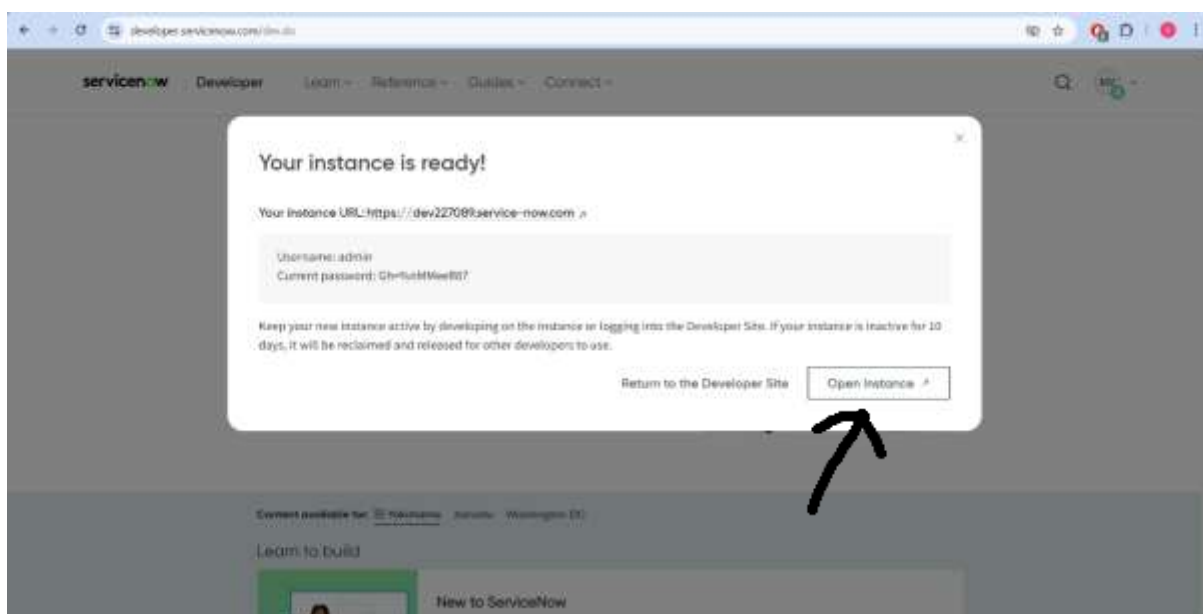




Step 1: Welcome to ServiceNow Developer Portal

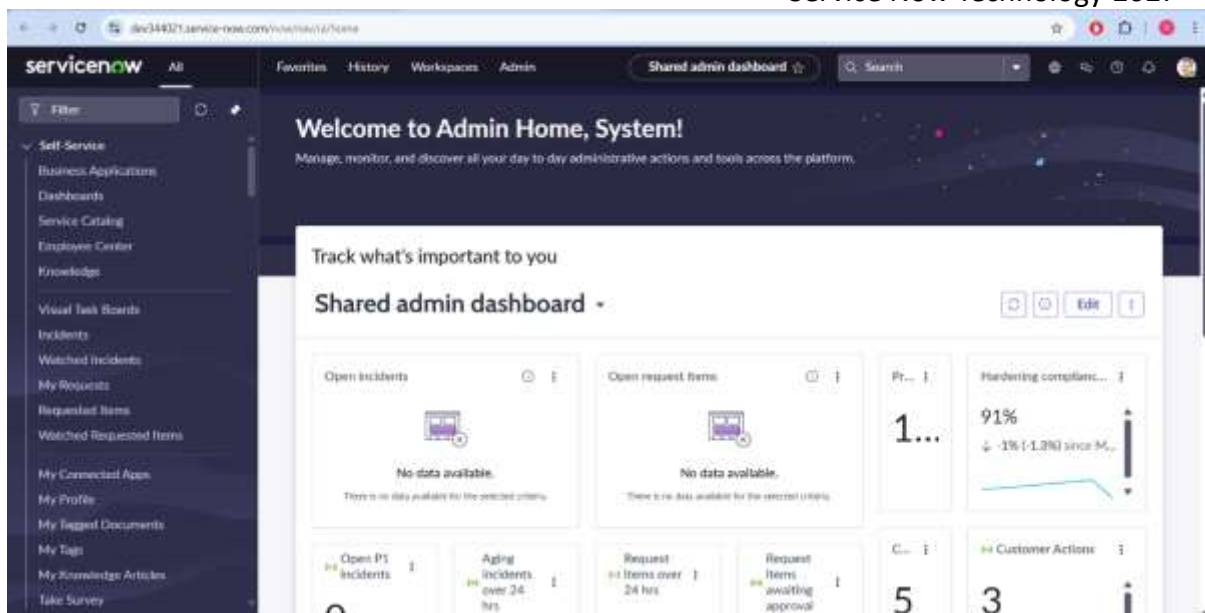
This is your starting point to build powerful applications using the ServiceNow platform.

Then click on start building to on the instance.



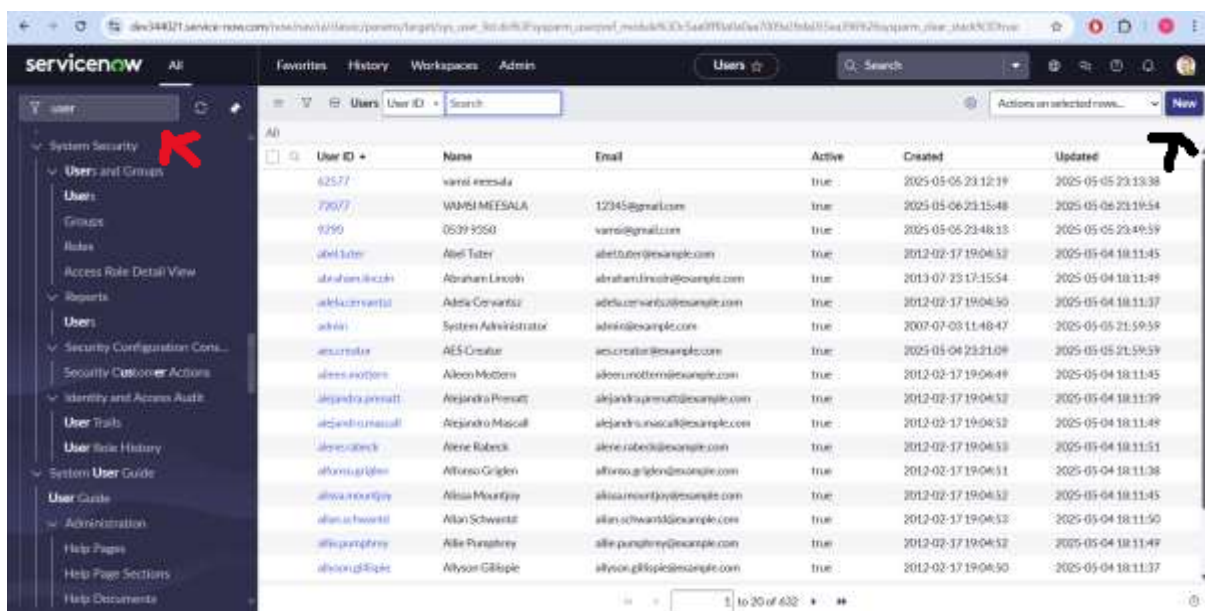
Step 2: Your ServiceNow Instance is Ready

You've successfully created your personal developer instance. Use the provided **URL**, **username**, and **password** to open and log in to your instance. Click "**Open Instance**" to begin working on it.



Step 3: Access the Admin Home Dashboard

After opening your instance, you'll land on the **Admin Home** page. Here, you can monitor and manage incidents, requests, and tasks using the **Shared Admin Dashboard**, which gives a visual overview of important data for administrators.



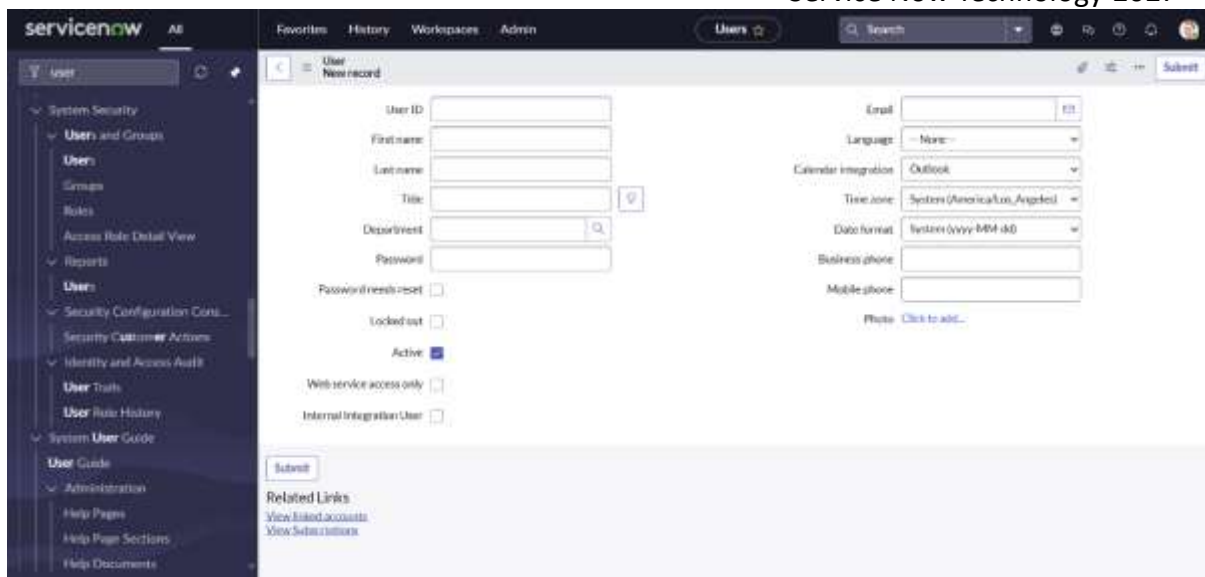
Step 4: You accessed the **Users** list under **System Security**, where you can view, search, and manage all user accounts.

vamsi meesala

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Cse-A

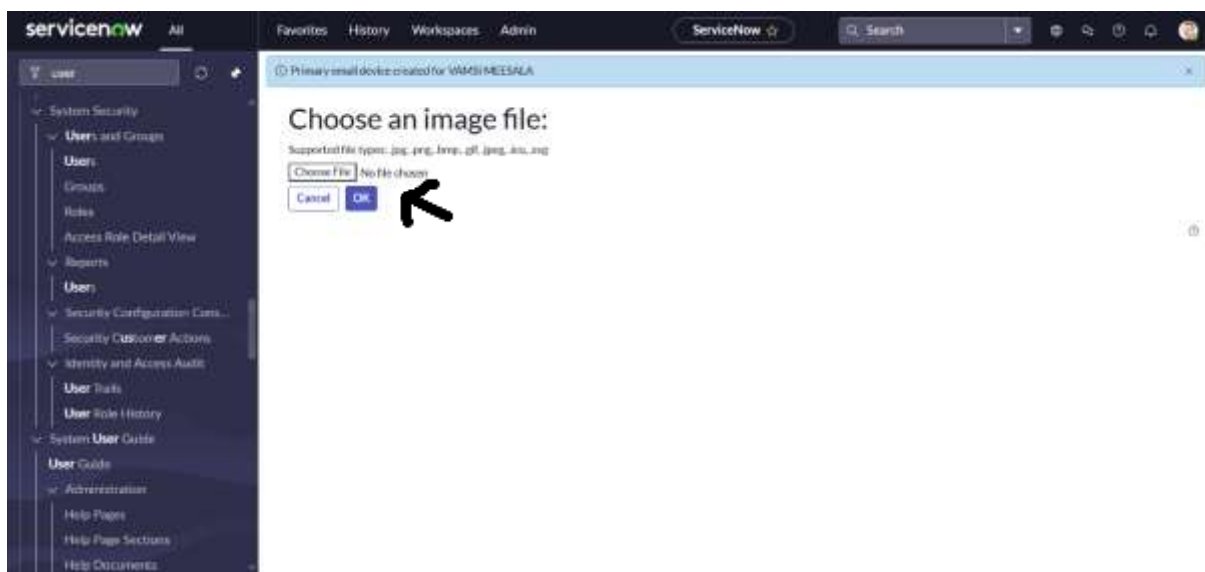
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The screenshot shows the 'New User' form in the ServiceNow interface. The left sidebar contains a navigation menu with categories like System Security, Users and Groups, Reports, Security Configuration, and System User Guide. The main form area is titled 'User New record' and contains several input fields: User ID, First name, Last name, Title, Department, Password, Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for 'Password must reset', 'Locked out', 'Active', 'Web service access only', and 'Internal integration user'. A 'Submit' button is located at the bottom left of the form. Below the form, there are 'Related Links' for 'View linked accounts' and 'View system settings'.

Step 5: You opened the **New User** form to create a user by entering details like User ID, Name, Email, Password, and more.

After filling in the required fields, click **Submit** to add the new user to the system.



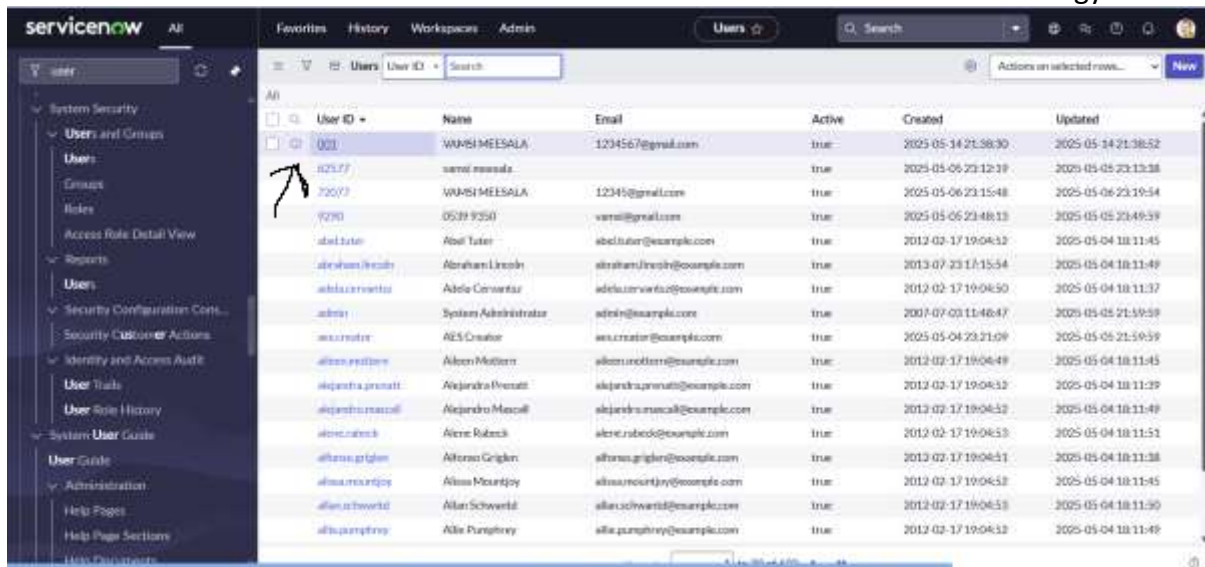
The screenshot shows a 'Choose an image file' dialog box in the ServiceNow interface. The dialog has a title bar that says 'Primary email device created for VAMSI MEESALA'. The main text says 'Choose an image file:' and 'Supported file types: .jpg, .png, .bmp, .gif, .jpeg, .ico, .svg'. There are two buttons: 'Choose File' and 'No file chosen'. Below these are 'Cancel' and 'OK' buttons. A black arrow points to the 'OK' button. The background shows the same ServiceNow interface as the previous screenshot, but the 'New User' form is not visible.

Step 6: You were prompted to upload a user profile image.

You can now choose an image file (e.g., .jpg, .png) and click **OK** to set the profile picture for the new user.

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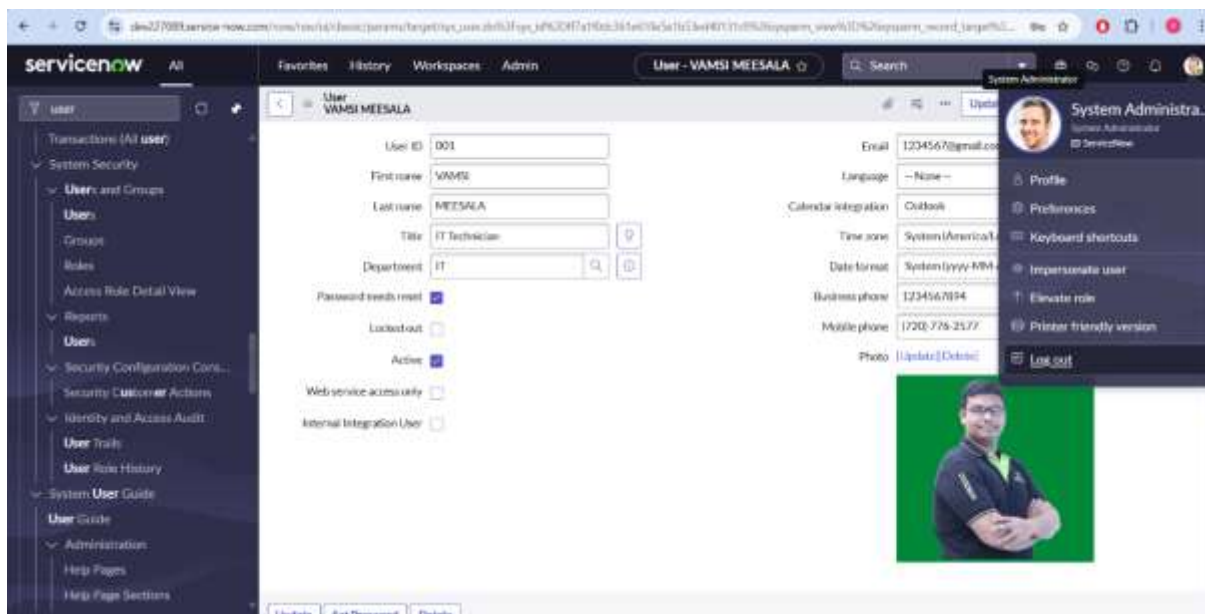
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User ID	Name	Email	Active	Created	Updated
001	VAMSI MEESALA	1234567@gmail.com	true	2025-05-14 21:38:30	2025-05-14 21:38:52
02577	vamsi meesala		true	2025-05-06 21:12:19	2025-05-06 21:12:19
72072	VAMSI MEESALA	12345@gmail.com	true	2025-05-06 21:15:48	2025-05-06 21:15:48
9290	0539 9290	vamsi@gmail.com	true	2025-05-06 21:48:13	2025-05-06 21:48:13
abel.tutor	Abel Tutor	abel.tutor@example.com	true	2012-02-17 19:04:12	2025-05-04 18:11:45
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 11:15:54	2025-05-04 18:11:48
adela.cervantes	Adela Cervantes	adela.cervantes@example.com	true	2012-02-17 19:04:50	2025-05-04 18:11:37
admin	System Administrator	admin@example.com	true	2007-07-03 11:46:47	2025-05-05 21:59:58
aws.creators	AWS Creators	aws.creators@example.com	true	2025-05-04 23:21:09	2025-05-05 21:59:59
aleen.mottam	Aleen Mottam	aleen.mottam@example.com	true	2012-02-17 19:04:49	2025-05-04 18:11:45
alexandra.persatt	Alexandra Persatt	alexandra.persatt@example.com	true	2012-02-17 19:04:12	2025-05-04 18:11:39
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-05-04 18:11:48
alene.ruback	Alene Ruback	alene.ruback@example.com	true	2012-02-17 19:04:53	2025-05-04 18:11:51
alison.grigler	Alison Grigler	alison.grigler@example.com	true	2012-02-17 19:04:51	2025-05-04 18:11:38
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-05-04 18:11:45
allan.schwartz	Allan Schwartz	allan.schwartz@example.com	true	2012-02-17 19:04:53	2025-05-04 18:11:50
alia.pumphrey	Alia Pumphrey	alia.pumphrey@example.com	true	2012-02-17 19:04:12	2025-05-04 18:11:48

Step 7: You've successfully returned to the **User list** page in ServiceNow.

You can now confirm that the user **VAMSI MEESALA** with **User ID: 001** has been created successfully.



User: VAMSI MEESALA

User ID: 001

First name: VAMSI

Last name: MEESALA

Title: IT Technician

Department: IT

Password needs reset: ☒

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: 1234567@gmail.com

Language: --None--


Calendar integration: ☐


Time zone: System (America/...

Date format: System (yyyy-MM...

Business phone: 1234567894

Mobile phone: (720) 725-2577

Photo: 

System Administrator: 

Profile

Preferences

Keyboard shortcuts

Impersonate user

Elevate role

Printer friendly version

Log out

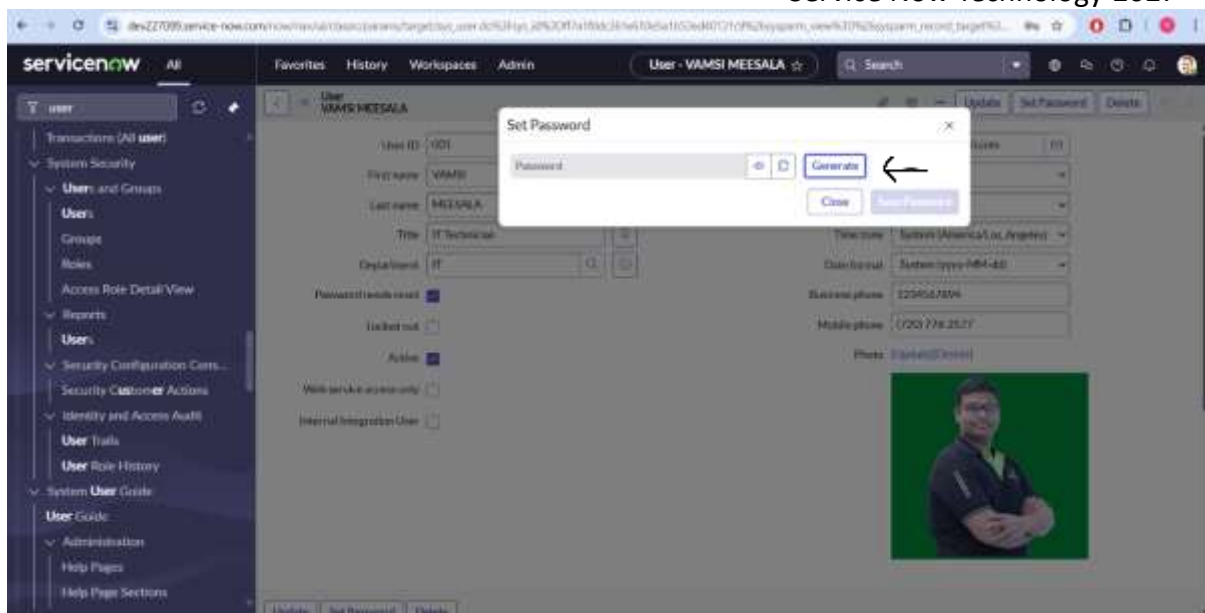
User "VAMSI MEESALA" (ID: 001) is an active IT Technician with email 1234567@gmail.com in the IT department.

vamsi meesala

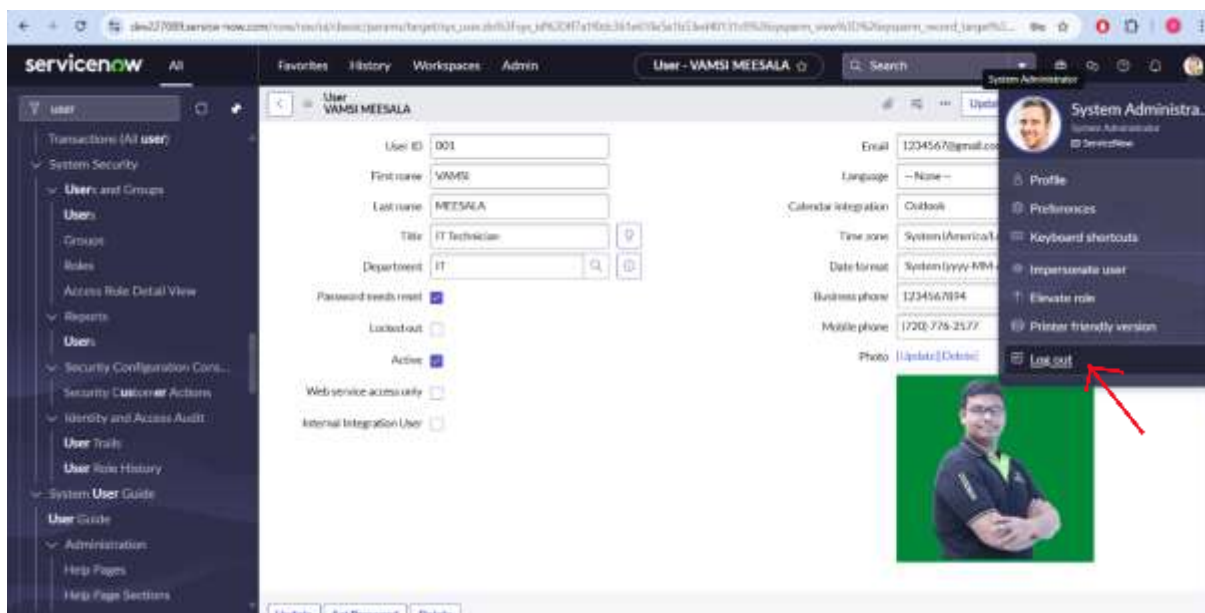
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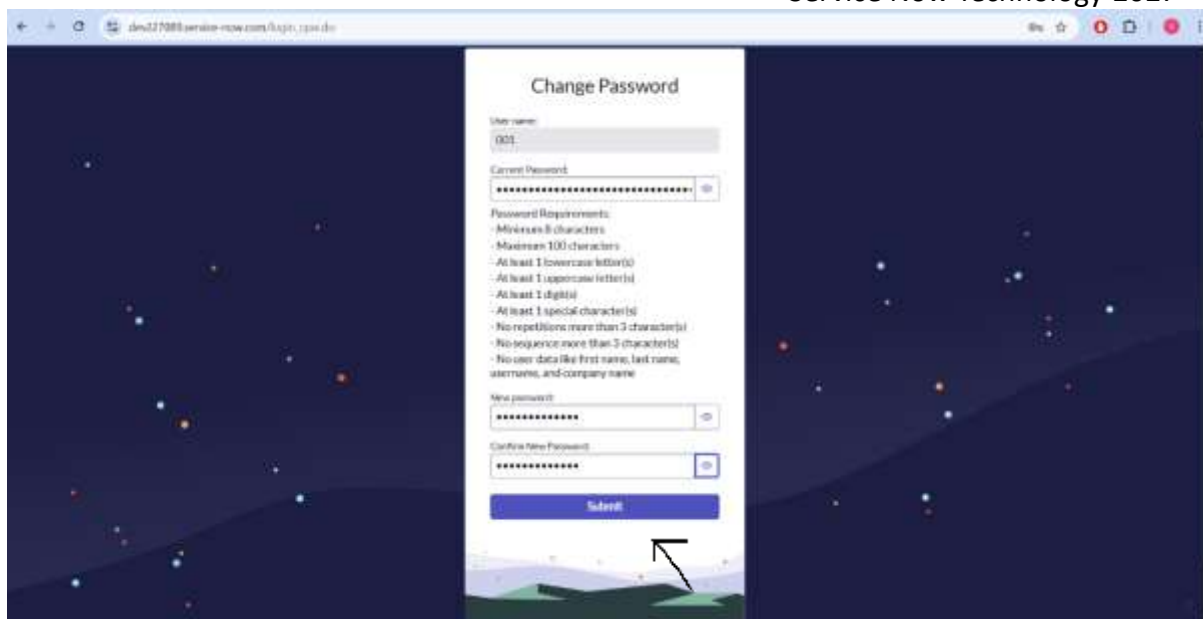
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Step 8: Enter or generate a new password for the user and then save it.



Step 9: Click your profile icon and select **Log out** to sign out.

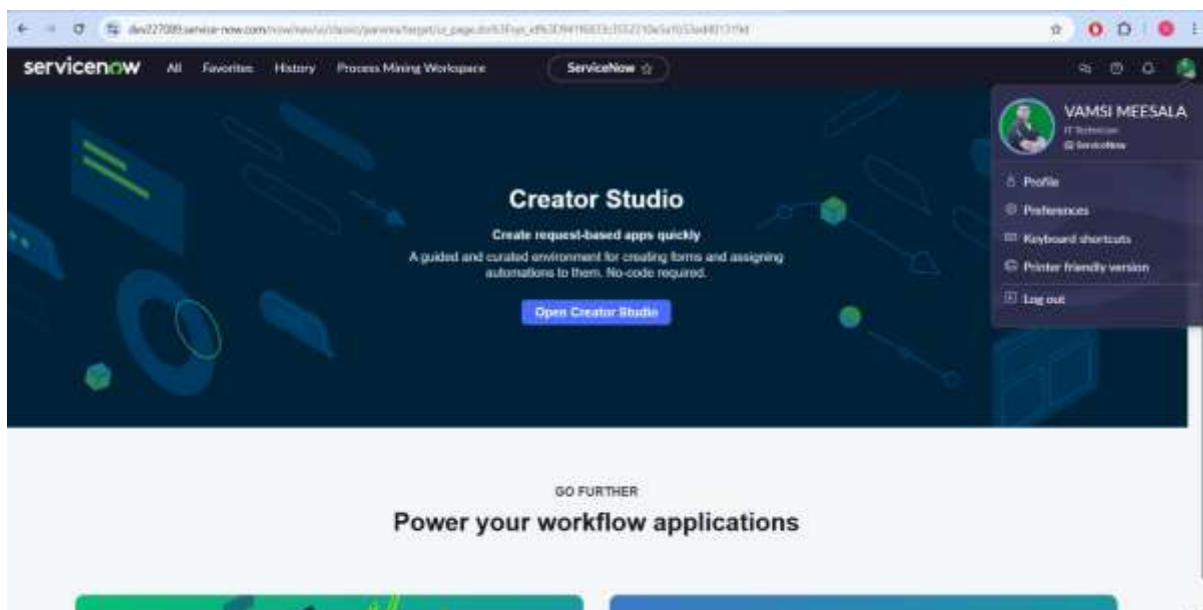


The screenshot shows a web browser window with the URL `den227089.service-now.com/aspn.jsp?do=`. The page title is "Change Password". It contains the following fields and sections:

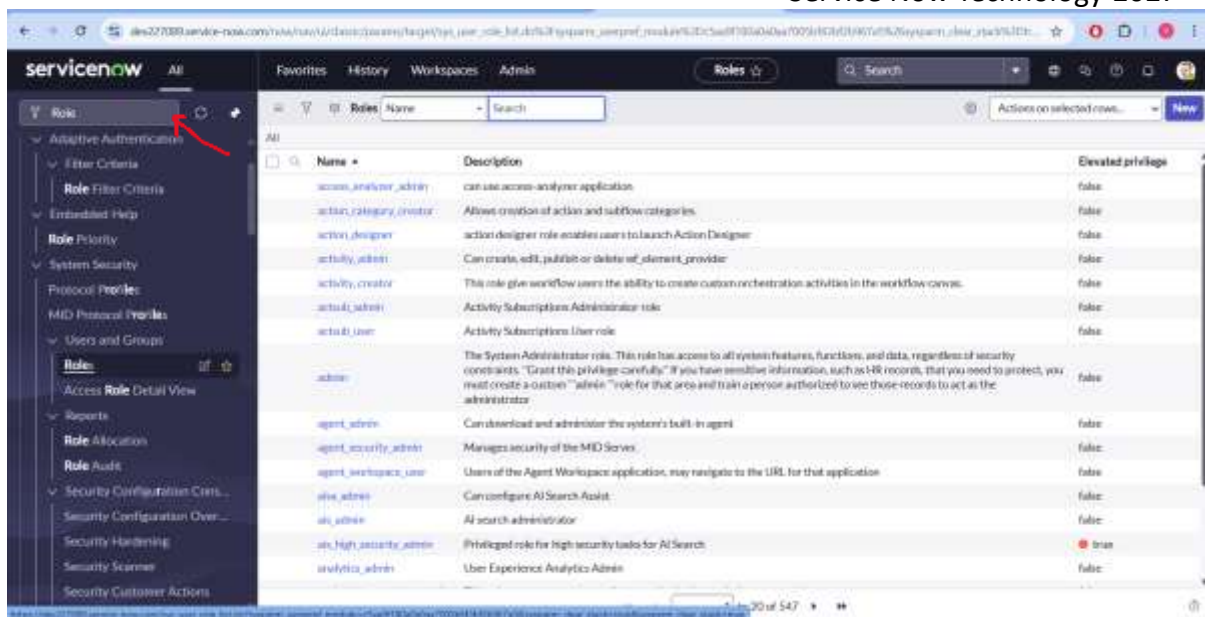
- User name:** A text input field with the value "001".
- Current Password:** A password input field with masked characters.
- Password Requirements:**
 - Minimum 8 characters
 - Maximum 100 characters
 - At least 1 lowercase letter(s)
 - At least 1 uppercase letter(s)
 - At least 1 digit(s)
 - At least 1 special character(s)
 - No repetitions more than 3 character(s)
 - No sequence more than 3 character(s)
 - No user data like first name, last name, username, and company name
- New password:** A password input field with masked characters.
- Confirm New Password:** A password input field with masked characters.
- Submit:** A blue button at the bottom of the form.

An arrow points to the "Submit" button.

A user interface for changing a password, displaying password requirements and fields for current, new, and confirmed new passwords.



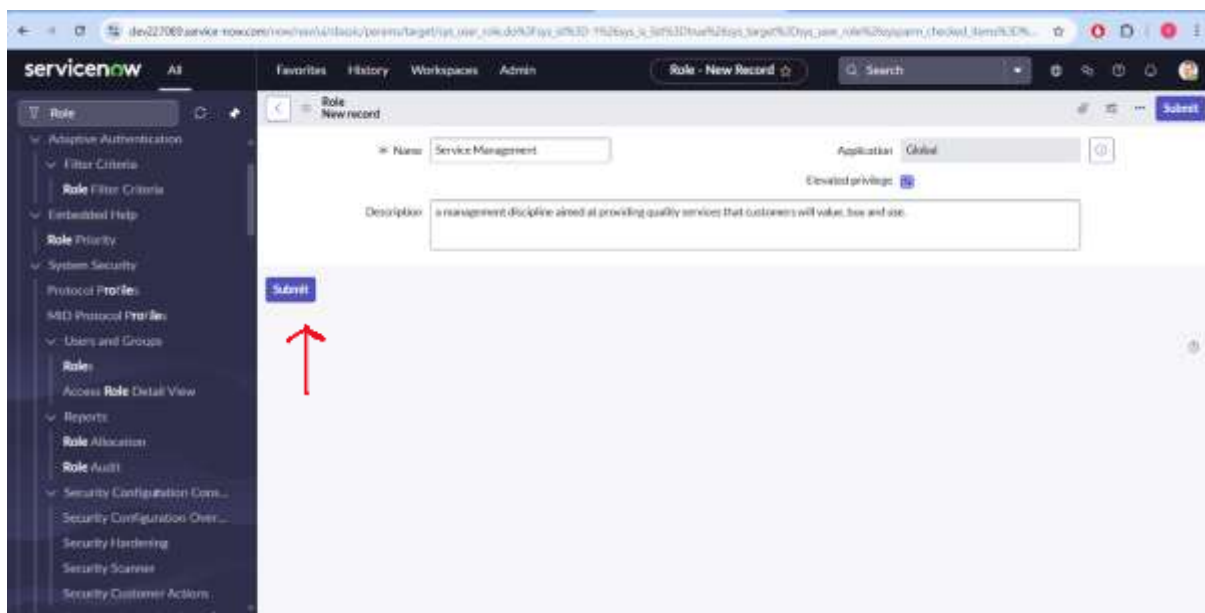
Step-10:After filling in the required details and assigning roles, click "Submit" to finalize the creation of the new user in ServiceNow.



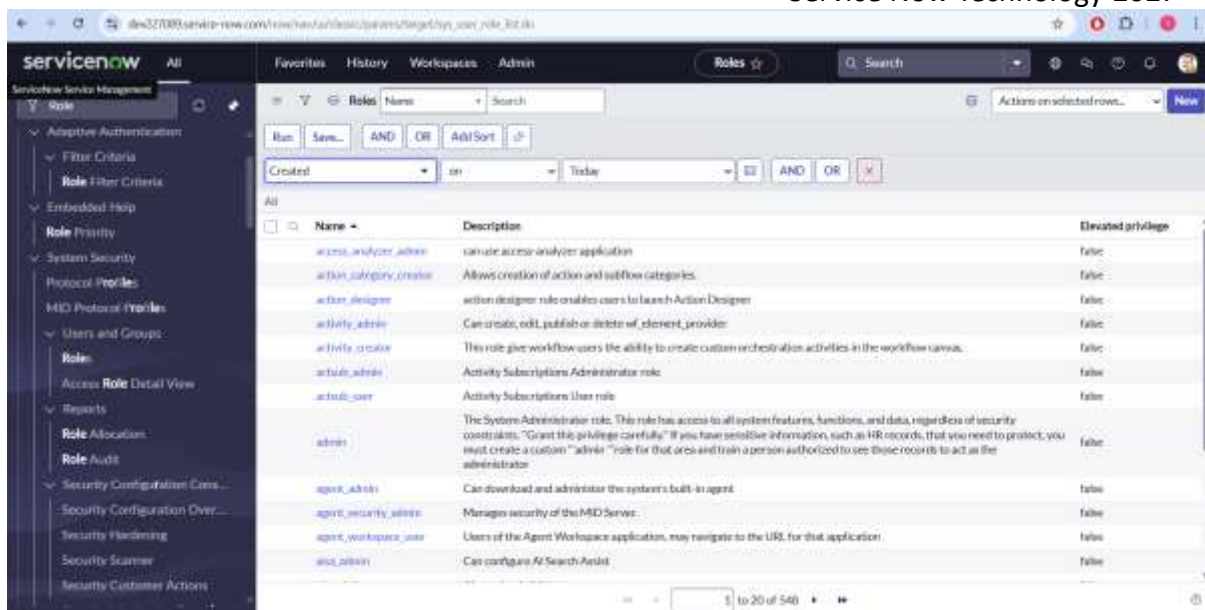
2. Assigning a role to an user

Step-11: Navigating to the "Roles" section under "User Administration" likely allows for the assignment of specific permissions to users.

Create the Customize Role first

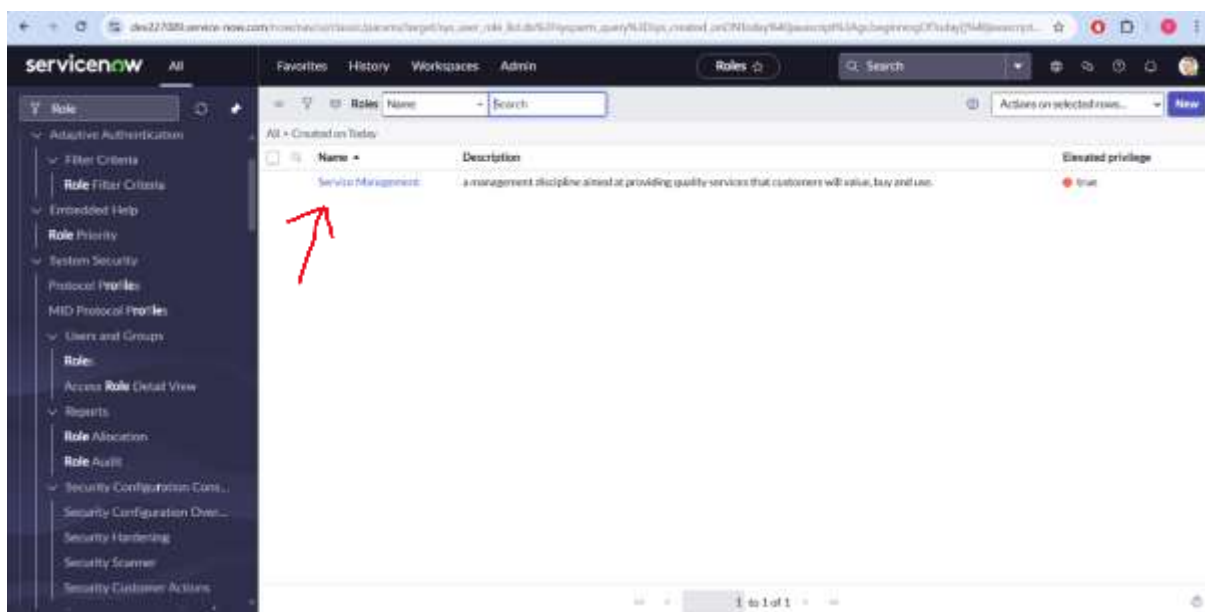


Creating a new role involves defining its name, application scope, and optionally an elevated privilege setting and a description.



Name	Description	Elevated privilege
access_analyzer_admin	Can use access analyzer application	false
action_category_creator	Allows creation of action and subflow categories	false
action_designer	action designer role enables users to launch Action Designer	false
activity_admin	Can create, edit, publish or delete wf element_provider	false
activity_creator	This role gives workflow users the ability to create custom orchestration activities in the workflow canvas.	false
activity_admin	Activity Subscriptions Administrator role	false
activity_creator	Activity Subscriptions User role	false
admin	The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. "Grant this privilege carefully." If you have sensitive information, such as HR records, that you need to protect, you must create a custom "admin" role for that area and train a person authorized to see those records to act as the administrator	false
agent_admin	Can download and administer the system's built-in agent	false
agent_security_admin	Manages security of the MID Server.	false
agent_workspace_user	Users of the Agent Workspace application, may navigate to the URL for that application	false
aiqa_admin	Can configure AI Search Audit	false

This screen displays a list of existing roles within ServiceNow, showing their names, descriptions, and elevated privilege status and we filtering because it is helpful for searching.



Name	Description	Elevated privilege
Service Management	a management discipline aimed at providing quality services that customers will value, buy and use.	true

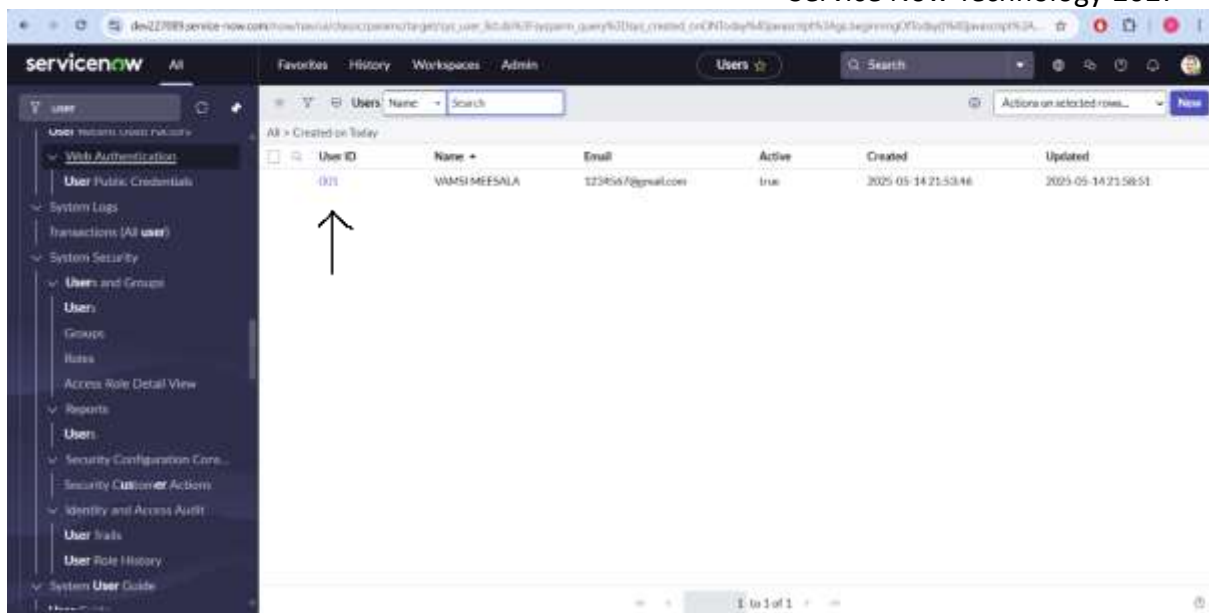
The newly created "Service Management" role is now visible in the list of roles, marked with elevated privilege set to "true".

vamsi meesala

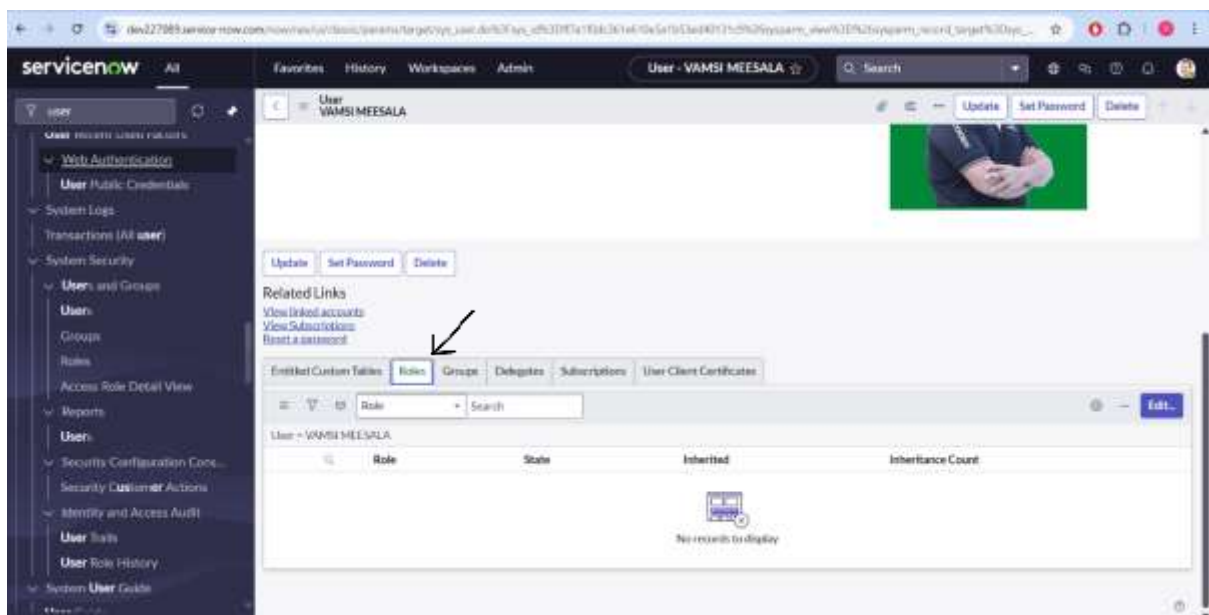
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Cse-A

Service Now Technology-2027

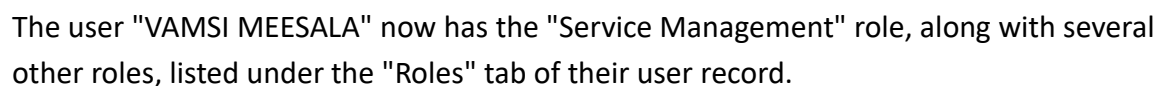
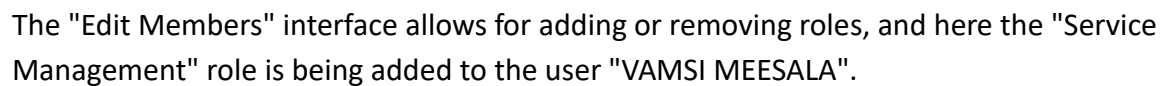


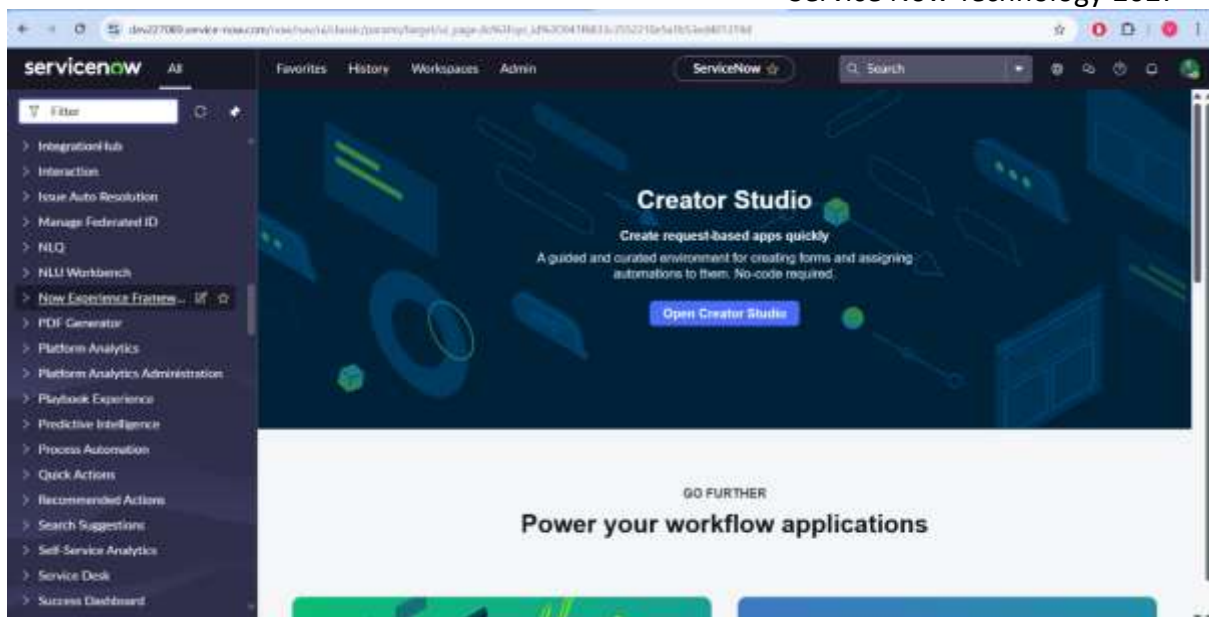
This is the user what I have created and now I will assign a role to this particular user.



The user record for "VAMSI MEESALA" is displayed, showing details and related links, but currently no roles are directly assigned to this user.

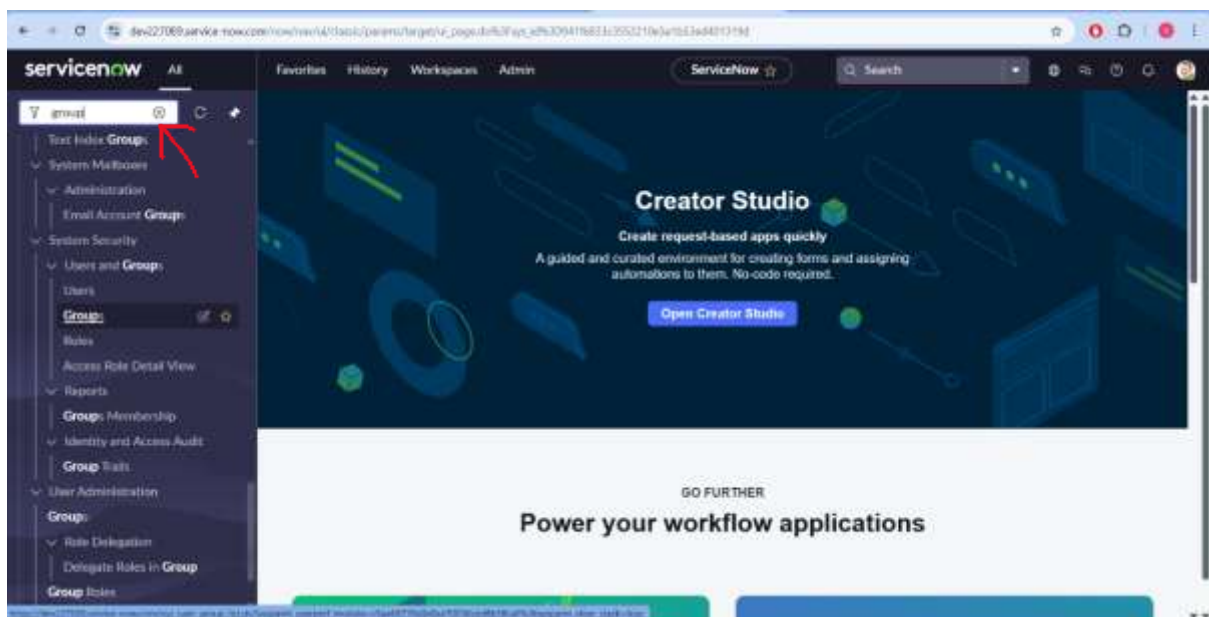
Service Now Technology-2027





In my own user we can see at the navigation bar that previous we can see only few modules and now we can see that here so many applications -> modules while we assign role to user.

3. Create a group and assign a role to group, add a new user to the group



Navigating to the "Groups" section under "User Administration" allows for the management of user groups within ServiceNow.

Service Now 'Group - New Record' form. The form is titled 'Group - New Record' and has a 'Submit' button. The fields are: Name (Service Security), Group email (1234@gmail.com), Manager (Abel Tutor), and Description (the measures taken to ensure the safe and reliable operation of a service). A red arrow points to the 'Submit' button.

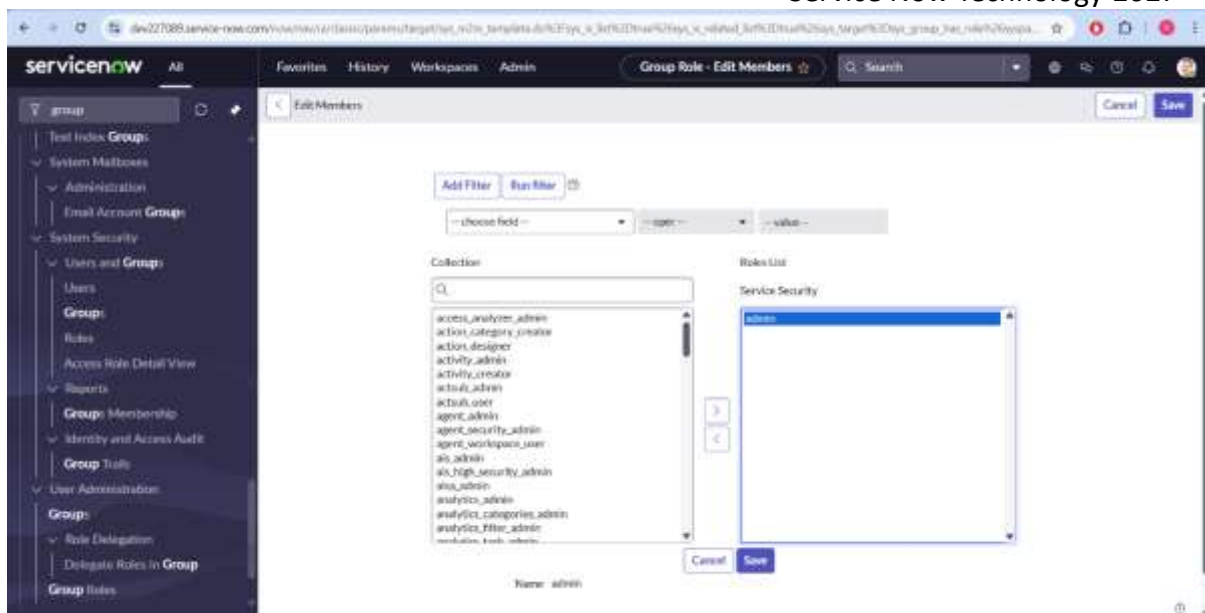
Creating a new group involves specifying a name, group email, manager, and a description for the "Service Security" group.

Service Now 'Groups' list view. The table shows the newly created 'Service Security' group. A red arrow points to the 'Service Security' group name.

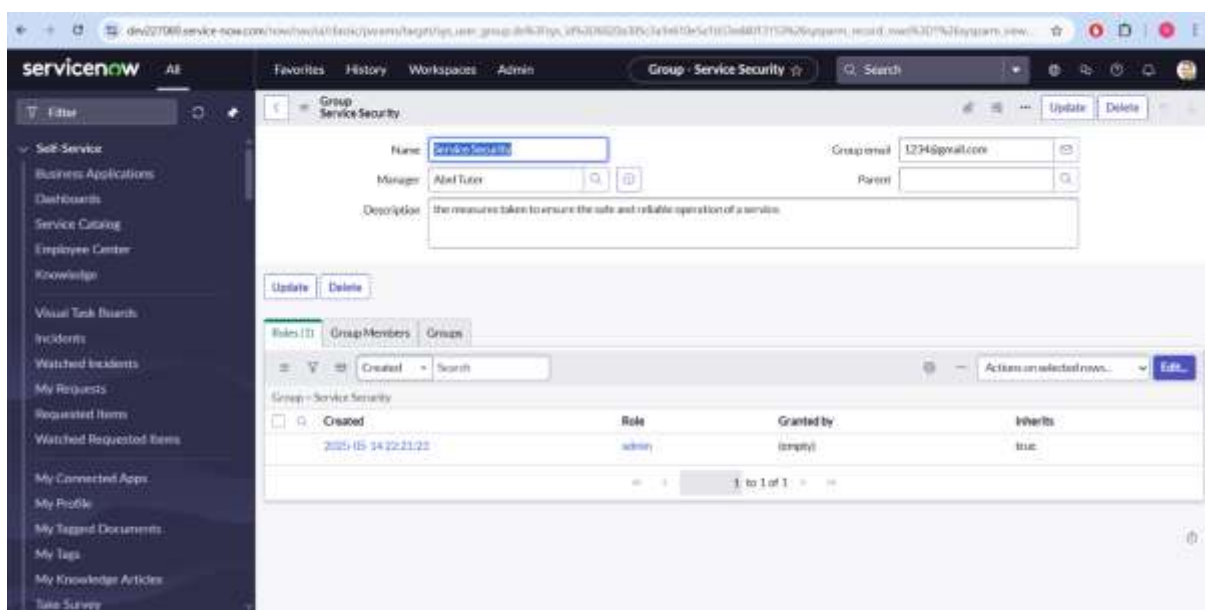
Name	Description	Active	Manager	Parent	Updated
Service Security	the measures taken to ensure the safe an...	true	Abel Tutor	Implyt	2025-05-04 22:19:37

The newly created "Service Security" group is now listed, showing its details like description, active status, manager, and creation date.

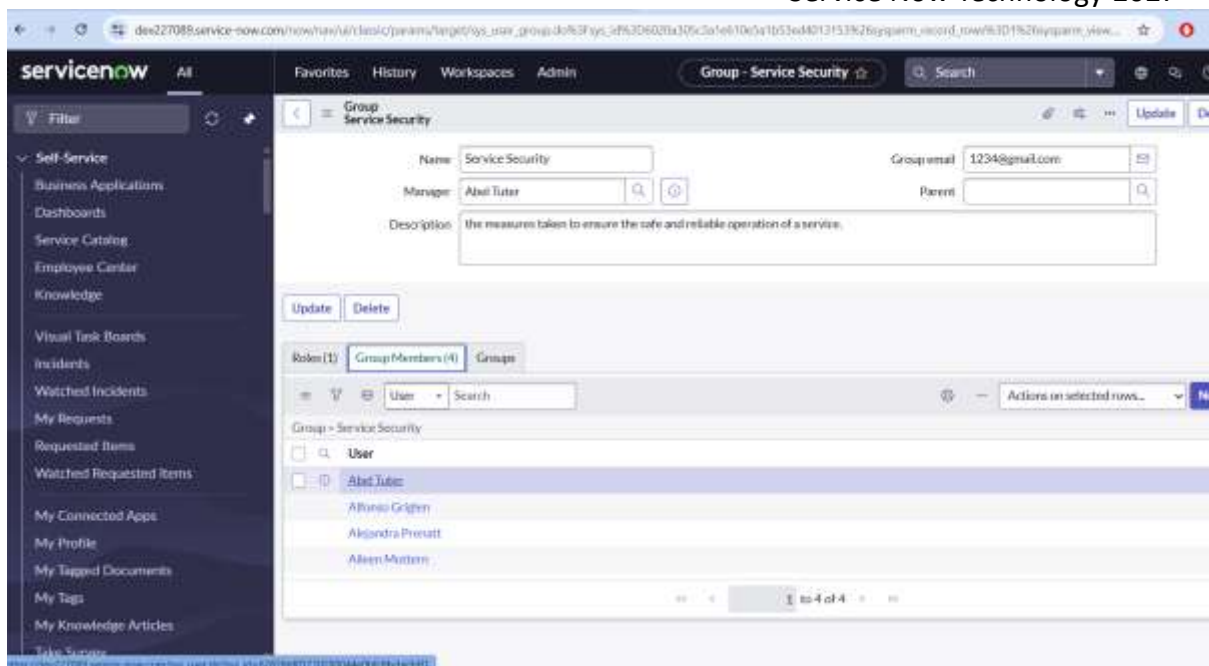
Service Now Technology-2027



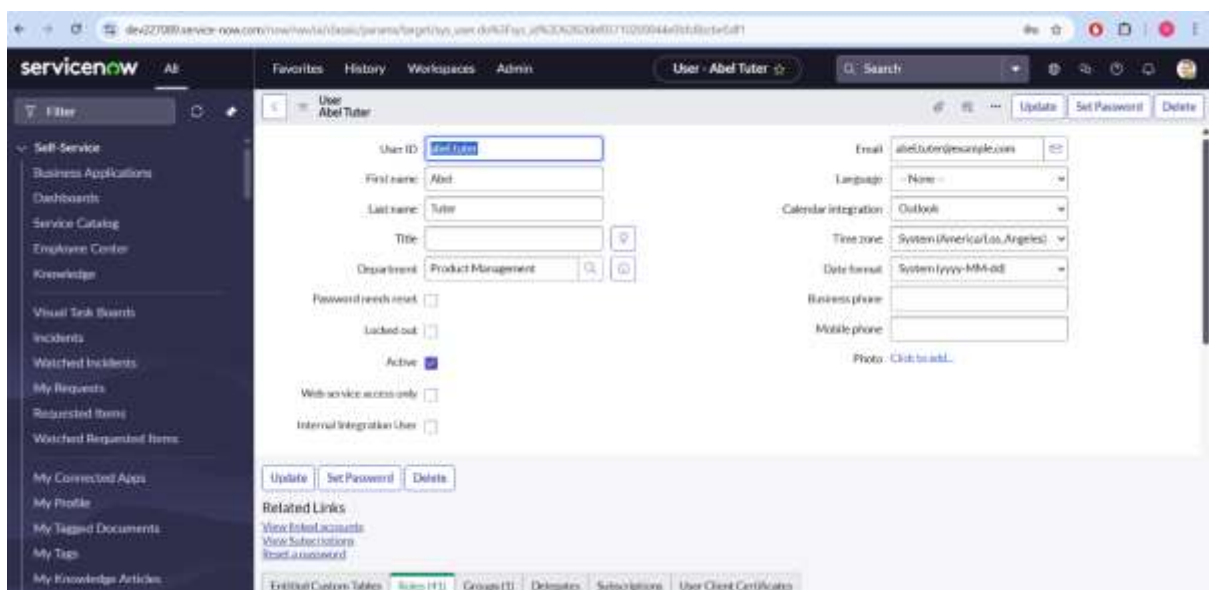
The "Edit Members" interface for the "Service Security" group allows for adding or removing users and roles, and here the "admin" role is being added to the group.



The "Service Security" group now includes the "admin" role, which it inherits, as shown under the "Group Members" tab.



The "Group Members" tab of the "Service Security" group now displays a list of individual users, including "Abel Tuter", who are members of this group.



The user record for "Abel Tuter" is displayed, showing their basic information and settings.

The screenshot shows the Service Now user record for 'Abel Tuter'. The 'Groups' tab is selected, displaying a table with one entry: 'Service Security'. The table has columns for 'Group' and 'Actions on selected row...'. The 'Group' column contains the text 'Service Security'. The 'Actions on selected row...' column contains 'New' and 'Edit...' buttons. The table is currently showing 1 of 1 results.

Under the "Groups" tab of the "Abel Tuter" user record, the "Service Security" group is listed, indicating Abel Tuter is a member of this group.

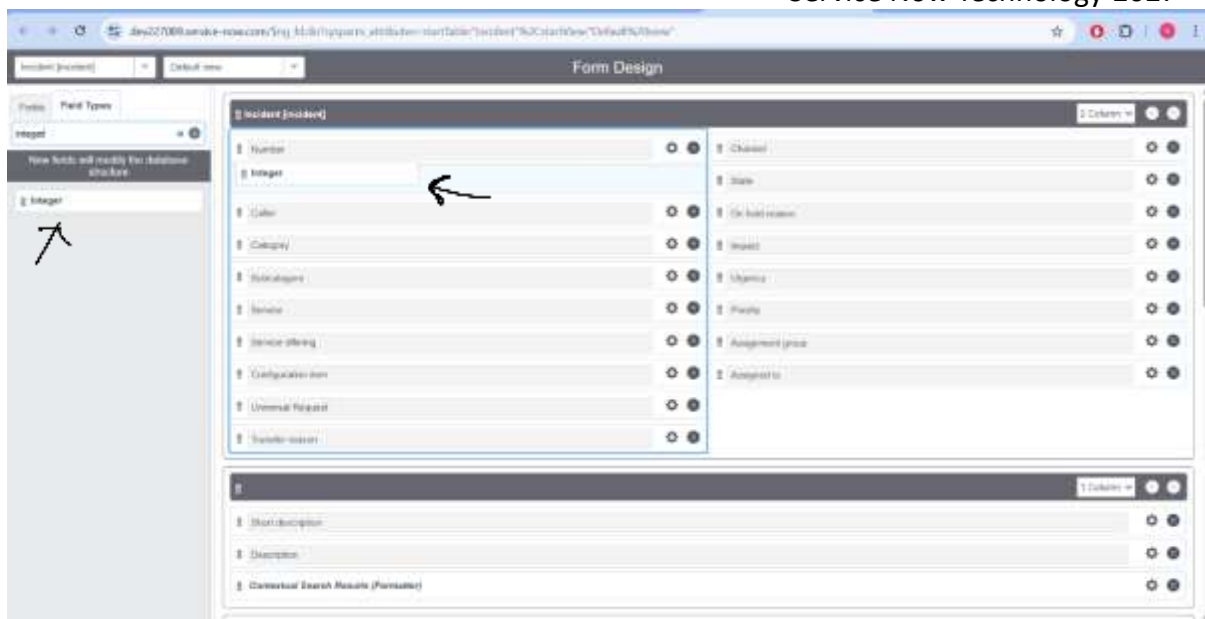
4. Create a custom field into the predefined to the existing form and assign any custom field as mandatory, hidden, read only use any of the forms types

The screenshot shows the 'Incident - Create' form in Service Now. The form is titled 'Incident - Create INC0010002'. It contains several fields for incident creation, including 'Number' (pre-filled with INC0010002), 'Caller', 'Category' (pre-filled with 'Incident/Help'), 'Subcategory' (pre-filled with 'None'), 'Service', 'Service offering', 'Configuration item', 'Short description', and 'Description'. There are also dropdown menus for 'Channel' (pre-filled with 'None'), 'State' (pre-filled with 'New'), 'Impact' (pre-filled with '3 - Low'), 'Urgency' (pre-filled with '3 - Low'), and 'Priority' (pre-filled with '3 - Planning'). The 'Assignment group' and 'Assigned to' fields are also present. The form includes a 'Submit' button and a 'Resolve' button. The bottom of the form shows a 'Related Search Results' section with a search bar and a 'Knowledge & Catalog' link.

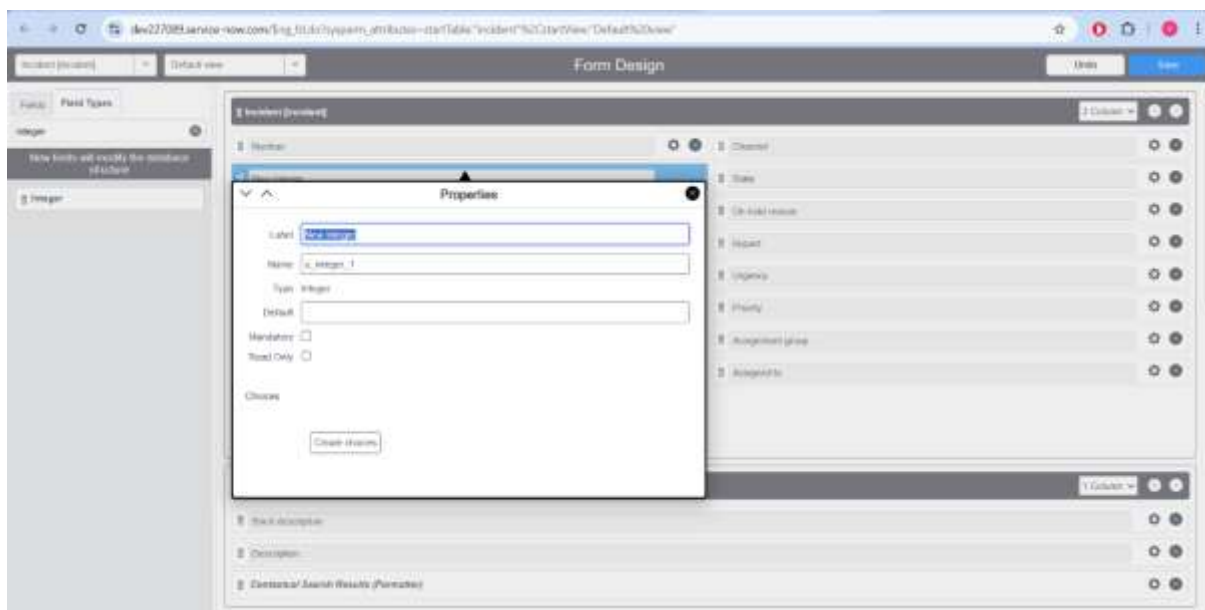
The "Incident - Create INC0010002" form is open, allowing a user to log a new incident with fields for caller, category, priority, and a short description.

While creating a new incident, the user "Abel Tuter" is selected as the caller, and a context menu is open, showing options related to the form, including configuration and saving.

The "Form Design" interface allows customization of the Incident form layout, showing available fields and their arrangement in columns.



In the "Form Design" view, a new field of type "Integer" is being searched for to potentially add to the Incident form.



The properties of the new "Integer" field are being configured, with the label set to "New Integer".

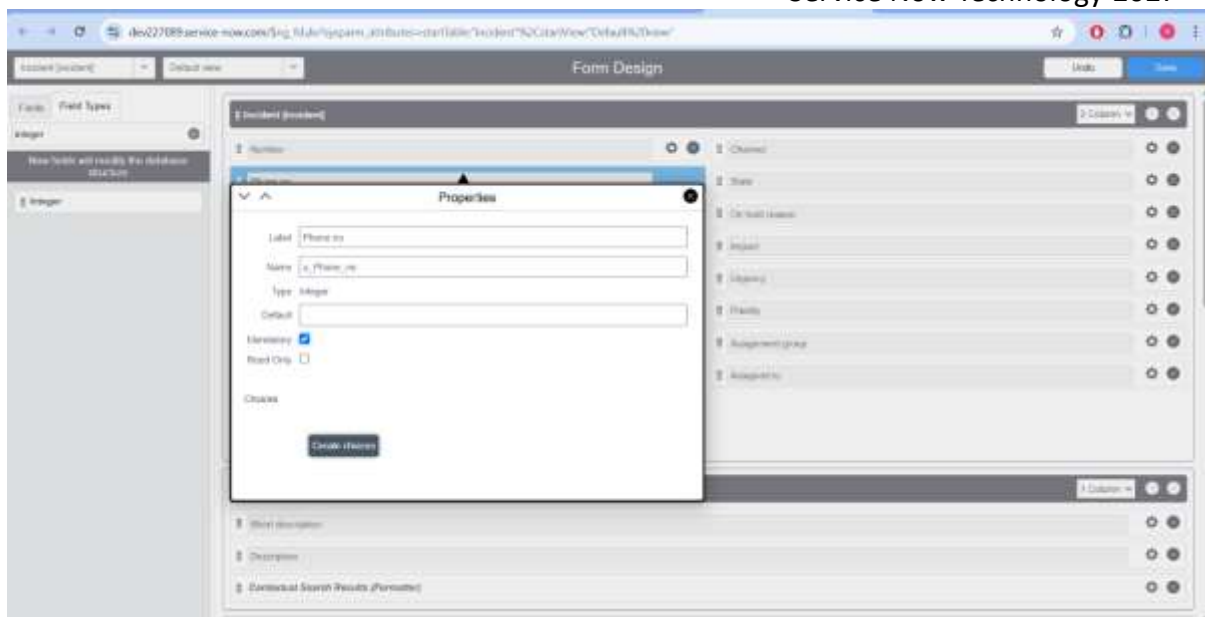
If you touch on the settings you can customize the option that can convert into our own words or sentences.

vamsi meesala

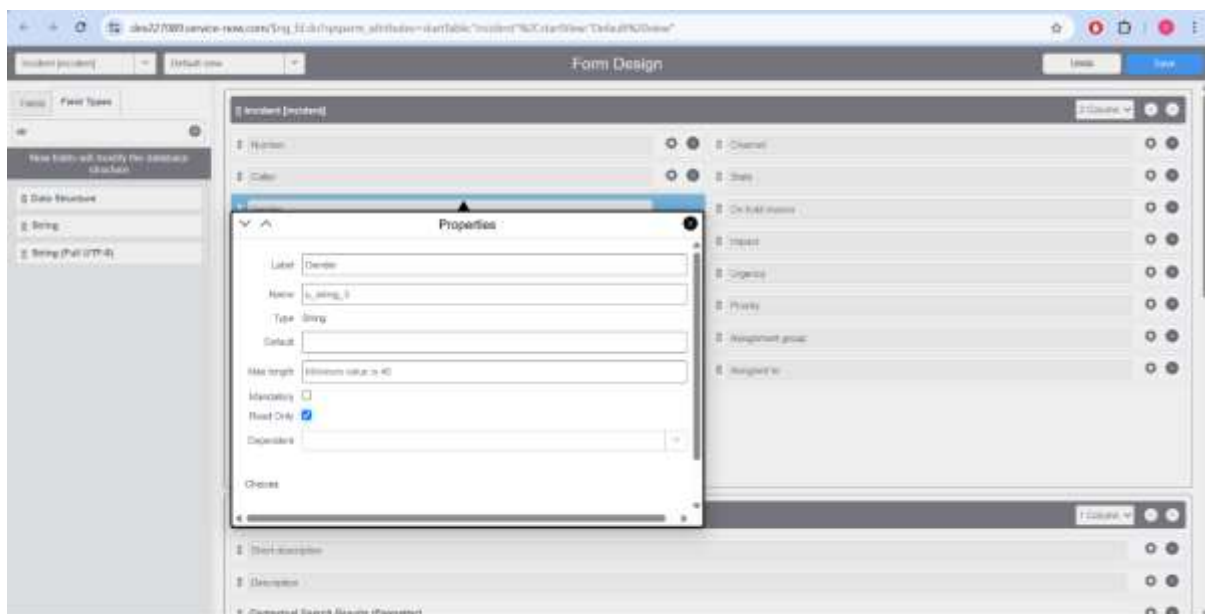
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Cse-A

Service Now Technology-2027



The properties of the new "Integer" field are being modified, with the label changed to "Phone no." and the "Mandatory" checkbox selected.



The properties of a new "String" field are being configured, with the label set to "Gender", a maximum length of 40, and the "Read Only" checkbox selected.

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23p31a0539

Cse-A

Service Now Technology-2027

The screenshot shows the 'Incident - Create' form in Service Now. The form includes fields for Number (INC0010010), Caller (Abel Tuter), Gender (None), Category (Inquiry/Help), Subcategory (None), Service (None), Service offering (None), Location (None), Configuration item (None), Short description (I had an email problem so that to rectify it), and Description. The Priority is set to 5-Planning. The form also has a 'Related Search Results' section and a 'Knowledge & Catalog (AI)' button.

The "Incident - Create INC0010010" form now includes the newly added "Gender" and "Location" fields, with "Abel Tuter" still selected as the caller.

The screenshot shows the 'Incidents' list in Service Now. The list contains one incident with the following details:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010010	2025-05-14 22:49:52	I had an email problem so that to rectify it	VAMSI MEESALA	5-Planning	New	Software	(empty)	(empty)	2025-05-14 22:52:38

The list of incidents shows a newly created incident "INC0010010" logged by "VAMSI MEESALA" with a "Planning" priority and a short description about an email problem.

vamsi meesala
23p31a0539
Cse-A

Service Now Technology-2027

The screenshot shows the 'Incident - Create' form in Service Now. The incident number is INC0010013. The caller is VAMSI MEESALA. The channel is Email, and the category is Software. The subcategory is Email. The location is Choice 1. The short description is 'I had an email problem so that to rectify it'. The description is 'service software as a service'. The priority is 3 - Low, and the urgency is 3 - Low. The status is 5 - Planning. The assignment group is empty, and the assigned to field is empty. The form includes a sidebar with navigation options like Self-Service, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, My Tagged Documents, My Tags, My Knowledge Articles, and Take Survey. The top navigation bar includes Favorites, History, Workspaces, Admin, and a search bar.

A new incident "INC0010013" is being created with "VAMSI MEESALA" as the caller, "Email" as the channel, "Software" as the category, "Email" as the subcategory, "Choice 1" as the location, and a short description about an email problem.

The screenshot shows the 'Incidents' list view in Service Now. The table lists incidents created today. The incident INC0010014 is shown with the following details:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010014	2025-05-14 23:18:15	navigate to the form's settings or configuration area, create the custom field, and then adjust its visibility and required status	VAMSI MEESALA	3 - Planning	New	Software	(empty)	(empty)	2025-05-14 23:19:20

The list of incidents now includes "INC0010014" logged by "VAMSI MEESALA" with a "Planning" priority and a short description related to form settings and visibility.