

# SERVICENOW 101

## STUDENT RESOURCES



**Ebony A.**  
Senior Consultant & Developer

# What's in this guide?

- 1 Get started: steps to sign up for Now Learning courses and labs (pages 3-11)
- 2 The need for ServiceNow talent (pages 12-14)
- 3 ServiceNow company overview (pages 15-18)

**Start Here!**



# SERVICENOW IN YOUR CLASS RESOURCES TO GET STARTED



**Adam C.**  
Service Delivery Manager



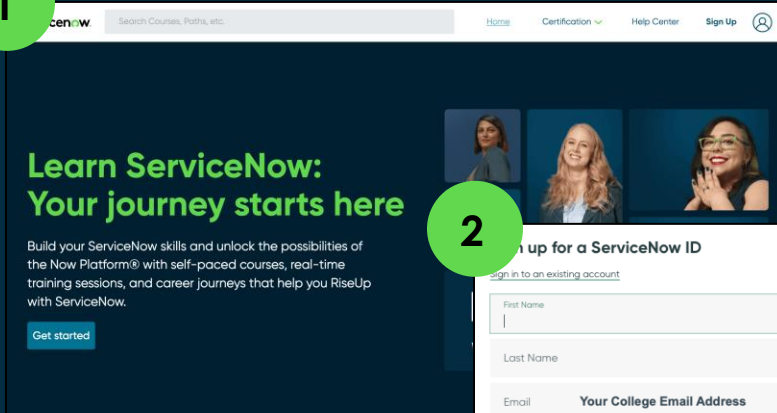
# Get Started

- 1 Create an account in Now Learning with your **college email address**. Ensure the email provided to your instructor is the same you use to register in Now Learning
- 2 Find your course assignments under the **Assigned** tab on the homepage. If you do not have courses assigned, simply search for the **on demand course versions** that your instructor asks you to take.  
  
***Note:** Do not pay for courses that have fees associated. Please contact your instructor if you are still being asked to pay after 24 hours. Courses will appear in the Assigned tab on or after your course or program start date.*
- 3 **Follow your instructor's guidance** for completing specific courses and labs. All course content is available for **one year from the date you click Start**.
- 4 **Stand out from your peers:** Get certified and explore additional courses in Now Learning! Don't forget to "claim" your voucher before it expires shortly after your class or program.

# How to: Create a Now Learning Account

Now Learning is ServiceNow's learning and recognition experience that gives users access to a full range of training content, certifications, badges, and hands-on practices.

1



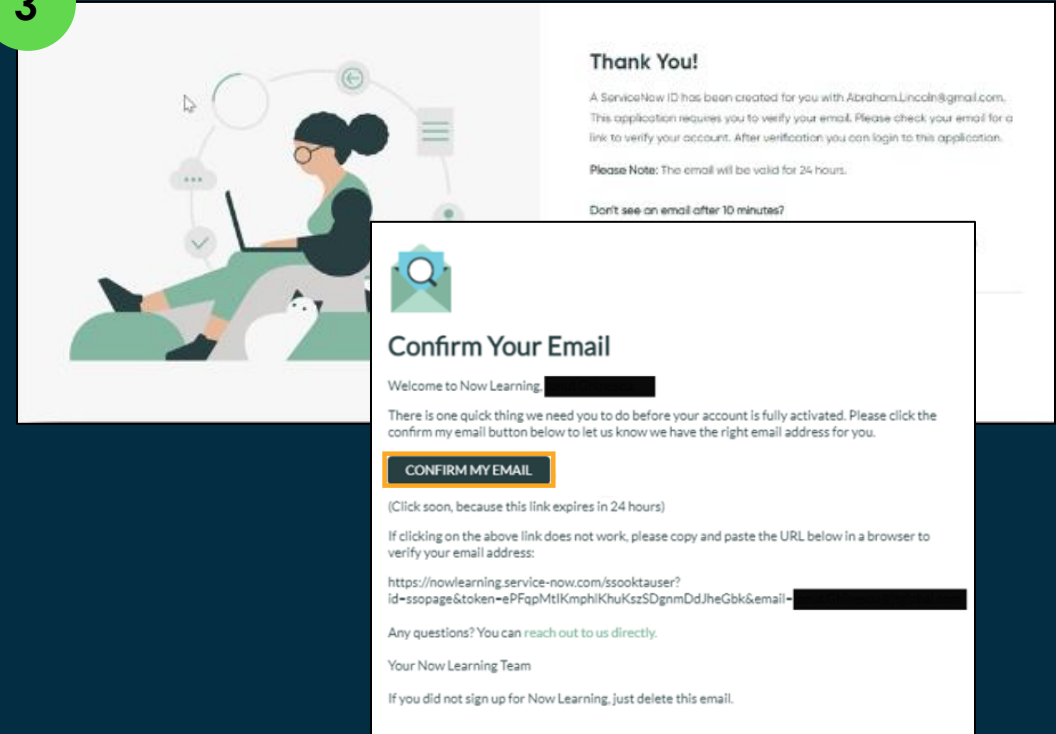
Go to [Now Learning](#)

Complete required fields and click **Sign Up**.

2

**Important:** You **must** use the same email address exactly as provided to ServiceNow by your instructor. **If emails do not match, you will not receive access and will need to submit a Now Learning case in the Help Center to merge accounts.** Your first and last name in Now Learning must match your government ID if taking a certification exam.

3

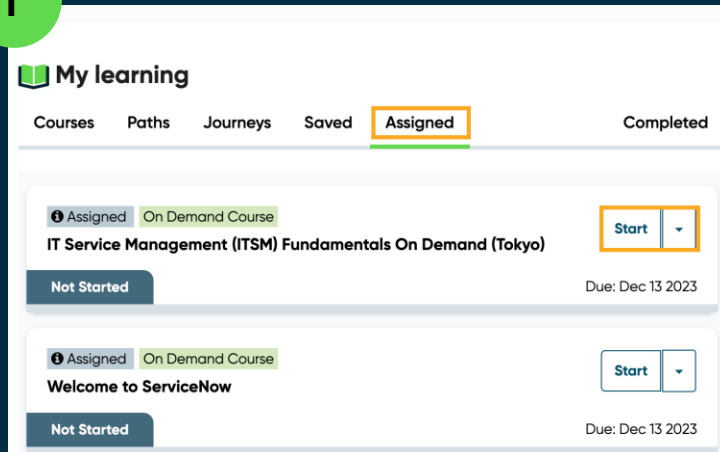


Confirm your email address via email sent to your college email.

# How to: Enroll in Now Learning Courses

Once registered in Now Learning, go to the Assigned tab to find the courses your instructor will be teaching.

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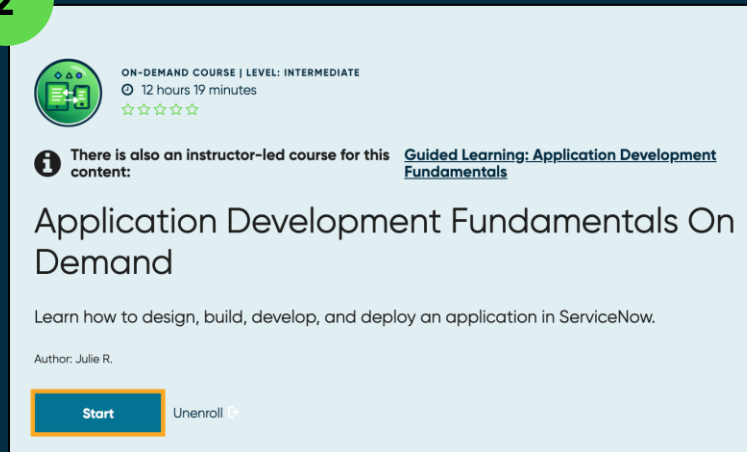


Go to the Assigned tab on the Now Learning homepage to find content your instructor will be teaching. We recommend taking **Welcome to ServiceNow** for a platform overview.

**Note:** If courses do not appear here after your course or program start date, simply search for the course in the search bar. Select the **on demand version** rather than instructor-led.

servicenow

2

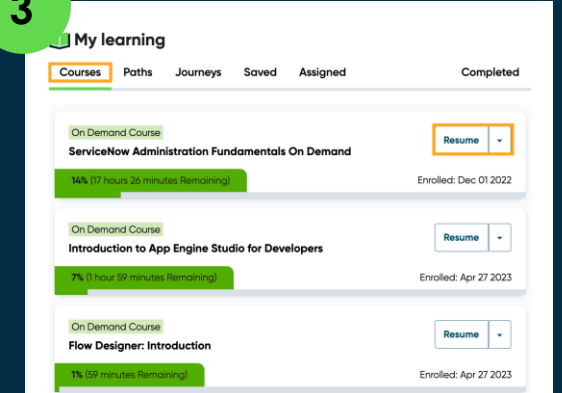


Click **Start**.

**Note:** Do not pay for a course if a fee is shown. Please wait for the Now Learning team to grant student access at no charge.

If you took the course in a previous semester, unenroll from the in progress course and then search for it by name to access the latest release version. Please also request a new lab instance associated with the course.

3



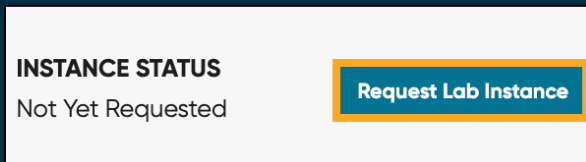
Click **Resume** from the Courses tab to return to your course(s) in the future.

# How to: ServiceNow Lab Instances

Lab instances are live ServiceNow Platform environments with demo data that allow hands-on practice.

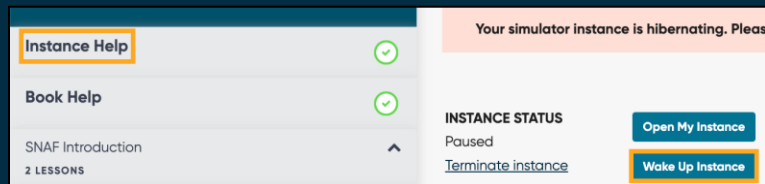
## Request & Wake Up an Instance

Instances are configured specifically for each Now Learning course. **DO NOT use a different course's instance for another course's lab exercises.**



**Use the same instance within each Now Learning course throughout your class or program.** Do not terminate and request new instances unless necessary as there is limit on new instances in Now Learning.

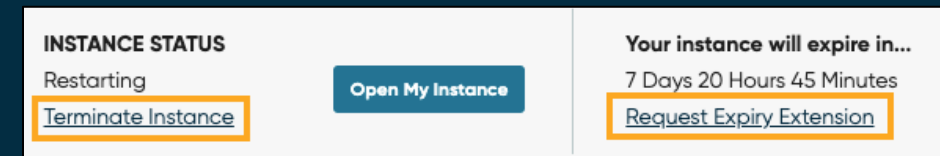
Labs go into hibernation after periods of inactivity. You may need to "wake up" your instance, which takes ~10-15 minutes.



## Instance Extension & Termination

Instances will automatically extend to the end of your class or semester in most cases and **will terminate 7 days after your course hits 100% complete.** Please capture any work needed before termination.

If you have an instance from a previous course or semester, be sure to unenroll in the course and search for the latest version. Please also request a new instance to ensure you have the correct version.

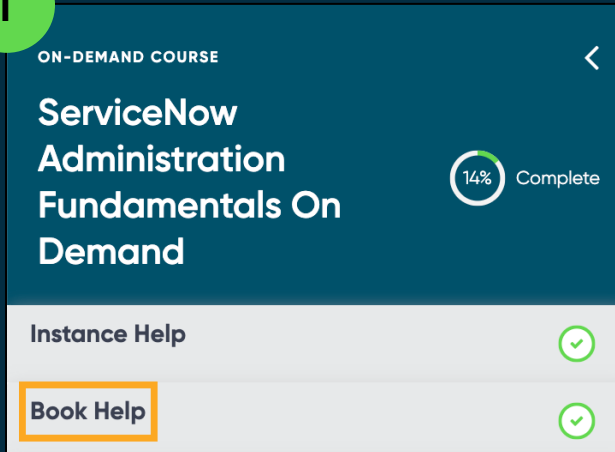


**Important:** Reach out to your instructor if the lab instance expiration date is prior to your class or program end date. Click **Request Expiry Extension** if needed in the interim to avoid losing data and progress.

# How to: Get an eBook

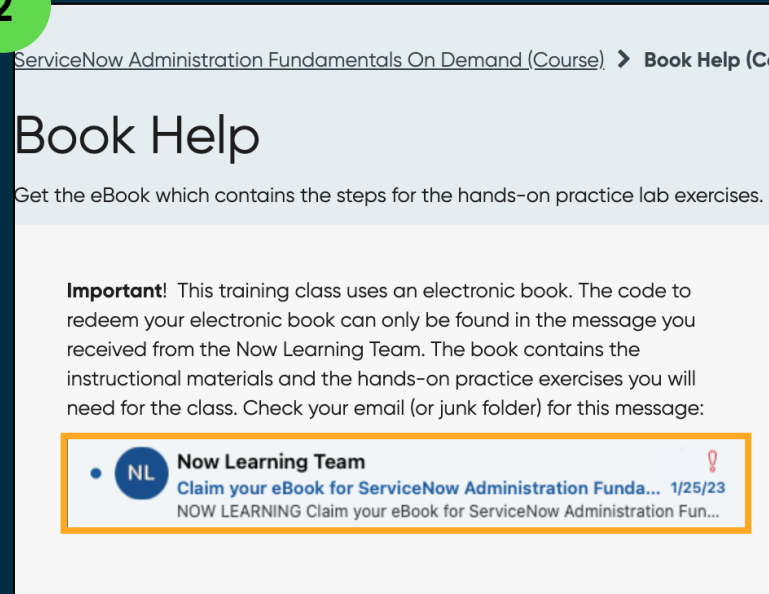
Some courses include eBooks, which include course content your instructor will cover along with hands-on lab instructions. eBooks are stored in the Inking Library, which you will receive access to via email.

1



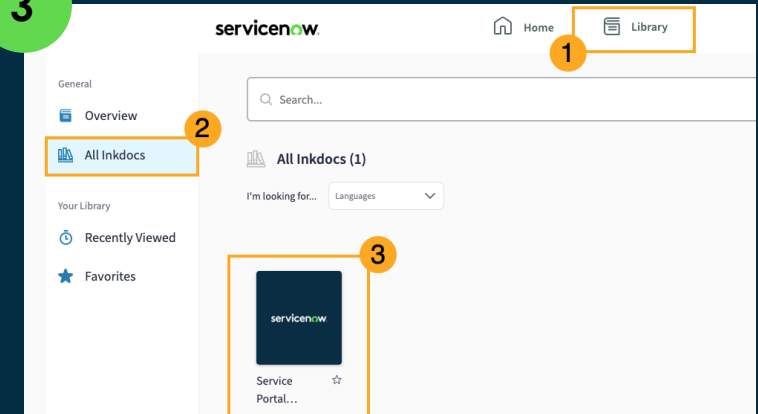
Click the Book Help section which includes Inking access information.

2



Watch for an email from Now Learning Team which includes your username and temporary password for the Inking Library where eBooks are stored.

3



Go to Library > All Inkdoks to find your book or search by course name.

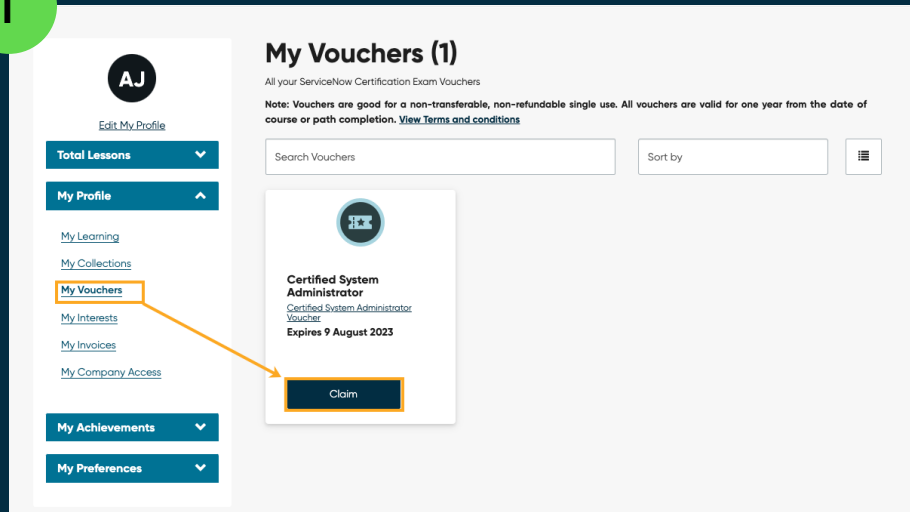
If the book does not appear, please visit the Help Center in Now Learning to open a case.



# How to: Get Certified!

Some courses include vouchers, which allow you to take a certification exam. ServiceNow's Certification Program is globally recognized and follows industry standards to create job-ready talent in the ServiceNow ecosystem.

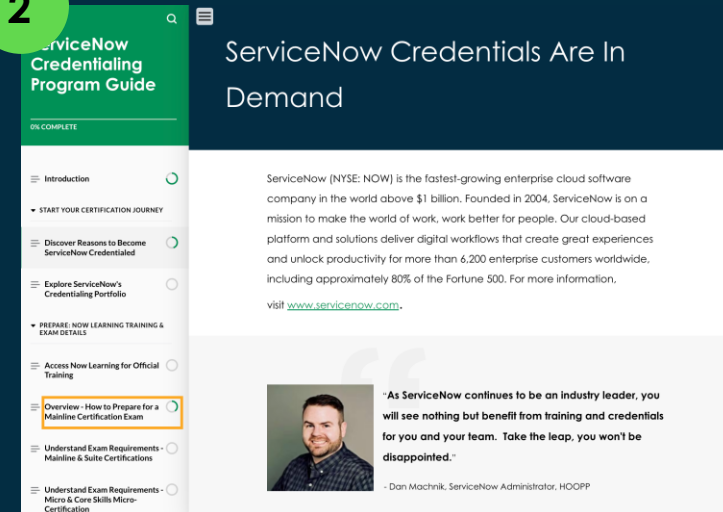
1



Voucher codes will be available in **My Profile > My Vouchers** upon course completion.

**Important:** You must "claim" your voucher as it will expire shortly after your class or program end date. We recommend clicking "claim" as soon as you complete the course. You will have one year to use the voucher after it is claimed.

2



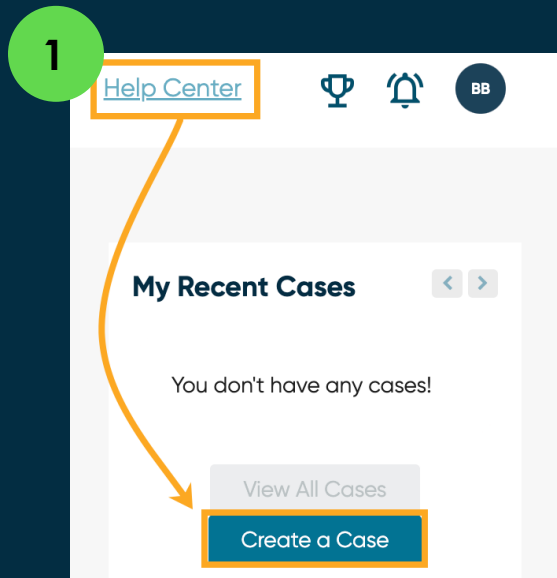
Visit the [ServiceNow Credentialing Program Guide](#) for certification info, study tips, and more. Review [Exam Blueprints](#) in the Now Learning knowledge base.

**Note:** Vouchers are currently included at no charge for academic students. Please disregard any additional fee information noted in this guide.

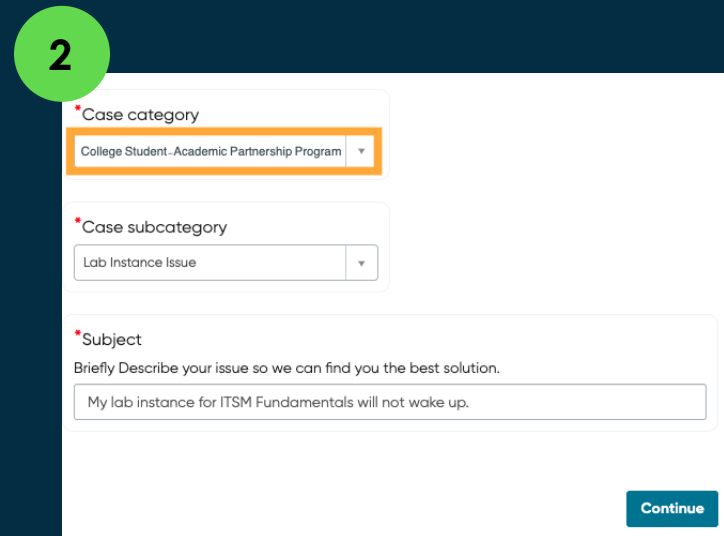
# How to: Get Help

Visit the [Help Center](#) if you have any issues with on demand courses or your lab instance is not working as expected. It includes answers to FAQs and process documentation within knowledge articles along with the ability to open a case if necessary.

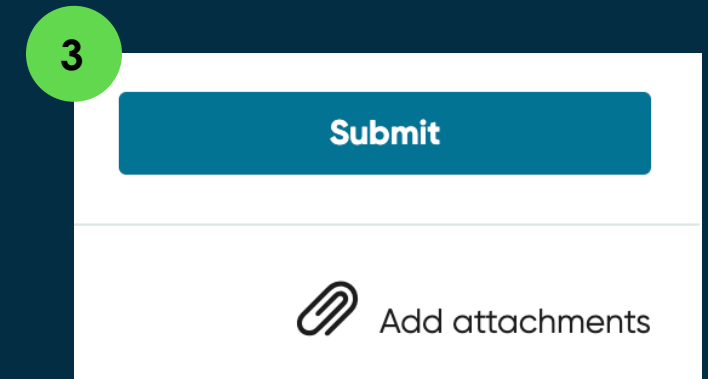
**Important:** Ensure you are using the correct lab instance. Instances are configured specifically for each Now Learning course and will not work interchangeably.



Click **Help Center** and then **Create a Case** within Now Learning.



Select the **College Student-Academic Partnership Program** category and describe your issue.

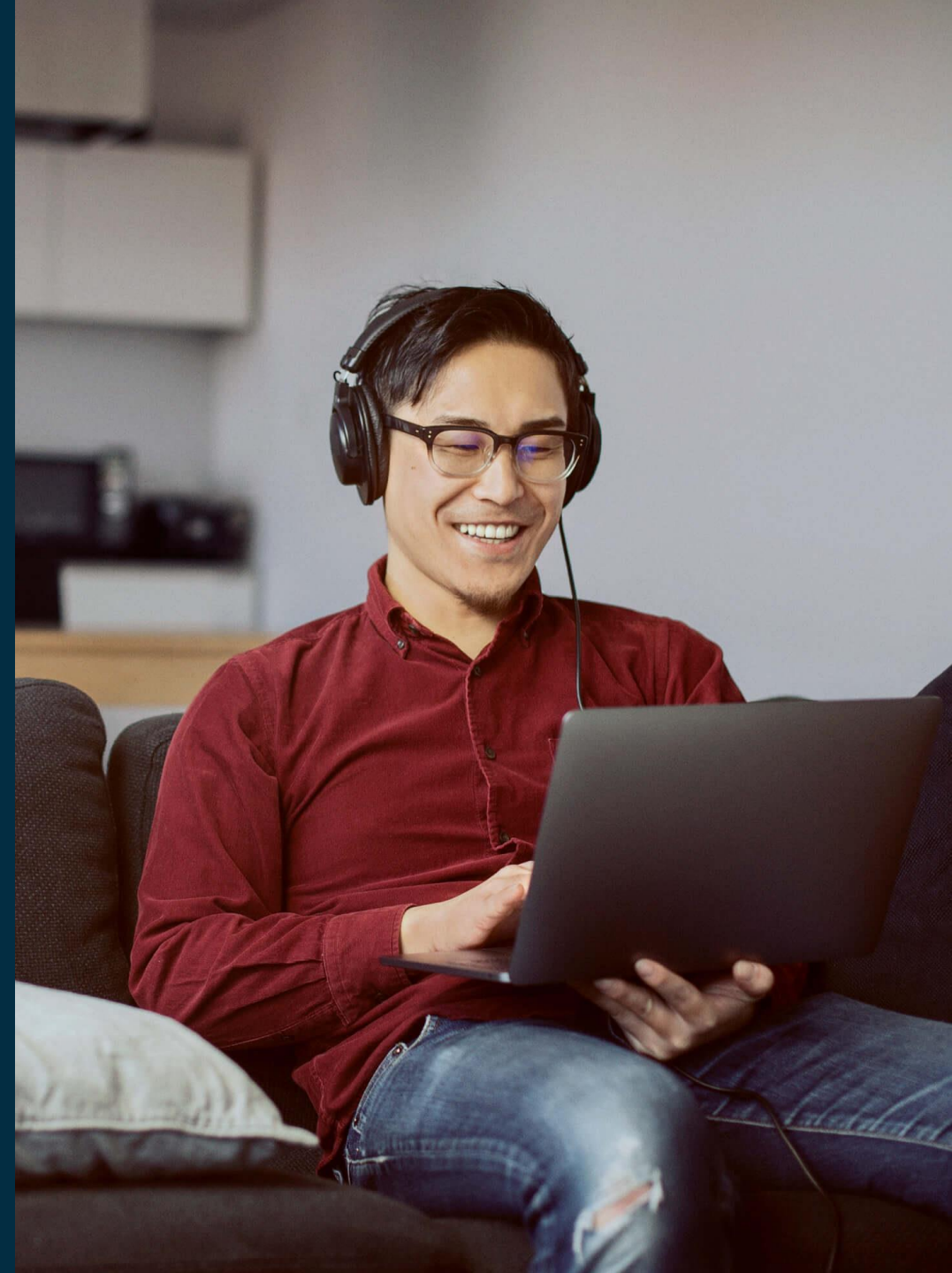


Add any screenshots or information that may be helpful in investigating your issue. Click **Submit**.

Updates will be sent via email.

# Additional Resources

- [Now Learning](#)
  - ServiceNow's learning and recognition portal that gives access to a full range of training content, certifications, badges, and hands-on practices.
  - Check out Career Journeys on the homepage to learn about moving into specific roles.
- [ServiceNow Docs](#)
  - Product documentation for each ServiceNow product and application organized by release version
- [Developer Portal](#)
  - Learn how to build apps on the Now Platform
- [Community](#)
  - Connect, engage, and collaborate with 475k+ ServiceNow users from around the world
- [RiseUp with ServiceNow](#)
  - Learn about the demand for ServiceNow roles and how to level-up in your career as a ServiceNow professional



**YOU ARE IN THE  
RIGHT PLACE  
AT EXACTLY THE  
RIGHT TIME**



**Maria Gabriela W.**  
Senior Technical Consultant



## Workers want more

65% seek careers that give them autonomy and balance with mastery and purpose

## Future is digital skills

4.9 million workers need to develop new skills to be employed in the digital economy

## ServiceNow talent is in high demand

## 2023 Global Jobs Posting ServiceNow Skills



59,420

average jobs posted  
per month globally



21,939

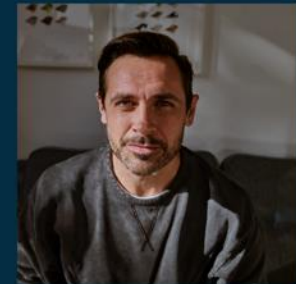
companies competing  
for ServiceNow talent





Our Purpose

**WE MAKE THE  
WORLD WORK  
BETTER FOR  
EVERYONE**



# ServiceNow at a glance

Our Company		Growth	Customers		Ecosystem
2004	Year founded	28%	~85%	of Fortune 500	8,100+
22,500+	Global employees	Year-over-year subscription revenue	99%	Renewal rate	Global enterprise customers
					2,883 Global Partners

## Recognitions



# ServiceNow: the intelligent platform for end-to-end digital transformation





# The platform for digital business

Unlock value from existing investments while creating new and compelling digital experiences

[Now Platform Overview Video](#)



Now Platform®

## Customer Experience

Customer Service Management

Field Service Management

## Technology Excellence

IT Service Management

IT Operations Management

Lightstep Observability

Security Operations

IT Asset Management

## Employee Experience

HR Service Delivery

Workplace Service Delivery

Safe Workplace Suite

## Operating Excellence

Global Business Services

Integrated Risk Management

Strategic Portfolio Management

Environmental Social Governance

Legal Service Delivery

Procurement Service Mgmt

## Build and Automate

App Engine

Automation Engine

## Industry Solutions

Financial Services

Government

Healthcare

Manufacturing

Telecom



# THE WORLD WORKS WITH SERVICENOW



**Laurie M.**  
Lead Application Analyst