

Navigation Flow

1. Introduction

Navigation flow defines how users access and submit service requests through the ServiceNow Service Portal. A simple and logical navigation flow improves accessibility and ensures seamless request submission.

2. Navigation Flow Procedure

- Login to the **ServiceNow PDI**.
- Copy the instance URL
- Open a new browser tab.
- Append /sp to access Service Portal:
<https://<your-instance-name>.service-now.com/sp>



Figure 2.1: ServiceNow Service Portal url

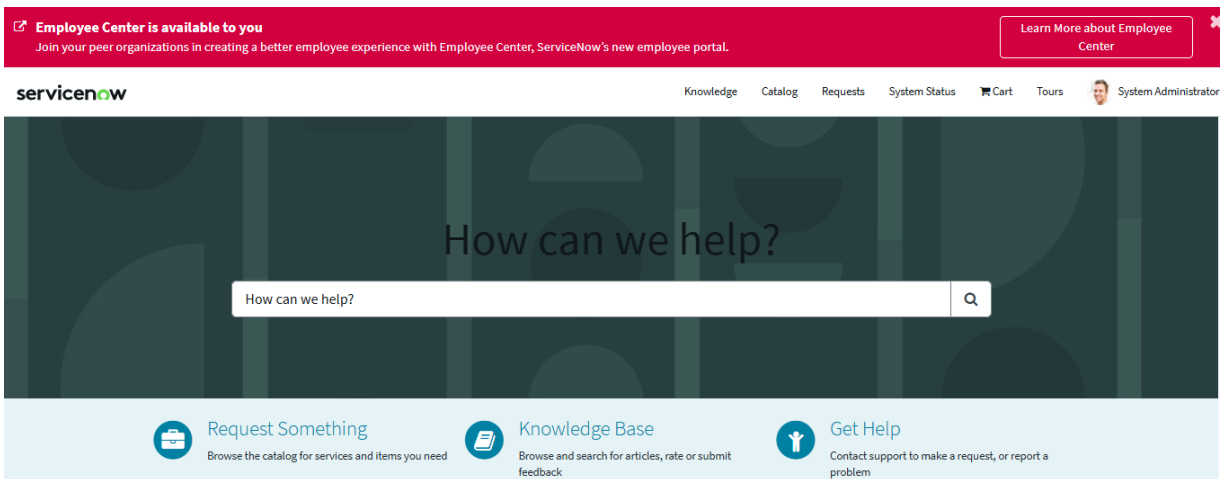


Figure 2.2: ServiceNow Service Portal Home Page

- Search for **Network Request**.
- Fill in the required details.
- Click **Submit**.
- A request number is generated, and confirmation emails are sent.

3. User Journey Overview

- Portal Access → Catalog Selection → Form Submission → Request Generation
→ Email Notification

4. Conclusion

A well-defined navigation flow ensures that users can easily access the Service Portal and submit requests with minimal effort, improving satisfaction and reducing support dependency.