

Now Mobile

Quick Reference Guide

Now Mobile:

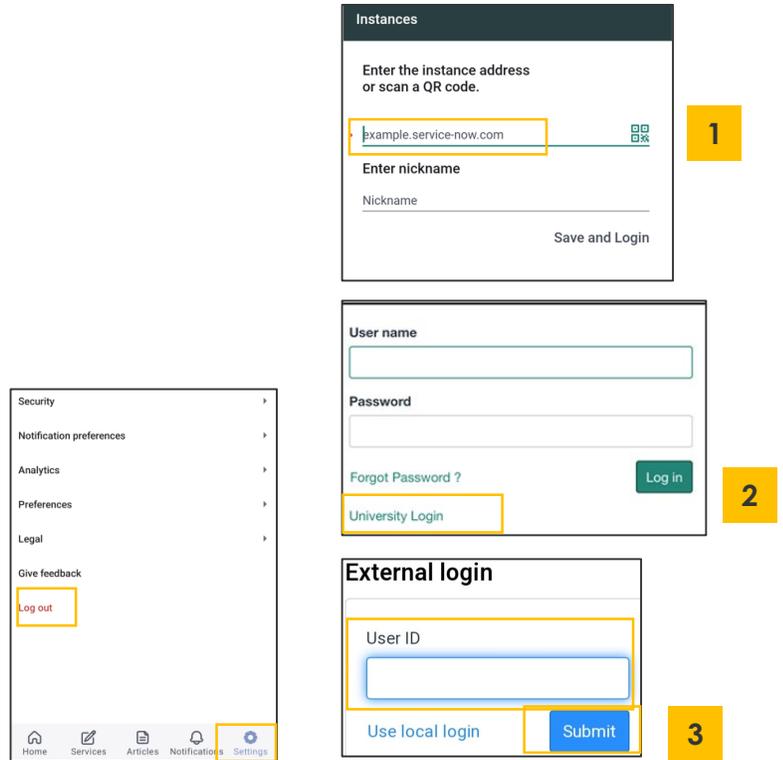
ServiceNow offers a mobile app for employees to get answers and request assistance from HR.

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)

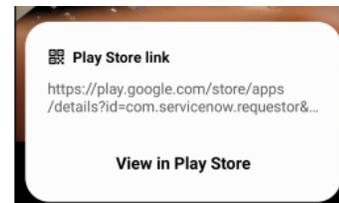
NOTE: To **log out**, go to the setting icon on the home page and select Log out



The image shows three screenshots of the Now Mobile app interface. The first screenshot, labeled '1', shows the 'Instances' screen where the user enters the instance address (example.service-now.com) and a nickname, with a 'Save and Login' button. The second screenshot, labeled '2', shows the login screen with fields for 'User name', 'Password', and 'University Login', along with a 'Log in' button and a 'Forgot Password?' link. The third screenshot, labeled '3', shows the 'External login' screen with a 'User ID' field and a 'Submit' button. A fourth screenshot shows the 'Settings' menu with a 'Log out' button highlighted.

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

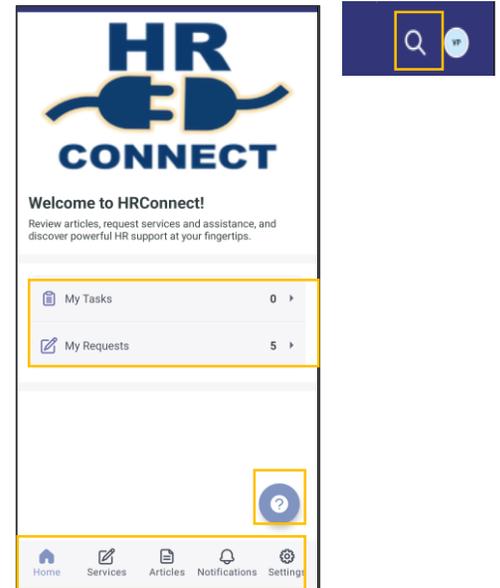


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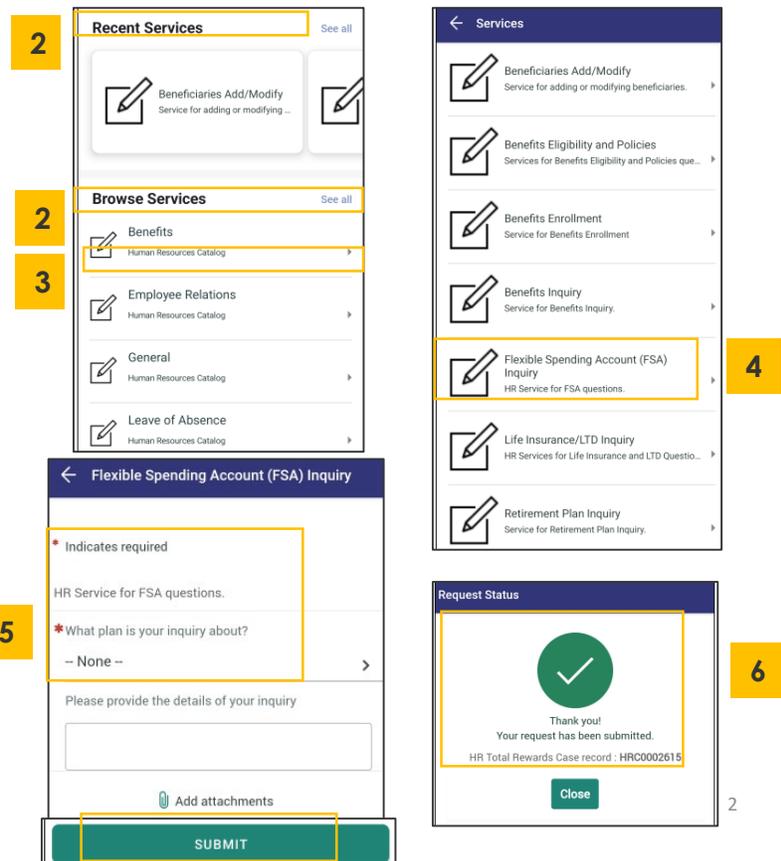
Now Mobile Overview:

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

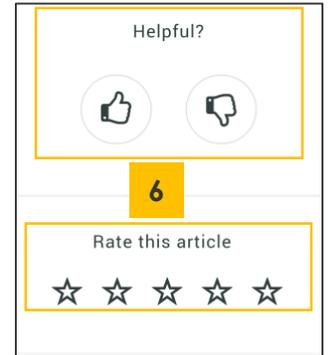
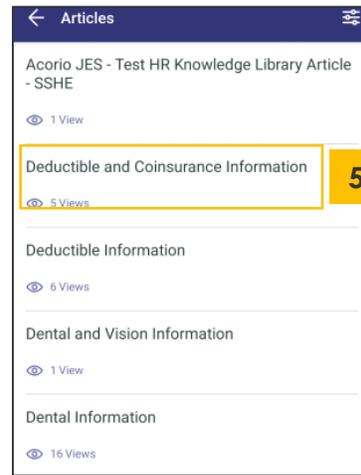
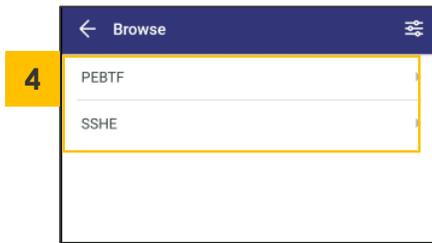
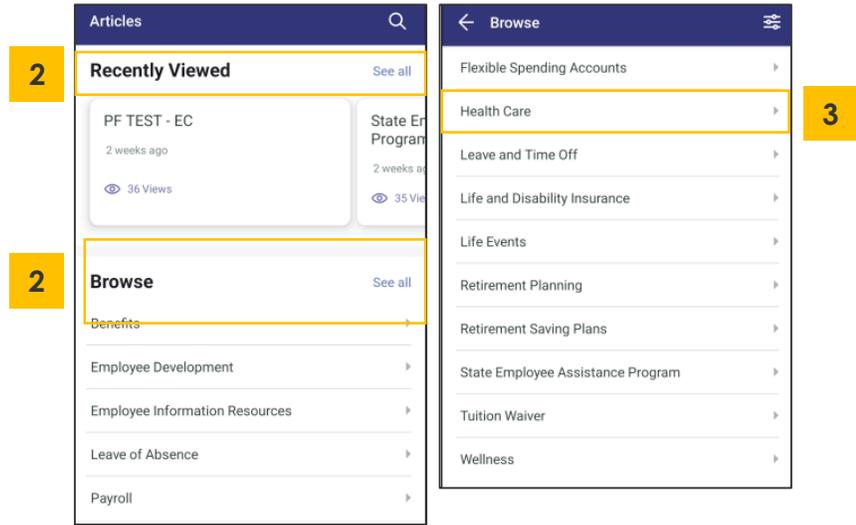


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Use Knowledge:

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



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

