

Use case (Practical Demo Topics)

Scenario: If the user have the required role than only he can access the email field available in incident form otherwise email field become read only for him:

- `g_user.hasRole()`

Returns true if the current user has the specified role or the admin role.

- `g_user.hasRoles()`

Returns true if the current user has any role

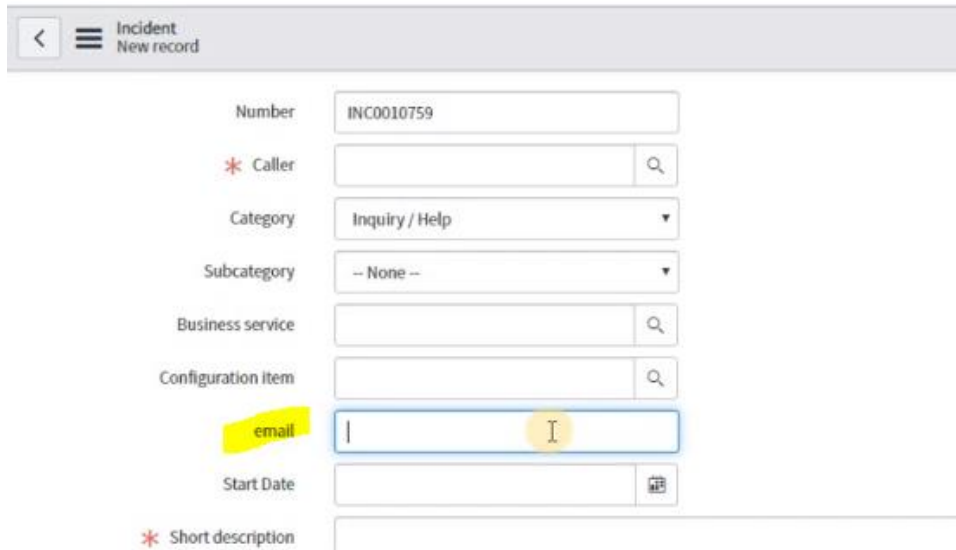
- `g_user.hasRoleExactly()`

Returns true only if the current user has the specified role.

- `g_user.hasRoleFromList()`

Returns true if the current user has at least one of the specified roles or has the admin role

A user has a specific role that allows him to modify the email field on the Incident form:

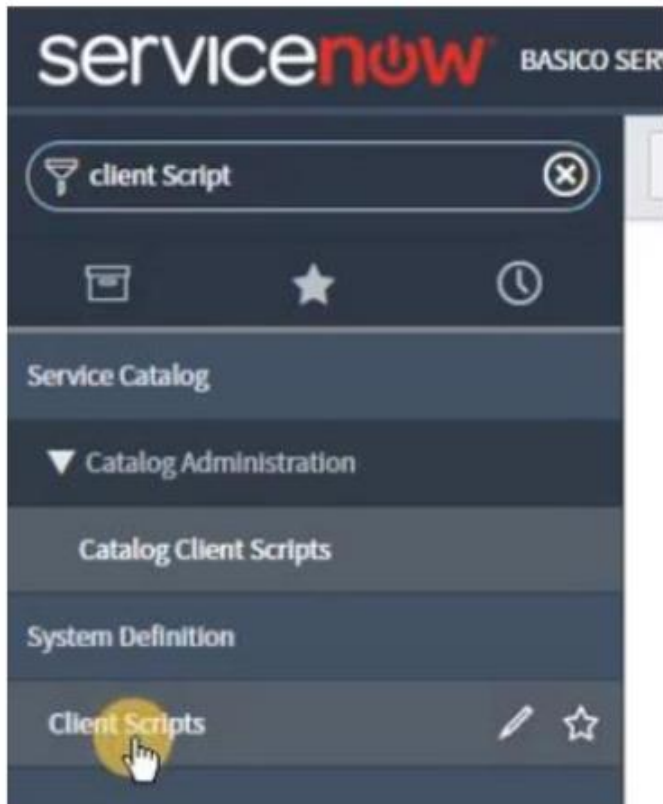


The screenshot shows a web form titled "Incident New record". The form contains several fields: "Number" (INC0010759), "Caller" (with a search icon), "Category" (Inquiry / Help), "Subcategory" (-- None --), "Business service" (with a search icon), "Configuration item" (with a search icon), "email" (highlighted with a yellow background and a blue border), "Start Date" (with a calendar icon), and "Short description" (marked with a red asterisk). The "email" field is currently empty and has a cursor inside.

...otherwise, the email field is read-only.

Same if he selects from the Category field.

Step One: Go to Application Navigator > Client Scripts :



...Create New.

Step Two: Fill out the form for the new Client Script:


The name will be DemoGlideUserRole.

The table will be Incident for this example.

The UI Type will be Desktop in this example.

The type will be onChange.

The Field Name will be “Category” so that the onChange is reflected accordingly on the form.

 Client Script
New record

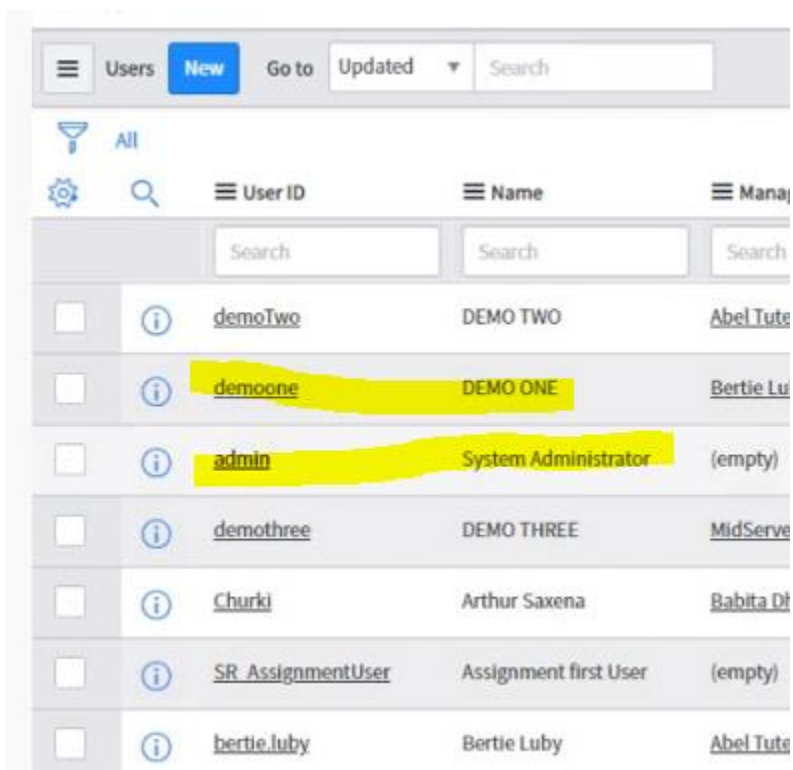
Name	<input type="text" value="DemoGlideUserRole"/>
Table	<input type="text" value="Incident [incident]"/> ▼
UI Type	<input type="text" value="Desktop"/> ▼
Type	<input type="text" value="onChange"/> ▼
Field name	<input type="text" value="Category"/> ▼
Description	<input type="text"/>

Step Three: Select 2 Users to validate the function we are about to create:

Application Navigator > Users :

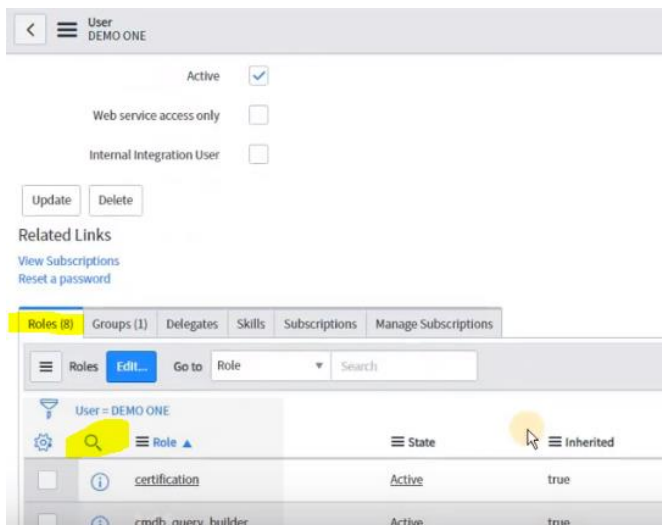
-Demo One

-System Administrator

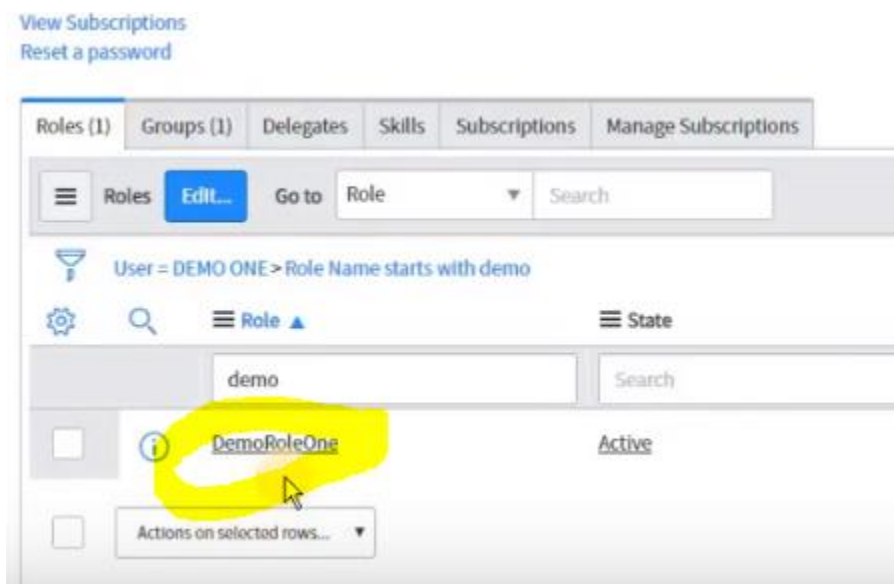


		User ID	Name	Manager
<input type="checkbox"/>	i	demoTwo	DEMO TWO	Abel Tute
<input type="checkbox"/>	i	demoone	DEMO ONE	Bertie Lu
<input type="checkbox"/>	i	admin	System Administrator	(empty)
<input type="checkbox"/>	i	demothree	DEMO THREE	MidServe
<input type="checkbox"/>	i	Churki	Arthur Saxena	Babita Df
<input type="checkbox"/>	i	SR_AssignmentUser	Assignment first User	(empty)
<input type="checkbox"/>	i	bertie.luby	Bertie Luby	Abel Tute

For the user Demo One, we scroll down to “Roles” to see if he does possess the role “DemoRoleOne” :



...we see that he does, indeed, possess the role:



However, the System Admin does not have the role “DemoRoleOne” :

<

≡

User
System Administrator

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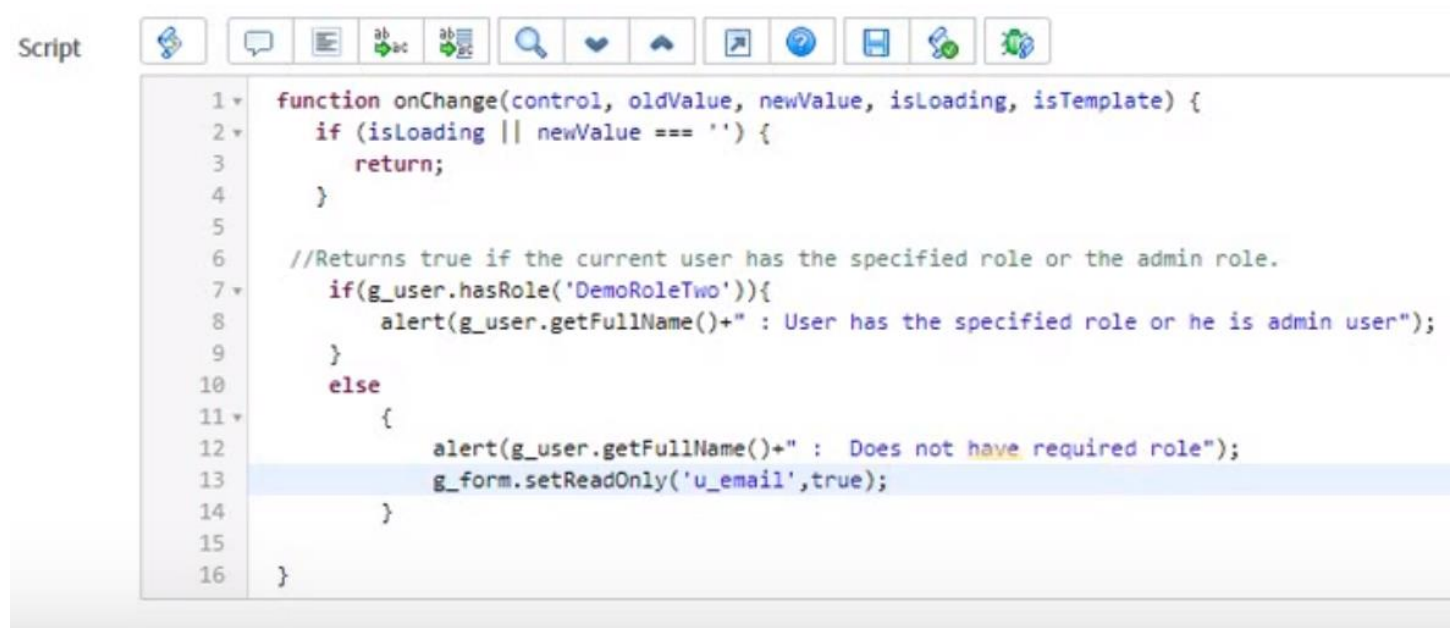
i

teamdev code reviewer

Active

true

Step Five: Write the Script:



The screenshot shows a script editor with a toolbar at the top. The toolbar includes icons for undo, redo, search, and other editing functions. The script is written in JavaScript and is as follows:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {  
2     if (isLoading || newValue === '') {  
3         return;  
4     }  
5  
6     //Returns true if the current user has the specified role or the admin role.  
7     if(g_user.hasRole('DemoRoleTwo')){  
8         alert(g_user.getFullName()+" : User has the specified role or he is admin user");  
9     }  
10    else  
11    {  
12        alert(g_user.getFullName()+" : Does not have required role");  
13        g_form.setReadOnly('u_email',true);  
14    }  
15  
16 }
```

Notice the role mentioned is DemoRoleTwo.

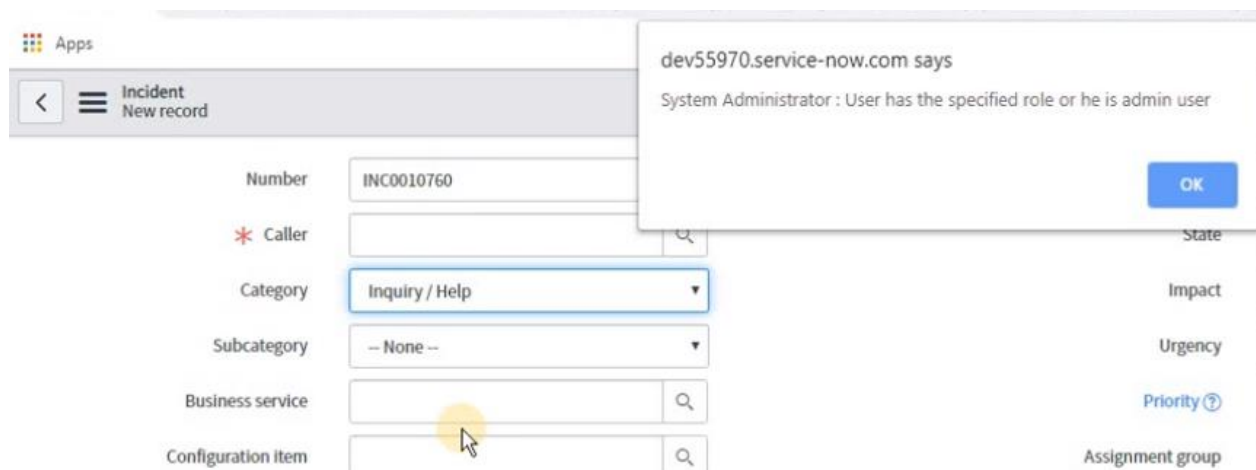
Save the Script.

Step Five: Validate the functionality with Demo One:

Impersonate Demo One.

Create New Incident and fill out the form.

You will notice this alert being prompted when attempting to change Category:



The screenshot shows the 'Incident New record' form in ServiceNow. The form fields include: Number (INC0010760), Caller (marked with a red asterisk), Category (Inquiry / Help), Subcategory (None), Business service, and Configuration item. A modal alert box is displayed over the form, stating: 'dev55970.service-now.com says System Administrator : User has the specified role or he is admin user'. The alert has an 'OK' button. A yellow circle highlights the 'Category' dropdown menu, and a mouse cursor is visible over the 'Configuration item' field.

...also, you will be able to input for the email field.

Step Six: Validate the functionality with System Administrator:

Impersonate System Administrator.

Create New Incident and fill out the form.

You will notice this alert being prompted when attempting to change Category:

The screenshot shows the 'Incident New record' form. A modal alert box is displayed in the center, titled 'This site says...' with the message 'DEMO ONE : Does not have required role' and an 'OK' button. The form fields visible include: Number (INC0010761), Caller (dropdown with 'Abel Tutor' selected), Category (dropdown with 'Incident / Help' selected), Subcategory (dropdown with 'Network' selected), Business service (dropdown with 'Database' selected), Configuration item, email, Start Date, and Short description. The right side of the form shows fields for Contact type, State, Impact, Urgency, and a '5 - Planning' status.

...also, the email field is read-only:

The screenshot shows the 'Incident New record' form. The 'email' field is highlighted with a yellow circle and a red 'X' icon, indicating it is read-only. The form fields visible include: Number (INC0010761), Caller (dropdown with 'Abel Tutor' selected), Category (dropdown with 'Network' selected), Subcategory (dropdown with '-- None --' selected), Business service (dropdown with 'Database' selected), Configuration item, email, Start Date, and Short description. The right side of the form shows fields for Contact type, State, Impact, Urgency, and a '5 - Planning' status.

So to summarize, we specified the user needs to have a specified role:

- **g_user.hasRole()**

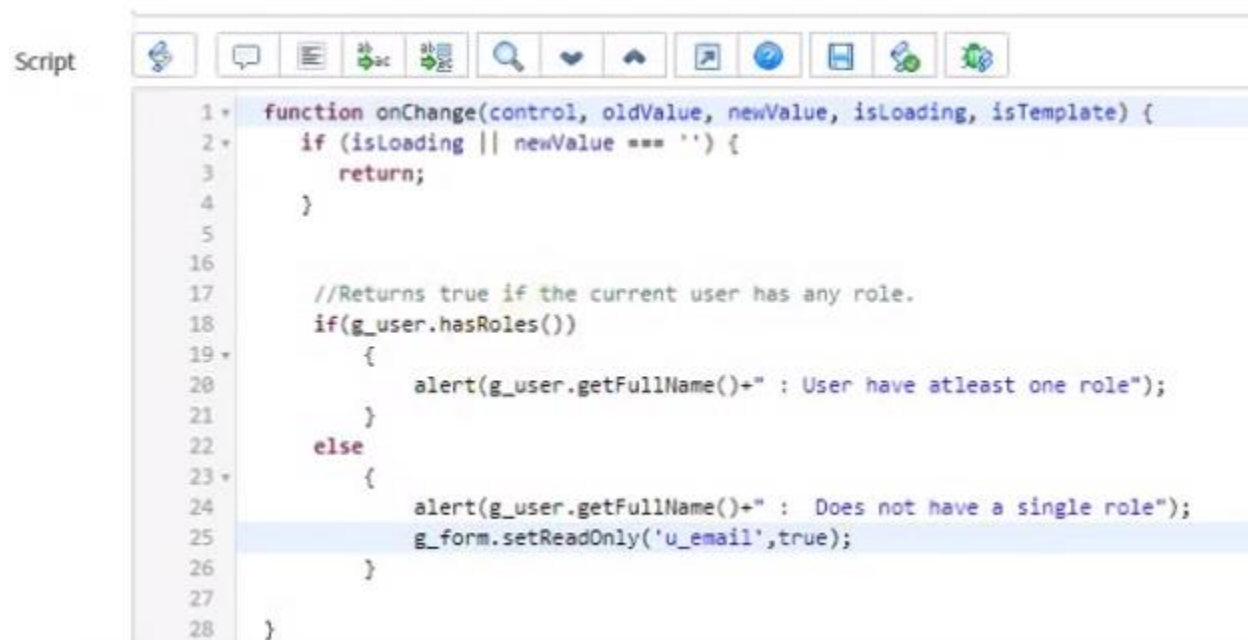
Returns true if the current user has the specified role or the admin role.

Now, we will allow for user to have ANY role:

- **g_user.hasRoles()**

Returns true if the current user has any role

So now, the new Client Script should be:

A screenshot of a client script editor window. The window has a title bar and a toolbar with various icons. The script is written in JavaScript and is enclosed in a function named onChange. The function takes five parameters: control, oldValue, newValue, isLoading, and isTemplate. It first checks if isLoading is true or if newValue is an empty string. If so, it returns. Otherwise, it checks if the current user has any roles using g_user.hasRoles(). If true, it shows an alert message and does not change the form's state. If false, it shows an alert message and sets the email field to read-only.

```
Script
1 * function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2 *   if (isLoading || newValue === '') {
3     return;
4   }
5
16
17   //Returns true if the current user has any role.
18   if(g_user.hasRoles())
19 *   {
20     alert(g_user.getFullName()+" : User have atleast one role");
21   }
22   else
23 *   {
24     alert(g_user.getFullName()+" : Does not have a single role");
25     g_form.setReadOnly('u_email',true);
26   }
27
28 }
```

Save.

Step Seven: Validate the functionality with Demo One:

Impersonate Demo One.

Create New Incident and fill out the form.

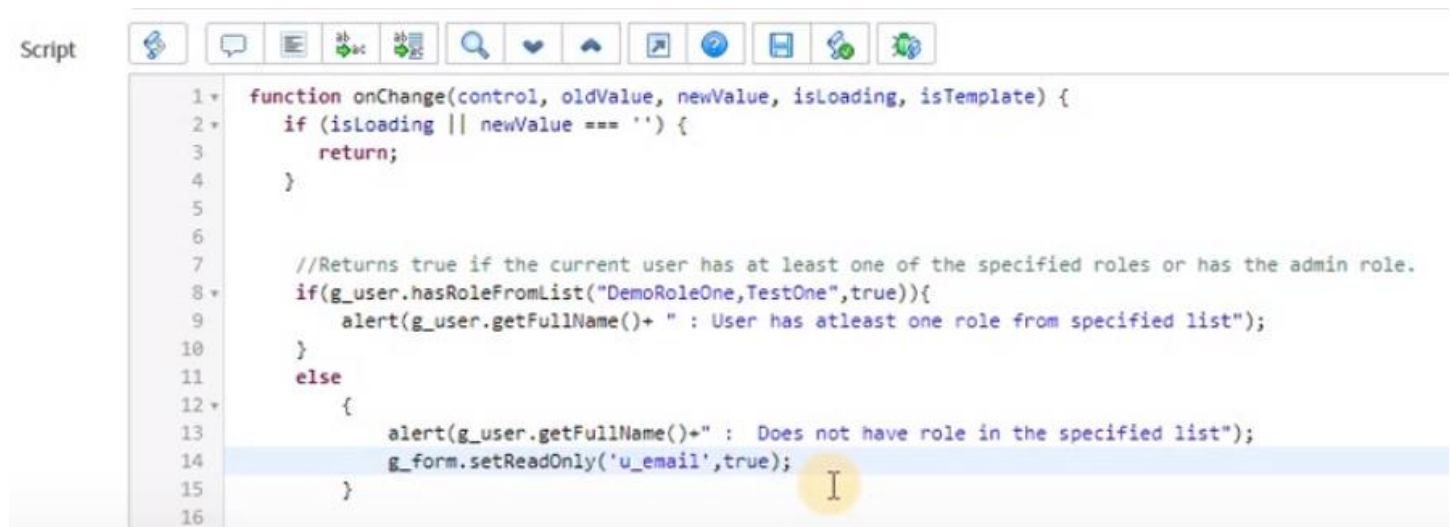
You will notice this alert being prompted when attempting to change Category:

The screenshot shows the 'Incident New record' form. The 'Category' dropdown menu is open, displaying options: 'Inquiry / Help', 'Software', 'Hardware', 'Network', and 'Database'. A modal alert box is overlaid on the form with the title 'This site says...' and the message 'DEMO ONE : User have atleast one role'. The 'OK' button is visible in the modal. The form fields include: Number (INC0010763), Caller (Abel Tutor), Category (Inquiry / Help), Subcategory (Network), Business service, Configuration item, email, Start Date, and Short description. The 'Contact type' is set to 'None', 'State' is 'New', 'Impact' is '3 - Low', and 'Urgency' is '3 - Low'.

...and you will also be able to input a value for the email field:

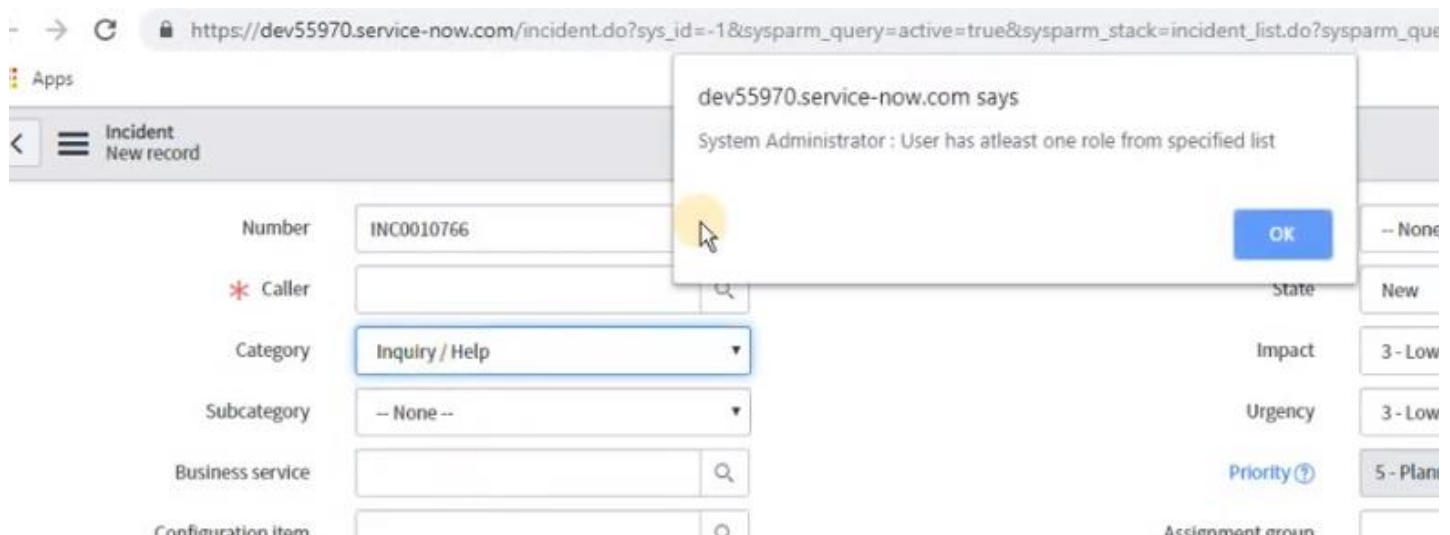
The screenshot shows the 'Incident New record' form with the 'email' field filled with the value 'churkiworld@gmail.com'. The 'Number' field is 'INC0010763', 'Category' is 'Network', 'Subcategory' is 'None', 'Business service' is empty, 'Configuration item' is empty, 'Start Date' is empty, and 'Short description' is empty. The 'Related Search Results' button is visible at the bottom right.

Similarly, we may also allow for users of various roles to change the Category field:



```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5
6     //Returns true if the current user has at least one of the specified roles or has the admin role.
7     if(g_user.hasRoleFromList("DemoRoleOne,TestOne",true)){
8         alert(g_user.getFullName()+ " : User has atleast one role from specified list");
9     }
10    else
11    {
12        alert(g_user.getFullName()+" : Does not have role in the specified list");
13        g_form.setReadOnly('u_email',true);
14    }
15 }
16
```

...now when we validate it by modifying the Category field on the New Incident form:



dev55970.service-now.com says
System Administrator : User has atleast one role from specified list

OK

Number: INC0010766

Caller: *

Category: Inquiry / Help

Subcategory: -- None --

Business service:

Configuration item:

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Plan