**WEEK- 1 VIDEO- 6 REPORTS**

All-> users -> user administration -> users

We can see list of users in table format, select anyone of the record to see the details of the particular user.

* Forms : in servicenow a form is a common set of tools and user-interface elements used to view and update a single record from the database.

There are 2 types of records:

* Incident record
* User record

These 2 records look the same because servicenow in their infinite wisdom created a very standardized layout for all the forms.

Commonalities in both of the forms:

* Header bar
* Fields
* Required
* Sections
* Read-only
* Related lists
* A computer screen shot of a computer screen

  Description automatically generatedFormatters

Form Field Types:

1. String field: where you can type the details
2. Boolean (true/false) field: tick or untick
3. Choice field: where you can select options from the drop-down lists
4. Reference field: where the database displays a value pulled from another table.

Saving changes: As changes are made on a form, they are “not” automatically saved.

* Users must proactively save changes using the save menu item or submit/update button.
* If you attempt to leave a form with unsaved changes, the system will notify you.

Copying a record: most forms provide 2 methods of creating a new record as a copy of an existing one.

* Insert: Creates and saves a copy of the current record and returns the user to a list of records
* Insert and Stay: Creates and saves a copy of the current record and leaves the user on the new record’s forms.

Form Sections:

* Forms are made up of sections that organize the fields and other data.
* Sections can be viewed as tabs or expandable sections, depending on the preference of the user.

Form Related Lists:

* A related list is a special form of elements that displays a list of records from another table that is related to the current record.
* For example, a user form might contain a related list displaying all roles that have been associated with the user.

Form Views:

* Not every user wants to see a record’s data in the same way
* Form views provide the ability to display and organize fields, related lists, and formatters in different ways to meet the needs of specific users.

Form personalization :

* Allows the users to select which fields are displayed on a particular form view.
* These changes do not impact any other users.
* Clicking reset will return the form view to its original settings.

Form Attachments:

* The manage attachments button (paper clip symbol) provides the ability to attach files to a record.

Form Templates:

* Templates are used to simplify the process of creating new records by populating some form fields automatically.
* The more options icon provides the ability to turn on/off the template bar at the bottom of the form.
* Any user can toggle on/off the template bar and create templates.
* The templates a user can access are dependent on the access controls set within each template.
* Templates can set the value of fields regarding of their visibility in the form view.
* Field values can include variables.
* The template bar provides shortcuts to apply, edit, and create templates for the current form.