

**SERVICENOW SETUP GUIDE**

**The Below requirements are needed to establish a connection servicenow.**

**Prerequisites**

Prerequisiteslink  
To connect ServiceNow to Fivetran, you need:  
  
A ServiceNow Service Account with access to the following tables  
  
sys\_db\_object  
sys\_dictionary  
sys\_audit\_delete  
Any tables you want to sync  
  
  
To enable table auditing  
  
  
NOTE: You can simply grant admin and snc\_read\_only roles to your service account if you want to avoid setting up complex ServiceNow access control lists.

**Setup Guide**

1. Find your ServiceNow Instance ID

* Log in to your ServiceNow account.
* Look in the URL to find your Instance ID (for example, https://InstanceID.service-now.com).
* Make a note of your Instance ID. You will need it to fill in your connector setup form.

1. Set up OAuth

* In your ServiceNow account, select OAuth -> Application Registry in the left menu.
* Click New.
* Select Create an OAuth API endpoint for external clients.
* Enter an application name (we suggest Fivetran) in the Name field.
* Make a note of the Client ID. You will need it to fill in your connector setup form.
* Specify Client Secret and make a note of it. You will need it to fill in your connector setup form in Fivetran. Alternatively, you can leave the Client Secret field blank to automatically generate the value when you save the OAuth application data. You can see the generated client secret by clicking the Unlock button.
* Leave Accessible from as the default value of All application scopes.
* Make sure that the Active checkbox is selected.
* Leave the default values for Refresh Token Lifespan and Access Token Lifespan.
* Click Submit to register the application.

1. Finish Fivetran configuration

* In the connector setup form, enter the Instance ID you found in Step 1.
* Enter the Client ID and Client Secret that you found in Step 2.
* Enter your Service Account username and password.
* Click Save & Test. Fivetran will take it from here and sync your ServiceNow data.

