

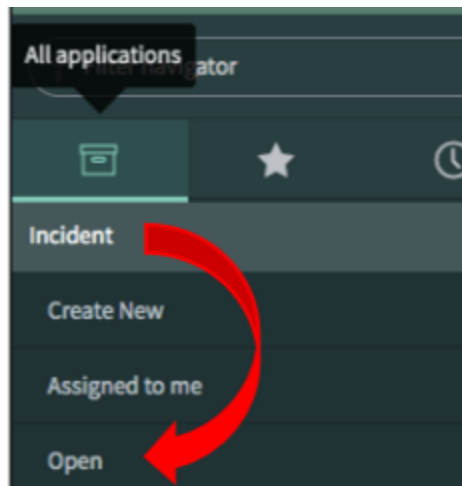
## Applications and Modules

**Scenario:** You are working as a ServiceNow specialist to support Cloud Dimensions with the implementation of ServiceNow to track their inventory, order fulfillment, and customer support. In this role, you will impersonate various user personas throughout the course labs.

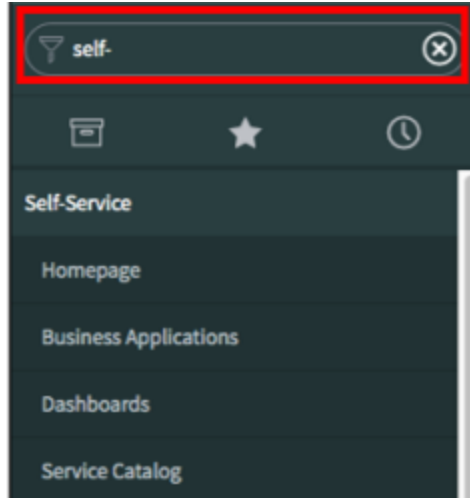
### A. Log on to your PDI (Personal Developer Instance)

### B. Use the filter navigator:

1. Scroll through the Application Navigator to get familiar with the available menus and modules
2. Set the Application Navigator view to display all applications in an expanded view by double-clicking the **All applications** navigator icon
3. Locate the **Incident** application
4. Navigate to **Incident**, and then **Open** (*\*Notice how the information displayed in the Content Frame changed from a homepage to a list*)



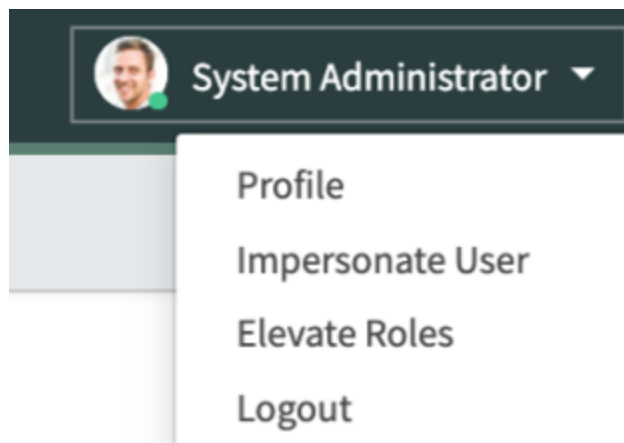
5. **Incident > Create New** (*\*You will see that now an individual incident record/form is displayed*)
6. Use the **Filter navigator** to filter the list of application menus and modules by typing **"self-"** into the Filter navigator.



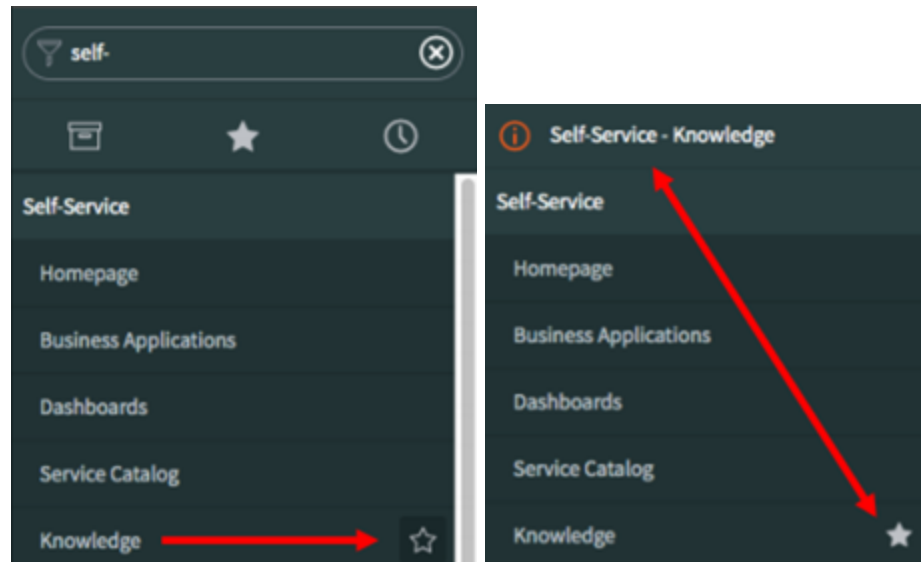
7. **Self-Service > Service Catalog** (*\*You will notice another user interface type displayed in the Content Frame*).
8. From the Application Navigator, type **service** into the **Filter Navigator**.

### C. Set Module Favorites

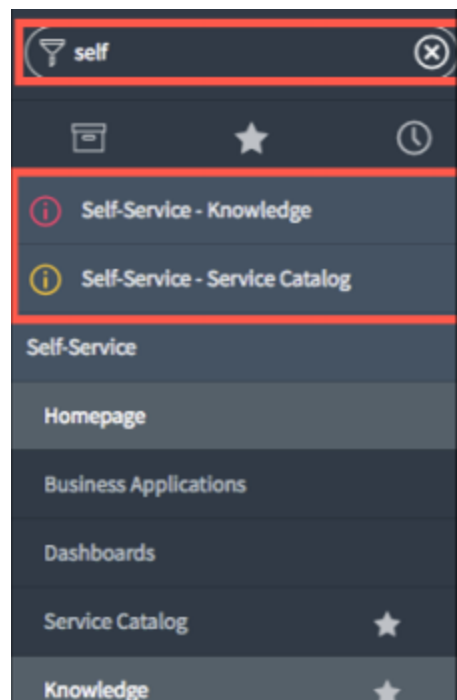
1. As the System administrator, notice what options are available -- Profile, Impersonate User, Elevate Roles, and Logout.



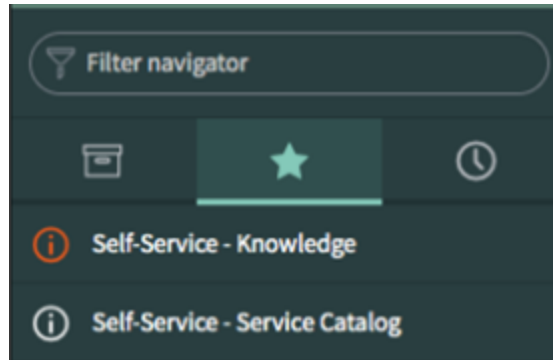
2. Filter the **Application Navigator** using the keyword, **self**
3. **Self-Service > Knowledge**
4. From there, add the **Knowledge module** as a favorite -- this can be done by selecting the star icon (**Add to Favorites**) to the right of **Knowledge**. (*\*You can also undo this process by clicking the filled star.*)



5. Repeat this step to add the **Service Catalog** module to Favorites.



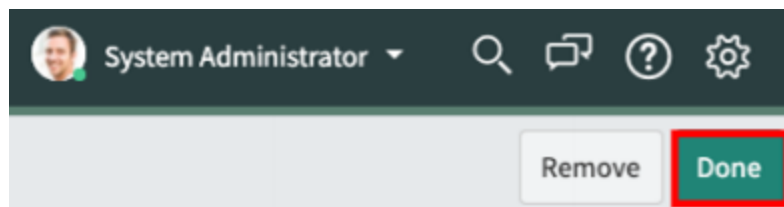
6. Clear the Filter navigator keyword. This can be done by selecting the **X** to the right of the Filter navigator.
7. Make sure that **Knowledge** and **Service Catalog** are added to the **Favorites** tab of the Application Navigator.



8. On the bottom-right of the Application Navigator, select the pencil icon (**Edit Favorites**). (*\*A favorite can be customized to have any name, color, and icon*).



9. Select the **Self-Service > Knowledge** favorite in the **Application navigator**. Select any color and icon for the **Self-Service > Knowledge** favorite. Repeat this step to add **Self-Service > Service Catalog** as a favorite.
10. Click the **Done** button.



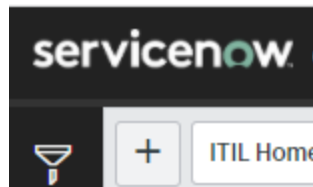
11. Minimize/collapse the Application Navigator by selecting the *circled arrow* (**Minimize Navigator**) at the bottom of the Navigator.



12. From there, notice that the two favorites display in the color and icon you have selected.



13. Go back to the homepage by selecting the **ServiceNow Icon** displayed on the top right banner bar.



14. To check your favorites, click on the Star icon and you will see the favorites that you have created.

