



# Amentum ServiceNow Login Guide

## August 2025

**Job Aid**

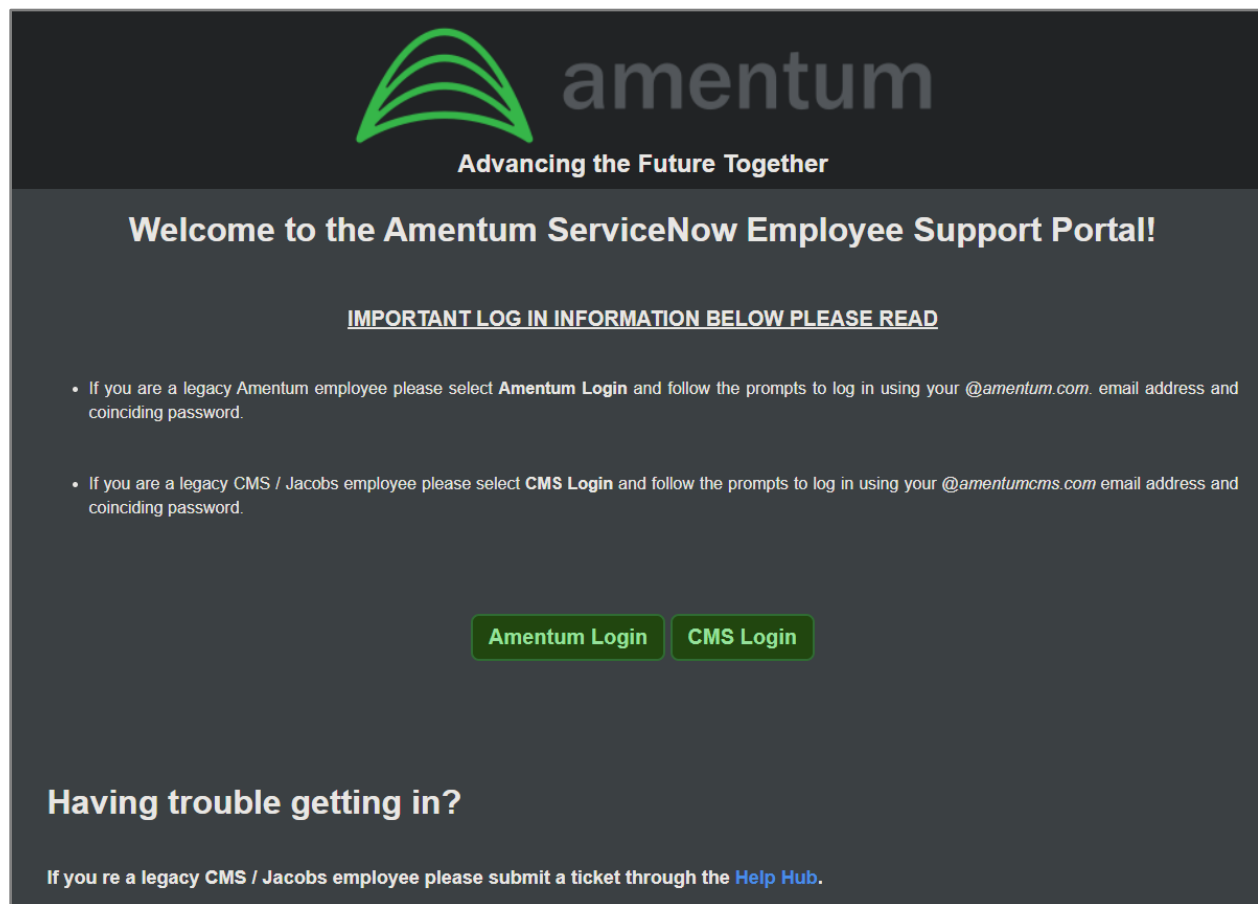
## Using this Guide

The following guide is broken up into several different parts. Please navigate to the part that is applicable to your situation, no matter what choice you pick you will need to login using your @amentumcms username and your normal password.

## On the Amentum/CMS Network

Use your preferred browser's Incognito or InPrivate feature to navigate to the Amentum ServiceNow portal (If you need assistance with launching Incognito or InPrivate browsing please check the end of this document for detailed instructions.). [https://amentum.servicenowservices.com/amtmt?id=support\\_portal](https://amentum.servicenowservices.com/amtmt?id=support_portal)

*ServiceNow Portal*

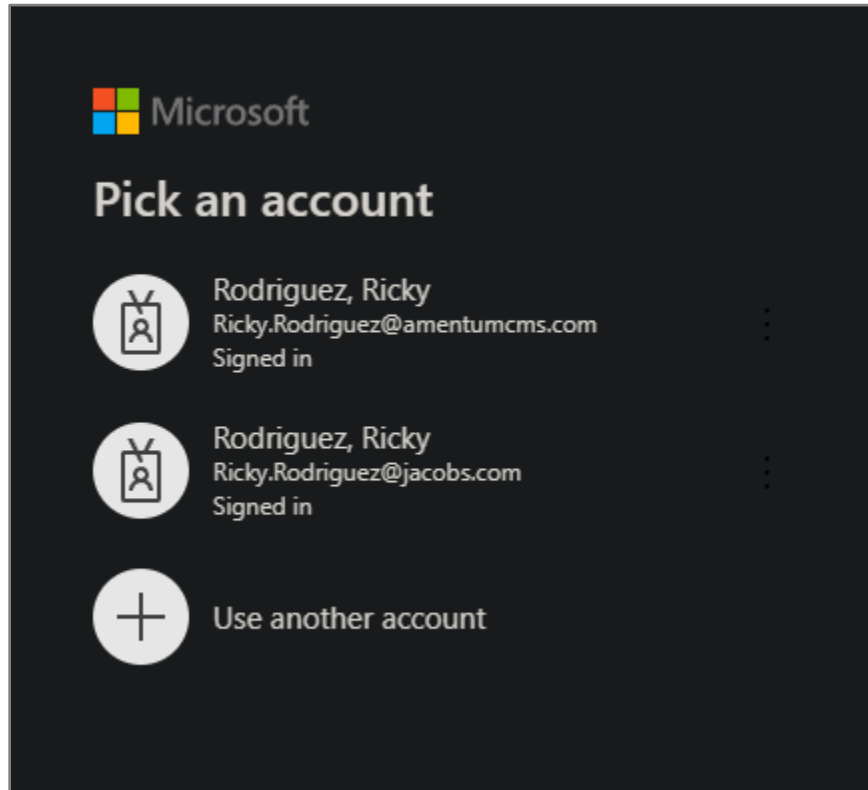


Once there you will select the login option that pertains to your company (CMS Login)

When you select the appropriate login option you will be met with one of two screens. No matter which screen you see you will need to complete account verification (MFA) afterwards.

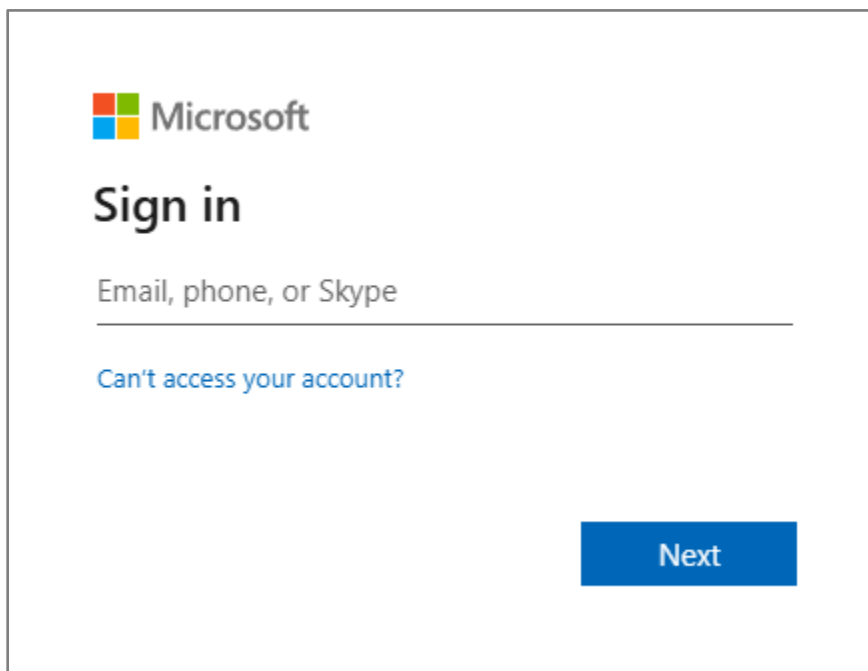
## Pick an account

On this screen you will select the option that ends in @amentumcms.com, if there is not one select Use another account and put in your AmentumCMS email.

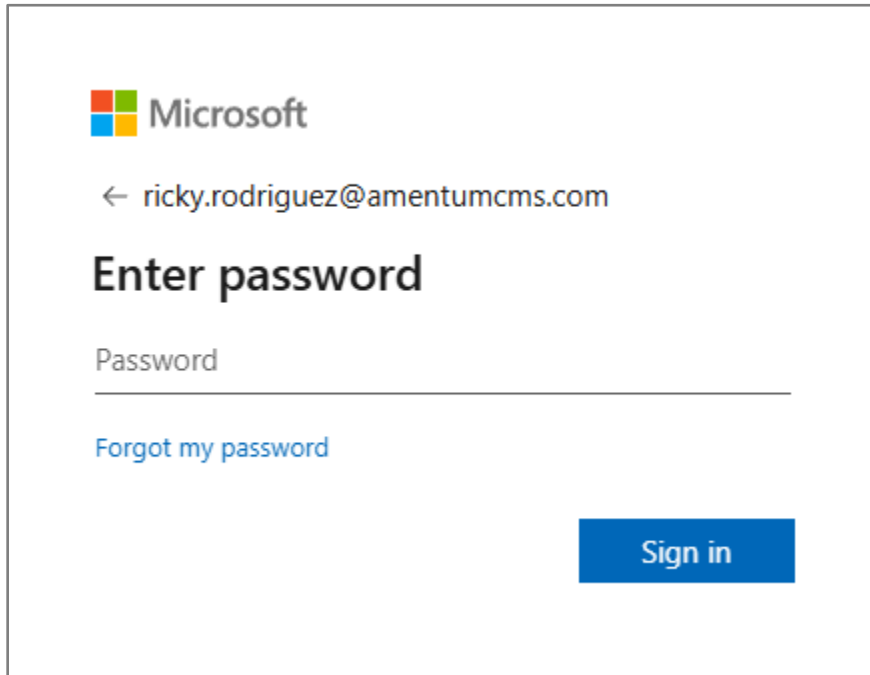


## Microsoft Sign in

On this screen you will use your First.Lastname@AmentumCMS.com email address.



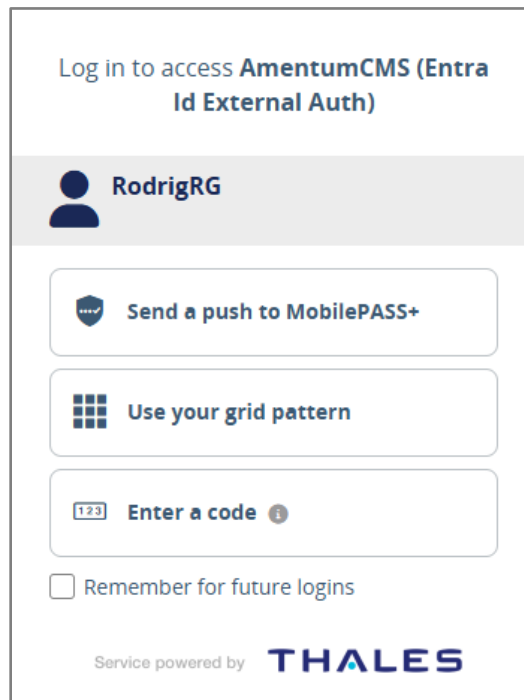
After you have put in your AmentumCMS.com email address you will need to put in your password.



The image shows a Microsoft login interface. At the top is the Microsoft logo. Below it is a back arrow and the email address 'ricky.rodriguez@amentumcms.com'. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the field is a link that says 'Forgot my password'. At the bottom right is a blue 'Sign in' button.

## MFA Verification

You will need to verify your account with MFA using either MobilePASS (on your cellphone), GrIDsure (browser based) or your eToken (Key Fob/Keychain token). Click the Continue button and select your preferred token and complete the MFA verification.




The image shows a multi-factor authentication (MFA) verification screen. At the top, it says 'Log in to access AmentumCMS (Entra Id External Auth)'. Below this is a user profile section with a blue circle icon and the name 'RodrigRG'. There are three main options for verification: 'Send a push to MobilePASS+' with a shield icon, 'Use your grid pattern' with a grid icon, and 'Enter a code' with a code input field and an information icon. At the bottom, there is a checkbox labeled 'Remember for future logins'. The footer says 'Service powered by THALES'.


## MobilePass

If you select this Push option a notification will be sent to your phone and you will select the number that matches the screen.

Log in to access **AmentumCMS (Entra Id External Auth)**

 **RodrigRG**

Tap this number on your MobilePASS+ authenticator to approve your login.

 **49**

[Other options](#)

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## GrIDsure

If you select Grid pattern you will be met with your Grid, please select the numbers and letters that are in your pattern.

Log in to access **AmentumCMS (Entra Id External Auth)**

 **RodrigRG**

Type the characters that correspond to your chosen pattern.

4	o	v	4	c
v	7	v	b	7
f	f	4	8	8
o	o	x	9	7
f	b	x	c	9

Passcode

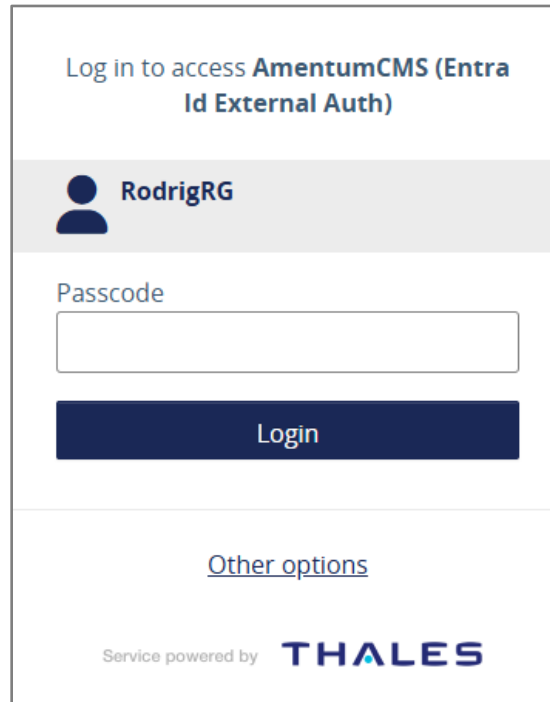
Login

[Other options](#)


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## eToken

If you select the enter a code option you can use either your eToken or MobilePASS token by just using the code that your token generates and putting it in the field. (This is a time sensitive option and once you generate the code you will only have 1 min to use it before it expires.

The screenshot shows a login page for AmentumCMS. At the top, it says "Log in to access AmentumCMS (Entra Id External Auth)". Below this is a user selection bar showing a profile icon and the name "RodrigRG". Underneath is a "Passcode" label and a text input field. A dark blue "Login" button is positioned below the input field. At the bottom of the form, there is a link for "Other options" and a footer that reads "Service powered by THALES".

Log in to access **AmentumCMS (Entra Id External Auth)**

 **RodrigRG**

Passcode

**Login**

[Other options](#)

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## Off the Amentum/CMS network

The steps to login are the exact same whether you are on or off the network, and it's the same whether you are on or off a CMS device. If you are on a Government or Military network you might need to try to access it on a personal device if the network is blocking the website.

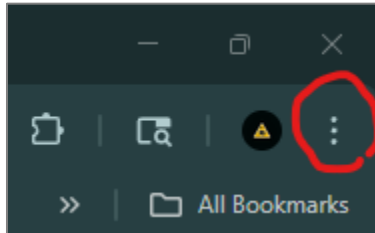
## How to launch Incognito or InPrivate browsing

Using Incognito or InPrivate browsing is needed to bypass cached or saved credentials. This process is very easy and incredibly helpful!

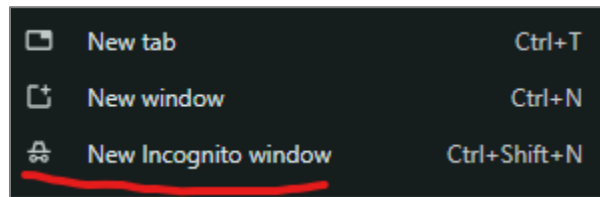
## Google Chrome (Incognito)




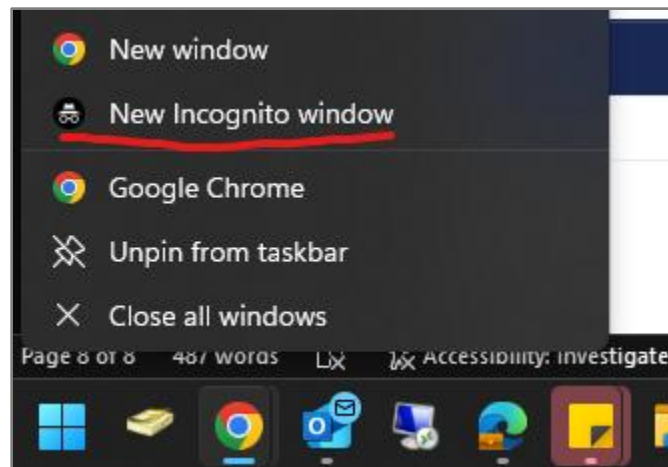
Launch google Chrome and look at the top right of your browser window for the ellipsis (three vertical dots)




Once you click the ellipsis a menu will pop up, you will need to select New Incognito window

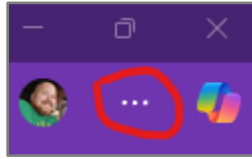


Alternatively, you can also launch an Incognito browser by right clicking the Chrome icon  and selecting it from the menu that appears.

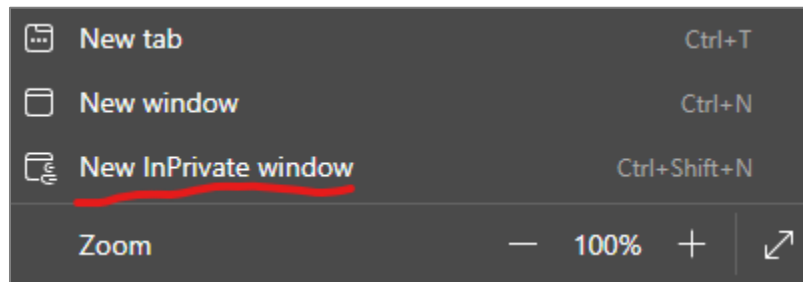



## Microsoft Edge (InPrivate)

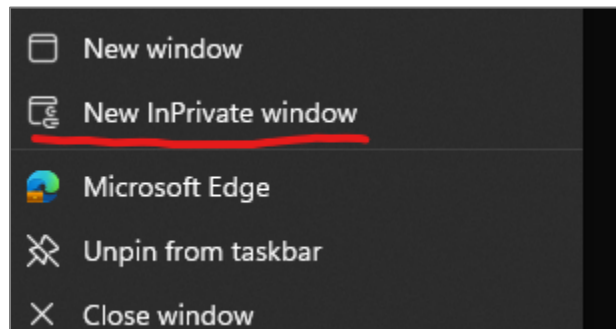
Launch Microsoft Edge  and look at the top right of your browser window for the ellipsis (three horizontal dots)



Once the menu pops up please select New InPrivate window



Alternatively, you can also launch an InPrivate browser by right clicking the Microsoft Edge icon  and selecting it from the menu that appears.



If you need assistance, please reach out to your IT support team, below are some of the options depending on location and company affiliation.

CMS Helpdesk:

931-393-6333

[CMSITSupport@Jacobs.com](mailto:CMSITSupport@Jacobs.com)

Amentum Helpdesk