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
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
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