

# Cancel or Amend an Appointment Post Approval

(Advertised and Non-Advertised Appointments)

User Guide

August 2023



## Contents

Cancel or Amend an Appointment – Post Approval .....	3
ServiceNow Self Service Centre .....	3
Springboard Appointment Form Change Request .....	3
Appendix 1 .....	8

## What is ServiceNow?

ServiceNow is a cloud-based workflow automation platform that enables Queensland Shared Services to improve their operational efficiencies by streamlining and automating work tasks for our Business Partners

## Cancel or Amend an Appointment – Post Approval

If you need to cancel or amend an appointment after the approval has been processed, you will need to raise a job in the ServiceNow Self Service Centre (SSC).

### ServiceNow Self Service Centre

To cancel an appointment after the approving officer has actioned the appointment, logon to the ServiceNow SSC to submit an appointment cancellation form to QSS Recruitment Team.

Login to ServiceNow SSC by clicking on the 'Log in with Single Sign-on' button.

**Use single sign-on**  
Most employees can log in using single sign-on (SSO).

**Log in with single sign-on**

or

**Log in or register**  
If your agency doesn't use SSO, login with your username and password.

User name

Password

**Log in** **Register**

[Forgot your password?](#) [Terms and conditions](#)

**Need help?**

- How to use SSO
- If you have trouble logging in with SSO, contact your agency IT area.
- Call QSS Customer Support on 1300 146 370

## Springboard Appointment Form Change Request

On the ServiceNow SSC home page, you can submit a 'Springboard Appointment Form Change Request' form to cancel an appointment after approval.

Click on 'Forms' to go to the Service Catalog.

**What would you like to do?**

**Forms**  
Use our forms, systems and services.

**Information**  
Read our knowledge articles.


**Contact**  
Call 1300 146 370. Report a problem or ask a question online.

**My top forms**

**My most read**

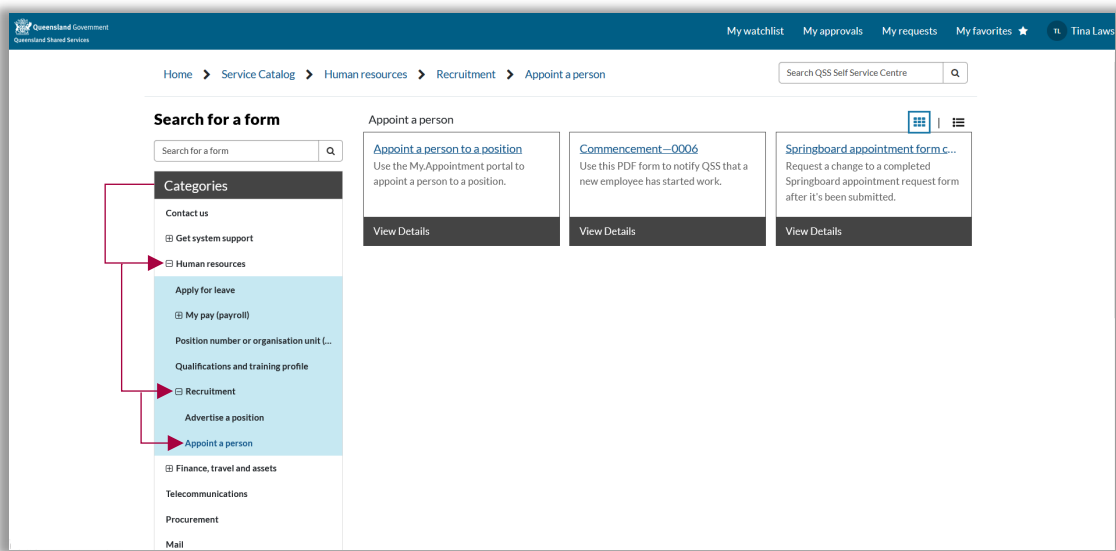
**My requests**

[More...](#) [More...](#) [More...](#)

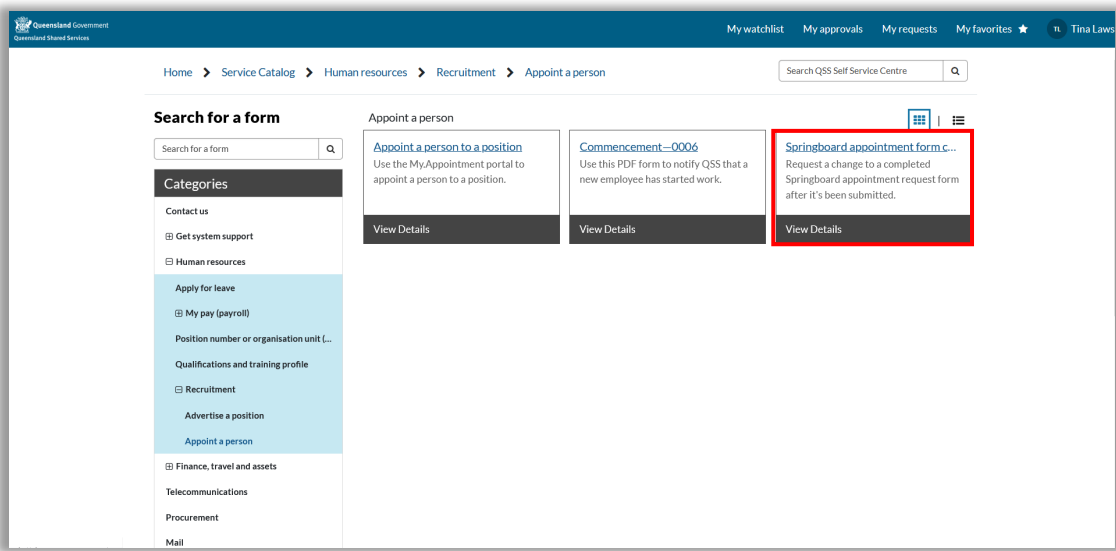
 Please note for the appointment of a different candidate, you will need to raise a brand new appointment for either an Advertised or a Non-Advertised appointment.

In the Service Catalog, go to the Categories section and select the following options progressively from the drop-down lists:

- **Human Resources ▶ Recruitment ▶ Appoint a person**



In the options that appear to the right of the menu, select ‘Springboard Appointment Form Change Request’.



When the form appears, read through the ‘Before you begin’ an ‘After you submit’ sections before completing the form.

### Springboard appointment form change request ☆

Request a change to a completed Springboard appointment request form after it's been submitted.

**Before you begin**

You have 60 minutes to submit this form before it times out.

Use the Appointment request form in Springboard to complete a new request; do not use this form. Only use this form if you've submitted the request in Springboard and need to make changes to it.

You need your:

- employee number
- appointment request reference number
- change request details
- approver details.

**After you submit**

Your approver will get an email asking them to log in to the QSS Self Service Centre to review your request. If your agency requires 2 approvers, we'll send this to your second level approver once it's approved by your first level approver.

You can track your request on [My requests](#).

After you have read these sections, scroll down and check that your information is correct and add any other colleagues that need to be notified of the changes.

\* Indicates required

**Employee details**

Your details, unless you're submitting this form on behalf of another employee. If you are, select them here. If you can't select them here, you need to register them as a new user (use the link provided on this page).

\*Who is this request for?

ⓘ Tina Laws ✕ ▼

Email Department

tina.laws@chde.qld.gov.au
ⓘ Queensland Shared Services (QSS) ▼

\*Employee number ?

8675309

Who else should be able to view this request? ?

✕ Kayleen Watson

Scroll down and complete the 'Appointment Request Changes' section.

In the 'Appointment Request Changes Reference Number' field, enter the Appointment ID.

**Appointment request changes**

\*Appointment request reference number ?

2023-1099459

In the 'Appointee Name' field, enter the name of the candidate.

\*Appointee name

Harry Potter

In the next field, click on 'Add' to enter information for the cancellation or change.

\*Add information about your appointment request changes

**Add** Remove All

Actions	Change	Type	New details
No data to display			

In the pop-up that appears, add information to each field. For example, for a cancellation select or enter the following:

- 'Change' field - select 'Appointment details'
- 'Type' field - select 'Cancel appointment'
- 'New' details' field - enter the reason for the cancellation

Click on 'Add' when completed.

Add Row ×

\*Change  
Appointment details

\*Type  
Cancel appointment

\*New details  
Please cancel appointment for candidate Harry Potter (Appt Ref. 2023-1099459) as he has declined the appointment.

Cancel **Add**

For a full list of options for the 'Change' and 'Type' fields, see [Appendix 1](#).



*For amendments, you can add multiple rows if there is more than one amendment to be made for the same Appointment Request.*

In the 'Approve' section, advise if you require more than 1 person for approval in your agency.

**Approval**


\*Do you require approval from more than 1 person in your agency? ?

Yes

No

Then enter the details of the Approver/s in the field/s provided. Click on 'Submit' when completed.

### First level approver details

\*Name 

\*Position title

Email

Department

---

**Your privacy**  
See our [privacy statement](#) to find out how we handle and protect your personal information.

You will then receive an email with your job number for this request.



To watch a video demonstration of this section, refer back to the *For government* website and the links provided beneath this user guide

## Appendix 1

'Change' Field Options	'Type' Field Options
Appointment details	<ul style="list-style-type: none"> <li>• Cancel appointment</li> <li>• Contact name for appointment request</li> <li>• Contact phone number for the appointment request</li> <li>• Contact email for the appointment request</li> <li>• Contact name for candidates</li> <li>• Contact phone number for candidates</li> <li>• Contact email for candidates</li> <li>• Reason for conversion</li> <li>• Self-managed details</li> <li>• Applicants who applied directly</li> <li>• Applicants who withdrew from the recruitment process</li> <li>• Applicants who declined an offer of appointment</li> <li>• Additional appointments from selection process</li> </ul>
Appointee details	<ul style="list-style-type: none"> <li>• Appointee title</li> <li>• Appointee first name</li> <li>• Appointee surname</li> <li>• Appointee employee number</li> <li>• Appointee date of birth</li> <li>• Appointee email address</li> <li>• Appointee postal address</li> <li>• Appointment letter</li> <li>• Appointee VER, VSP or Voluntary Medical Retirement benefit</li> <li>• Appointee Aurion ESS Timekeeper</li> <li>• Appointee TME CATS (MyTime)</li> <li>• Appointee qualifications, licenses, skills or registrations</li> <li>• Appointee cost centre</li> <li>• Substantive employment type</li> <li>• Substantive position number</li> <li>• Substantive position title</li> <li>• Substantive classification</li> <li>• Substantive pay point</li> <li>• Substantive agency</li> <li>• Substantive work unit</li> <li>• Substantive location</li> <li>• Current position number</li> <li>• Current position title</li> <li>• Current position classification</li> <li>• Current position pay point</li> <li>• Current position work unit</li> <li>• Current position agency</li> </ul>
Position details	<ul style="list-style-type: none"> <li>• Position number</li> <li>• Position title</li> <li>• Position classification</li> <li>• Position location</li> <li>• Appointment type</li> <li>• Appointment reason</li> <li>• Appointment classification</li> <li>• Appointment pay point</li> <li>• Appointee's leave balance transfer</li> <li>• Responsible agency for payment of employee during secondment</li> <li>• Appointee work arrangement</li> <li>• Work hours per fortnight</li> <li>• Appointment start date</li> <li>• Appointment end date</li> <li>• Length of engagement</li> <li>• Agreement</li> <li>• Allowances</li> <li>• Probationary period</li> <li>• Transfer and appointment expenses</li> </ul>