

SNow Vaccination Self-Service Portal Guide





HOW TO SIGN IN

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 [How to login to SNow using SSO](#) 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>

Test Name	Test Date	Result Received Date	Test Result
PCR SARS-COV-2 VIRUS	06-29-2022	06-29-2022	Positive
Attachments: TEST			
PCR SARS-COV-2 VIRUS	03-28-2022	03-30-2022	Negative

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.

Sign in with LA City Google ID

OR For non-City Employees

Login with local SNow account

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

VACCINATION STATUS

My Profile **1**

Employee Name

Employee ID

Department
Personnel Department

Vaccination Status
Not Compliant ✖

[Add Vaccine Info](#)

[Add a COVID-19 Test](#) **3**

[Request Exemption](#) **4**

Vaccination Information **2**

Vaccination Shots
No vaccination info found

Requested Exemptions **0**
No exemptions found

COVID-19 Test Results **2**

Test Name	Test Date	Result Received Date	Test Result
PCR SARS-COV-2 VIRUS	06-29-2022	06-29-2022	Positive
PCR SARS-COV-2 VIRUS	03-28-2022	03-30-2022	Negative

Attachments: [TEST](#)





“My Profile” Section

“My Profile” contains:

1. Your name
2. Your employee identification number
3. Your department
 - a. 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

The screenshot shows the 'My Profile' interface with five numbered callouts:

- 1**: Points to the 'Employee Name' field.
- 2**: Points to the 'Employee ID' field.
- 3**: Points to the 'Department' field, which displays 'Personnel Department'.
- 4**: Points to the 'Vaccination Status' field, which displays 'Not Compliant' with a red 'X' icon.
- 5**: Points to the 'Add Vaccine Info' button.

Below the 'Vaccination Status' field are four buttons: 'Add Vaccine Info', 'Add a COVID-19 Test', 'Add Requested Info', and 'Appeal Denied Exemption'.





Vaccination Information Section

“Vaccination Information” contains:

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



Vaccination Information

Vaccination Shots

No vaccination info found

Requested Exemptions ²

Exemption Number	Exemption Reason	Submitted Date	Approval Status
EXE0156195	Medical	09-28-2022	Denied
Attachments: EXEMPT - Application.png EXEMPT - BStodayStep7.PNG EXEMPT - BSRiskStep2.PNG			
EXE0156184	Religious	09-28-2022	More Information is Requested
HR Comment for requested information: Please attach sign form.			
Attachments: EXEMPT - Application.png EXEMPT - BSRiskStep2.PNG EXEMPT - BStodayStep7.PNG			

COVID-19 Test Results ²

Test Name	Test Date	Result Received Date	Test Result
PCR SARS-COV-2 VIRUS	06-29-2022	06-29-2022	Positive
Attachments: TEST - Exemptions Form G - Attachments Test (2).pdf			
PCR SARS-COV-2 VIRUS	03-28-2022	03-30-2022	Negative
Attachments: TEST-BStodayStep7.PNG			





Add a COVID-19 Test

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.

Vaccination Status > Add a COVID-19 Test Result

Add a COVID-19 Test Result

Please enter the details of your COVID-19 test results below.

Type of COVID-19 Test *
PCR SARS-COV-2 VIRUS

1 → Date of COVID-19 Test *
[]

Date Test Result was Received * ← 2
[]

3 → COVID-19 Test Result *
Select one

Please attach a copy of your test result. Allowed file types: gif, jpg, jpeg, png, pdf, tif, or tiff * ← 4
Click here or drag the file(s) into this box

Submit

1. **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 an Exemption

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 Exemption Information

Exemption Form

Please enter the details of your exemption below.

1. Type of Exemption *
Select one

2. Email *

3. Please enter any additional comments regarding your exemption

4. Please attach any applicable records below. Allowed file types: gif, jpg, jpeg, png, pdf, tif, or tiff *
Click here or drag the file(s) into this box

Submit

1. **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.
3. **Please include any additional comments regarding your exemption:** Enter additional comments you would like to include regarding your exemption request.
4. **Please attach any applicable records below:** only image files such as: gif, jpg, jpeg, png, pdf, tif, or tiff may be attached.





View Your Exemption

Vaccination Information

Vaccination Shots

No vaccination info found

Requested Exemptions 2

Exemption Number	Exemption Reason	Submitted Date	Approval Status
EXE0129341	Medical	09-23-2022	Pending

Attachments:  [EXEMPT-Application.png](#)

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
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HR Comment for requested information: Please attach sign form.

Attachments: [EXEMPT - Application.png](#) [EXEMPT - BSRiskStep2.PNG](#) [EXEMPT - BSPProfileStep5.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

Vaccination Status > Upload Requested Documents

Add Additional Requested Information

Please add and upload the requested information and documents related to your exemption and requested by your HR

1 Please select which exemption you are uploading additional information for. *

EXE0123978

2 Please provide any additional information required to process your exemption *

300 characters remaining

3 Please attach a copy of your test result. Allowed file types: gif, jpg, jpeg, png, pdf, tif, or tiff *

Click here or drag the file(s) into this box

Submit

1. 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

Vaccination Status > Appeal Exemption Decision

Appeal Form

Please download Appeal Form G, complete, and upload it below.

1 [Link to Appeal Form G](#)

Please select which denied exemption type you are appealing for. *

EXE0156184 - Religious Exemption - Denied **2**

Please enter in any additional comments regarding your appeal below. *

3

Please follow the instructions below to attach your completed Appeal Form G. Allowed file types: gif, jpg, jpeg, png, pdf, tif, or tiff *

Click here or drag the file(s) into this box **4**

Submit



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





View Your Appeal

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.

