

TC002

Forgot Password

1. Navigate to the service now instance
2. User should see the forgot password
3. Click the forgot password
4. User should see three tabs as Identify, Verify & Reset
5. User should see the username label and text field
6. User should see the next button
7. Enter the username as admin
8. Click on the next button
9. User should see the Request in progress popup
10. User should see the Email field and email text box