

User Creation

Student - Skill WalletServiceNow DevelopersUsers | ServiceNow

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do%3Fsysparm_userpref_module%3Dc5aa0ff0a0aa7009a39da035ea396%26sysparm_...

servicenowAllFavoritesHistoryWorkspacesUsers

Search

Actions on selected rows...New

All

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:17
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-09-18 04:25:18
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-09-18 04:25:14
aleen.mottern	Aileen Mottern	aleen.mottern@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:17
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:14
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:18
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:19
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-09-18 04:25:14
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:17
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:19
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:18
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-09-18 04:25:14
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-09-18 04:25:20
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:15

1 to 100 of 629

Student - Skill WalletServiceNow Developerskiran 123 | User | ServiceNow

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D957cd0cec3007210546a12d4e4013139%26sysparm_record_target%3...

servicenowAllFavoritesHistoryWorkspacesUser - kiran 123

Search

UpdateSet PasswordDelete

User kiran 123

User IDkiran

Namekiran 123

First namekiran

Last name123

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailkiran@example.com

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

UpdateSet PasswordDelete

Related Links

User ID	Name	Email	Active	Created	Updated
kiran	kiran 123	kiran@example.com	true	2025-09-18 17:14:17	2025-09-18 17:14:17
Ajay	Ajay kumar	ajay@example.com	true	2025-09-18 17:10:29	2025-09-18 17:10:29
aes.creator	Creator User		true	2025-09-18 04:56:14	2025-09-18 07:11:35
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-18 07:11:35
pilar.suddeth	Pilar Suddeth	pilar.suddeth@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21
leif.arguin	Leif Arguin	leifarguin@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-09-18 04:25:21
sam	Software Manager		true	2012-03-19 18:04:50	2025-09-18 04:25:21
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21
marion.gaulden	Marion Gaulden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21

Assign Incident to User

User ID: kiran

Name: kiran 123

First name: kiran

Last name: 123

Title:

Department:

Email: kiran@example.com

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: [Click to add...](#)

Password needs reset: ☐

Locked out: ☐

Active: ☒

dev283759.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D885de0c6c3807210546a12d4e40131bb%26sysparm_record_target%3...

Incident - INC0010009

Number: INC0010009

Channel: -- None --

* Caller: System Administrator

State: In Progress

Category: Inquiry / Help

Impact: 3 - Low

Subcategory: -- None --

Urgency: 3 - Low

Service:

Priority: 5 - Planning

Service offering:

Assignment group:

Configuration item:

Assigned to: kiran123

* Short description: test incident

Description:

Related Search Results >

Notes | Related Records | Resolution Information

Watch list | Work notes list

Type here to search

27°C Mostly clear

6:59 AM 9/19/2025

dev283759.service-now.com/now/nav/ui/classic/params/target/incident_list.do

Incidents

Updated

Search

Actions on selected rows... New

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
<input type="checkbox"/>	INC0010009	2025-09-18 18:26:57	test incident	System Administrator	5 - Planning	In Progress	Inquiry / Help	(empty)	kiran123	2025-09-18 18:28:39	admin
<input type="checkbox"/>	INC0000601	2025-06-21 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2025-09-18 04:20:33	system
<input type="checkbox"/>	INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2025-06-25 23:45:07	system
<input type="checkbox"/>	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-06-25 23:45:07	system
<input type="checkbox"/>	INC0000005	2025-03-21 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-06-25 23:45:07	system
<input type="checkbox"/>	INC0000014	2025-02-28 15:37:35	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-06-25 23:45:07	system
<input type="checkbox"/>	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2025-06-25 23:36:34	system
<input type="checkbox"/>	INC0000010	2025-03-26 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodliffe	2025-06-25 13:16:35	admin

1 to 68 of 68

Type here to search

27°C Mostly clear

7:02 AM 9/19/2025

Business Rule Creation

Create Business Rule

Student - Skill Wallet

ServiceNow Developers

New Record | Business Rule | S...

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_script.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_script%26sysparm_ch...

ServiceNow

All

Favorites

History

Admin

Business Rule - New Record

Search

Business Rule

New record

Submit

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name

Prevent User Deletion If Assigned to an

Table

User [sys_user]

Application

Global

Active

☒

Advanced

☒

When to run

Actions

Advanced

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

When

before

Order

100

Insert

☐

Update

☐

Delete

☒

Query

☐

Type here to search

27°C Mostly clear

ENG IN

7:09 AM

9/19/2025

Student - Skill Wallet

ServiceNow Developers

New Record | Business Rule | S...

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_script.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_script%26sysparm_ch...

ServiceNow

All

Favorites

History

Admin

Business Rule - New Record

Search

Business Rule

New record

Submit

When to run

Actions

Advanced

Condition

Script

Turn on ECMAScript 2021 (ES12) mode

```
1 (function executeRule(current, previous /*null when async*/) {
2   var incGr = new GlideRecord('incident');
3   incGr.addQuery('assigned_to', current.sys_id);
4   incGr.setLimit(1); // Just need to check existence
5   // incGr.addQuery('active', true); we can use the above or this line of code to check
   where the user is assigned with any incident
6   incGr.query();
7   if (incGr.next()) {
8     gs.addErrorMessage('This user cannot be deleted because they are assigned to one or
       more incidents.');
```

current.setAbortAction(true);
9
10 }
11 // Add your code here

Submit

Type here to search

27°C Mostly clear

ENG IN

7:12 AM

9/19/2025

Test Deletion

Attempt to Delete Assigned User

Student - Skill Wallet

ServiceNow Developers

kiran123 | User | ServiceNow

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D3187a0cec3407210546a12d4e4013138%26sysparm_record_target%3...

ServiceNow

All

Favorites

History

Workspaces

User - kiran123

Search

Update

Set Password

Delete

User ID

kiran

Name

kiran123

First name

Last name

kiran123

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

kiran@example.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Update

Set Password

Delete

Related Links

Type here to search

27°C Mostly clear

ENG IN

7:17 AM

9/19/2025

Student - Skill Wallet

ServiceNow Developers

kiran123 | User | ServiceNow

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D3187a0cec3407210546a12d4e4013138%26sysparm_record_target%3...

ServiceNow

All

Favorites

History

Workspaces

User - kiran123

Search

Update

Set Password

Delete

User ID

kiran

Name

kiran123

First name

Last name

kiran123

Title

Department

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

kiran@example.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Update

Set Password

Delete

Related Links

Confirmation

Warning!

Deleting this record will result in the automatic deletion of the following related records:

1 Notification Device

1 Notification Messages

Note that the related records may trigger their own cascade deletions.

Proceed?

Cancel

Delete

Type here to search

27°C Mostly clear

ENG IN

7:22 AM

9/19/2025

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do

serviceNow All Favorites History Workspaces Users

Search

Users Updated Search

Actions on selected rows... New

This user cannot be deleted because they are assigned to one or more incidents.

User ID	Name	Email	Active	Created	Updated
kiran	kiran123	kiran@example.com	true	2025-09-18 18:02:13	2025-09-18 18:02:13
Ajay	Ajay kumar	ajay@example.com	true	2025-09-18 17:10:29	2025-09-18 17:10:29
aes.creator	Creator User		true	2025-09-18 04:56:14	2025-09-18 07:11:35
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-18 07:11:35
pilar.suddeth	Pilar Suddeth	pilar.suddeth@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21
leif.arguin	Leif Arguin	leif.arguin@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-09-18 04:25:21
sam	Software Manager		true	2012-03-19 18:04:50	2025-09-18 04:25:21
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
mariano.mauray	Mariano Maury	mariano.mauray@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21

1 to 100 of 631

Type here to search

27°C Mostly clear

7:23 AM 9/19/2025

Test With Unassigned User

Attempt to Delete Unused User

dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D185b5c02c3407210546a12d4e4013149%26sysparm_record_target%3...

serviceNow All Favorites History Workspaces User - Ajay kumar

Search

User - Ajay kumar

Update Set Password Delete

User ID: Ajay Email: ajay@example.com

Name: Ajay kumar Language: -- None --

First name: Ajay Calendar integration: Outlook

Last name: kumar Time zone: System (America/Los_Angeles)

Title: System (yyyy-MM-dd)

Department:

Password needs reset: Locked out: Active: Web service access only: Internal Integration User:

Confirmation

Warning!

Deleting this record will result in the automatic deletion of the following related records:

1 Notification Device

Note that the related records may trigger their own cascade deletions. Proceed?

Cancel Delete

Update Set Password Delete

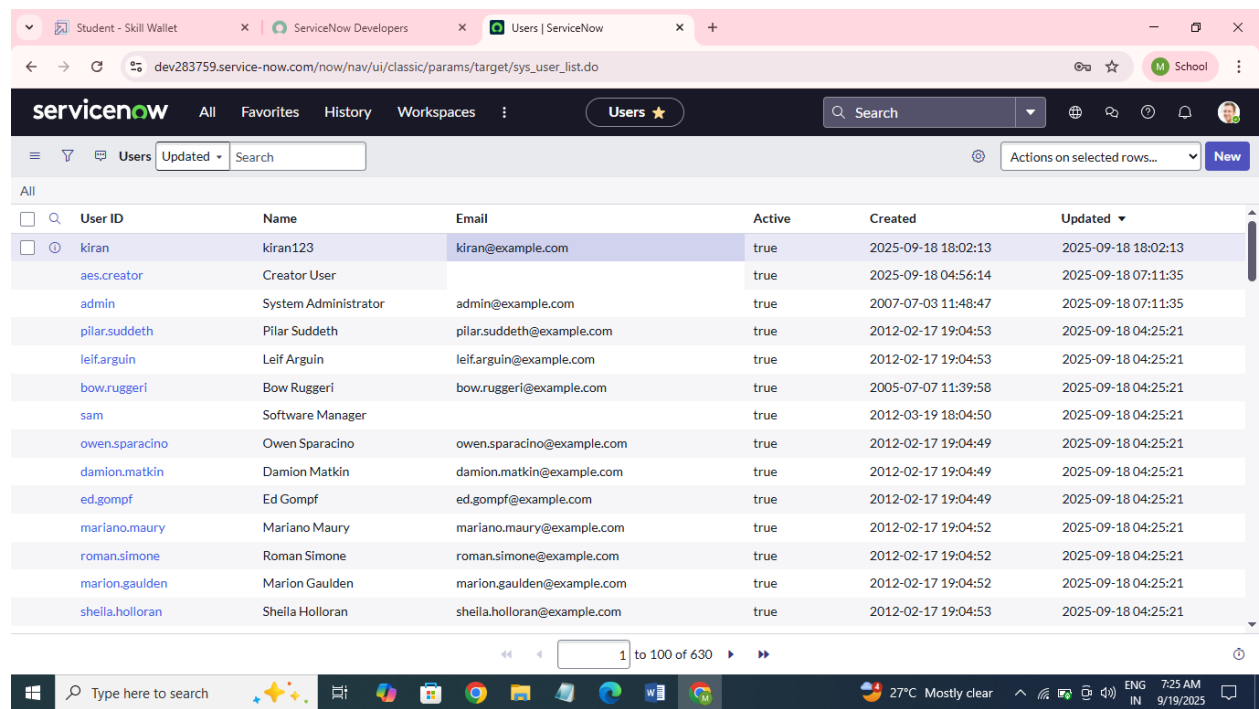
Related Links

Type here to search

27°C Mostly clear

7:24 AM 9/19/2025

Conclusion



The screenshot shows the ServiceNow 'Users' list page. The browser tabs include 'Student - Skill Wallet', 'ServiceNow Developers', and 'Users | ServiceNow'. The URL is 'dev283759.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do'. The ServiceNow header shows 'Users' with a search bar and a 'New' button. The table below lists various users with columns for selection, user ID, name, email, active status, created date, and updated date. The 'kiran' user is highlighted. The footer shows a Windows taskbar with the date 9/19/2025 and time 7:25 AM.

	User ID	Name	Email	Active	Created	Updated
<input type="checkbox"/>	kiran	kiran123	kiran@example.com	true	2025-09-18 18:02:13	2025-09-18 18:02:13
<input type="checkbox"/>	aes.creator	Creator User		true	2025-09-18 04:56:14	2025-09-18 07:11:35
<input type="checkbox"/>	admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-18 07:11:35
<input type="checkbox"/>	pilar.suddeth	Pilar Suddeth	pilar.suddeth@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21
<input type="checkbox"/>	leif.arguin	Leif Arguin	leif.arguin@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21
<input type="checkbox"/>	bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-09-18 04:25:21
<input type="checkbox"/>	sam	Software Manager		true	2012-03-19 18:04:50	2025-09-18 04:25:21
<input type="checkbox"/>	owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
<input type="checkbox"/>	damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
<input type="checkbox"/>	ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-09-18 04:25:21
<input type="checkbox"/>	mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21
<input type="checkbox"/>	roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21
<input type="checkbox"/>	marion.gaulden	Marion Gaulden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-09-18 04:25:21
<input type="checkbox"/>	sheila.holloran	Sheila Holloran	sheila.holloran@example.com	true	2012-02-17 19:04:53	2025-09-18 04:25:21

--- THE END ---