:
 - Select 'User Access' for the question **What is your query about?**
 - Select 'New User' for the **New/Existing User**
 - Click the button **I have read and agree to comply with the Acceptable Use 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 Acceptable Use Policy in writing.

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

