

How to set up an Alternate Approver

Users with the Change Manager or Change Coordinator functional role can approve changes on behalf of another Change Manager if they are defined as alternate approver. Sometimes an approver might be unavailable because of a scheduled vacation or business event. For that period of time, the approver should designate an alternate approver because change requests still require approval.

1. From the default Change Console screen click the My Profile link

The screenshot shows the BMC Remedy IT Service Management Change Console. The left-hand navigation menu has 'My Profile' circled in red. The main area displays a table of changes with the following data:

Change ID	Summary	Priority	Impact	Status	Change Coordinator	Change Mgr.	Target Date	Start Date	Change Cl.
CR000000001122	Upgrade JAVA for eDate to ver	Medium	2-Significant/Large	Scheduled For Approval	Waddill D Stewart	Waddill D Stew		7/26/2013 12	Normal
CR000000001113	Implement MedComp Application	Medium	2-Significant/Large	Scheduled For Approval	Waddill D Stewart	Waddill D Stew		7/26/2013 12	Normal
CR000000001701	Change groups names in ITSM	Medium	2-Significant/Large	Scheduled For Approval	Philip E Bahujan	Waddill D Stew		7/22/2013 9:1	Normal
CR000000001217	test Approval after creating new	Medium	2-Significant/Large	Scheduled For Approval	Waddill D Stewart	Waddill D Stew		6/28/2013 11	Normal
CR000000001107	Testing approval mapping	Low	2-Significant/Large	Scheduled For Approval	George Payne	Waddill D Stew		6/28/2013 12	Normal
CR000000001008	ggg	Medium	3-Moderate/Limited	Scheduled For Approval	Waddill D Stewart	Waddill D Stew		6/21/2013 6:1	Standard

2. Your profile opens. Select the Alternate Approvers tab and then click the Update Alternate Approvers button at the bottom

The screenshot shows the BMC Remedy IT Service Management People profile page for Person ID PPL00000009553. The 'Alternate Approvers' tab is circled in red. Below the tab, there is a table with the following columns: Alternate, Start Date, End Date, Covering, and Process Name. At the bottom of the page, the 'Update Alternate Approvers' button is circled in red.

3. Add your Alternate Approver and the date range. This person will inherit your ability to approve changes during this time.

The screenshot shows a web application window titled "Alternate Approvers" from BMC Software. The browser address bar shows the URL: <https://servicest.healthsystem.virginia.edu/?cacheid=2475f3b&format=html>. The page has a blue header with the BMC Software logo and a "Help" button.

The main content area is divided into two sections. The left section contains input fields for "Company*+", "First Name*+", and "Last Name*+", with a "Search" button below. The right section contains input fields for "Login ID", "Start Date+", "End Date+", "Notify Alternate", "Covering*", and "Process", with an "Add" button below.

Red annotations with arrows point to specific elements:

- 1. enter alternate**: Points to the "Last Name*+" field.
- 2. select start and end dates**: Points to the "Start Date+" and "End Date+" fields.
- 3. Click Add and Close**: Points to the "Add" button and the "Close" button at the bottom of the page.

Below the input fields is a table titled "Alternates". The table header shows "0 entries returned - 0 entries matched" and includes "Preferences" and "Refresh" buttons. The table has columns for "Alternate", "Start Date", "End Date", "Covering", and "Process Name". The table body is currently empty. At the bottom of the page, there are "Delete" and "Close" buttons.