Denying a Request as an MPP

1. An MPP that has an ITIL Agent account in ServiceNow can reject requests using the Service Portal View as well as the ITIL Agents View. If the MPP does not have an ITIL Agent account, they can reject requests using the Service Portal page. Let’s look at the MPP rejection from the Service Portal page below:

In this image, the MPP will only need to select the **Reject** button found in the lower-right portion of the page. Clicking this button rejects the access request.
2. For an MPP with an ITIL Agent account, they can log into ServiceNow and on the left-side column under “ITIL Agents”, they can select “My Approvals” as normal. The MPP can then click a request to open the information page. To reject the request, the MPP can click either the upper or lower Reject button, as highlighted in the following image:

The MPP will need to write a comment in the Comments box before the rejection is submitted. This text can be as detailed as the MPP wishes, so that the submitter will understand why the request was not accepted. An email will automatically be sent to the requester, notifying them of the rejection.

Note: An MPP can either approve, or reject, everything in a single ServiceNow request. Even if all but one request is not accepted by the MPP, the full ticket will need to be rejected.
3. Returning to the “My Approvals” screen, the rejected request will now be displayed with a red background, as shown below: