

This guide will show you how to register your COVID-19 **vaccination status** in the **ServiceNow Portal**.

Video guides are available on the [DCJ Intranet](#), the [DCJ Coronavirus microsite](#) and via the [DCJ public video library](#).

## Contents

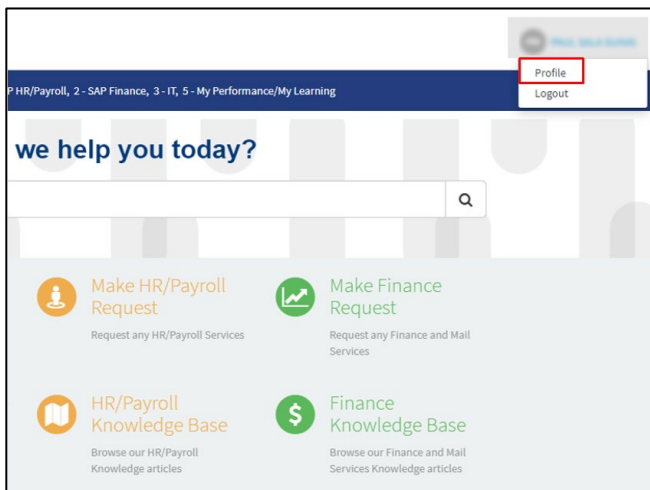
<b>Entering Vaccination Status</b> .....	2
<b>Entering Booster Shot</b> .....	7
<b>For Managers/Verifiers: Verifying/Finalizing Booster Shot</b> .....	10

## Entering Vaccination Status

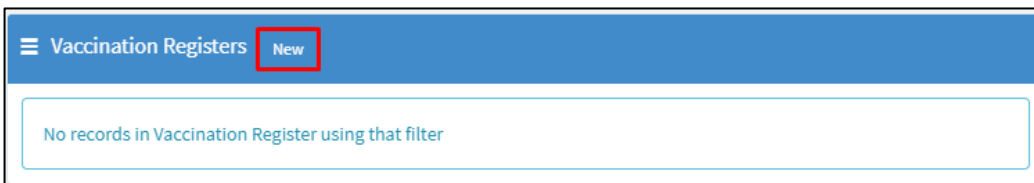
1. Login to the **ServiceNow Portal**.



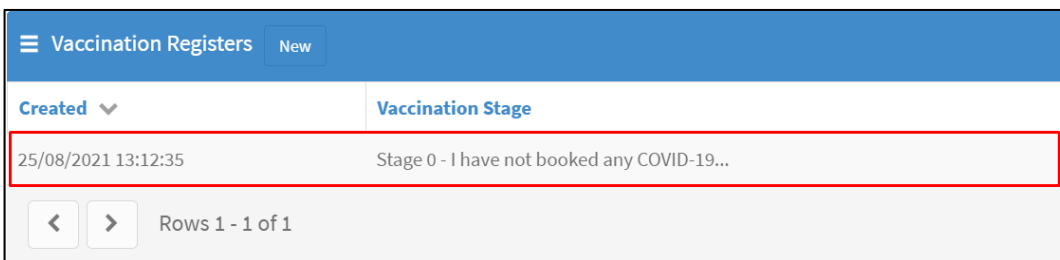
2. On the top right of the **ServiceNow Portal** click on your **name**, and then select **Profile** from the drop-down menu.



3. If you are registering your vaccination status for the first time, select **New**.



**Important Note:** If you have previously registered your vaccination status, your record will be displayed in the table as pictured below. Click on your current record listed to update your vaccination status.



4. The vaccination register form will be displayed. Select the appropriate answer for the question '**Are you an authorised worker?**'.

<p>5.</p>	<p>Select the <b>LGA(s) of workplace</b>. You can either <b>type</b> into the field or select from the <b>drop-down menu</b> to locate your workplaces LGA. <i>Example: If you work at one of the offices at <b>Parramatta</b> then you would select and add <b>Parramatta City Council</b>.</i></p> <p><i>TIP: If you work at multiple LGAs please try listing them all into this field for accuracy of information.</i></p>
<p>6.</p>	<p><b>LGA of residence</b> section you can either <b>type</b> into the field or select from the <b>drop-down menu</b> to locate your residential address relating council.</p>
<p>7.</p>	<p>Under <b>Postcode</b> of residence please enter your <b>residential post code</b> (numerical value).</p>

8. Select your current vaccination status from the **drop-down menu** under **Vaccination Stage**.

Stage	Additional Questions
<b>Stage 0 – I have not booked any appointment</b>	<ol style="list-style-type: none"> <li>1. Are you considering getting a COVID-19 Vaccination?</li> <li>2. Vaccine Preference</li> <li>3. Would you like any assistance to help understand the benefits of vaccination?</li> </ol>
<b>Stage 1 – I have booked an appointment to receive my first COVID-19 vaccine dose</b>	<ol style="list-style-type: none"> <li>1. What date is your scheduled vaccination appointment for the first dose?</li> </ol>
<b>Stage 2 – I have received one COVID-19 dose, and I have not booked in for my second appointment</b>	<ol style="list-style-type: none"> <li>1. What type of COVID vaccine did you receive on your first dose?</li> <li>2. What date did you receive your first COVID-19 Vaccine?</li> <li>3. I've added supporting evidence by clicking the paper clip icon above (top right) (Yes/No).</li> </ol>
<b>Stage 3 – I have received one COVID-19 dose, and I have booked in for my second appointment.</b>	<ol style="list-style-type: none"> <li>1. What type of COVID vaccine did you receive on your first dose?</li> <li>2. What date did you receive your first COVID-19 Vaccine?</li> <li>3. What date is your schedule vaccination appointment for second dose?</li> <li>4. I've added supporting evidence by clicking the paper clip icon above (top right) (Yes/No).</li> </ol>
<b>Stage 4 – I have received two COVID-19 doses</b>	<ol style="list-style-type: none"> <li>1. What type of COVID vaccine did you receive on your first dose?</li> <li>2. What date did you receive your first COVID-19 Vaccine?</li> <li>3. What type of COVID vaccine did you receive on your second dose?</li> <li>4. What date did you receive your second COVID-19 Vaccine?</li> <li>5. I've added supporting evidence by clicking the paper clip icon above (top right) (Yes/No).</li> </ol>
<b>Medical Contraindication</b>	<p>No additional questions.</p> <p><b>Important Note:</b> Please do not attach your medical contraindication certificate in ServiceNow. Instead, speak with your manager.</p>

9.	<p>Answer all corresponding questions on the ServiceNow form that are presented as per your selected stage using the drop-down menus.</p>
10.	<p>For stages 2, 3 and 4 you must attach supporting evidence that you have received an approved vaccination. Please click on the <b>paper clip</b> icon on the top right corner to upload your vaccination evidence document.</p> <p><i>You can obtain evidence/confirmation from the <a href="#">MyGov</a> website.</i></p> <p><b>Important Note:</b> For those who have selected <b>Stage 2, 3, 4</b>, you will not be able to complete your form without attaching evidence.</p> <div data-bbox="161 562 1445 913" style="border: 1px solid black; padding: 5px;"> <p>The screenshot shows the 'Vaccination Register' form with the following instructions:</p> <ol style="list-style-type: none"> <li>On the left-hand side of the screen complete information about your authorised worker status, where you normally work and where you live.</li> <li>Next, select the vaccination stage that applies to you and answer additional questions that appear.</li> <li>Last, use the paperclip icon at the top right to attach documentation as evidence of your vaccination status. You can download this information at the <a href="#">MyGov</a> website via Medicare and/or My Health Record.</li> <li>Select yes to confirm information is true and accurate and select save.</li> <li>You and your manager will receive an email confirmation that you have recorded your COVID-19 vaccination status.</li> </ol> <p>*Are you an authorised worker? <span style="float: right;">*Vaccination Stage</span></p> </div>
11.	<p>For Stages 2, 3 and 4 you need to indicate a Verifier. The <b>Verifier</b> is your Supervisor or Manager, who will sight your supporting evidence to confirm it is true and accurate. If you have used ServiceNow previously, this will be pre-filled. Otherwise, you can click the arrow, to type the name and then search for the most appropriate person to verify your vaccination status.</p> <p><b>Important Note:</b> For Corrective Services staff, this field will be blank. You can either <b>type</b> into the field or select from the <b>drop-down menu</b> to nominate your intended <b>Verifier</b>.</p> <div data-bbox="161 1189 943 1532" style="border: 1px solid black; padding: 5px;"> <p>The screenshot shows a dropdown menu for the 'Verifier' field. It includes a search bar and a list of email addresses, such as @justice.nsw.gov.au.</p> </div>
12.	<p>Click on on <b>Save</b>, you and your Verifier will receive an auto generated email to confirm that you have registered your vaccination status.</p> <div data-bbox="161 1666 400 1749" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Save (Ctrl + s)</p> </div>
13.	<p>What happens next?</p> <p>After you have recorded your vaccination status, uploaded the evidence attachment and nominated the Verifier, an email notification will be sent to the Verifier, advising that you have added (or updated) your Vaccination Register details. The Verifier will be able to approve or reject the record.</p>

Hi **BRINDA**,

Please verify the vaccination register raised by **RAMENCHU SHUKLA**.

Below you will find a summary of their vaccination status and attached is the evidence they have submitted to support their submission. Please refer to the DCJ COVID-19 Policy – Manager Procedure for instructions on how to validate vaccination status before approving this submission.

You should also reach out to your People Business Partner if you have any questions or concerns. If the information provided by the employee is insufficient and you need to reject the request, you will need to discuss the requirement with the employee before they resubmit.

Vaccination Status Details	
Are you an authorised worker?	Yes
LGA(s) of Workplace	Penrith City Council
LGA of Residence	Penrith City Council
Postcode of Residence	2150 Penrith NSW
Vaccination Stage	Stage 4 - I have received two COVID-19 doses.
First Dose Vaccination Date	2021-09-26
Second Dose Vaccination Date	2021-10-19

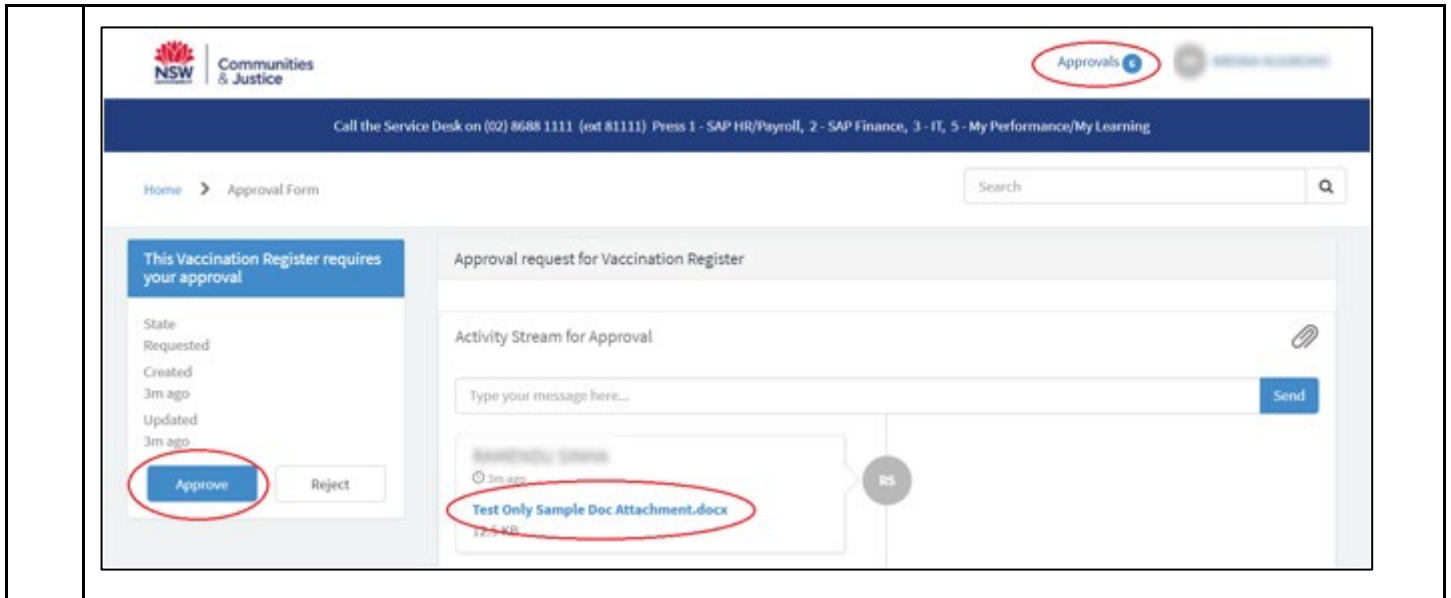
[Click here to approve](#)

[Click here to reject](#)

14. The Verifier will indicate that the evidence has been sighted and is valid. Otherwise, the Verifier can indicate a reason (as per the example below) and “Reject” the the request for approval. A corresponding email will be sent to the staff member, noting the reason.

The screenshot shows the ServiceNow interface for an approval request. On the left, there are 'Approve' and 'Reject' buttons, with 'Reject' circled in red. The main area shows an 'Activity Stream for Approval' with a message: 'Incorrect attachment uploaded. Please upload the certification and re-submit.' This message is also circled in red. Below the message is a 'Send' button. The interface includes the NSW Government logo, 'Communities & Justice', and a search bar.

15. Verifiers/Approvers can also access Vaccination Register entries (along with other items awaiting approval) via the “Approvals” feature (as shown below).



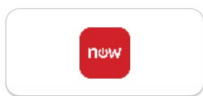
## Entering Booster Shot

- BEFORE PROCEEDING:** Ensure your current **Vaccination Register** record is **Stage 4 (Double Dose)** before commencing this guide.

Login to the **ServiceNow Portal**.

### FACS

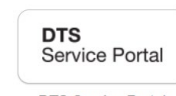
<https://nswfacsprod.service-now.com/facs>



ServiceNow - Portal

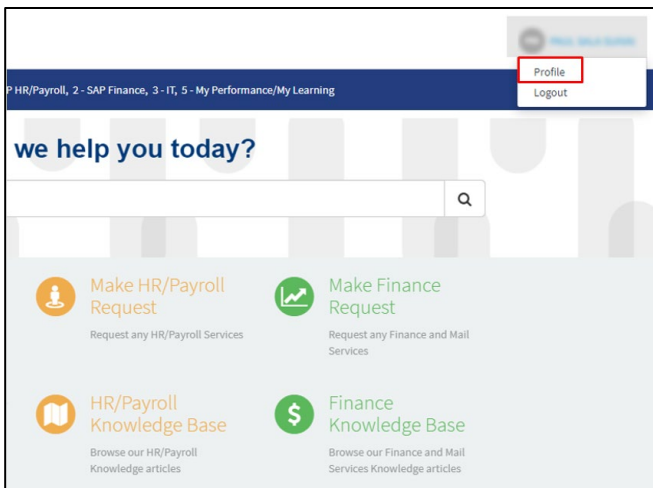
### Justice

<https://dojnsw.service-now.com/sp>



DTS Service Portal

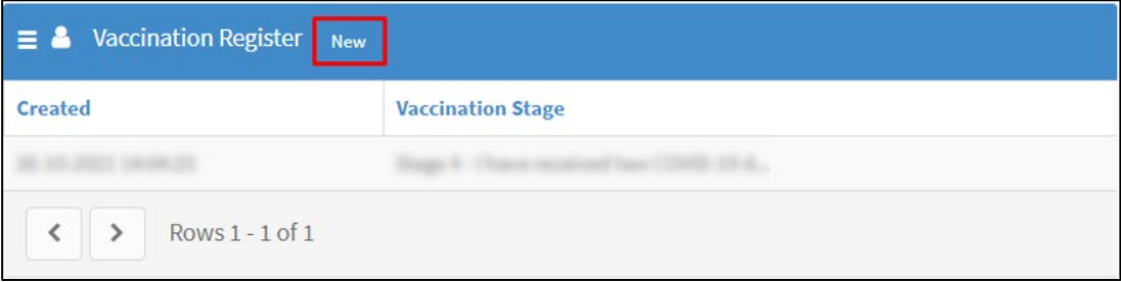
- On the top right of the **ServiceNow Portal** click on your **name**, and then select **Profile** from the menu.




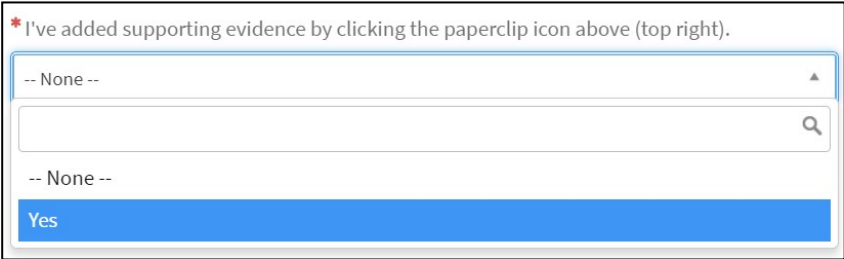
3. Scroll down to the bottom of the profile page to the Vaccination Register section.

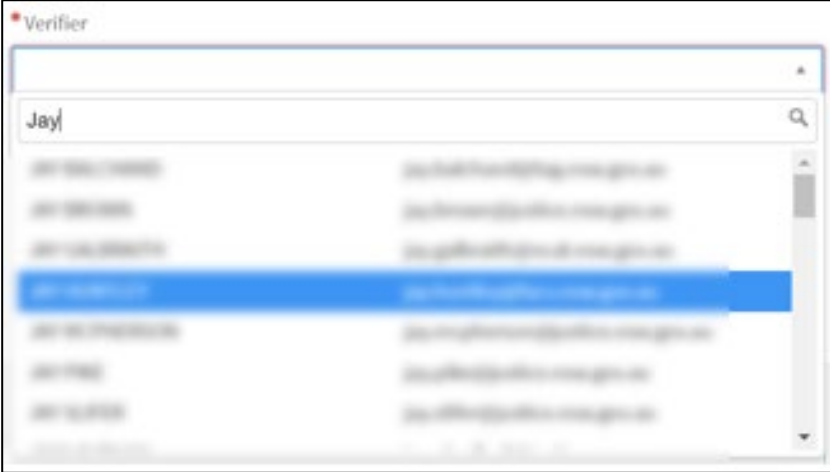
Note: You should see your original Vaccination Register (where you recorded your first and second COVID-19 Vaccinations).

**Important!** To record a **COVID-19 Booster**, you should click **New**.


4. **Attach evidence.** If you have a document confirming your booster shot has been administered, please click on the **paperclip** icon on the top right hand side of the screen to locate and upload your intended document.


5. Update the field '**I've added supporting evidence by clicking the paperclip icon above (top right)**' by selecting from the drop-down menu.


6. By default, your **Verifier** field should have the name of your Manager already pre-filled into the field. If not, type into the blank field and locate your intended Manager/Verifier.


7. To update the field '**When did you receive your COVID-19 booster shot**' click on the calendar icon and locate the date.



\* When did you receive your COVID-19 booster shot?

What type of COVID-19 booster shot did you receive?

-- None --

Required information When did you receive your COVID-19 booster shot? I've added supporting

8. Update the field 'What type of COVID-19 booster shot did you receive?' by selecting the type of COVID-19 Booster from the drop-down list.

What type of COVID-19 booster shot did you receive?

-- None --

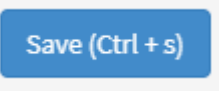
-- None --

AstraZeneca Booster

Pfizer Booster

Moderna Booster

9. To finalise your update, click **Save**.  
 You and your Manager should receive an auto generated email to confirm that you have registered your vaccination booster.



Hi [Name],

Thank you for updating your COVID-19 Vaccination Booster Status in your DCJ ServiceNow Portal Profile.

Please see below a summary of your COVID-19 booster status. This will now be sent to your Manager/Supervisor who will review and approve the information you have submitted.

Vaccination Booster Status Details	
What type of COVID-19 booster shot did you receive?	Pfizer Booster
When did you receive your COVID-19 booster shot?	2021-11-16

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Communities & Justice

IDS Service Desk | Information & Digital Services | NSW Department of Communities & Justice  
 IDS Portal: <https://dojnsw.service-now.com/sp> | Phone: 02 8688 1111 (Option 3)

## For Managers/Verifiers: Verifying/Finalizing Booster Shot

- An email notification will be sent to **Managers/Verifiers**, advising that you have added your booster details. The Verifier will be able to approve or reject your entry from the email notification. This is done in the same way as for Verifying any COVID-19 Vaccination dose.

Hi [REDACTED],

Please verify the COVID-19 Vaccination Booster Status and evidence submitted by [REDACTED].

Below you will find a summary of their booster status and attached is the evidence they have submitted to support their submission. Please refer to the **DCJ COVID-19 Policy – Manager Procedure** for instructions on how to validate vaccination status before approving this submission.

You should also reach out to your People Business Partner if you have any questions or concerns. If the information provided by the employee is insufficient and you need to reject the request, you will need to discuss the requirement with the employee before they resubmit.

Vaccination Booster Status Details	
What type of COVID-19 booster shot did you receive?	Pfizer Booster
When did you receive your COVID-19 booster shot?	2021-11-16

[Click here to approve](#)

[Click here to reject](#)

- When your **Verifier** has reviewed your record, you will receive either of the following responses below:

APPROVED	REJECTED												
<p>Hi [REDACTED],</p> <p>This email is to confirm that your COVID-19 Vaccination Booster Status in your DCJ ServiceNow Portal Profile has been verified by your Manager/Supervisor.</p> <p>No further action is required at this time.</p> <p>Please see below a summary of your vaccination booster status.</p> <table border="1"> <thead> <tr> <th colspan="2">Vaccination Booster Status Details</th> </tr> </thead> <tbody> <tr> <td>What type of COVID-19 booster shot did you receive?</td> <td>Pfizer Booster</td> </tr> <tr> <td>When did you receive your COVID-19 booster shot?</td> <td>2021-11-16</td> </tr> </tbody> </table> <p> <b>Communities &amp; Justice</b></p> <p><small>IDS Service Desk   Information &amp; Digital Services   NSW Department of Communities &amp; Justice IDS Portal: <a href="https://dcj.nsw.service-now.com/sg">https://dcj.nsw.service-now.com/sg</a>   Phone: 02 8688 1111 (Option 3)</small></p>	Vaccination Booster Status Details		What type of COVID-19 booster shot did you receive?	Pfizer Booster	When did you receive your COVID-19 booster shot?	2021-11-16	<p>Hi [REDACTED],</p> <p>This email is to advise that your COVID-19 Vaccination Booster Status in your DCJ Service Portal Profile has been rejected by your Manager/Supervisor.</p> <p>Reason for rejection: 23/11/2021 12:42:11 AEDT - [REDACTED] (Comments) Rejecting...</p> <p>Your manager will be in touch to discuss the requirements before you resubmit your vaccination status.</p> <p>Please see below a summary of your vaccination status.</p> <table border="1"> <thead> <tr> <th colspan="2">Vaccination Booster Status Details</th> </tr> </thead> <tbody> <tr> <td>What type of COVID-19 booster shot did you receive?</td> <td>AstraZeneca Booster</td> </tr> <tr> <td>When did you receive your COVID-19 booster shot?</td> <td>2021-11-23</td> </tr> </tbody> </table>	Vaccination Booster Status Details		What type of COVID-19 booster shot did you receive?	AstraZeneca Booster	When did you receive your COVID-19 booster shot?	2021-11-23
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