SNow Vaccination Self-Service Portal Guide





Prerequisite: In order to access the portal, you must be able to log in to your city email. If you cannot gain access but are able to sign into your city account, please go to the <u>How to login to SNow using SSO</u> and follow the instructions to set up your Single Sign On (SSO).

Sign In: To view your vaccination status, COVID-19 Test or file for an exemption, please go to SNow https://cityoflaprod.service-now.com/vaccination



Note: If you see this login page to the right, please select the "Sign In with LA City Google ID" button. You should be directed directly to the self-service portal, otherwise use your city email login to sign in.



Note: You are on the correct page, if you see the page above.

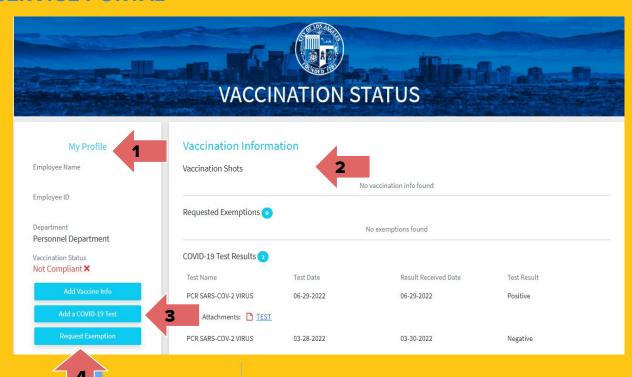


INSIDE THE SELF-SERVICE PORTAL

The Vaccination Self-Service Portal contains your vaccination status and will allow you to:

- 1. View "My Profile"

 Section
- 2. View "Vaccination Information" Section
- 3. Add a COVID-19 Test
- **4.** Request Exemption





"My Profile" contains:

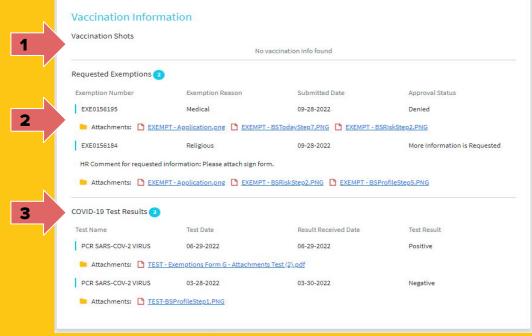
- 1. Your name
- 2. Your employee identification number
- 3. Your department
 - Your information for 1, 2, and 3 is pulled directly from Workday. Please contact your department's HR if any of the information is incorrect.
- 4. Your vaccination status
- 5. Buttons to add your COVID-19 Information
 - a. Not all buttons may be available





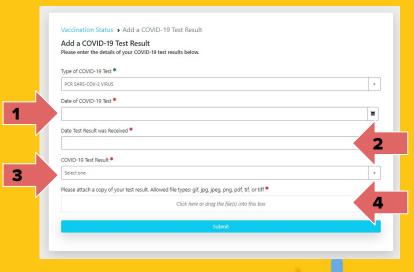
"Vaccination Information" contains:

- Vaccination Shots: Shows vaccination dose information, including boosters.
- Requested Exemption and Appeals: Lists exemption and/or appeal information you have filed, if any.
- COVID-19 Test Results: Contains your COVID-19 Test Results that have been added to the platform..





This form is used to enter your 3rd Party COVID-19 test results. Only PCR SARS-COV-2 VIRUS Tests are accepted and only one test per week is required. You must upload the results of your PCR COVID-19 test on the first day you are in the office/work location. The test must have been conducted within 72 hours of your upload date. All testing is now on City time. Employees have up to two hours to complete testing.



- Date of COVID-19 Test must be in the MM-dd-YYYY
 format using either the drop down or typed in the
 MM-dd-YYYY format. This date is when the test was
 taken.
- 2. **Date Test Result was Received** must be in the MM-dd-YYYY format using either the drop down or typed in the MM-dd-YYYY format. This date is when the test was sent from the lab.
- 3. **COVID-19 Test Result** is either Negative or Positive.
- 4. **Please attach a copy of your test results.** Only image files such as: gif, jpg, jpeg, png, pdf, tif, or tiff may be attached.



Request Exemption

Select this button on the portal to file for a Medical and/or Religious Exemption from vaccination.

 The option to add an exemption is only available to those who have not received any required vaccinations or boosters

Vaccination Status > Add Exem	ption Information	
Exemption Form Please enter the details of your exemption	to below	
Please enter the details of your exemple	ion below.	
Type of Exemption *		
Select one		•
Email *		
Please enter any additional comments re	egarding your exemption	
		10
Please attach any applicable records bel	ow. Allowed file types: gif, jpg, jpeg, png, pdf, tif, or tiff *	
	Click here or drag the file(s) into this box	
	Submit	

- Type of Exemption: drop down choices of Medical or Religious. Only one type of exemption can be filed per employee.
- 2. **Email:** required to submit an exemption.
 - Please include any additional comments regarding your exemption: Enter additional comments you would like to include regarding your exemption request.
 - Please attach any applicable records below: only image files such as: gif, jpg, jpeg, png, pdf, tif, or tiff may be attached.





Once Medical and/or Religious Exemptions have been submitted, your exemption and status can be viewed on the Requested Exemptions self-service form as seen above. Attachments can also be viewed by clicking on the underlined name of the document.





Add Requested Additional Information and Documents

Step 1

EXE0156184 Religious 09-28-2022 More Information is Requested

HR Comment for requested information: Please attach sign form.

Attachments: EXEMPT - Application.ong EXEMPT - BSRiskStep2.PNG EXEMPT - BSProfileStep5.PNG

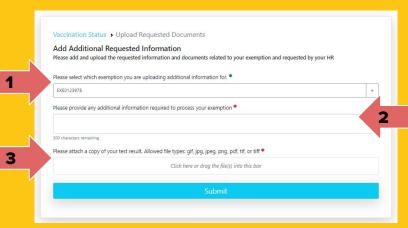
You will receive an email notification when additional information is requested by HR, use the instructions below to add in the requested information.

Step 2

Add Requested Info

Select the above button on the portal to add the additional information and documents requested by HR staff

Step 3



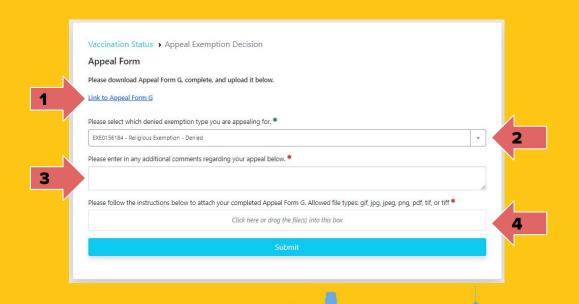
- Select the exemption number you are adding documents to if it's not already pre-selected
- 2. Provide any additional comments
- 3. Uploaded the requested documents



Appeal a Denied Exemption

Appeal Denied Exemption

Select this button on the portal to appeal a denied exemption



- 1. Select the Link to download Appeal Form G
- Exemption will be pre-selected
- 3. Enter any additional comments for the appeal
- Upload completed Appeal Form G



Requested Appeals

Exemption Number Submitted Date Appeal Status

EXE0156195 09-28-2022 Pending

Attachments: EXEMPT - Capture.PNG

EXE0156184 09-28-2022 Pending

Attachments: EXEMPT - Application.png

Once completed, the appeal and attachments will appear in the Requested Appeals section under the Requested Exemptions along with the status. Attachments can also be viewed by clicking on the underlined name of the document.

Additional Resources

- Personnel COVID-19 website
- How to login to SNow using SSO

For additional questions, please contact your HR Group or Personnel Covid IT Support at per-covid-itsupport@lacity.org.

For all the **non-lacity.org users**, please contact your department's Active Directory (AD) support for assistance with login issues.

