

Multi-Factor Authentication (MFA) in ServiceNow: Implementation Guide

Contents

1. Introduction	3
2. Benefits of MFA	3
3. Prerequisites	3
4. MFA Methods Supported in ServiceNow	3
5. Implementation Steps	4
A. Enabling MFA in ServiceNow	4
B. Testing the Implementation	8
6. Best Practices	8
Multi-Factor Authentication (MFA) in ServiceNow: Implementation Guide	9
Table of Contents	9
1. Introduction	9
2. Benefits of MFA	9
3. Prerequisites	9
4. MFA Methods Supported in ServiceNow	9
5. Implementation Steps	10
A. Enabling MFA in ServiceNow	10
B. Configuring Identity Providers	10
C. Setting Up MFA for Users	10
D. Testing the Implementation	10
6. Best Practices	11
7. Troubleshooting	11
8. Conclusion	11

1. Introduction

Multi-Factor Authentication (MFA) enhances the security of user logins by requiring multiple forms of verification. Implementing MFA in ServiceNow ensures that only authorized users can access the system, thereby safeguarding sensitive data and applications from unauthorized access.

2. Benefits of MFA

- **Enhanced Security:** Reduces the risk of compromised credentials.
- **Compliance:** Helps meet regulatory requirements.
- **User Confidence:** Boosts trust by protecting user data.
- **Risk Mitigation:** Decreases the likelihood of security breaches.

3. Prerequisites

Before implementing MFA in ServiceNow, ensure the following:

- An active ServiceNow instance with admin access.
- A compatible identity provider (IdP) that supports MFA.
- Users' devices configured for receiving MFA tokens (e.g., mobile phones for SMS, authentication apps).

4. MFA Methods Supported in ServiceNow

ServiceNow supports various MFA methods, including:

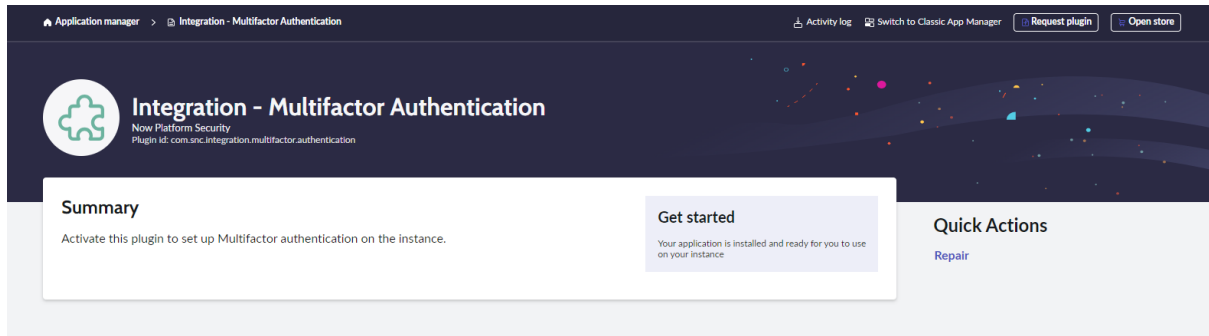
- **SMS-Based OTP:** One-time password sent via SMS.
- **Email-Based OTP:** One-time password sent via email.
- **TOTP Apps:** Time-based One-Time Password applications like Google Authenticator or Authy.
- **Push Notifications:** Using apps like Duo Mobile for approval requests.

5. Implementation Steps

A. Enabling MFA in ServiceNow

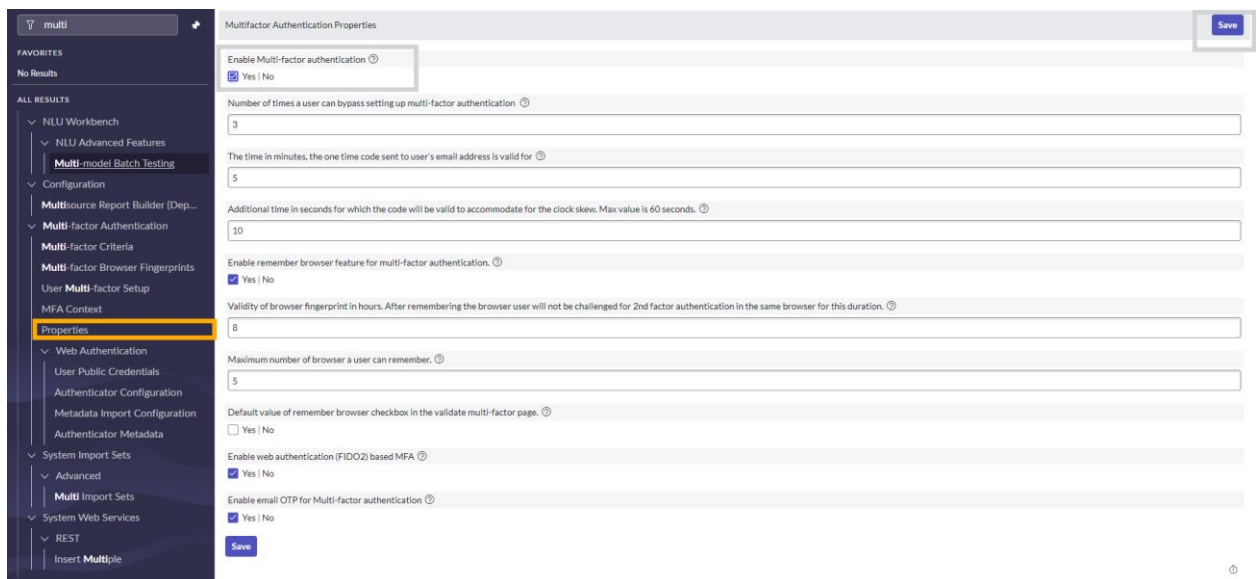
1. Enable required plugin:

- Enable “Integration Multifactor Authentication” Plugin from Application manager



2. Navigate to the Multi-Factor Authentication Settings:

- Go to Multi-Factor Authentication > Settings in the ServiceNow instance.
- Toggle the MFA option to enable it for your instance.
- Choose the desired MFA methods (SMS, Email, TOTP, Push Notifications).



3. Activate all multifactor Authentication Properties:

- Go to sys_properties table and search for “glide.authenticate.multi”

Name	Value	Type	Application	Description	Updated	Updated by
glide.authenticate.multi	Search	Search	Search	Search	Search	Search
glide.authenticate.mutlifacto	true	true false	Global	Enable Multi-factor authentication	2024-06-23 14:40:18	admin
glide.authenticate.mutlifacto.brower.f	8	Integer	Global	Validity of browser fingerprint in hours...	2019-07-26 00:21:05	admin
glide.authenticate.mutlifacto.clock.skew	10	Integer	Global	Additional time in seconds for which the...	2015-07-30 15:45:25	admin
glide.authenticate.mutlifacto.email.otp...	true	true false	Global	Enable email OTP for Multi-factor authen...	2021-07-26 01:14:37	admin
glide.authenticate.mutlifacto.remember...	false	true false	Global	Default value of remember browser checkb...	2019-07-17 23:56:36	admin
glide.authenticate.mutlifacto.remember...	true	true false	Global	Enable remember browser feature for mult...	2019-07-18 00:04:35	admin
glide.authenticate.mutlifacto.remember...	5	Integer	Global	Maximum number of browser a user can rem...	2019-07-26 00:20:55	admin
glide.authenticate.mutlifacto.setup.byp...	3	Integer	Global	Number of times a user can bypass settin...	2015-05-12 14:28:47	admin

- Make sure to Enable multifactor authentication to user in user table

User ID	Name	Email	Active	Enable Multifactor Authentication	Created	Updated
Search	Search	Search	Search	Search	Search	Search
glide.authenticate.mutlifacto	Julius Reyes	julius.reyes@example.com	true	false	2026-09-13 22:34:57	2024-06-17 10:30:04
glide.authenticate.mutlifacto.brower.f	Hans Fischer	hans.fischer@example.com	true	false	2026-09-13 22:26:45	2024-06-17 10:30:04
glide.authenticate.mutlifacto.clock.skew	Harding Asher	harding.asher@example.com	true	true	2024-08-18 13:56:12	2024-06-17 10:30:04
glide.authenticate.mutlifacto.email.otp...	galleo		true	false	2024-06-23 14:50:03	2024-06-23 14:54:53
glide.authenticate.mutlifacto.remember...	galleo		true	false	2024-06-17 04:58:22	2024-06-17 04:58:22
glide.authenticate.mutlifacto.remember...	galleo		true	false	2024-06-17 04:58:22	2024-06-17 04:58:22
glide.authenticate.mutlifacto.remember...	galleo		true	false	2024-06-17 04:58:22	2024-06-17 04:58:22
glide.authenticate.mutlifacto.setup.byp...	galleo		true	false	2024-06-17 04:58:22	2024-06-17 04:58:22
Test123	test 123	test@yahoo.com	true	false	2024-06-16 15:36:34	2024-06-16 15:36:38
test	test 1		true	false	2024-06-16 15:04:37	2024-06-16 15:06:30

4. Configuring Multifactor authentication:

- Once user log back to another session it will pop up to create a multifactor Authentication to user.

Enable multi-factor authentication (MFA)

[More Information](#)

- 1 Download an authenticator app that supports Time Based One-Time Password (TOTP) on your mobile device.
- 2 Open the app and scan the QR code below to pair your mobile device



Or enter this code in your app:

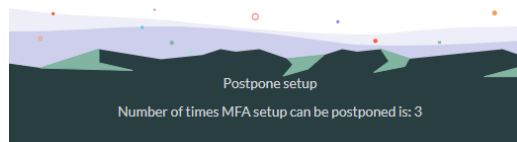
[Redacted code]

- 3 Enter the code generated by the Authenticator app below

6-digit verification code

XXX - XXX

Pair device and Login



- Using above example user can use multifactor authentication application or OTP.



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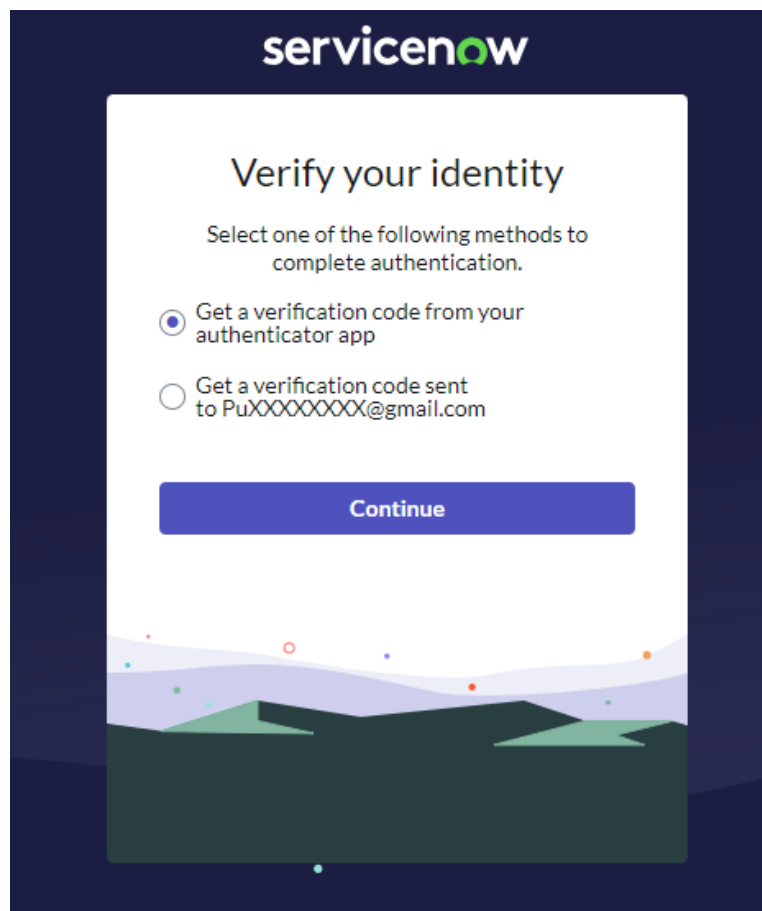


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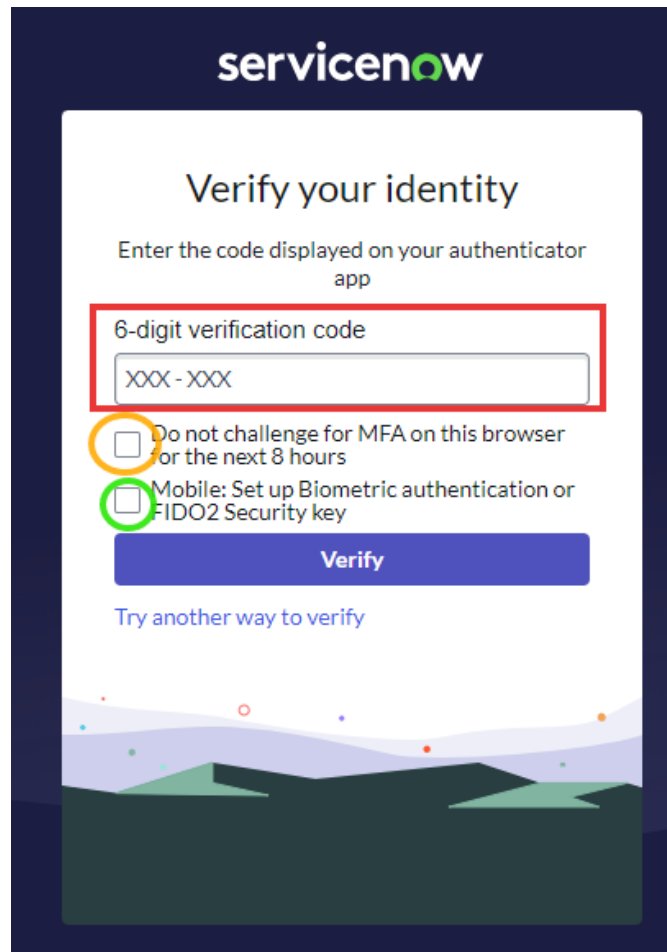
- As shown above You will receive TOPT from the authenticator application which will secure your instance more

5. Logging in with Multifactor Authentication:

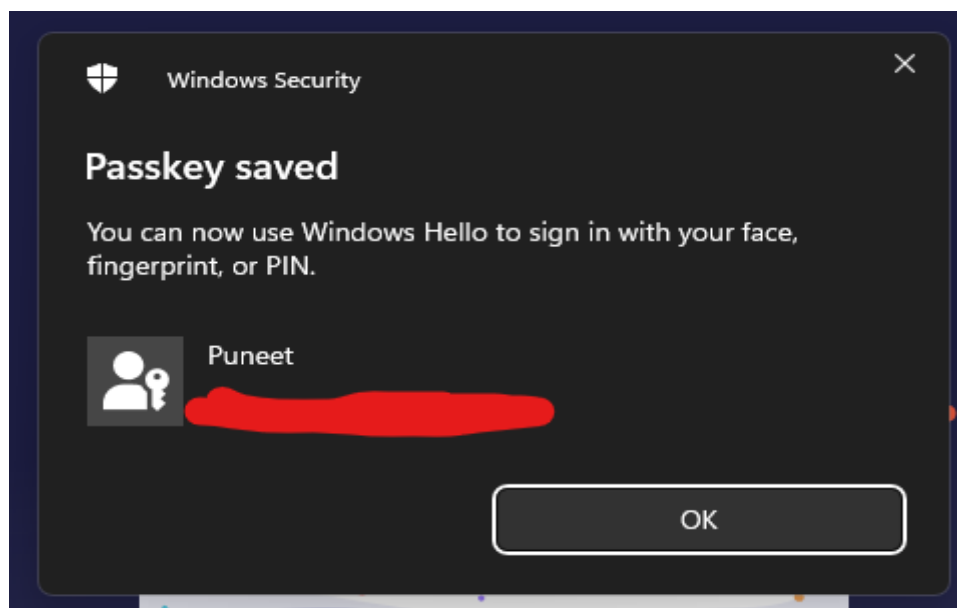
- Once user login It will provide opportunity to choose the authentication method if more then 1 type of authentication option are there



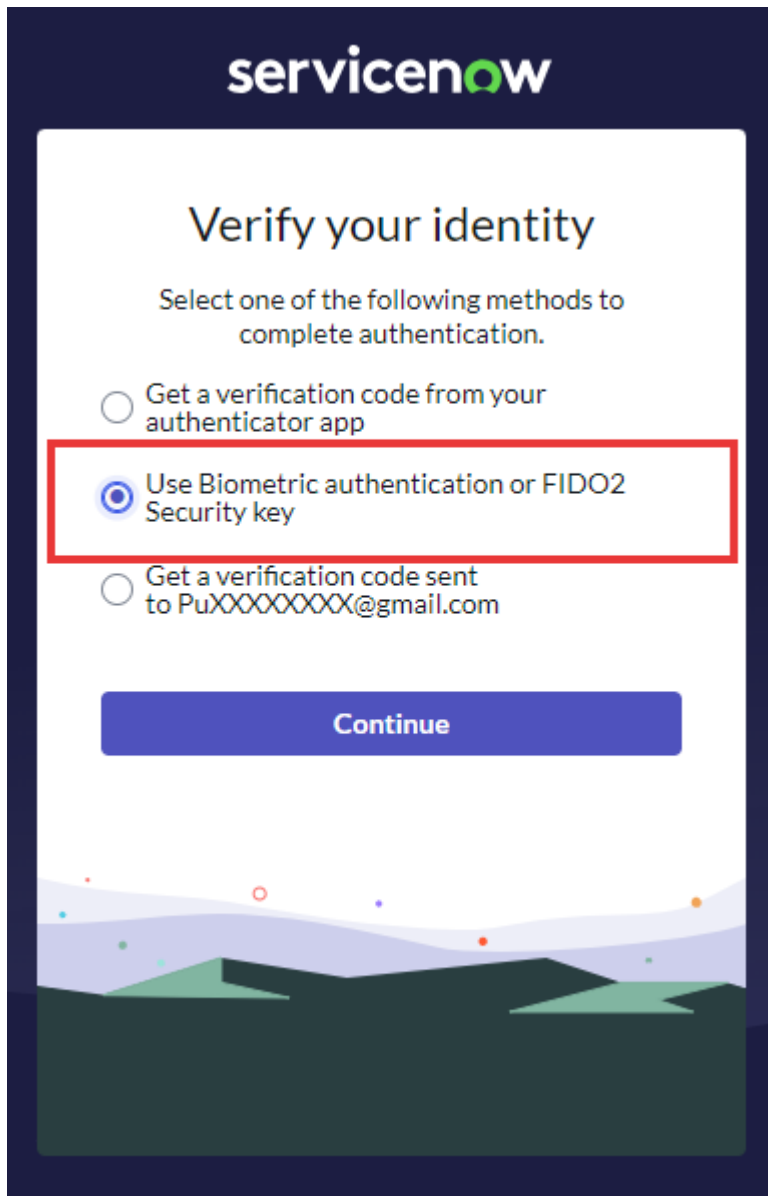
- Once you have selected type of authentication it will move to seps to insert generated 6-digit code



- As shown in above screenshot it will ask you to skip the MFA for next 8hr and user can enable biometric or face unlock on their device based on the requirement.



- In case of enrolling device for Biometric MFA on that case new option will be visible to authenticate user



B. Testing the Implementation

1. Test User Logins:

- Log in with a test user account to verify MFA prompts.
- Ensure that the selected MFA methods are functioning as expected.

2. Review Logs:

- Check `Multi-Factor Authentication > Logs` for any issues or errors during login attempts.

6. Best Practices

- **Backup Codes:** Provide backup codes for users in case they lose access to their MFA device.
- **User Training:** Educate users on the importance of MFA and how to use it effectively.

- **Regular Audits:** Conduct regular security audits to ensure compliance and effectiveness of MFA.
- **Policy Updates:** Keep MFA policies updated based on evolving security needs.

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5. Implementation Steps

A. Enabling MFA in ServiceNow

1. **Navigate to the Multi-Factor Authentication Settings:**
 - Go to `Multi-Factor Authentication > Settings` in the ServiceNow instance.
2. **Enable MFA:**
 - Toggle the MFA option to enable it for your instance.
3. **Select MFA Methods:**
 - Choose the desired MFA methods (SMS, Email, TOTP, Push Notifications).

B. Configuring Identity Providers

1. **Integrate Identity Provider:**
 - Go to `Multi-Provider SSO > Identity Providers`.
 - Click `New` to add an identity provider.
 - Fill in the required fields such as Name, URL, and Client ID.
 - Configure the identity provider to support MFA.
2. **Configure SAML 2.0 Settings:**
 - Set up SAML 2.0 settings for authentication.
 - Ensure that the `AuthnContextClassRef` is set to require MFA.

C. Setting Up MFA for Users

1. **User Enrollment:**
 - Users need to enroll their devices for MFA.
 - Navigate to `Self-Service > Multi-Factor Authentication Enrollment`.
 - Follow the prompts to register the device (e.g., scan QR code for TOTP).
2. **Assign MFA Policies:**
 - Go to `Multi-Factor Authentication > Policies`.
 - Create and assign policies to users or groups to enforce MFA.

D. Testing the Implementation

1. **Test User Logins:**
 - Log in with a test user account to verify MFA prompts.
 - Ensure that the selected MFA methods are functioning as expected.
2. **Review Logs:**
 - Check `Multi-Factor Authentication > Logs` for any issues or errors during login attempts.

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- **Regular Audits:** Conduct regular security audits to ensure compliance and effectiveness of MFA.
- **Policy Updates:** Keep MFA policies updated based on evolving security needs.

7. Troubleshooting

- **Device Sync Issues:** Ensure the user's device clock is synchronized for TOTP.
- **Connectivity Problems:** Verify that there are no network issues affecting SMS or push notifications.
- **User Enrollment:** Assist users in enrolling their devices correctly and troubleshooting common issues.

8. Conclusion

Implementing MFA in ServiceNow is a crucial step towards securing your organization's sensitive information. By following the outlined steps and best practices, you can ensure a smooth and effective deployment of MFA, enhancing the overall security posture of your ServiceNow instance.