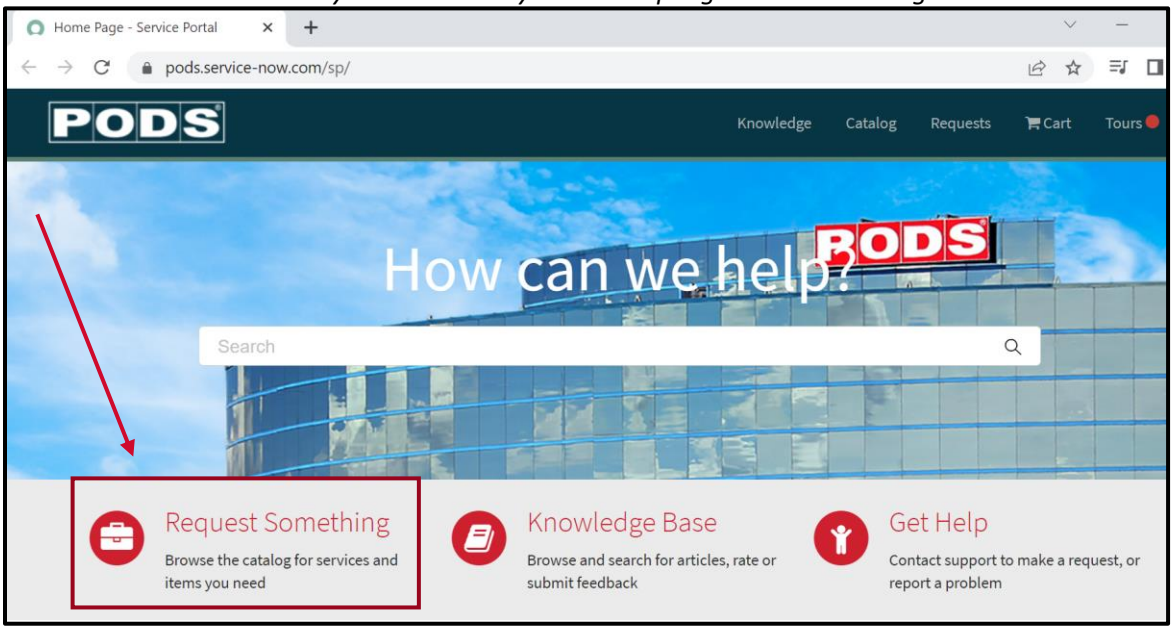
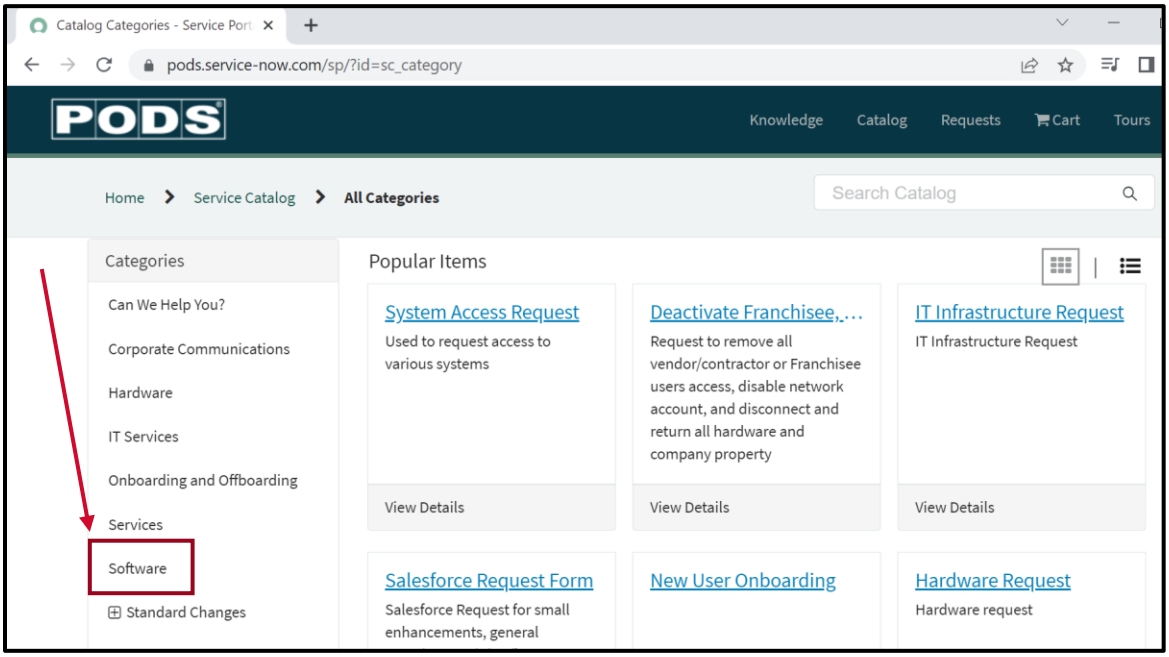
Requesting Cheetah Access Job Aid

If a user needs access to Cheetah (and it was not done in the new hire process), please follow the steps below:

1. Enter a new Service Now (SNOW) ticket by selecting "Request Something" as shown below:
   i. You may need to enter your desktop login credentials to gain access to SNOW.

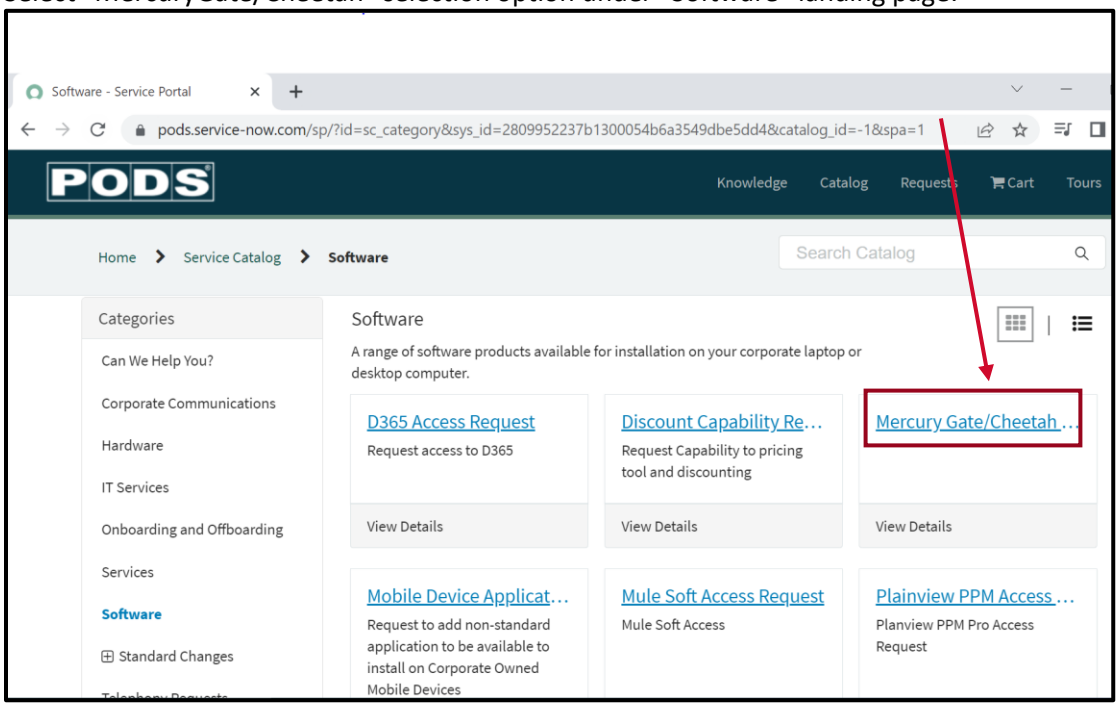


2. Select "Software" under the left "Categories" navigation pane:

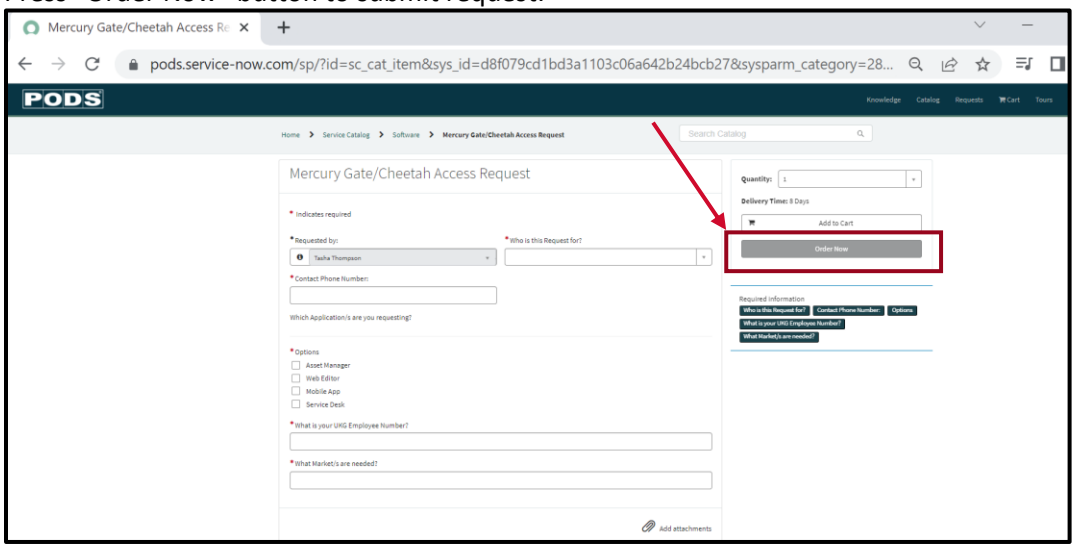


Requesting Cheetah Access Job Aid

3. Select “MercuryGate/Cheetah” selection option under “Software” landing page:



4. Complete the following fields:
   *(Fields with a * red asterisk are required)*
   a. * **Who is this Request for?** *This is the person you are requesting access for*
   b. * **Contact Phone Number** *Enter your phone number*
   c. * **Which Application/s are you requesting?** *Select all applicable applications you would like to request from the following selection options: “Asset Manager”, “Web Editor”, “Mobile App”, and/or “Service Desk.”*
   d. * **What is your UKG Employee Number?** *Enter your UKG employee number.*
   e. * **What Market/s are needed?** *Select the appropriate Market/s that are necessary to your current role and assignment(s)*
   f. Press “Order Now” button to submit request.



★ *The SLA for System Access Requests in Service Desk is 5 days but they are often completed sooner.*