

# REPORT ON TO CREATE USERS

## User Creation Report: Alice P

### Objective :

To successfully register and configure a new user profile for Alice P to grant access to the ServiceNow instance.

### User Details :

- **User ID:** alice.p
- **First Name:** Alice
- **Last Name:** P
- **Email:** alice@gmail.com

### Configuration Steps Followed :

- **Navigation:** Accessed the **User Administration** module and selected **Users**.
- **Data Entry:** Entered the unique User ID, full name, and primary email address.
- **System Settings:** Set the appropriate Time Zone and Date Format to ensure localized accuracy.
- **Status:** Verified the **Active** checkbox is checked to allow immediate login.

### Verification :

The record was successfully saved. Alice P now appears in the User List with a confirmed active status.

## User Creation Report: Bob P

### Objective :

To successfully register and configure a new user profile for Bob P to grant access to the ServiceNow instance.

### User Details :

- User ID:** bob.p
- First Name:** Bob
- Last Name:** P
- Email:** bob@gmail.com

### Configuration Steps Followed :

- Navigation:** Accessed the **User Administration** module and selected **Users**.
- Data Entry:** Input the User ID (bob.p), First Name, and Last Name as specified.
- Communication:** Linked the official contact email to the profile for system notifications.
- Validation:** Ensured the account was marked as **Active** within the user form.

## Verification :

The record for Bob P is now live in the system database. Cross-referencing the User Table confirms the entry is correctly indexed and ready for role assignment.

The screenshot shows the ServiceNow User record for 'User - Bob p'. The main form displays the following fields:

|                           |                                     |
|---------------------------|-------------------------------------|
| User ID                   | bob                                 |
| First name                | Bob                                 |
| Last name                 | p                                   |
| Title                     |                                     |
| Department                |                                     |
| Password needs reset      | <input type="checkbox"/>            |
| Locked out                | <input type="checkbox"/>            |
| Active                    | <input checked="" type="checkbox"/> |
| Identity type             | Human                               |
| Internal Integration User | <input type="checkbox"/>            |

On the right side, there are additional settings:

|                      |                              |
|----------------------|------------------------------|
| Email                | bob@gmail.com                |
| Language             | -- None --                   |
| Calendar Integration | Outlook                      |
| Time zone            | System (America/Los_Angeles) |
| Date format          | System (yyyy-MM-dd)          |
| Business phone       |                              |
| Mobile phone         |                              |

Below the main form, under 'Related Links', are three options: 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'.

At the very bottom, there is a navigation bar with tabs for 'Entitled Custom Tables', 'Roles (3)', 'Groups (2)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Table' tab is currently selected.