Now Mobile Quick Reference Guide



Now Mobile:

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

Security

Notificati

Analytics

Legal

Give feed

Log out

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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**
- 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

icon on the home page and select Log out

	Instances	
	Enter the instance address or scan a QR code.]
	• example.service-now.com	1
	Enter nickname Nickname	
	Save and Login	
]
	User name	
n preferences	Password	
•	Forgot Password ?	in 9
25	University Login	
ack	External login	
-1	User ID	
Services Articles Notifications Settings	Use local login Submit	3

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







Android

Apple

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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

Beneficiaries Add/Modify Service for adding or modifying .			
Browse Services See all Benefits Human Resources Catalog Employee Relations Human Resources Catalog General Human Resources Catalog Leave of Absence			
Benefits Human Resources Catalog Furnan Resources Catalog General Human Resources Catalog Leave of Absence			
Human Resources Catalog Employee Relations Human Resources Catalog General Human Resources Catalog Leave of Absence			
Employee Relations Human Resources Catalog General Human Resources Catalog Leave of Absence			
Human Resources Catalog			
General Human Resources Catalog			
Human Resources Catalog			
Leave of Absence			
Human Resources Catalog			
Flexible Spending Account (FSA) Inquiry			
* Indicates required			
UP Service for ESA questions			
ence for PSA questions.			
at plan is your inquiry about?			
None >			
ase provide the details of your inquiry			
Add attachments			
SUBMIT			

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← Serv	ices	
	Beneficiaries Add/Modify Service for adding or modifying beneficiaries.	Þ
	Benefits Eligibility and Policies Services for Benefits Eligibility and Policies que	•
	Benefits Enrollment Service for Benefits Enrollment	•
	Benefits Inquiry Service for Benefits Inquiry.	Þ
	Flexible Spending Account (FSA) Inquiry HR Service for FSA questions.	Þ
	Life Insurance/LTD Inquiry HR Services for Life Insurance and LTD Questio	•
	Retirement Plan Inquiry Service for Retirement Plan Inquiry.	•
Request Sta	tus	1
	Trank you!	

HR Total Rewards Case record : HRC0002615

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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





← Browse	😤 🧲 Articles
PEBTF	Acorio JES - Test HR Knowledge Library Articl - SSHE
SSHE	I View
	Deductible and Coinsurance Information
	© 5 Views
	Deductible Information
	O 6 Views
	Dental and Vision Information
	O 1 View
	Dental Information
	(D) 16 Views



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

