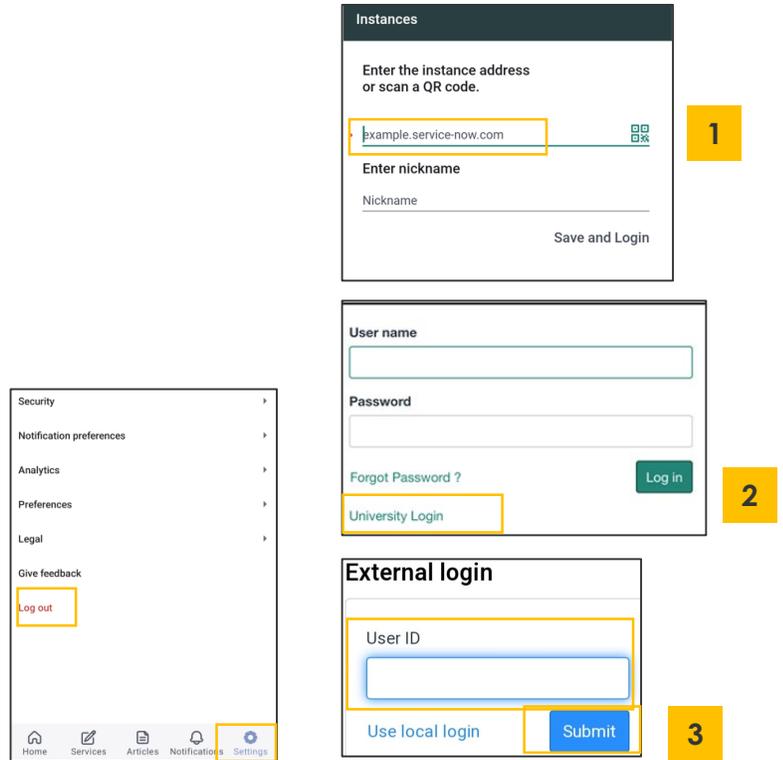# Now Mobile
Quick Reference Guide

Now Mobile:
ServiceNow offers a mobile app for employees to get answers and request assistance from HR.

Getting started with Now Mobile:
Locate and install Now Mobile (ServiceNow) App from the Play or Apple stores or use QR codes below.

1. Enter the PASSHE Instance:
   Passhe.service-now.com
2. Select **University Login**
3. Enter your full university email address in **User ID** field and **Submit**
4. Proceed with your university's **Single Sign-on** (SSO) method, which may or may not include multi-factor authentication (MFA
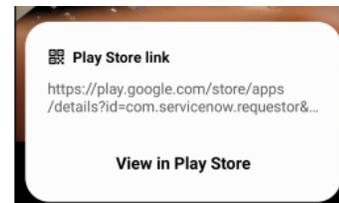
NOTE: To **log out**, go to the setting icon on the home page and select Log out

You can use the **QR Codes** below to get started
Scan the correct QR code with the camera on your phone then select View in Play Store to open to app
Continue with step 1 above

Apple

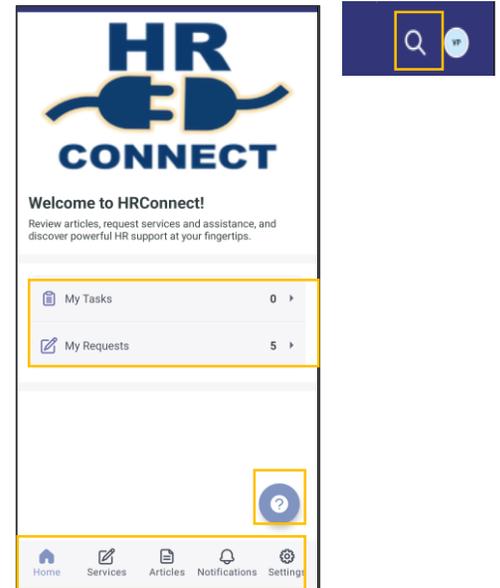**Android**

Now Mobile
Quick Reference Guide

Now Mobile Overview:
1. On the **Homepage**
   a. Quick Access to **My Tasks** and **My Requests**
   b. Menu options for: **Services**, **Articles**, **Notifications** and **Setting**
   c. Help Icon (**?**) launches to General HR Inquiry
   d. Search – access to **search** Services and Articles

Request a Service:
1. Go to **Services**
2. Select a **Recent** Service or **Browse** Services
3. From Browse, select a **Category**
4. Select the **Service**
5. Complete the **required** fields and **Submit**
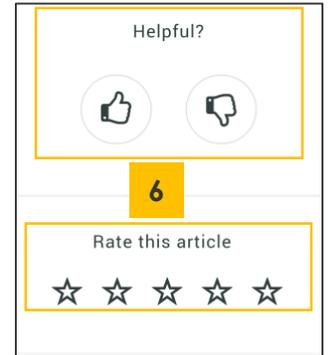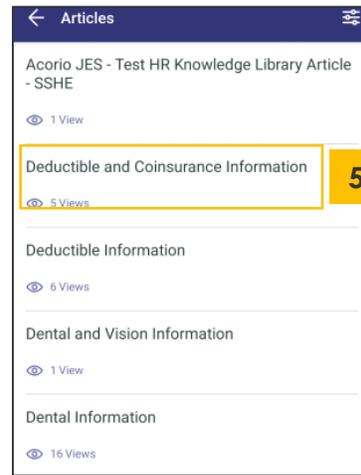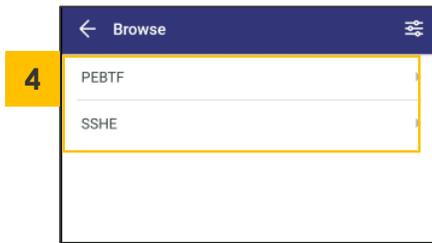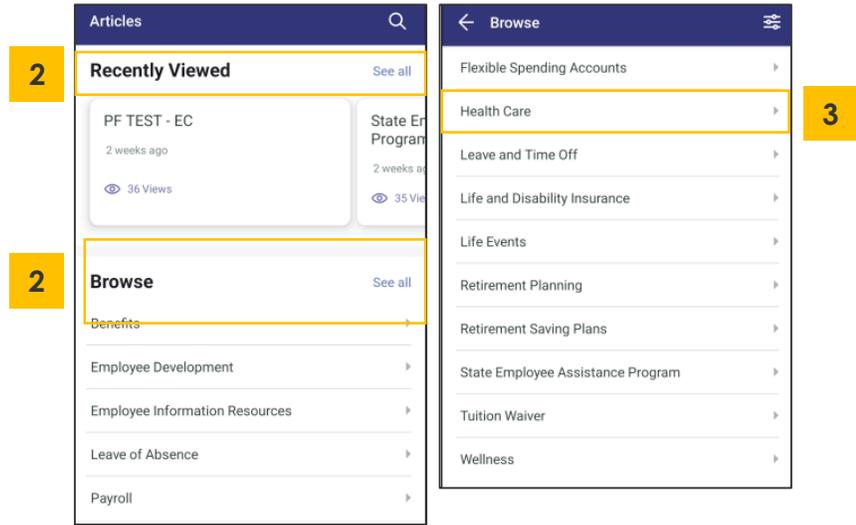6. Request **Status** displays
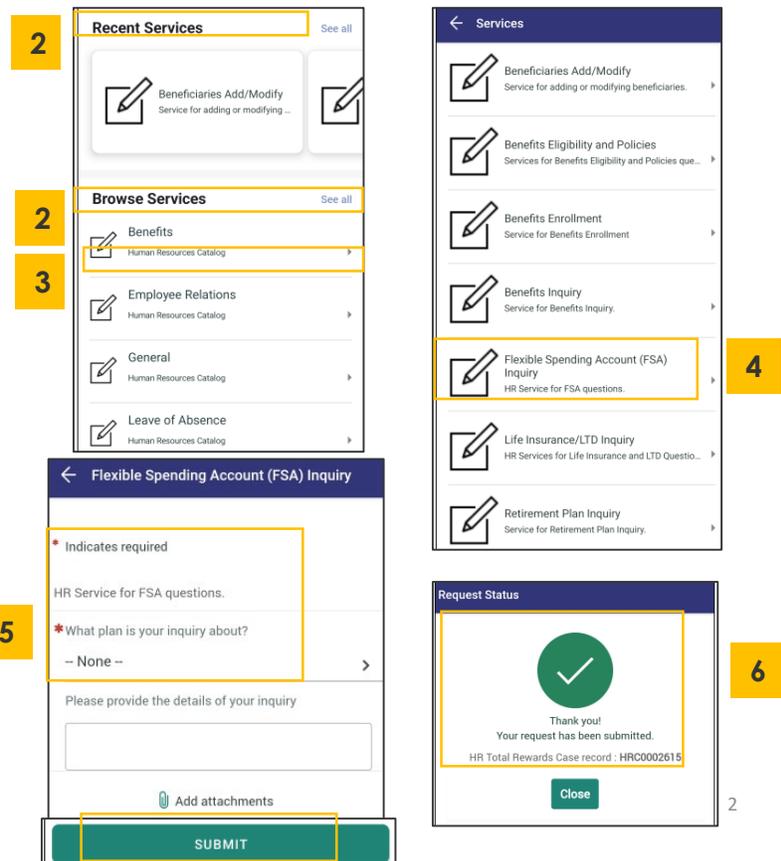
Now Mobile
Quick Reference Guide

Use Knowledge:
1. Go to **Articles**
2. Go to **Recently Viewed** or **Browse** all
3. From Browse all, select a **Category**
4. Select a **Subcategory**
5. Select an **Article**
6. Actions on the Article:
   • Read it
   • Mark it helpful
   • Rate the article

Use Search:
1. Go to **Search** (magnifying glass)
2. Enter search criteria in **key words** such as Deductible
3. Click **Services** to available Services
4. Click **Articles** to see relevant Knowledge