Time and Effort Certification through ServiceNow
PI or Certifier Instructions

Step 1: If you need to certify time and effort, whether for yourself or someone else, you will see an email like the one below. Click the link provided or follow the instructions to navigate to the certification portal in ServiceNow.

Step 2: The link will bring you here. Select the fiscal year.

Step 3: A dropdown box will appear. This list should include all individuals for whom you need to certify effort, including yourself. Select a name to review. (If you see a name you do not recognize, or believe one is missing, please notify your Sponsored Programs Accountant.)
Step 4: A detailed breakout will appear showing effort for the person selected by index and month. Yearly totals and the corresponding percentage of effort for each index are shown at the far right. Review information for accuracy and determine whether any changes are needed before certifying.

Note: The pay information shown is accurate as of the financial reporting deadline for the fiscal year. It will not include any adjustments requested and completed after that deadline, which were or will be completed as journal entries during the new fiscal year.

Step 5: If no changes are needed, select "Yes" in the confirmation dropdown. Then hit the "Submit Now" button near the top of the page.
Step 6: If changes are necessary, select “No” in the confirmation dropdown. A textbox will appear entitled “Explanation of Changes” as shown below. Please enter the nature of the needed corrections, then hit the “Submit Now” button.

Your explanation of changes will be routed to your business manager in a separate ServiceNow queue. Your business manager will in turn work with Sponsored Programs Accounting to make sure all corrections are processed via journal entries.

Step 7: Return to Step 3 and repeat the process for each individual in your list. If you have questions or run into any issues, please reach out to your Sponsored Program Accountant listed in the initial email.