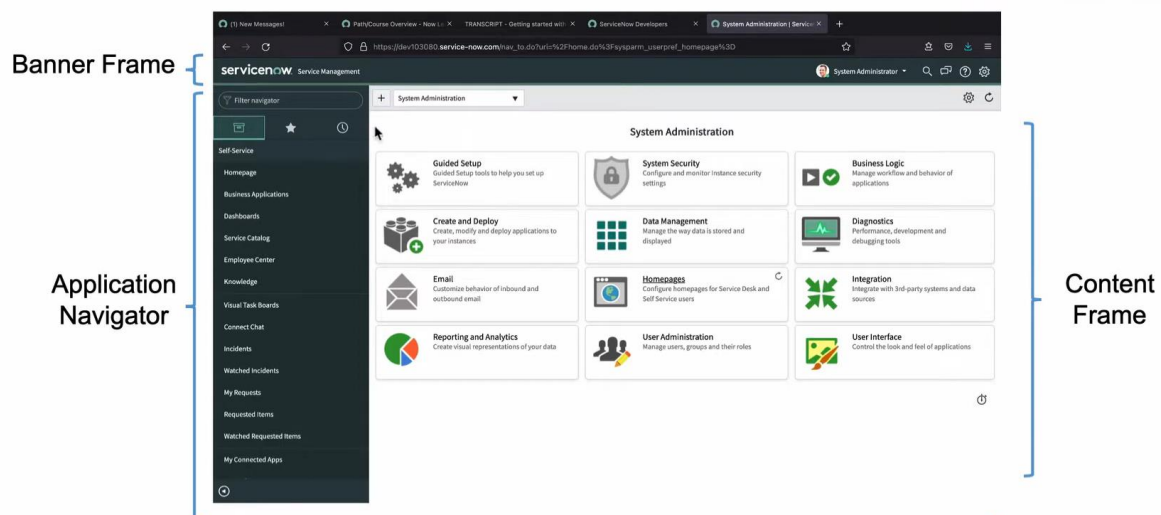# Week_1 - ServiceNow – Hands _ On

TOPIC : 3

ServiceNow User Interface Overview:

ServiceNow Platform User Interface, Fundamentals Lesson, identifying elements of the interface, Global Search, Connect Chat, Contextual Help, Application Navigator, Favorites, History. ACLs, UI policies, Business Rules and Client Scripting.

Banner Frame: User Menu

The User Menu provides the following tools:

Profile: Set profile attributes including name, phone, title, email, date format, time zone

Impersonate User: Access the instance as another user; available to users with admin or impersonator role

Elevate Roles: A safety mechanism for high-impact actions; available to System Admin

Logout: Logout of the ServiceNow instance

Global Search: Search the entire instance for records matching keywords

Connect Chat: ServiceNow's real-time messaging tool

Help: Displays contextual help as available; a badge on the icon indicates embedded help is available; provides access to User Guide; provides access to documentation search tool;

Banner Frame: System Settings

System Settings allows the user to customize the UI to their preference. Settings are grouped as follows:

System Administration

General Settings

Forms Settings

Theme Settings

Notifications Settings

Accessibility Settings

Developer Settings

List Settings

Banner Frame: System Settings (2)

- **General Settings**

Enable/disable Compact UI

Enable/disable Keyboard shortcuts

Set Home link to Homepages or Dashboards

Set Date/Time to Calendar, Time Ago, or Both

- Theme Settings

Choose a color scheme for your UI

Accessibility Settings

Set accessibility settings

- List Settings

Enable/disable wrapping of long text in list columns

- Form Settings

Enable/disable tabbed forms

Set related lists to load with form loading, after form loading, or on demand

- Notification Settings

Enable/disable notifications and set notification types

- Developer Settings

Select Application and Update Set

Enable/disable Application Picker and Update Set Picker

Enable/disable JavaScript Log Viewer

Enable/disable Automated Test Framework Page Inspector

Main Screen Elements (Demo)

1. Login to your Personal Developer Instance (PDI)

2. Locate the Application Navigator, Banner Frame, and Content Frame

3. Checkout the User Menu
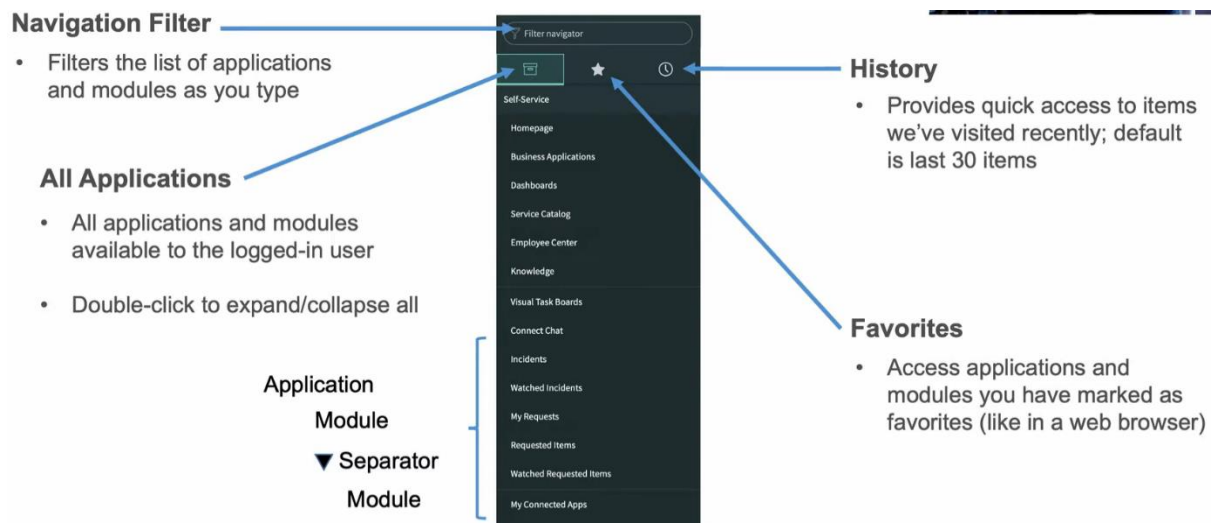
    1. Checkout the Profile item

    2. Checkout Elevate Roles

    3. Impersonate Joe Employee; note the changes

    4. End Impersonation

    5. Checkout the Help tool

5. Search the entire instance for 'email'

  1. Note the Search Tips (information icon)

  2. Notice the organization of the search results

6. Take a quick look at the Connect Chat tool

7. Checkout the System Settings options

Navigation Filter
- Filters the list of applications and modules as you type

All Applications
- All applications and modules available to the logged-in user
- Double-click to expand/collapse all

      Application
        Module
        ▼ Separator
          Module

History
- Provides quick access to items we've visited recently; default is last 30 items

Favorites
- Access applications and modules you have marked as favorites (like in a web browser)

Application Navigator (Demo)

1. Login to your Personal Developer Instance (PDI)

2. Locate the three Application Navigator tabs (All Applications, Favorites, History)

3. Test out the Navigation Filter

4. Expand and collapse an Application or Section

5. Select a Module to open its content

6. Expand/collapse all Applications and Sections by double-clicking the All Applications tab

7. Mark an Application or Module as a favorite by clicking its star

8. Mark a filtered list as a favorite by dragging its breadcrumb to the Favorites list

9. Mark an individual record as a favorite by dragging it to the Favorites list

10. Access the Favorites tab to view your favorites

11. Edit a favorite via the pencil icon

12. Checkout the History tab