



Utah Now Platform user interface

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Utah Now Platform user interface

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Next Experience UI

The Next Experience UI delivers a next generation, intuitive, personalized experience to drive productivity, improve engagement, and surface insights across the Now Platform. The UI unifies your instance apps and reduces clicks to access the items you need to get working.

Benefits

New features and benefits when working in the Next Experience:

Unified Navigation

- Access app shell items—such as the contextual app pill, menu items, notifications, and search—all in one place across the entire platform, no matter which application you're using.
- Pin and unpin navigation menus to access menu items or free up screen real estate.

- Find your favorite pages quickly by organizing your favorites into folders.

Additional menus

- Navigate to and save important resources with the Favorites, History, and Workspaces menus. Find your recently-viewed items in a single menu.
- Easily switch between classic environment applications and configurable workspaces.
- Create custom menus for your end users. For more information, see [Configure custom menus for Unified Navigation](#).

Next Experience landing pages

- Start your day with everything you need right when you log in.
- View content specific to your role and tasks all in one location.
- Designate a start page for your users, or allow them to choose their own.

Functionality not supported

Important:

Connect Chat is not available in Next Experience. Starting with Utah, certain Connect Chat functions are available in Next Experience by using Sidebar. See [KB1123615 – Moving from Connect Chat to Sidebar](#) for more information about the differences between Connect Chat and Sidebar.

Connect Support is not available in Next Experience and is scheduled to be completely deprecated in Utah. If you want to automatically assign chat requests and other work items to agents in Next Experience, you must migrate to Advanced Work Assignment and Agent Chat. For details, see [Move from Connect Support to Advanced Work Assignment and Agent Chat](#).

These features and products are not currently supported with Next Experience:

- The functionality found in homepages, arranging information from your instance to tell a story about your data, is now found in dashboards on new instances. On upgraded instances with Next Experience enabled, users can view existing homepages if they have a direct URL, but not create or edit them. Responsive dashboards and Analytics Center dashboards take over homepage functionality. Use the [Homepage deprecation help tool](#) to convert the homepages on your instance to responsive dashboards.
- Custom header menus are not supported.
- [Live Feed](#) is not supported.
- [Guided Tours](#) aren't supported in Next Experience pages, such as configurable workspaces or pages configured in UI Builder using the Next Experience UI Framework. However, the following scenarios are supported with Next Experience enabled:
 - Creating and running new or existing Guided Tours in the Classic Environment (including lists and forms).
 - Creating and running new or existing Guided Tours for a Service Portal.

- Creating new Guided Tours for Unified Navigation menus (such as the All or Favorites menus).
- The JavaScript console log isn't supported in the Next Experience framework.
- ATF doesn't support these elements of Next Experience, but support for these features is planned for future releases:
 - Pages built with UI Builder, including pages with lists and form components.
 - Configurable Workspaces
 - Landing pages

Note: ATF still supports the Core UI, including Classic Environment (such as classic lists and forms).

For more information, see:

- [KB1156736 – Moving from Connect Chat to AWA and Agent Chat](#)
- [KB1123615 – Moving from Connect Chat to Sidebar](#)
- [KB1113554 – Disabling Next Experience to use Connect in Core UI](#)
- [KB1157068 – Live Feed Is Not Supported in Next Experience](#)

Learn more

- View Next Experience articles on the community at the [Next Experience Center of Excellence](#).
- Review answers to common questions on the community. See [Getting Started with Next Experience UI FAQs](#).
- Learn about the Next Experience UI on Now Learning. Take the [Getting Started with the Next Experience](#) and [Next Experience Unified Navigation Overview](#) courses.

Get started



Work
Learn about Next Experience concepts and features.



Configure
Configure environments, tools, and user access.



Migrate
Migrate to Next Experience UI.

Working in the Next Experience UI

Learn about the key Next Experience features.

Next Experience user interface

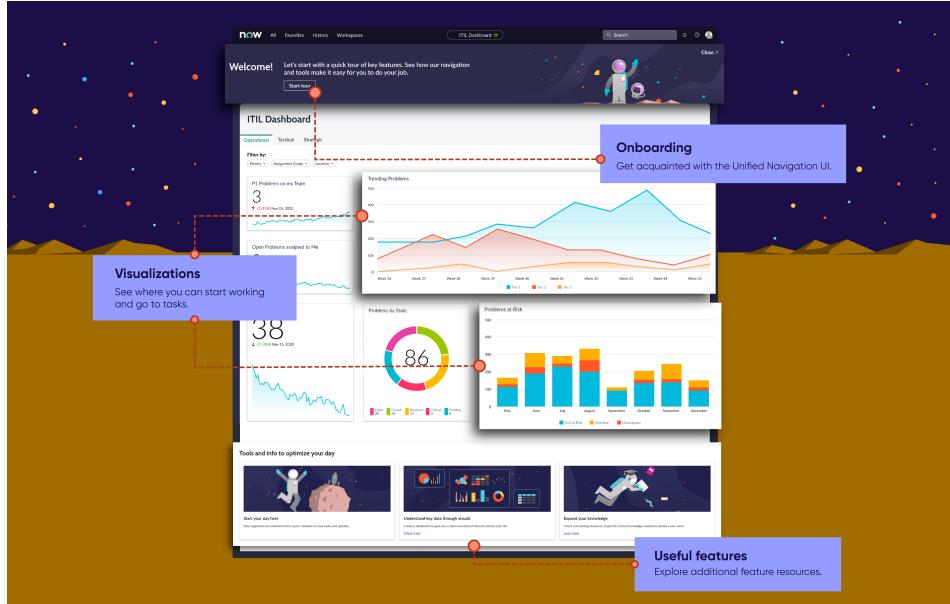
Next Experience unifies the apps in your instance. Unified Navigation enables you to access content across your instance in a single pane, simplifying access to the items you need to get working. Access the Core UI and dashboards in the same pane as your Workspace. Contextual navigation shows you where you are while you're working.

Note:

Your Next Experience UI might not look like these examples due to your access or customizations made by your system administrator.

Next Experience landing page

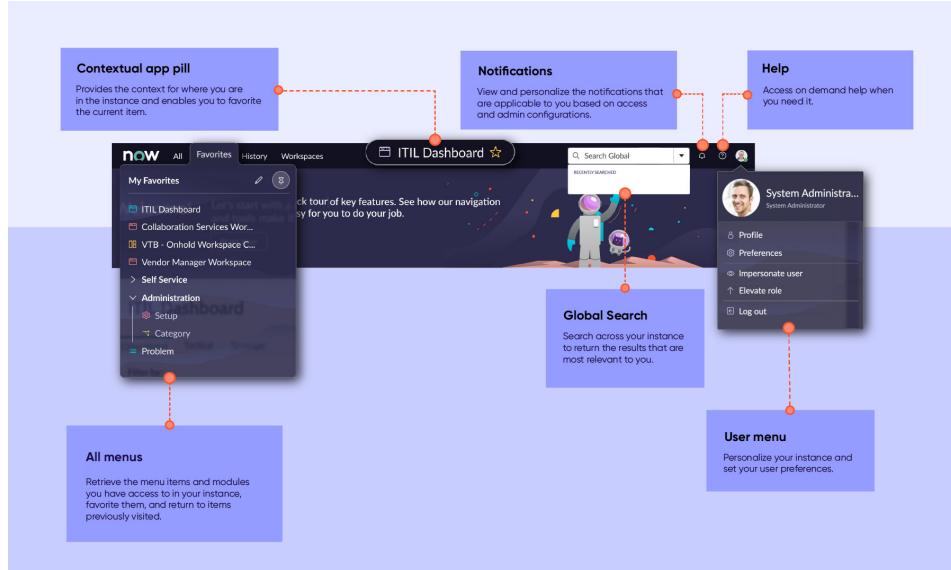
Next Experience landing pages provide the information you need to start working. These landing pages typically present content specific to your role and tasks. Landing pages can include lists, Performance Analytics and Reporting (PAR) information, and other features to access your new and prioritized tasks from one location.



- **Onboarding:** Get acquainted with the Unified Navigation UI.
- **Visualizations:** See where you can start working and go to tasks.
- **Useful features:** Explore additional feature resources.

Next Experience Unified Navigation

The Next Experience Unified Navigation provides the tools you need to navigate your instance and set your preferences.



- **All menus:** Retrieve the menu items and modules you can access in your instance, favorite them, and return to items previously visited.
- **Contextual app pill:** See where you are in the instance and favorite the current item if desired.
- **Global Search:** Search across your instance to return the results that are most relevant to you.
- **Notifications:** View and personalize notifications applicable to you based on access and admin configurations.
- **Help:** Access on-demand help when you need it.
- **User menu:** Personalize your instance and set your user preferences.

Exploring your default landing page

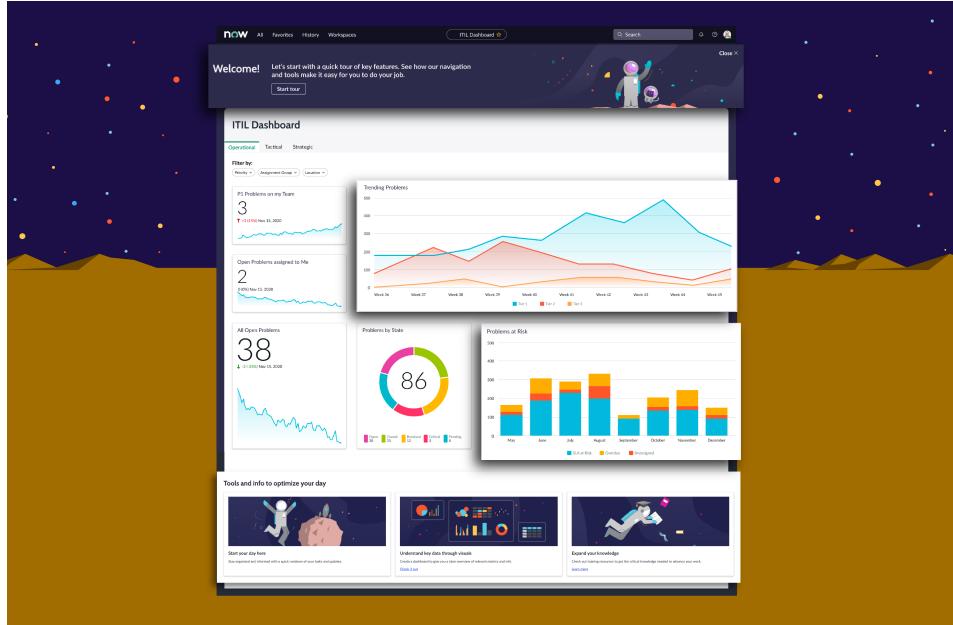
Access the default landing page to see your work at a glance and identify where you can start.

When the Next Experience framework is installed, your landing page is the first thing you see when you log in to your ServiceNow® instance. It provides information to help orient you to your tasks.

Default landing pages are available in instances that have the Unified Navigation enabled. Note that if you have existing dashboards, landing pages, or logic that have been configured, your current dashboard displays instead of the default Next Experience landing page.

Landing pages may include the following items based on your role and tasks:

- A banner containing a link to learn about the Next Experience Unified Navigation
- New and critical tasks to keep up to date with the status and priority of your work
- Your tasks that are currently open by priority
- Lists with task records assigned to you to work on
- Performance Analytics and Reporting (PAR) data relevant to completing your tasks
- Approvals that are actionable on the landing page
- Your favorite items
- Your open requests
- More resources to identify useful features



Using the Next Experience Unified Navigation

Improved navigation to access records and data, check your notifications, and set your preferences in the Next Experience Unified Navigation.

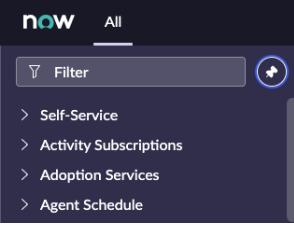
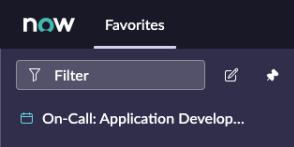
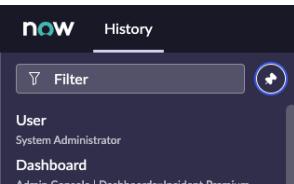
The Next Experience Unified Navigation runs across the top of every page and includes controls that help you in navigating your instance. Easily access your workspaces and classic environment, search your instance, and receive notifications.

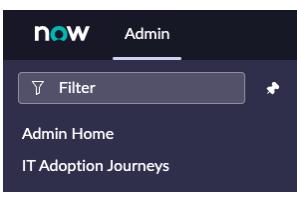
Select the pin icon (PIN) to pin a menu to the page.

Note: The Unified Navigation items described in the following table might not be available to all users. The items that appear are determined by user access and admin customizations.

Next Experience Unified Navigation items

Header items	UI depiction	Description
Logo		Returns you to the Next Experience landing page. You can replace this logo with your company logo.
Filter		<p>Filter field to quickly navigate to the module you want.</p> <p>For a list view, enter the table name in the format <code>name.list</code>, for example, <code>sys_properties.list</code>.</p> <p>For a form view, enter the table name in the format <code>name.do</code>, for example, <code>sys_user.do</code>.</p> <p>By default, filtering in any of the menus returns results from all menus except the History menu.</p>
All menu		Lists all the menu items and modules in the instance.

Header items	UI depiction	Description
		
Favorites menu		Items you've marked as favorites, for example, favorite workspaces, classic environment, and records.
History menu		History of your activities across the instance.
Workspaces menu		List of workspaces you have access to. This item displays only if you have access to a workspace. If you have access to only one workspace, the name of the workspace you have access to displays in the header.

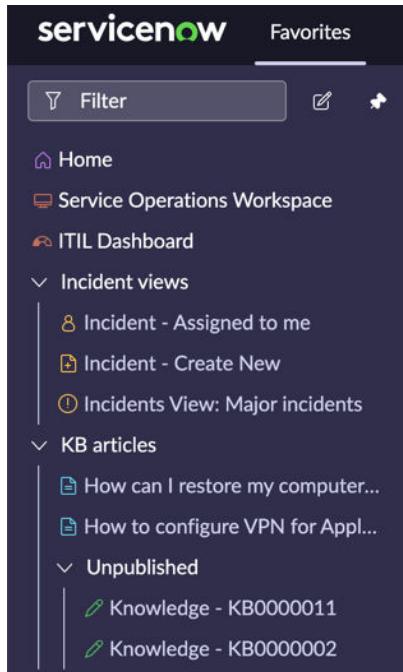
Header items	UI depiction	Description
Admin menu		Items specific to admin functions.
Contextual app pill		Provides the context for where you are in the instance. Select the star icon to favorite the displayed page.
Global search field		Enables you to search for a string across your instance.
Notifications menu		View and personalize the notifications that are applicable to you across your instance at a central location. Receive notifications across your instance, including Workspace notifications, regardless of which page you're on. Your notifications are based on access and admin configurations.
Globe		Enables you to select the scope of your instance and the scope of your update sets.

Header items	UI depiction	Description
Help		On-demand help when you need it.
User menu		<p>Menu items to personalize your instance.</p> <ul style="list-style-type: none"> • Profile: Your instance profile, which includes your personal information displayed in the instance. • Preferences: Display, accessibility, notifications, and Workspace preferences. • Printer friendly version: A printer-friendly version of the current content frame. <p>Note: The Printer-friendly version option is available in the classic environment but not in Workspace.</p>

Managing your favorites in Next Experience

Favorites help you quickly find and go to your most used pages.

After you add favorites, they appear in the **Favorites** menu in the Next Experience Unified Navigation. You can customize how favorites appear in the menu by editing their names, icons, and colors, and their position in a folder structure.



Add favorites in Next Experience

Find and go to your most used pages quickly by adding them to the Favorites menu in the Next Experience Unified Navigation.

Before you begin

Role required: none

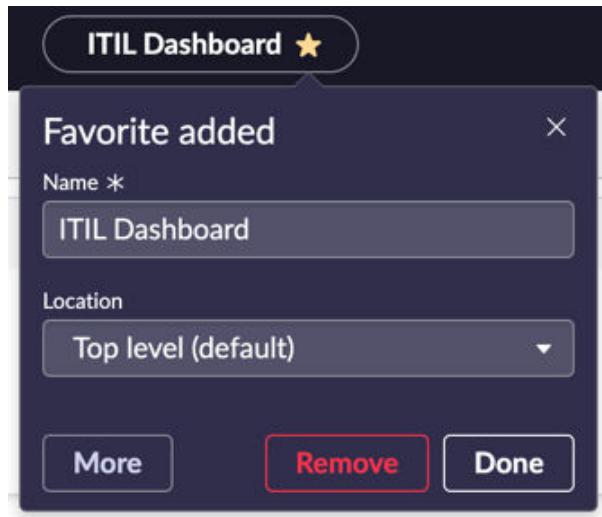
Procedure

1. Add a favorite in one of the ways listed in the following table.

Option	Description
From any page	<p>From any page, select the star icon in the contextual app pill.</p> 
From the All menu	<ul style="list-style-type: none"> • To add a single module: In the application navigator, select the star icon next to the module name. • To add all the modules under an application: In the application navigator, select the star icon next to the application name.
From a list or record in the classic environment	<ol style="list-style-type: none"> a. Open a list or record in the classic environment. b. Select the context menu icon (≡) next to the list or record title. c. Select Create Favorite. <p>You can add a different favorite for each view of a list or record.</p>
From a knowledge base article	<ol style="list-style-type: none"> a. Navigate to All > Self-Service > Knowledge. b. From the Knowledge Homepage, select a knowledge article.

Option	Description
	c. In the header, select the star icon.

2. (Optional) In the **Favorite added** dialog box, modify the favorite. A sample initial dialog box is shown in the following example.



- a. In the **Name** field, edit the name that appears in the Favorites menu.
- b. In the **Location** field, if you have created groups for the Favorites menu, select a group for the favorite to be listed in.
For information about creating groups to organize the Favorites list, see [Organize favorites in Next Experience](#).
- c. Either save your changes, make further modifications, or remove the favorite.
 - To make no further modifications, select **Done**.
 - To modify the favorite's icon and its color, select **More**, select an icon and its color, and select **Save edits**.
 - To remove the favorite, select **Remove**.

Organize favorites in Next Experience

Find entries in the Favorites menu quickly by organizing your favorites in a folder structure.

Before you begin

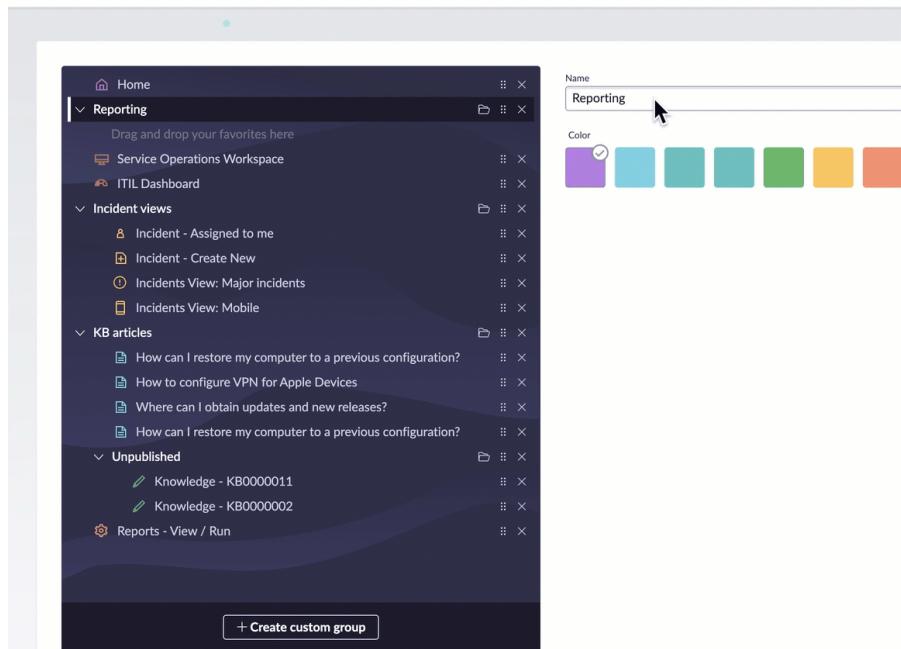
Role required: none

Procedure

1. Select the **Favorites** menu in the Next Experience Unified Navigation.
2. Select the Edit your favorites icon ().
3. Select **Create custom group**.
4. In the **Name** field, enter a name for the group.
5. (Optional) Select a color for icons associated with the favorites in this group.
You can also set colors specific to each favorite in the group.
6. Move favorites into the group by dragging them under the group's name.

Edit your favorites

Drag and drop your favorites to reorder them, change their names, color and icon, remove any, or create custom groups. Save your changes once you're done.



7. (Optional) Repeat the previous steps to create additional custom groups or subgroups.
8. Select **Save edits**.

Edit favorites in Next Experience

Keep your Favorites menu updated by editing the names and icons of favorites, reordering favorites, moving them into groups, or deleting favorites you no longer need.

Before you begin

Role required: none

Procedure

1. Select the **Favorites** menu in the Next Experience Unified Navigation.
2. Edit or delete favorites.

Option	Description
Edit a favorite	<ol style="list-style-type: none"><li data-bbox="861 551 1269 625">a. Select the Edit your favorites icon ().<li data-bbox="861 656 1269 730">b. In the favorites panel, select a favorite.<li data-bbox="861 751 1269 1389">c. Modify the favorite.<ul style="list-style-type: none"><li data-bbox="931 804 1253 899">• To reorder the favorite, drag it to a new location in the list.<li data-bbox="931 931 1253 1047">• To move the favorite to within a group, drag the favorite under the group's name.<li data-bbox="931 1079 1253 1174">• To customize the name, enter a different name in the Name field.<li data-bbox="931 1205 1253 1322">• To change the icon, select a different icon from the Icon list or color from the Color list.d. Select Save edits.
Delete a favorite	Select the Remove favorite icon ().

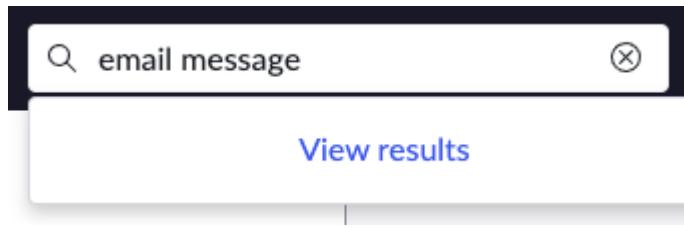
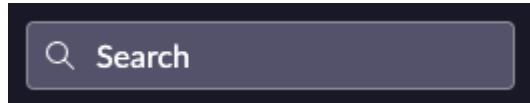
Using search in Next Experience

Global search enables you to search multiple record types at once from the Next Experience Unified Navigation search field. Search returns the results that are most relevant to you, grouped by source, or takes you directly to a record that exactly matches your search query. You

can switch between global search results and results from workspace applications that you have access to.

Search in the Unified Navigation search field

To perform a global search, enter your search query in the Unified Navigation search field, then select **View results** or press Enter.



The search results page reports the total number of records that matched your search and previews a selection of results from each searchable table that contains matching records. You can open any search result record by selecting it in the preview list.

14 results for "email permissions"

Tasks - Incidents (2 of 2)

What permissions roles acl s are needed for a user with only the `wm_agent` role to access the email icon through cms.

Number	Opened	Caller	Priority	State	Category	Assignment group
INC0017205	2018-02-06 16:...	None	5 - Planning	New	Content Manag...	RMA Approvers

User unable to respond to HR (People Connect) survey using link in email sent from ServiceNow.Reported getting error restricted access . User permissions etc a

Number	Opened	Caller	Priority	State	Category	Assignment group
INC0015889	2018-02-06 16:...	None	5 - Planning	New	Survey Manag...	CAB Approval

Knowledge & Catalog - Knowledge (10 of 11) [View all Knowledge & Catalog - Knowledge](#)

Create An Email Signature

Category	Number	Updated
Outlook 2010	K80000024	2014-12-19 07:50:23

Create An Email Signature To create a personalized email signature: Open a new message. On the Message tab, in the Include group, click Signature, and then click Signatures. On the E-mail Signature tab, click New. Type a name for the signature, and then click OK. In the Edit signature box, type the text that you want to include in the signature...

Deleted Email Recovery

Category	Number	Updated
Outlook 2010	K80000030	2021-11-15 06:28:29

Deleted Email Recovery By default, every email deleted from your OWA mailbox goes through the following process: The email is moved to your Deleted Items folder. If you purge or remove items from your Deleted Items folder they will be moved to the Dumpster

For more details on the contents of the Next Experience search results page, see [Search results page in Next Experience](#).

Narrow your search by source on the search results page

The search results page includes a list of source tables showing the number of matching records each contains. Select an entry to see search results from the specified source table.

Tasks - Incidents	82
Tasks - Problems	1
People & Places - Users	4
People & Places - Groups	3
Knowledge & Catalog - Knowledge	4
Knowledge & Catalog - Catalog Items	5

When there are more matching records from a source table than can be previewed, the results page displays a **View all** link next to the table title. Select this link to view all matching records from the specified table.

Knowledge & Catalog - Knowledge (10 of 14)			View all Knowledge & Catalog - Knowledge
Create An Email Signature			
Category Outlook 2010	Number KB0000024	Updated 2014-12-19 07:50:23	
Create An Email Signature To create a personalized email signature: Open a new message. On the Message tab, in the Include group, click Signature, and then click Signatures. On the E-mail Signature tab, click New. Type a name for the signature, and then click OK. In the Edit signature box, type the text that you want to include in the signature....			
Deleted Email Recovery			
Category Outlook 2010	Number KB0000030	Updated 2022-01-05 04:24:26	
Deleted Email Recovery By default, every email deleted from your OWA mailbox goes through the following process: The email is moved to your Deleted Items folder. If you purge or remove items from your Deleted Items folder they will be moved to the Dumpster where they are still recoverable. The Dumpster only holds email message for 14 days once...			

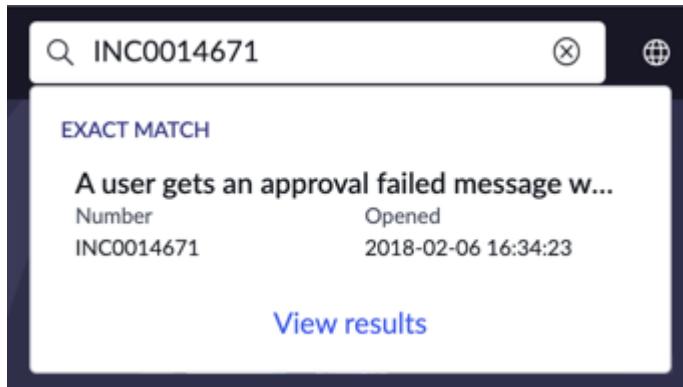
Return to your starting point from the search results page

To return to the page where you initiated your search, select the link with a left arrow that appears above the total results count on the search

results page. The title of this link indicates the page it returns you to. For example, if you searched from the Home page, the link text would be **Home**, but if you searched from the Dashboards page, the link text would be **Dashboards Overview**.

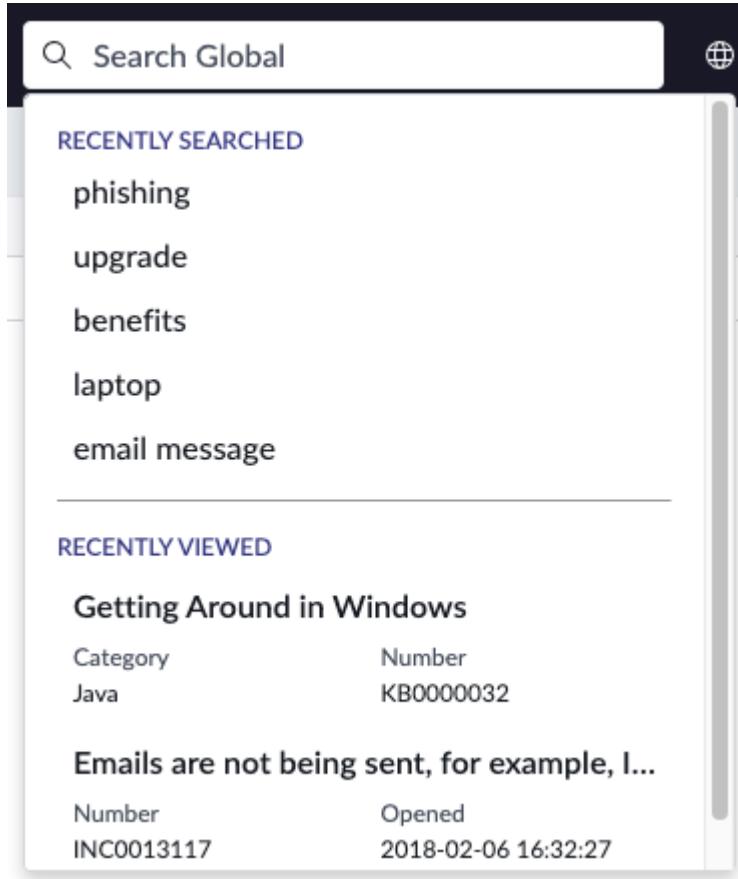
Search for a specific record using Exact Match

Enter a record number into the Unified Navigation search field but don't press Enter or select **View results**. The search field displays a preview of the record with an **Exact Match** tag. Select the preview to go directly to the matching record, bypassing the search results page.



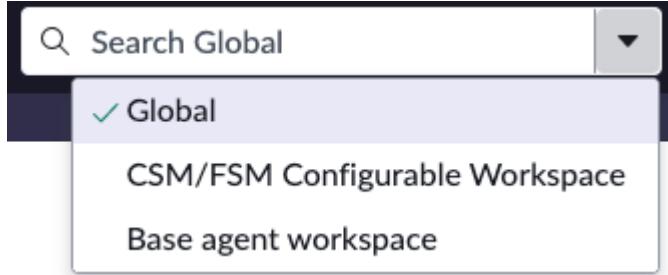
Access your most recent search queries and results

When you select the empty Unified Navigation search field, the system displays lists showing your most recent search queries and your most recently viewed search results. Select a **Recently Searched** query to repeat it, or select a **Recently Viewed** search result record to navigate to it.



View results for your search in an available workspace application

If you have access to search in workspace applications, an arrow appears at the right of the Unified Navigation search field after you search that enables you to switch between the results in global search and in your workspace applications.



For example, if the context menu in the illustration was available after you performed a global search, you could select **CSM/FSM Configurable Workspace** from the context menu to view results for the search in CSM/FSM Configurable Workspace.

Exact matches open in the selected workspace application. For example, if you selected **CSM/FSM Configurable Workspace**, entered a record number, and selected the record preview in the search results, the record would open in CSM/FSM Configurable Workspace.

Configuring Next Experience start page options

Multiple start page options help you determine where best to start your day in Next Experience. Configure the landing page so that you and your users start on a page tailored to your needs in ServiceNow.

There are several options for the page that opens when you launch ServiceNow® or select the logo at the top of the screen.

Start page options

Any page can have redirect rules as the page is loading to take the user to a different page.

Next Experience default landing page

The default landing page provides information to help orient you to your tasks in a Next Experience-enabled instance. Variants of this page are available, depending on your setup. For more information, see [Exploring your default landing page](#).

Configurable workspace home

Any page within a configurable workspace can be the start page. For more information about configurable workspace options, see [Setting up your Configurable Workspace](#).

User-selected landing page

You can select any page on the platform to be your start, based on a user preference. A user-selected landing page can be any page inside a configurable workspace as well. For more information, see [Configure a user-selected start page](#).

Admin-selected landing page

This option can be any page inside a workspace, but also a classic dashboard. The admin can include role-based logic to direct users to configurable workspaces. For more information, see

- Configure a Core UI global landing page in Next Experience-enabled instances
- Configure per-user landing pages in Next Experience

Responsive dashboards

You can start with a responsive dashboard created in the classic environment to use an existing dashboard that isn't available in a configurable workspace. For more information, see [Set classic dashboards as your home](#).

Homepages

Homepages are a deprecated feature. Homepages from earlier releases are read-only from the Tokyo release. For information on converting homepages to Responsive dashboards, see [Homepage deprecation help tool](#).

How to choose a start page

The different options for start pages serve different purposes. For example, choose a responsive dashboard for your start page if most of your data is in the classic environment, rather than in configurable workspaces.

Upgrade considerations

When you upgrade to an instance with Next Experience enabled, it's best to convert homepages to responsive dashboards, so that you don't lose editing capabilities. Homepages are turned off by default when Next Experience is enabled. For more information, see [Homepage deprecation help tool](#).

Next Experience administrator start options

As an administrator, you can configure where users start when they log into ServiceNow.

Determine the start page

The start page that you configure should address your needs and the needs of your organization. Next Experience default landing pages show visualizations that you can select to address immediate tasks. Dashboards and configurable workspaces can provide more focused information.

Options

Next Experience default landing page

The default landing page provides information to help orient you to your tasks in an instance with Next Experience enabled. Variants of this page are available, depending on your setup.

For more information, see [Exploring your default landing page](#).

The screenshot shows the Utah Now Platform user interface. At the top, there is a navigation bar with links for 'now', 'All', 'Favorites', 'History', 'Workspaces', 'Home' (which is highlighted), 'Search', and a user profile icon. Below the navigation bar, there are three main sections: 'Manage your instance', 'Review your work', and a summary section on the right.

Manage your instance:

- Apps ready to update: 25 (Review apps to update)
- Apps ready to install: 851 (Review apps to install)
- Instance Security Center notifications: 2 (Review notifications)

Review your work:

Assignments: 2 (Last refreshed 4m ago.)

Number	Created	State	Priority	Short description
TASK0020027	2023-02-08 03:20:09	Not Started	1 - Critical	A useful sys admin task
RAR0001001	2023-02-08 03:20:42	(101)	4 - Low	

Critical Tasks: 1
New tasks: 2
Open tasks by priority:

Custom Next Experience landing page

You can provide users the information that they need to start working by creating custom Next Experience landing pages for different audiences. For more information, see [Create a Next Experience landing page](#).

Configurable workspace home

Any page within a configurable workspace can be the start page. For more information about configurable workspace options, see [Setting up your Configurable Workspace](#).

Admin-selected landing page

The admin can set a default landing page for all users that may override a user-selected page. This option can be any page inside a workspace, but also a classic responsive dashboard. The admin can also include role-based logic to direct users to configurable workspaces. For more information, see

- Configure a Core UI global landing page in Next Experience-enabled instances
- Configure per-user landing pages in Next Experience

Responsive dashboards

You can start with a responsive dashboard created in the classic environment to use an existing dashboard that isn't available in a configurable workspace. For more information, see [Set classic dashboards as your home](#).

Next Experience user start options

As a user, you can specify where you want to start when you log in to ServiceNow.

Determine your start page

The start page that you configure should address your daily needs. Next Experience default landing pages show visualizations that you can select to address immediate tasks. Configurable workspaces can provide more focused information.

Note: Your administrator can configure a start page that individual users cannot override.

Options

Next Experience default landing page

The default landing page provides information to help orient you to your tasks in an instance with Next Experience enabled. Variants of this page are available, depending on your setup. For more information, see [Exploring your default landing page](#).

Assignments [52] Last refreshed 1m ago.

Number	Created	State	Priority	Short description
CTASK0010003	2022-08-09 15:21:28	Open	2 - High	Install Oracle 10g onto SD1
CTASK0010005	2022-08-09 15:22:48	Open	3 - Moderate	Preliminary System Testing
CHG0000083	2023-02-04 00:21:36	Authorize	3 - Moderate	Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4
CHG0000063	2023-02-04 00:21:34	Authorize	3 - Moderate	Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4
CHG0000051	2023-02-04 00:21:33	Authorize	3 - Moderate	Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4
CHG0000081	2023-02-04 00:21:36	Authorize	3 - Moderate	Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4
CHG0000052	2023-02-04 00:21:33	Authorize	3 - Moderate	Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4
CHG0000041	2023-02-04 00:21:32	Authorize	3 - Moderate	Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4

Critical Tasks 2

New tasks 28

Approvals

- 2023-02-08: Lenovo - Carbon x1. Requested for venkatesh.lakamana@snc. **Reject** **Approve**
- 2023-02-08: Lenovo - Carbon x1. Requested for venkatesh.lakamana@snc. **Reject** **Approve**

[View all →](#)

Configurable workspace home

Any page within a configurable workspace can be the start page. For more information about configurable workspace options, see [Setting up your Configurable Workspace](#).

Another user-selected landing page

You can select any page on the platform to be your start, based on a user preference. A user-selected landing page can be any page inside a configurable workspace as well. For more information, see [Configure a user-selected start page](#).

Next Experience user preferences

Next Experience offers user preferences to customize your instance UI.

You can customize the behavior of Next Experience across your instance by setting global preferences.

Customize the following preference types:

**Display**

Configure Next Experience display preferences: Options to achieve a UI that works for you.

**Notifications**

Configure Next Experience notification preferences: Web and email notifications across your instance.

**Accessibility**

Configure Next Experience accessibility preferences

**Workspace**

Configure Next Experience Workspace preferences

**Configure the Next Experience UI theme**

theme: Dark theming emits less blue light, making the display easier for your eyes and less disturbing in low-light settings.

Note: Dark theming is available for Workspaces but not the classic environment.

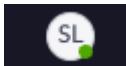
Configure Next Experience display preferences

Configure Next Experience display preferences to achieve the UI that works best for you.

Before you begin

Role required: none

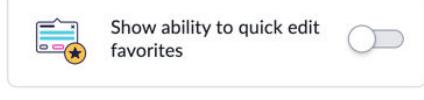
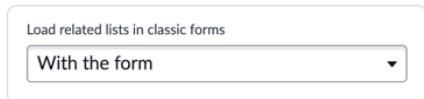
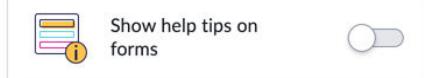
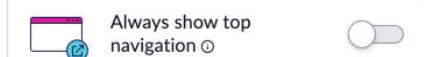
Procedure



1. Navigate to **User Menu > Preferences > Display**.
2. Select the preferences that you want to configure.

Display preferences

Option	Description
Organize form sections and related lists into tabs in classic forms <input checked="" type="checkbox"/>	Displays forms and related lists in tabs so you can navigate directly to form sections.
Put line breaks in lists <input checked="" type="checkbox"/>	Enables you to end a current line and start a new line in the same list entry.
Date and time format YYYY-MM-DD 09:00:01 ▾	Sets the format in which dates and times appear. The options include: <ol style="list-style-type: none">a. YYYY-MM-DD 09:00:01 5 min agob. YYYY-MM-DD 09:00 5 min agoc. YYYY-MM-DD 09:00:01d. YYYY-MM-DD 09:00e. 5 min ago
Timezone America/Los_Angeles ▾	Determines the time zone or returns to the default time zone for the current session. Upon the next login, the time zone setting reverts to the system default, or user profile setting for time zone.

Option	Description
 Language <input type="button" value="English"/>	Sets the language used for your instance when you have access to more than one language. This preference displays only if the language plugin is installed. For more information on language plugins, see Activate a language .
 Show ability to quick edit favorites <input checked="" type="checkbox"/>	Enables the ability to edit the name and location of a favorite when adding it.
 Load related lists in classic forms <input type="button" value="With the form"/>	Loads related lists in classic forms at one of the following times: <ul style="list-style-type: none"> With the form After the form loads On demand
 Use compact spacing mode <input checked="" type="checkbox"/>	Optimizes the spacing between form fields, controls, and list rows and columns, displaying more content on forms and lists.
 Show help tips on forms <input checked="" type="checkbox"/>	Provides tooltips to use and configure features in the instance.
 Always show top navigation <input checked="" type="checkbox"/>	Sets persistent top navigation when opening a new window from the menu so you can continue to access your menus.
 Current start page: Default <input type="button" value="Default"/>	Sets the start page that appears when users log in to their Next Experience instances. For more information on start page

Option	Description
	options, see Configure a user-selected start page .
 Show results from other menus when filtering menu items <small> ⓘ </small>	Shows results from all menus except the History menu when filtering from any menu in the Unified Navigation. If turned off, menus show results only from the menu you're filtering from. The All menu returns results from all menus except the History menu regardless of this setting.

Configure Next Experience accessibility preferences

Set up Next Experience accessibility preferences to achieve a UI that's most accessible to you.

Before you begin

Role required: none

Procedure

1. Navigate to **User Menu > Preferences > Accessibility**.
2. Select the preferences you want to configure.

Accessibility preferences

Field	Description
 Enable data table for charts and graphs <small> ⓘ </small>	Shows a table with chart and graph data for easier screen reader access.
 Reduce motion	Reduces the speed of the animations when switching between screens. This reduction

Field	Description
	pertains mainly to login animations.
 Enable accessibility in classic ⓘ	Extends keyboard navigation and enables more tab stops in the classic environment so you can tab to icons and buttons in lists, form fields, and cards. This option also presents additional info on forms.
 Replace colors with patterns in charts and graphs ⓘ	Adjusts charts and graphs to display with a pattern such as stripes or dashed lines instead of just a color.
 Enable special keyboard shortcuts ⓘ	Enables shortcuts to start a global search, skip to the main screen content, and more. For more information, see Keyboard shortcuts .
 Show date and time formats on forms ⓘ	Displays the date and time on pages in parentheses.

Configure Next Experience notification preferences

Set up how you receive in-product and system notifications in Next Experience.

Before you begin

Role required: none

Procedure

1. Navigate to **User Menu > Preferences > Notifications**.
2. Select the **General** tab.

3. Configure your preferences for system notifications outside of the platform.

Option	Description
Allow Notifications	Enable or disable all notifications.
Advanced Preferences	Customize notification preferences for system notifications, custom notifications, and delivery channels.
System notifications	Enable or disable system notification categories, for example, Approval or Connect notifications.
Custom notifications	Enable or disable custom notifications.
Delivery Channels	Enable or disable individual delivery channels.

For more information about advanced notification preferences, see [System and custom notification and delivery channel preferences in Next Experience](#).

4. Select the **Next Experience** tab.
5. Configure your preferences for in-product notifications.

Option	Description
 Show banners <input checked="" type="checkbox"/>	Enables notification banners to display in your workspace.
 Show badge count <input checked="" type="checkbox"/>	Displays a badge count of notifications.

Option	Description
	The location on the screen where notification banners display.

Configure Next Experience Workspace preferences

Set up your Workspace display preferences.

Before you begin

Workspace preferences display only if you have access to a Workspace and the Workspace is in focus.

Role required: none

Procedure

1. Navigate to **User Menu > Preferences > Workspace**.
2. Select the preference you want to configure.

Workspaces

Field	Description
 Show the ribbon <input checked="" type="checkbox"/>	Shows the ribbon widget by default when the form loads.
 Show the sidebar <input checked="" type="checkbox"/>	Shows the contextual side panel by default when the form loads.

Select a theme in Next Experience

Personalize your instance by selecting a theme variant in the user preferences menu.

Before you begin

Role required: any user

Note: An administrator must enable at least one theme variant (such as dark theme) before you can select one as described in this task. For more information about theme variants, see [Difference between core styles and variants](#).

Procedure



1. Select the user menu in the Unified Navigation banner.
2. Select **Preferences**.
3. Select the **Theme** button.
4. Select an available theme.

Follow records in Next Experience

Get notified when a work note or comment is added to a record by following it in the classic environment in Next Experience.

Before you begin

Role required: none

Procedure

1. Navigate to a record in the classic environment.
For example, navigate to **All > Incident > Assigned to me** and select an incident to follow.

Note: Following records from within a workspace isn't supported.
2. Select **Follow**.

Note: To stop receiving notifications about a record, select **Following/Unfollow**.

Result

When comments or work notes are added to the record, you receive notifications as banners and in the Notifications menu according to your notification preferences. You can select the notification to open the record that was updated.

The following example shows a sample notification.



Related tasks

- [Configure Next Experience notification preferences](#)

Configuring the Next Experience UI

Set up your ServiceNow Next Experience to drive productivity, improve engagement, and reveal insights across the Now Platform.

Select the following links to learn about Next Experience functionality with the admin role and configuring the Next Experience UI.

- [Considerations for activating Next Experience](#)

Your path to activating Next Experience may depend on your instance's level of customization. Guidance and support from the engineers who helped you customize your instance, or another certified partner, will help to ensure that your move to Next Experience goes smoothly.

- [Next Experience Readiness Checker](#)

The Next Experience Readiness Checker assists users with deciding whether to turn on Next Experience after an upgrade.

- [Exploring themes in Next Experience](#)

Themes enable you to tailor the visual experience for your users, helping to update the look and feel to be more like your brand.

- [Next Experience landing pages](#)

Modify the landing pages on your Next Experience instance so that users see a landing page tailored to their experience in ServiceNow.

- [Performing admin user functions in Next Experience](#)

Use admin functions in the user menu to elevate roles, impersonate users, and configure a workspace.

- [Configure custom menus for Unified Navigation](#)

Create custom menus that appear in the Unified Navigation that contain just what the users need, to increase productivity and efficiency.

- [Add a workspace to the Unified Navigation Workspaces menu](#)

Configure the Unified Navigation to display a workspace in the Workspaces menu.

- [Configuring search in Next Experience](#)

Administrators can customize Next Experience search settings. Add new searchable tables, modify the fields displayed for search results from a table, or add workspace applications to the search context menu for users.

- [Create custom notifications in Next Experience](#)

Provide better context and information about users' work by creating custom content for in-product notifications in Next Experience.

- [Next Experience in-product help](#)

Providing instructions that display in your Next Experience UI can help orient your users to the UI and provide information about their tasks.

- [Next Experience banner announcements](#)

Banner announcements enable you to communicate planned maintenance, unplanned outages, or important events like ESPP stock plans or benefits enrollment to those affected or to everyone. You can target specific experiences or all experiences.

- [Exploring Next Experience pickers](#)

Next Experience scope pickers provide easy consistent scope selection across your instance.

- [Debug Next Experience](#)

Debug your Next Experience instance to detect and remove existing and potential errors in your Next Experience components and script.

- [Next Experience system properties](#)

List of system properties related to the Next Experience UI.

Considerations for activating Next Experience

Your path to activating Next Experience may depend on your instance's level of customization. Guidance and support from the engineers who helped you customize your instance, or another certified partner, will help to ensure that your move to Next Experience goes smoothly.

Overview

Next Experience delivers a next generation, intuitive, personalized experience to drive productivity, improve engagement, and surface insights across the Now Platform.

New customer starting on the Tokyo release

If you're a new customer, you automatically have Next Experience enabled and you don't need to modify the UI to get the newest user interface.

Existing customer upgrading from a previous release

If you're an existing customer but haven't implemented UI customizations or invested significantly in adopting Workspace, you can upgrade

to Next Experience by setting a system property and performing typical family release validation. For more information, see [Enable Next Experience](#).

Existing customer upgrading from a previous release with customizations

If you're an existing customer who has made any of the following modifications to your instance, you might need assistance from the modification authors, or an established partner, to ensure a seamless activation:

Existing customer modifications.

- Customized your user interface. For example, if you created hard-coded styles or implemented UI scripts.
- Adopted a classic Workspace and want to adopt a new configurable workspace alternative.
- Created custom components in a classic Workspace and want to adopt a new configurable workspace alternative.

You can use the following tools and APIs with your implementation partner to help adjust your customizations to work well with the new Next Experience theme:

- Scriptable PolarisUI API
- Next Experience client scripting globals
- Jelly tags

Functionality not supported

Important:

Connect Chat is not available in Next Experience. Starting with Utah, certain Connect Chat functions are available in Next Experience by using Sidebar. See [KB1123615 – Moving from Connect Chat to Sidebar](#) for more information about the differences between Connect Chat and Sidebar.

Connect Support is not available in Next Experience and is scheduled to be completely deprecated in Utah. If you want to automatically assign chat requests and other work items to agents in Next Experience, you must migrate to Advanced Work Assignment and Agent Chat. For details, see [Move from Connect Support to Advanced Work Assignment and Agent Chat](#).

These features and products are not currently supported with Next Experience:

- The functionality found in homepages, arranging information from your instance to tell a story about your data, is now found in dashboards on new instances. On upgraded instances with Next Experience enabled, users can view existing homepages if they have a direct URL, but not create or edit them. Responsive dashboards and Analytics Center dashboards take over homepage functionality. Use the [Homepage deprecation help tool](#) to convert the homepages on your instance to responsive dashboards.
- Custom header menus are not supported.
- [Live Feed](#) is not supported.
- [Guided Tours](#) aren't supported in Next Experience pages, such as configurable workspaces or pages configured in UI Builder using the Next Experience UI Framework. However, the following scenarios are supported with Next Experience enabled:
 - Creating and running new or existing Guided Tours in the Classic Environment (including lists and forms).
 - Creating and running new or existing Guided Tours for a Service Portal.

- Creating new Guided Tours for Unified Navigation menus (such as the All or Favorites menus).
- The JavaScript console log isn't supported in the Next Experience framework.
- ATF doesn't support these elements of Next Experience, but support for these features is planned for future releases:
 - Pages built with UI Builder, including pages with lists and form components.
 - Configurable Workspaces
 - Landing pages

Note: ATF still supports the Core UI, including Classic Environment (such as classic lists and forms).

For more information, see:

- [KB1156736 – Moving from Connect Chat to AWA and Agent Chat](#)
- [KB1123615 – Moving from Connect Chat to Sidebar](#)
- [KB1113554 – Disabling Next Experience to use Connect in Core UI](#)
- [KB1157068 – Live Feed Is Not Supported in Next Experience](#)

Enable Next Experience

How to enable or disable the Next Experience UI.

Before you begin

Role required: admin

About this task

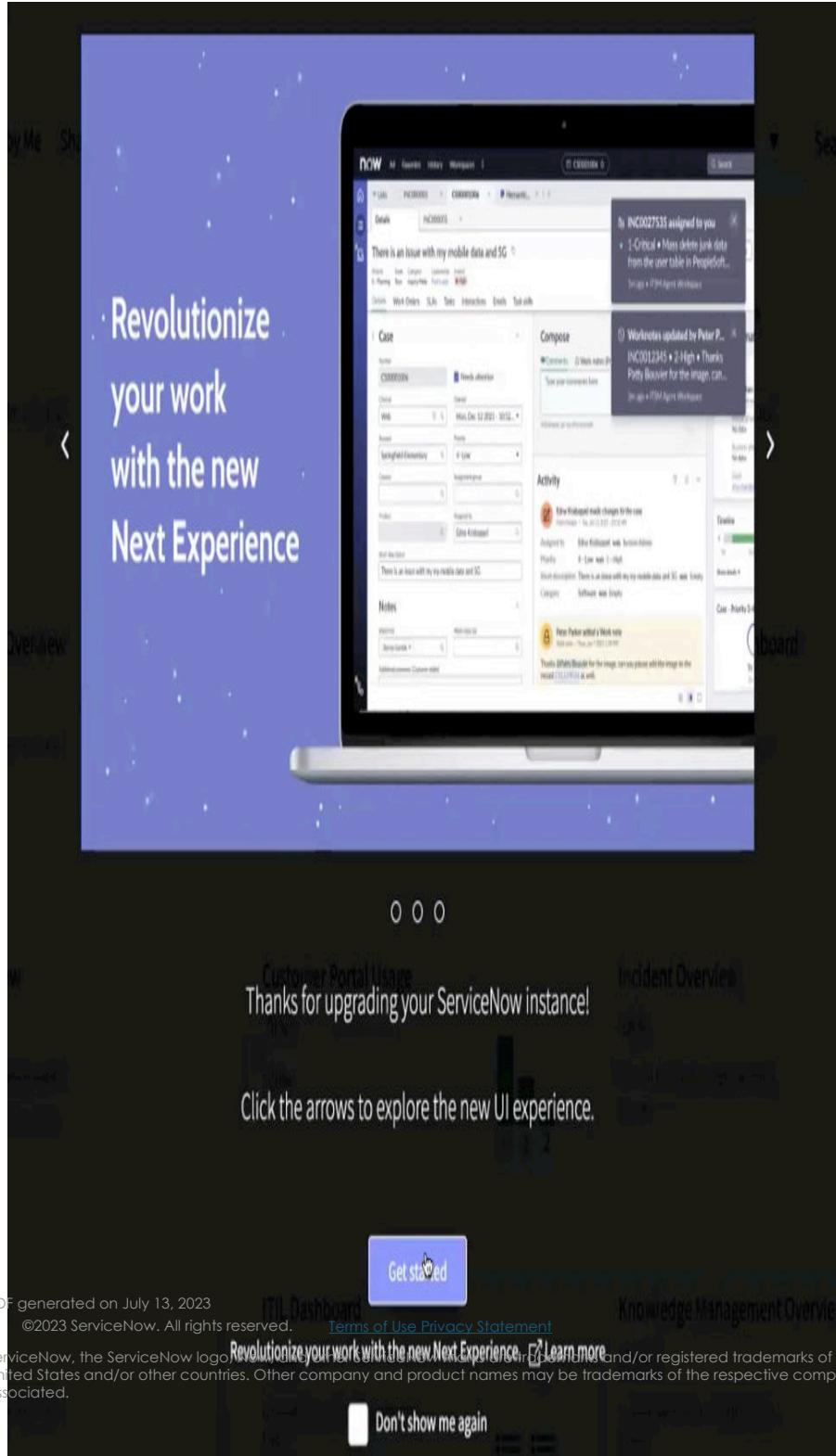
As an administrator, you can enable Next Experience for all users on your Utah instance, or let users enable or disable unified navigation for themselves.

If you're a new customer running the Utah release, Next Experience is enabled by default. If you're upgrading, see the information at [Considerations for activating Next Experience](#) before you enable Next Experience.

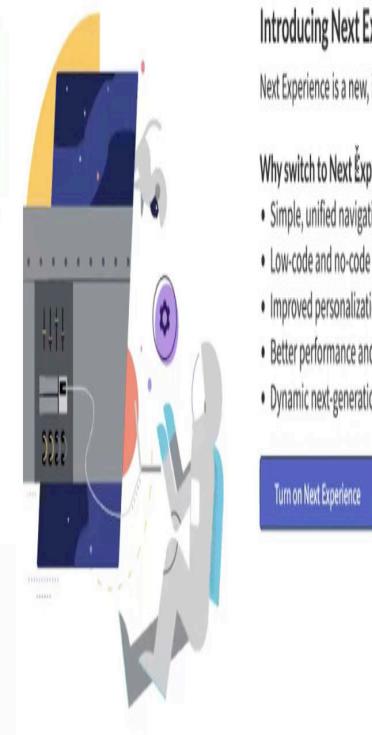
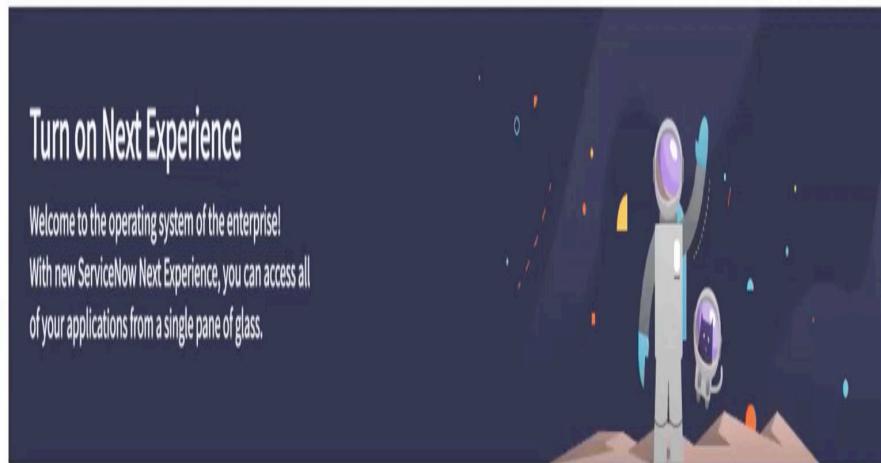
Warning: It's not suggested that you enable or disable the Next Experience UI until you've learned the impact of how that might affect your instance functionality. You might need assistance from the modification authors or an established partner to ensure a seamless activation.

Procedure

1. On login, the **Turn on Next Experience** modal displays.



2. Select **Get started**.
3. Read and determine if Next Experience is for your users.

An illustration of a smartphone on the left, showing a blurred screen. To its right is a white background area containing text and a button.

Introducing Next Experience!

Next Experience is a new, intuitive user interface that brings your applications together and makes it easy to access the items you need.

Why switch to Next Experience?

- Simple, unified navigation that you can easily configure to suit your users' needs
- Low-code and no-code options for creating experiences that fit the way you work
- Improved personalization and preference options that let users set up their environment the way they want
- Better performance and stability to get more work done faster
- Dynamic next-generation visualizations for dashboards and reports that give you better insight into your business

[Turn on Next Experience](#)

4. **Note:** If the admin is on a production instance, a warning appears to notify them of the things not supported in Next Experience.

Select **Turn on Next Experience**.

A banner displays to notify you that Next Experience is successfully turned on.

ⓘ Next Experience successfully turned on. Please log out and log back in for the change to take effect.

5. Log out and back into your instance.
6. To disable Next Experience in your instance, do the following:
 - a. Navigate to **sys_properties.list**.
 - b. Set the value of the property `glide.ui.polaris.experience` to **false** to disable Next Experience.
 - c. Reload your instance.

Next Experience Readiness Checker

The Next Experience Readiness Checker assists users with deciding whether to turn on Next Experience after an upgrade.

Overview

The Next Experience Readiness Checker tool enables admin users to examine their instance to see if agents and other users are currently using applications that aren't compatible with Next Experience. Based on the usage found, the tool makes a recommendation regarding turning on Next Experience immediately or doing additional due diligence before turning it on.

To access the Next Experience Readiness Checker, navigate to **Now Experience Framework > Next Experience Readiness Checker**.

Results

Here's what we'll check for...

Guided Tours	Connect Chat	Connect Support	Live Feed	Follow

These help train and onboard users within the ServiceNow UI. Each tour

This real-time messaging tool allows users to quickly chat and share files on

This is a real-time messaging tool that allows support agents to easily track

This is a social IT application that provides a place to post and share content

This allows you to track activity in the familiar interface of Connect Chat as

it happens.

walks them through completing online tasks within their browser window.

any record with the right people.

their cases, find solutions, and resolve problems quickly

in a ServiceNow instance.

Following a record adds you to the record conversation.

The Next Experience Readiness Checker results section displays the application cards for each of the applications that are checked for compatibility with Next Experience. The applications that are checked are as follows.

- Guided Tours
- Connect Chat
- Connect Support
- Live Feed
- Follow

Descriptions are provided below each card that tell you whether your application is supported in the Next Experience, and also provides links to alternatives available for the applications that aren't yet or no longer supported.

Current version

The Next Experience Readiness Checker tool calls out the current version of your instance.

Run Compatibility Scan

Note: These section options are dynamic based on the current instance version that you're running. If applications are available for your version, links to the documentation are provided.

The compatibility scan examines your instance for usage of applications that aren't compatible with Next Experience. Usages instances are displayed after running the scan, and shows the number of usages for each application. You can select the **View usage list** link to navigate to a list of the usage records for your application. You can

perform list capabilities such as creating favorites or grouping records.

Here's what we'll check for:



These help train and onboard users within the ServiceNow UI. Each tour walks them through completing online tasks within their browser window.

This real-time messaging tool allows users to quickly chat and share files on any record with the right people.

This is a real-time messaging tool that allows support agents to easily track their cases, find solutions, and resolve problems quickly.

This is a social application that provides a place to post and share content. This allows you to track activity in the familiar interface of Connect Chat as it happens. Following a record adds you to the record conversation.

If there are no errors, select the **Turn on Next Experience** button to enable Next Experience.

Exploring themes in Next Experience

Themes enable you to tailor the visual experience for your users, helping to update the look and feel to be more like your brand.

Quickly create, edit, preview, and apply themes to your experiences using Theme Builder. See [Configure Next Experience with Theme Builder](#) for more information.

Important: Theming applies to the classic environment in Lists, Forms, and Dashboards. Custom components don't reflect theming.

This image shows the default Polaris theme, which is read-only. You create your own themes and styles to be used by experiences in your instance by either cloning the Polaris theme or using Theme Builder. If you clone the Polaris theme, you also need to clone the styles under UX Theme Styles and make changes to those, as desired. At least one Core type style must be defined.

The screenshot shows the 'UX Theme - Polaris' record in the 'sn-themes' application. The top section displays basic information: Name (Polaris), Application (sn-themes), Active (checked), and Domain (global). A note indicates that this record is in the 'sn-themes' application and cannot be edited. Below this is a table titled 'UX Theme Styles' with the following data:

Applicability	Order	Style	Type
(empty)	0	Colors	Core
(empty)	0	UI16 Dashboard Visualization Compatibility	Core
(empty)	0	Shape and Form	Core
(empty)	0	Imagery	Core
(empty)	0	Typography	Core
(empty)	0	Dark	Variant

Theme styles

You can configure a theme to match your company brand look and feel in ServiceNow. When you configure a theme, you adjust the color schemes, fonts, and images of your applications. On the Theme form, you configure Applicability, Order, Style, and Type settings.

Applicability

Specify applicability to apply overrides to the base theme. Users who meet the applicability constraints see those overrides in their theme rather than the base style. For example, say that a style with different fonts is applicable for a list of managers. The managers see the UI with the fonts in the new style, which consists of overrides to the base system.

theme values. You therefore don't have to copy an entire theme with changes for the applicable audience.

Order

Style records with higher-order values override styles with lower values. The base system styles all have the order 0. If you meet the Applicability constraint, styles with higher values override the base system styles. If not, the lower-value style is used.

Style

Style records define reusable styles that together comprise a theme. Core styles include color, shape and form, typography, and imagery. Variants are a different version of the theme, commonly different colors, that users can select in preferences. The most common use of variants is for accessibility purposes, particularly to account for color blindness. If you decide to use a dark theme, consider selecting the Polaris theme.

Type

Styles can be of either the Core type or the Variant type. Core styles are active by default. Users can choose from available variants for themselves from the User Preferences, and those variant styles override the core style. Theme Builder does not automatically generate dark theme variants; however, the Polaris theme includes a Dark Theme variant that is available on instances with Next Experience enabled.

Get help with Theme Builder

Contact your company's Customer Admin to unlock or add user accounts, perform restores or zboots, and more.

- Configuring Next Experience with Theme Builder

Manage, edit, and implement Next Experience themes in an easy, efficient, and upgrade-safe way so you can reflect your company's brand.

- Working with dark theme

Dark theme is supported for configurable workspaces, lists, forms, dashboards, and reports.

- Configuring Next Experience themes and preferences

Theming in Next Experience applies to individual experiences. As an admin user, you can configure the variables for colors, shapes, fonts, and other aspects of the user experience.

- Edit login theming in Next Experience

Customize Next Experience login illustrations and welcome text to provide a login experience that reflects your branding.

Configuring Next Experience with Theme Builder

Manage, edit, and implement Next Experience themes in an easy, efficient, and upgrade-safe way so you can reflect your company's brand.

Note: Theme Builder doesn't currently support variants, such as dark themes. However, variants can be made by manually updating the style record. For more information, see [Configure a Next Experience theme](#).

Configure Next Experience with Theme Builder using the following.

- Create a theme
- Edit and preview a theme
- Apply a theme
- Create a theme with Theme Builder

You can use the Home view in the Theme Builder application to create a theme page without theming experience. Themes can be created for web and/or mobile experiences.

- Manage or edit a theme with Theme Builder

You can customize and manage your theme and styling in a time and cost efficient way. New themes can be applied to web only, mobile only, or both web and mobile implementations of your instance.

- Apply a theme with Theme Builder

Apply a theme to your instance to reflect your company's brand in web and/or mobile instances. Themes applied in Theme Builder override any previously applied themes.

- Upload a logo while applying a theme with Theme Builder

Upload your logo while applying a theme to your instance using the Editor view. If you previously applied a logo to your theme, you can upload a new one in Theme Builder.

- **Theme Builder and domain separation**

Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

You can use the Home view in the Theme Builder application to create a theme page without theming experience. Themes can be created for web and/or mobile experiences.

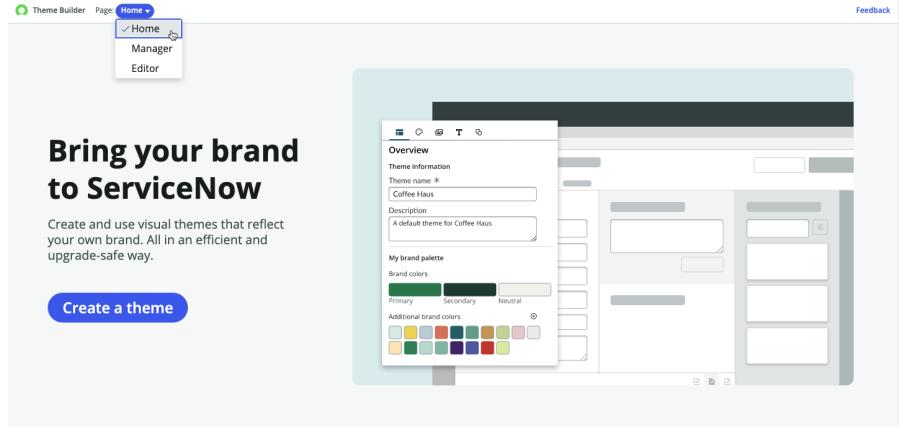
Before you begin

Role required: admin

Procedure

1. Navigate to **All > Now Experience Framework > Themes > Theme Builder**.
2. Confirm that **Home** is selected from the **Page:** menu at the top of the screen.

Theme Builder Home screen



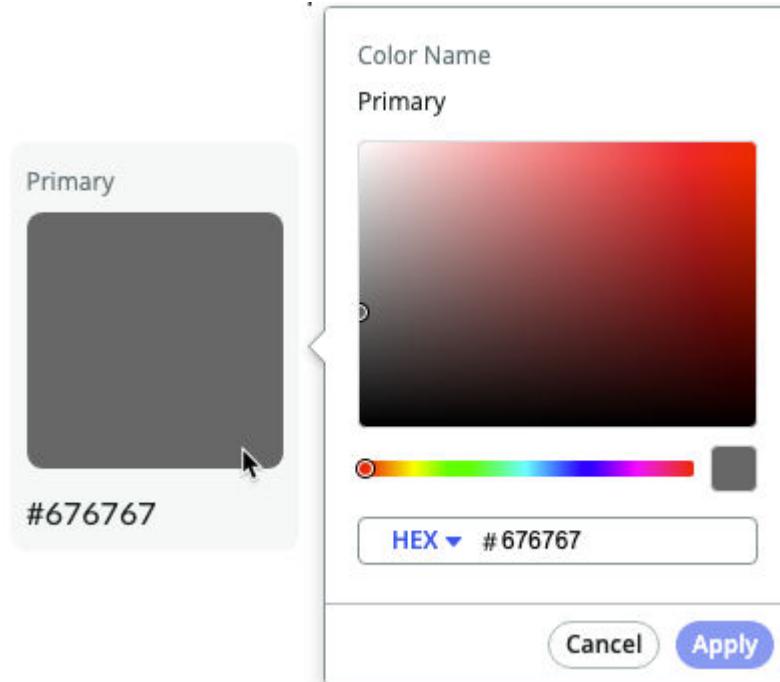
3. Select **Create a theme**.

The **Before we get started** modal displays to guide you through your brand configurations, described in the next steps. The theme record is saved automatically as you work.

4. Select **Continue** to start defining your new theme.

5. Insert the name and a description of your new theme, and select **Next**.

Your brand's primary color



6. Select the **Primary** tile and select your brand's primary color, reviewing the simplified preview to see where the selected color displays in your instance.

Note: In the **Color Name** dialog box, you can select the color model you prefer: HEX, RGB, or HSL.

7. When you've identified the primary color of your brand, select **Apply**, then **Next**.
8. If your brand includes a secondary color, repeat the previous step on the secondary color screen.
9. Repeat the previous step again to define a neutral brand color for divider lines and surface containers.
10. (Optional) Choose additional colors for your brand and select **Next**.

11. Upload your brand logo and review the simplified preview to ensure it appears as expected with the primary color you chose, and select **Next**.
12. Select the preferred font for your text and select **Next**.
13. Select the corner shape of your components in the interface, such as buttons, modals, and dropdown menus, and select **Next**.
14. Review your selections and select **Create theme**.

Note: You can select **Back** to make changes in the wizard before selecting **Create theme**.

After creating your theme in the wizard, you will be directed to the Editor view of the theme where you can continue modifying or apply your theme.

You can customize and manage your theme and styling in a time and cost efficient way. New themes can be applied to web only, mobile only, or both web and mobile implementations of your instance.

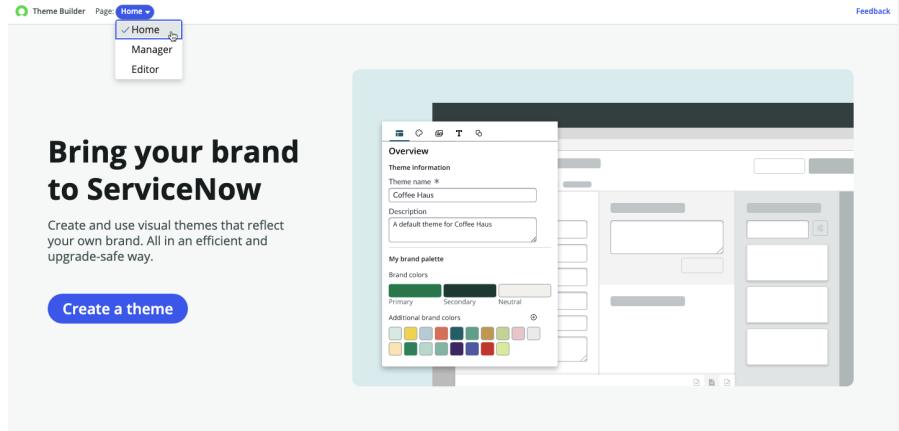
Before you begin

Role required: admin

Procedure

1. Navigate to **All > Now Experience Framework > Themes > Theme Builder**.
The Theme Builder landing page displays in the Home page view.
2. You can select the theme you want to edit from either the Manager or Editor page view.

Page menu



Bring your brand to ServiceNow

Create and use visual themes that reflect your own brand. All in an efficient and upgrade-safe way.

[Create a theme](#)

- From the **Manager** page view, you have the choice of viewing existing themes in two ways, in Grid view or List view as selected using the following icons.

Grid view

List view

The screenshot shows the 'Manage your themes' page in the ServiceNow Theme Builder. At the top, there's a 'Create a theme' button. Below it, a message says 'Choose the theme you want to apply or select a theme to view and edit its details.' On the left, there are icons for List view, Card view, and Grid view, with 'List view' being highlighted. A red arrow points from the 'List view' button to the 'Sort by: Alphabetical (A-Z)' dropdown. The main area is a table with columns: Status, Actions, Name, and Description. The table lists various themes:

Status	Actions	Name	Description
✓ Applied in web	Apply	ABC Co. theme	
	Apply	ABC company theme	
	Apply	ABC test theme	
	Apply	Apple Corp	A theme for Apple
	Apply	Apple Store	A theme for Apple
	Apply	Apple watch	A theme for Apple
✓ Applied in mobile	Apply	Blimey	From UI16
	Apply	Blues	From UI16
	Apply	Flamingo	From UI16
	Apply	iPhone	A theme for iPhone

Note: The List view indicates the experiences upon which themes have been applied. For example, **ABC Co. theme** has been applied in web instances and the **Blimey** theme has been applied in mobile instances. The **Apply** drop-down allows you to select **Web & mobile**, **Web only**, or **Mobile only**. For more information, see [Apply a theme with Theme Builder](#).

- From the **Editor** page view, you can select the theme you want to edit from the **Theme** drop-down list.

Select a theme from the Theme drop-down list

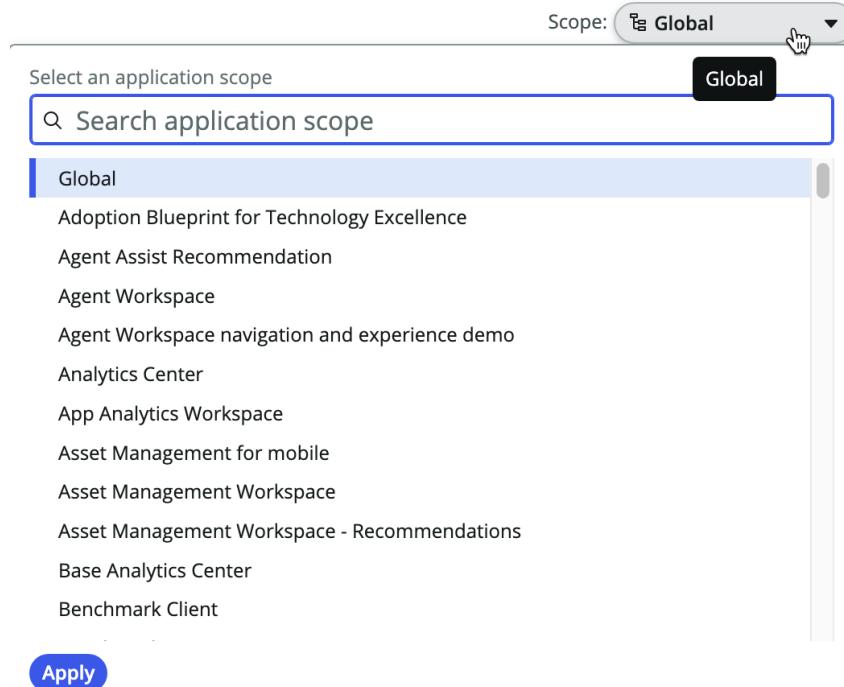
The screenshot shows the ServiceNow Theme Builder Editor interface. At the top, it says "Theme Builder" and "Page: Editor". The "Theme" dropdown is set to "ABC Co. theme" and has a green checkmark next to it indicating it is "Applied in web". A yellow banner at the top left of the dropdown area says "⚠ Live editing. Since this theme is currently applied". Below the banner, there are two tabs: "Global styles" (which is selected) and "Component styles". Under "Global styles", there are icons for color, font, size, and other styling options. To the right of the tabs, there is a dropdown menu listing several themes:

- ✓ ABC Co. theme
- ABC company theme
- Andrea test theme
- Apple Corp
- Apple Store
- Apple watch
- Blimey
- Blues
- Flamingo

A cursor arrow points to the "✓ ABC Co. theme" option.

Note: When you have selected the theme you want to work on, it is a good idea to verify that you have selected the correct scope for the them from the application scope picker.

Application Scope Picker



3. When you've selected the theme you want to edit, review and update the **Global styles** components as required.

Review global styles

Note: The following are the style records generated with your theme.

- **Your brand palette:** Update the interface colors for your brand.
- **Logo:** Update the logo. You can upload the logo during theme application either from imagery or the overview page. See [Upload a logo while applying a theme](#) for more information.
- **Font Family:** Update the fonts applied globally to your experience. The fonts are used in headlines, titles, subtitles, body text, and captions.
- **Shape:** Update the corner shapes of on-screen components.

4. (Optional) To preview your theme before applying it to your instance, select the **Experience preview** tab.



An actual live instance displays with all the theme selections applied. You can preview it before implementing the selected themes on the actual instance.

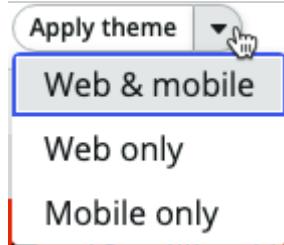
Preview of your experience with theme applied

The screenshot shows the ServiceNow Analytics Center interface. At the top, there's a red header bar with the ServiceNow logo, a search bar, and various navigation links like 'All', 'Favorites', 'History', and 'Platform Ana...'. Below the header is a navigation bar with tabs: 'Analytics Center' (selected), 'Home', 'Dashboards', 'Data Visualizations', and 'KPIs'. The main content area features a large, dark-themed banner with the text 'Ask a question about your data' and a subtext 'You can see how things are performing now and trends over time.' Below the banner is a search input field with 'What do you want to see?' and an 'Ask' button. To the right of the search field is a cartoon illustration of an astronaut working on a satellite dish. Underneath the banner, there's a section titled 'Dashboards' with two tabs: 'Bookmarked' (selected) and 'Certified'. It shows a single dashboard icon with a 'X' and the message 'No bookmarked dashboards yet'. At the bottom of this section is a 'View all' link. The overall theme is dark with purple and blue accents.

Note: Data in the Experience preview is live data; changes made in preview are reflected on your instance.

5. To apply the theme to your instance, select **Apply theme** in the upper right corner.

Note: You can apply your theme to only web implementations of your instance, only mobile implementations, or both web and mobile implementations.



- After you've made a selection, select **Apply** in the confirmation box.

Note: If the theme name is the same as the currently applied theme, the **Apply theme** button is disabled. For more information, see [Apply a theme](#).

Apply a theme to your instance to reflect your company's brand in web and/or mobile instances. Themes applied in Theme Builder override any previously applied themes.

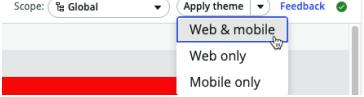
Before you begin

Role required: admin

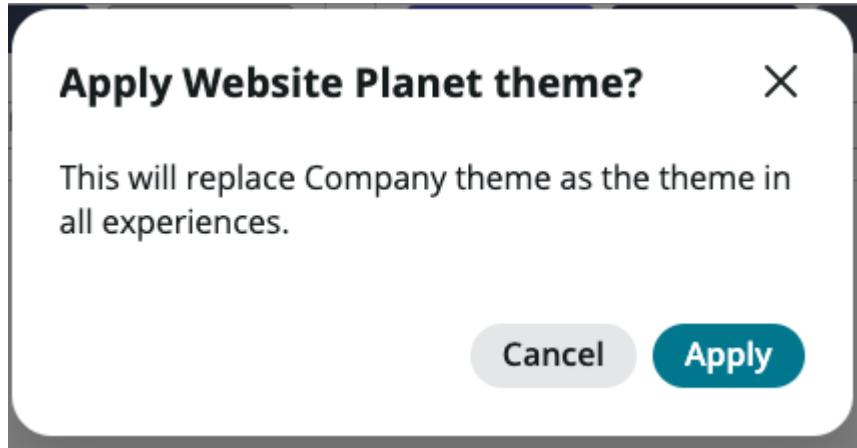
Procedure

- Use either of the following ways to implement a theme.

Option	Steps
Using Manager view	<ol style="list-style-type: none">Navigate to Page: > Manager. The list shows existing themes built using Theme Builder.Select the theme you want to apply on your instance.

Option	Steps
	<p>c. From the Apply drop-down list, select the experience on which you want to apply this theme on your instance: Web & mobile, Web only, or Mobile only.</p> <p>d. (Optional) If you want to update the applied theme, select the theme to open it in Editor view.</p>
Using Editor view	<p>a. Go to Page: > Editor.</p> <p>b. Select the theme you want to apply from the drop-down menu.</p> <p>Note: The Apply theme button is enabled. However, if the theme name is same as the currently applied theme, Apply theme is disabled.</p> <p>c. Select Apply theme to implement the selected theme to the instance experience(s) you require.</p> 

2. Select **Apply** if you want to replace the current theme with the selected theme.



Note: All web and mobile experiences get the new theme. If you want to apply a themes to specific mobile applications, you can use [Mobile App Builder](#). Any themes created using Theme Builder are available for applying in [Mobile App Builder](#).

3. Refresh your browser to view the new theme.

Note: Only themes created in Theme Builder can be edited and applied using Theme Builder. Web and mobile themes you may have created outside of Next Experience (for example, in the mobile legacy UI or core UI) cannot be viewed or edited within Theme Builder. To reuse these legacy themes, you need to recreate them in Theme Builder.

Additionally, if you created and applied themes outside of Theme Builder, and you want to revert them, you must navigate to the tables to which they are stored and re-apply them.

Upload your logo while applying a theme to your instance using the Editor view. If you previously applied a logo to your theme, you can upload a new one in Theme Builder.

Before you begin

In Theme Builder version 1.0, if you wanted a new or updated logo to override a previously uploaded logo in your theme, it was necessary

to set the glide.ui.polaris.theme_builder.override_logo system property to True. Beginning in version 1.1, this requirement has been removed.

Role required: admin

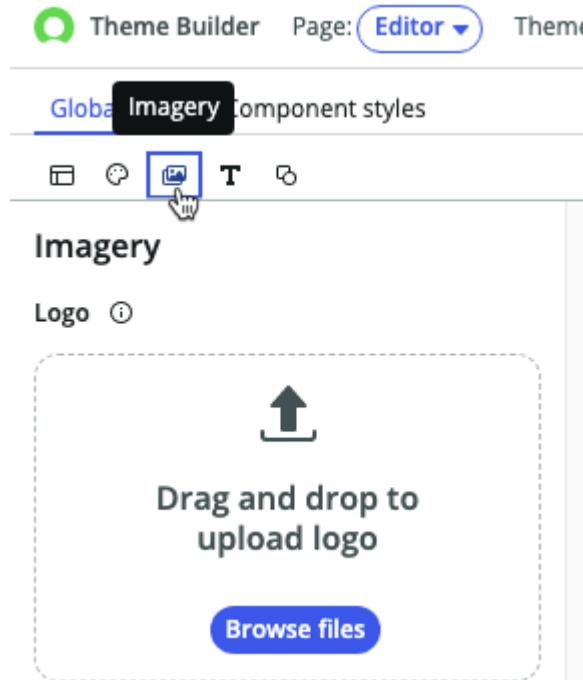
Procedure

1. If **Editor** is not selected from the **Page:** menu at the top of the screen, select it.

Note: You can also upload the logo from the **Home** view, but only Editor view is used to upload a logo while applying a theme.

2. Upload the logo in the Logo section of the **Overview** tab.

Note: Alternatively, you can browse and upload your logo using the Imagery tab.
Imagery tab



3. Select the theme and click **Apply theme**.

The uploaded logo appears in the newly applied theme.

Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: No support

- The domain field may exist on data tables but there is no business logic to manage the data.
- This level is not considered domain-separated.

For more information on support levels, see [Application support for domain separation](#).

Working with dark theme

Dark theme is supported for configurable workspaces, lists, forms, dashboards, and reports.

The Next Experience theme has a dark variant enabled by default, but dark variants may not apply to all experiences.

Note: Some custom pages do not inherit the dark theme, which may create visual inconsistencies in the classic environment. This is an expected behavior and it is the responsibility of your administrator to exclude the dark theme from your classic environment if the inconsistencies are unacceptable for company use.

- [Select a variant theme from the Theme menu](#)

Each instance can have only one theme, which is selected by your system administrator. Non-admins can select any variants that are available within that theme via the Theme menu. If no variants are available, the Themes tab is not displayed.

- [Enable dark theme using system properties](#)

Use system properties to enable dark theme for limited classic environment and configurable workspaces.

- [Disable dark theme](#)

You can disable dark theme in all of Next Experience instances.

- [Enable dark theme in configurable workspaces](#)

You can enable dark theme in configurable workspaces only, and not for classic environment.

Each instance can have only one theme, which is selected by your system administrator. Non-admins can select any variants that are available within that theme via the Theme menu. If no variants are available, the Themes tab is not displayed.

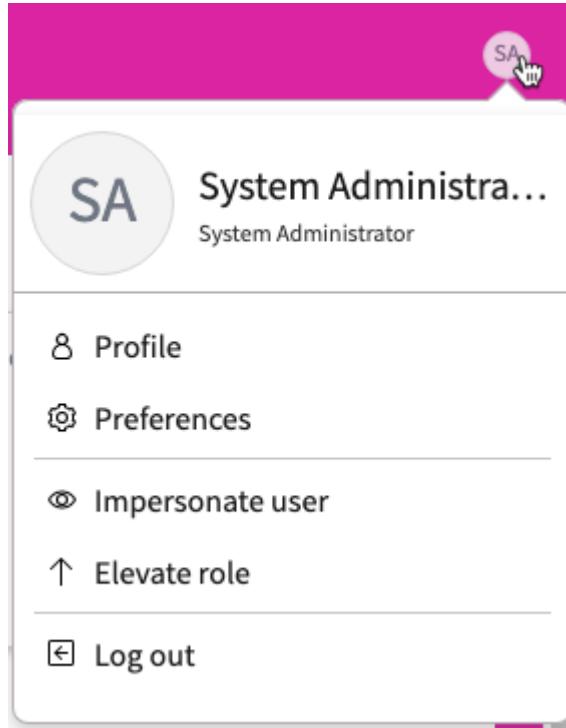
Before you begin

Role required: admin

Procedure

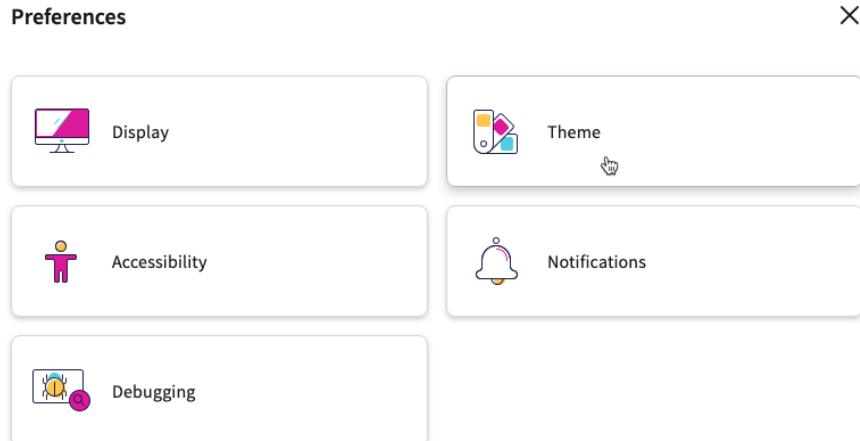
1. Select the user menu represented by your user icon or initials in the Next Experience Unified Navigation.

User menu



2. Select **Preferences**.

Preferences



3. Select the **Theme** tile.

Theme

Note: The Default image represents the theme currently selected for your instance. Any other images displayed in the Theme preference represent variants of the Default theme, which you can select.

4. Select the variant you want to adopt for your instance.

Note: Theme Builder does not currently support the creation or editing of variants or dark themes.

Use system properties to enable dark theme for limited classic environment and configurable workspaces.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** in the app navigator and search for `sys_properties.list`.
2. In the list search bar, search for `glide.ui.polaris.dark_themes_enabled`.
3. Set `glide.ui.polaris.dark_themes_enabled` to **True** to enable the dark theme for use in all of Next Experience instances.

You can disable dark theme in all of Next Experience instances.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** in the app navigator and search for `sys_properties.list`.
2. In the list search bar, search for `glide.ui.polaris.dark_themes_enabled`.
3. Set `glide.ui.polaris.dark_themes_enabled` to **False** to disable the dark theme in all of Next Experience.

You can enable dark theme in configurable workspaces only, and not for classic environment.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** in the app navigator and search for `sys_properties.list`.
2. In the list search bar, search for `glide.ui.polaris.dark_themes_enabled`.
3. Set `glide.ui.polaris.dark_themes_enabled` to **True** to enable the dark theme in all of Next Experience.
4. In the list search bar, search for `glide.ui.polaris.core_ui_exclude_dark_mode`.
5. Set `glide.ui.polaris.core_ui_exclude_dark_mode` to **True** to exclude the dark theme in classic environment.

Note: If you select the dark theme, the dark theme only applies to configurable workspaces. Classic environment remain in the default theme.

Configuring Next Experience themes and preferences

Theming in Next Experience applies to individual experiences. As an admin user, you can configure the variables for colors, shapes, fonts, and other aspects of the user experience.

To configure a theme, you create one or more styles with overrides to the default styles. Your new style records override the default Polaris style. For example, the default Next Experience font is Lato. To override this font, you would upload a font asset and change the associated font properties in the style that you create.

Note:

Usually, you are working with the Compositional Theme. The exceptions are when the experience you are configuring does not have a parent app or it uses an app shell UI other than the Breadcrumb App Shell or the Agent Workspace App Shell. If you are configuring a theme for one of these exceptions, see [Themes in UI Builder](#).

- [Create a Next Experience style](#)

When you create or modify a Next Experience theme, you create and edit one or more styles. Styles include typefaces, colors, images, and shapes and forms. Your new style records override the default Polaris style. The style records you create override the default Polaris theme in Next Experience.

- [Configure a Next Experience theme](#)

Add the styles that you've created to your theme to modify the look and feel of the user experience.

- [Difference between core styles and variants](#)

You can determine look and feel of the Next Experience UI for different users by configuring the core styles and their variants.

- [Add Next Experience font and image assets](#)

Add assets to your Next Experience themes and styles to store extra information associated with a theme, including fonts and images.

- [Change instance banner logo in Next Experience](#)

Change the instance banner logo displayed on the Unified Navigation and the login page to reflect your company logo.

- [Override the Next Experience theme](#)

Override the Next Experience theme with your custom theme.

- [Set the location of a notification toast banner](#)

Choose which corner of the screen that you would like your notification toast message banners to appear in for the purpose of improving usability.

- [Preserve your custom Next Experience theme during clones](#)

Preserve your custom Next Experience theme during a clone using a data preserver.

When you create or modify a Next Experience theme, you create and edit one or more styles. Styles include typefaces, colors, images, and shapes and forms. Your new style records override the default Polaris style. The style records you create override the default Polaris theme in Next Experience.

Before you begin

Role required: admin

About this task

When you edit Next Experience styles, you work in raw JSON code. Edit with care.

Upload new typefaces or images in a separate process. See [Add Next Experience font and image assets](#).

Procedure

1. In the filter navigator field, enter sys_ux_style.do to create a new style record.

2. Name the style and specify whether it is a Core style or a Variant.

Note: The Dark theme is the only variant shipped with Next Experience.

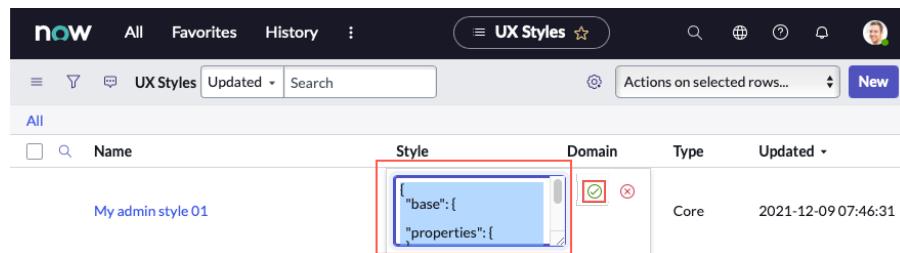
3. Select **Submit**.

The style is now available in themes.

4. In the filter navigator field, enter sys_ux_style_list.do.

5. In the UX Styles list, add JSON code with the following base and properties blocks to the **Style** field of your style record to contain overrides in the style record.

```
{  
  "base": {  
  },  
  "properties": {  
  }  
}
```



Name	Style	Domain	Type	Updated
My admin style 01	<pre>{"base": { }, "properties": { }}</pre>	Core	2021-12-09 07:46:31	

6. Select the name of your style to edit colors and shapes.

7. In the **Style** field, edit the JSON code to reflect the overrides you want the style to contain.

- a. Add or edit your main colors in the base section of the JSON code and other versions of the colors in the properties section, then select **Update**.

Use RGB values.

The following example shows sample color overrides.

```
Style: 1 {
  2   "base": {
  3     "--now-color--neutral": "255,51,255",
  4     "--now-color--primary": "255,42,0",
  5     "--now-color--secondary": "79,82,189",
  6     "--now-color_selection--primary": "0,123,88",
  7     "--now-color_selection--secondary": "79,82,189",
  8     "properties": {
  9       }
 10    }
 11 }
```

- b. Add or edit shapes in the properties section of the JSON code and then select **Update**.

The following example shows sample shape overrides.

```
Style: 1 {
  2   "properties": {
  3     "--now-actionable--border-radius": "4px",
  4     "--now-actionable--border-width": "1px",
  5     "--now-container--border-radius": "4px"
  6   }
  7 }
```

8. Add fonts, images, and other theme assets.

For more information, see [Add Next Experience font and image assets](#).

9. If you have uploaded fonts, add or edit typefaces in the properties section of the JSON code and select **Update**.

Style:

```
1  {
2    "base": {
3      "--now-color--neutral": "255,51,255",
4      "--now-color--primary": "255,42,0",
5      "--now-color--secondary": "79,82,189",
6      "--now-color_selection--primary": "0,123,88",
7      "--now-color_selection--secondary": "79,82,189"
8    },
9
10   "properties": {
11     "--now-actionable--border-radius": "4px",
12     "--now-actionable--border-width": "1px",
13     "--now-container--border-radius": "4px",
14
15     "--now-font-family": "Courier, Arial, sans-serif",
16     "--now-line-height-crop--before": "-0.25775em",
17     "--now-line-height-crop--after": "-0.27825em"
18   }
19 }
```

Result

The updated colors, shapes, and typefaces are visible in your theme.

Add the styles that you've created to your theme to modify the look and feel of the user experience.

Before you begin

Ensure that the following system properties are set to **True**:

- glide.ui.polaris.experience
- glide.ui.polaris.dark_themes_enabled - To reuse the Polaris dark variant in this theme.

Role required: admin

About this task

The default Next Experience theme is called Polaris. You can reuse or customize the **Polaris** theme as a starting point when you create or modify your own themes.

Procedure

1. Navigate to **All > Now Experience Framework > Theme Management > Themes**.
2. Select **New** to create a theme record.
3. Enter a name and a description for your theme.

The screenshot shows the 'UXTheme - New Record' screen. At the top, there's a navigation bar with 'servicenow' logo, 'All', 'Favorites', 'History', 'Workspaces', 'Admin', a search bar, and various icons. Below the navigation is a toolbar with a back arrow, a save icon, and a 'Submit' button. The main form has fields for 'Name' (with a red asterisk), 'Description', 'Application' (set to 'Global'), 'Active' (checkbox checked), and 'Domain' (set to 'global'). Below these are two tabs: 'Compositional App Theme' (selected) and 'Legacy Experience Theme'. A table titled 'UXThemeStyles' follows, with columns for 'Applicability', 'Order', 'Style', and 'Type'. A plus sign icon and the text 'Insert a new row...' are visible in the table area. At the bottom is a 'Submit' button.

4. Select the Additional actions icon (≡) and select **Save**.

5. On the **Compositional: App Theme** tab, insert rows to add styles associated with your theme.
You assign values in four columns:

Applicability

Applicability is specified to override the base theme. Users who meet the applicability constraints see those overrides in their theme rather than the base style. For example, a style with different fonts can be applied to managers. Users who meet the manager applicability will see different fonts in the Next Experience UI, which overrides the base system theme values. Administrators do not have to copy or create an entire theme with changes for the applicable audience.

Note: Leaving the Applicability constraint to empty will apply the style to all users.

Order

The order specifies when the style is applied. The higher the order, the greater its priority is.

Note: If desired to use a custom style, make sure that your style order number is higher than the standard Polaris style.

Style

You can configure four main styles. You can't edit the style names that are used in the Polaris theme, but you can copy the JSON code associated with each style from this theme and paste and edit it in your custom style's form.

- **Colors:** The color properties of the theme and any base variants you want to add. In the base section of the color style, a subset of the colors that the theme uses are defined with RGB values. The theme generates more than 20 gradients of those colors in the application.
- **Shape and Form:** The look and feel of borders as well as buttons and other UI controls.
- **Imagery:** Add images used in your application's theme.
- **Typography:** The fonts used throughout the application.

Type

There are two types: Core and Variant. Core styles include color, shape and form, typography, and imagery. Variants are a different version of the theme, different colors, that users can select in preferences. The most common variant is a dark version of the theme. The Dark theme is the only variant shipped with Next Experience. For more information, see [Exploring themes in Next Experience](#).

6. Select the **Style** field and select the 
7. Select **New**.
8.
Note:
A theme is made up of multiple variables, so you may notice the default Polaris theme coloring coming through in different places. You need three branding colors from your organization:
 - a. Primary
 - b. Secondary
 - c. Neutral

When you have your organization's branding colors, navigate to the color generator <https://theme.deoprototypes.com/color-generator-algo-v1>.

 - a. Select the **Auto Generate** button.
A modal pops-up that asks you to enter in the three colors from your organization.
 - b. Enter your hex code values for your organization's colors.
 - c. Click **Generate**.
 - d. Click **Copy JSON** to gather your CSS variables.

9. Fill in the UX style form.

New Record | UX Style | ServiceNow

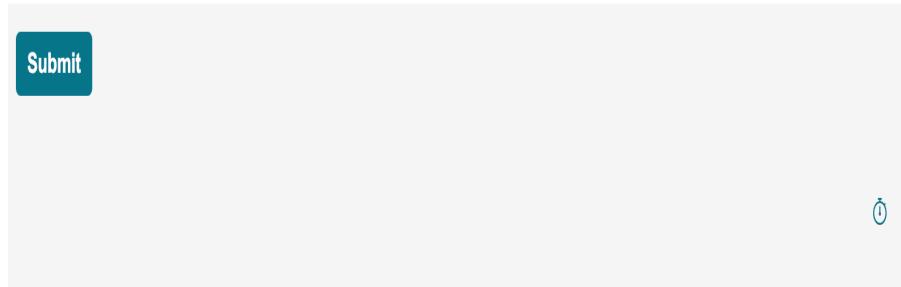
UX Style
New record

Submit

Name Global

Type Core

Style: 1



Field	Description
Name	The name of your UX style.
Type	<ul style="list-style-type: none"> Core Variant

Field	Description
	For more information on types, see Difference between core styles and variants .
Style	The values for colors, shapes, and forms. Some of the values are colors and some, like borders, are pixel values. Important: JSON code must be wrapped like the following. <pre>{ "properties": Enter your copied JSON here, it will contain the necessary braces }</pre>
Application	The scope of the UX style.

10. Click **Submit**.

11. Select **Update**.

12. To use your new theme to override the default theme, see [Override the Next Experience theme](#).

You can determine look and feel of the Next Experience UI for different users by configuring the core styles and their variants.

Core

The core style is the base version of a style. Core styles include color, shape and form, typography, and imagery.

Variants

Variants are a different version of the theme, usually different colors, that users can select in preferences. The most common variant is a dark version of the theme. The Dark variant, shipped with Next Experience

replaces light backgrounds with darker ones and contrasts the text colors accordingly. Variants you create might include one with greater contrast for the vision impaired.

Note: The Dark variant shipped with Next Experience does not apply to Core UI experiences or custom experiences

Add assets to your Next Experience themes and styles to store extra information associated with a theme, including fonts and images.

Before you begin

Role required: admin

About this task

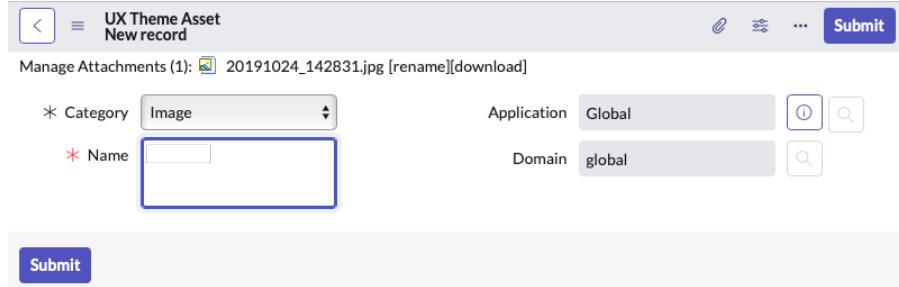
Upload images associated with your theme including banner images and logos. Add typefaces to match Next Experience to your corporate look and feel.

Note: You can't add assets or otherwise edit the styles associated with the default theme.

Procedure

1. In the filter navigator field, enter `sys_ux_style.do`.
2. Select the name of the style you're adding assets to.
3. On the **UX Style Assets** tab, select **New**.
4. Select the Lookup icon () next to the **Asset** item.
5. In the UX Theme Assets list, select **New**.
6. Select the Manage Attachments icon () to add an image or font. Your font asset may have separate files for different characteristics such as bold or italic. Upload each of these files.
7. When the asset is uploaded, close the Attachments window.

8. Type the file name of the asset in the **Name** field and select **Submit**.



The screenshot shows a form titled "UX Theme Asset New record". At the top right are icons for back, forward, and more, followed by a "Submit" button. Below the title, it says "Manage Attachments (1): 20191024_142831.jpg [rename][download]". There are four input fields: "Category" set to "Image", "Application" set to "Global", and "Domain" set to "global". The "Name" field is highlighted with a blue border. At the bottom is a "Submit" button.

9. (Optional) Add a script to the asset in the **Asset Properties** box.

10. Select **Submit**.

Result

The font or image is available to use in your theme.

Change the instance banner logo displayed on the Unified Navigation and the login page to reflect your company logo.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > System Properties > My Company**.
2. To upload your company logo, select **Click to add** or **Update** beside **UI16 Banner Image**.
3. Click **Choose file** and select the file, and then click **OK**.
To use an image URL instead of a file on your hard drive, enter the URL in the file upload window.

Note: The image can be high resolution, but when it displays it is scaled based on the aspect ratio. It scales to a maximum of 20px high.
4. Click **Update**.

5. (Optional) If new banner image doesn't display, perform a `cache.do` and `logout.do` and log back into your instance.

Override the Next Experience theme with your custom theme.

Before you begin

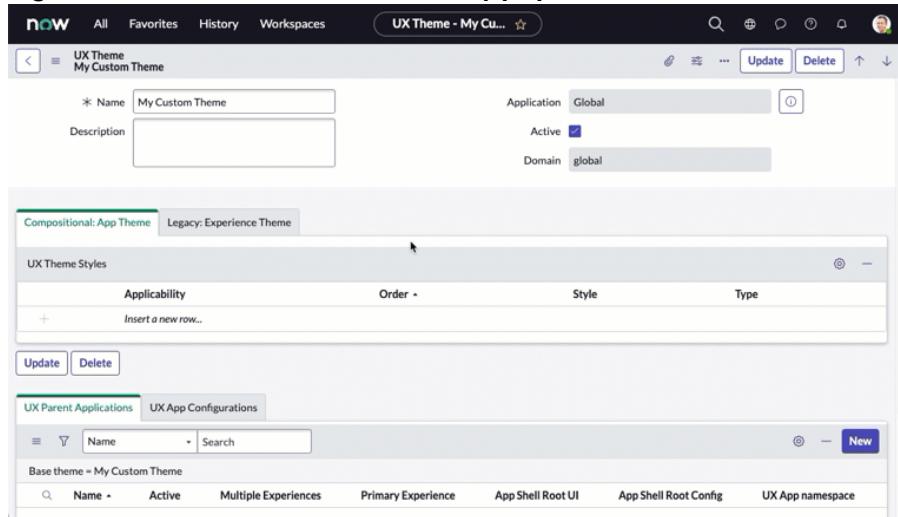
Role required: admin

About this task

Override the default Next Experience theme while keeping the Next Experience UI.

Procedure

1. In the filter navigator field, enter `sys_ux_theme.list`.
2. Select the theme you want to override the Next Experience theme.
3. Right-click the header and select **Copy sys_id**.



4. In the application navigator field, enter `sys_properties.list`.
5. Select **New**.
6. Fill in the System Property form.

The screenshot shows the 'System Property' creation screen in the ServiceNow UI. The 'Name' field is set to 'glide.ui.polaris.theme.custom'. The 'Application' dropdown is set to 'Global'. The 'Type' dropdown is set to 'string'. The 'Value' field contains the value '2c6c73621b4241101f32437cbc4bc00'. The 'Ignore cache' checkbox is checked. The 'Submit' button is visible at the bottom.

- Name the system property `glide.ui.polaris.theme.custom`.
- Set the type value to string.
- In the value field, paste the sys_id you copied in step 3.

7. Select **Submit**.

Your custom theme appears, if necessary refresh your browser to get the full theme.

Choose which corner of the screen that you would like your notification toast message banners to appear in for the purpose of improving usability.

Before you begin

Role required: admin

Procedure



1. In your instance, select the **User Menu**.
2. From the user menu list, select **Preferences**.
3. Select **Notifications**.
4. Select the **Notification toast banner location** bar.
5. **Note:** The default location is in the top right of your instance. If the banner doesn't appear in the expected location, try refreshing your browser.

Choose your preferred location for banners:

- Top left
- Top right
- Bottom left
- Bottom right

Preserve your custom Next Experience theme during a clone using a data preserver.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > System Clone > Clone Definition > Preserve Data**.
2. Click **New**.
3. Fill in the form.

Clone Data Preserver form

Field	Description
Name	The unique name for your Data Preserver, for example Next Experience Theme Properties.
Theme	Determines whether this preserver is theme-related. In this case, select the check box to mark as true.
Table	The table affected by this data preserver, in this case use System property [sys_properties].
Conditions	The conditions that this data preserver acts on. Build the condition as Name is glide.ui.polaris.theme.custom.

4. Right-click the header and click **Save**.
The Clone Profiles related list appears.

5. **Note:** If you do not have a Clone Profile, or do not need one, skip this step.
If you have a Clone Profile you would like to add, click **Edit** move your Clone Profile to your Data Preserver and click **Save**.

Edit login theming in Next Experience

Customize Next Experience login illustrations and welcome text to provide a login experience that reflects your branding.

Before you begin

Role required: admin

Procedure

1. In the filter navigator field, enter sys_properties.list.
2. Prevent the login screen from showing any illustrations by setting the property glide.ui.polaris.login.show_illustrations to **false**.
3. Show welcome text by set the property glide.ui.polaris.login.show_welcome to **true**.
If this property doesn't exist, add it as a true/false property. For more information, see [Add a system property](#).
4. Edit the welcome page text.
 - a. Navigate to **System UI > Welcome Page Content**.
 - b. Add a property that contains the login content you want to display.
For the syntax of the isLoggedIn() condition, see [GlideSession - Global](#).

Next Experience landing pages

Modify the landing pages on your Next Experience instance so that users see a landing page tailored to their experience in ServiceNow.

In Next Experience, you can configure multiple landing pages. Next Experience landing pages provide the information you need to start working. These landing pages typically present content specific to your role and tasks. Landing pages can include lists, Performance Analytics and Reporting (PAR) information, and other features to access your new and prioritized tasks from one location.

By default, users on new Next Experience instances see the Next Experience landing page. Users on upgraded instances see the landing pages they had before in the Next Experience UI. You can also set a [Core UI](#) landing page for all users and configure user-specific landing pages.

Note: If you want to turn off the welcome splash screen after upgrading your instance, see [Turn off the Next Experience welcome screen after upgrading your instance](#).

- [Create a Next Experience landing page](#)

Provide users the information that they need to start working by creating custom Next Experience landing pages for different audiences.

- [Configure per-user landing pages in Next Experience](#)

Users on new Next Experience instances see the Next Experience landing page. Users on upgraded instances see the landing pages that they had before, in the Next Experience UI. You can also configure user-specific landing pages.

- [Configure a user-selected start page](#)

Configure a user-selected start page, other than the default landing page, to appear when you log in to ServiceNow.

- [Configure a Core UI global landing page in Next Experience-enabled instances](#)

Set a Core UI landing page for all users so users on instances with Next Experience enabled see the same landing page as users on upgraded instances. Upgraded users see the landing pages they had before in the Next Experience UI.

- [Configure a Next Experience landing page footer](#)

Display useful links in the footer of your Next Experience landing pages. The footer contains two fully configurable link set components.

- [Next Experience default admin landing page](#)

Use the default admin landing page to see your admin-specific work at a glance and identify items that need attention including open tasks, security issues, and approvals.

Create a Next Experience landing page

Provide users the information that they need to start working by creating custom Next Experience landing pages for different audiences.

Before you begin

Creating custom Next Experience landing pages requires configuring page components in UI Builder. For a quick tutorial on using UI Builder, see [UI Builder quick start](#) in the UI Builder documentation.

Role required: ui_builder_admin or admin

About this task

Administrators can set various types of pages as the start pages that different users see when they log in to an instance. By default, a Next Experience landing page is the start page for all users. To learn more about the different start page options, see [Configuring Next Experience start page options](#).

To customize a Next Experience landing page for different audiences and use cases, you can create a variant of the default Next Experience landing page using UI Builder, as described in this procedure. You can also create a Next Experience landing page from scratch by creating a new page in UI Builder.

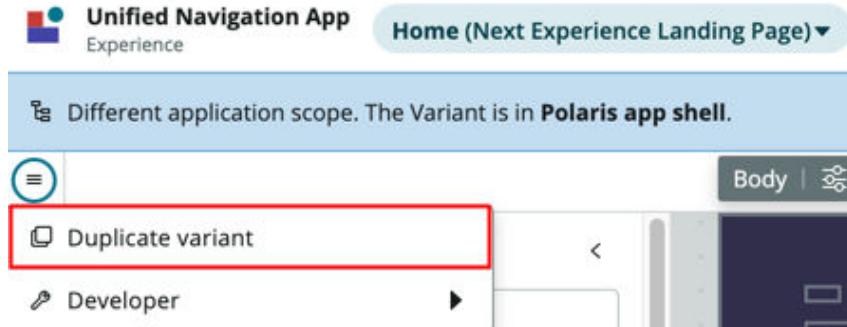
Note: This procedure doesn't apply to creating landing pages for Configurable Workspaces.

Procedure

1. Navigate to **All > Now Experience Framework > UI Builder**.
2. From the Experiences list, select **Unified Navigation App**.
3. In the Pages and variants list, under Home, select either **Next Experience Landing Page** or **Next Experience Landing Page - Admin Role**.
The Next Experience Landing page is the default landing page for non-admin users, and the Next Experience Landing Page - Admin Role is the default landing page for admin users. Select the page that aligns with the audience for which you need to create a custom landing page.
4. (Optional) From the top bar, change the application scope you work in by selecting the application scope from the application picker.

5. Create a variant of the default landing page by duplicating it.

- a. From the left vertical bar, select the context menu and then select **Duplicate variant**.



- b. In the **Name** field, enter a name for the page variant.
 - c. (Optional) Next to the **Audiences** field, select **Add** and then select an audience from the list.

The audience defines who can see a page. By default, all users can see a page. For more information about audiences, see [Learn about audiences](#) in the UI Builder documentation.

- d. (Optional) In the **Conditions** field, add criteria for when to display the page by entering an encoded query string.
For example, the query string `table=incident^sysId!=--1` will only show this page variant if the table field is incident and the sysId field isn't -1.

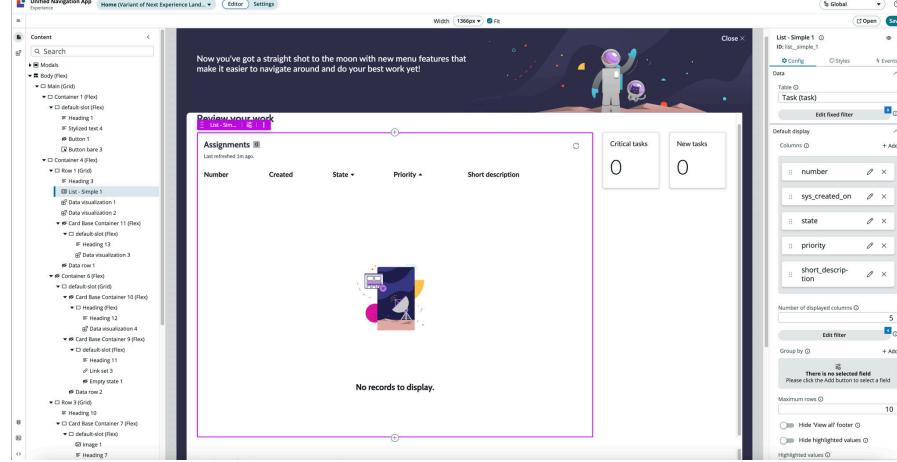
- e. Select **Create**.

6. Customize the components on the page according to the needs of your audience.

You can customize what components are included on the page, the data they connect to, their style, and event mappings. To learn more about how to customize components on a page, refer to [Customize UI Builder pages using components](#) in the UI Builder documentation.

To enable a footer for the page, see [Configure a Next Experience landing page footer](#).

Customize a landing page in UI Builder



7. Select **Save**.

8. Set this page variant as the start page for the selected audience.

a. From the top bar, select **Settings**.

b. In the **Order** field, set the priority order of the page variant to a lower number than the order of the default Next Experience landing page.

By default, the order of the default Next Experience Landing page is set to 1000, and the order of the Next Experience Landing Page – Admin is set to 99. The lower the number, the higher the priority.

c. Select **Save**.

Configure per-user landing pages in Next Experience

Users on new Next Experience instances see the Next Experience landing page. Users on upgraded instances see the landing pages that they had before, in the Next Experience UI. You can also configure user-specific landing pages.

Before you begin

Role required: admin

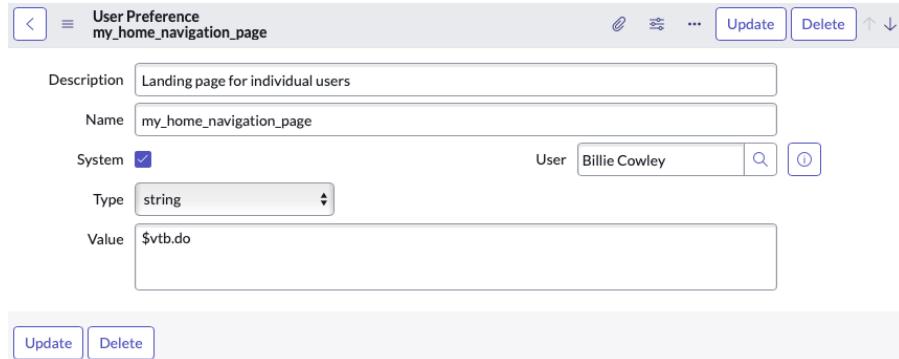
About this task

Next Experience landing pages provide the information you need to start working. These landing pages typically present content specific to your role and tasks. Landing pages can include lists, Performance Analytics and Reporting (PAR) information, and other features to access your new and prioritized tasks from one location.

Procedure

1. Navigate to **User Administration > User Preferences**.
2. Select **New**.
3. In the **Name** field, enter `my_home_navigation_page`.
4. In the **User** field, select the Lookup using the list icon () and assign a user.
You can have multiple entries of this preference for different users.
5. Specify the value of the landing page.
For example, to use the Visual Task Board overview as the landing page, you would enter `$vtb.do`. To assign a specific VTB, you would enter the portion of the URL from `$vtb.do` onward.

Note: When you copy the URL information, be sure to replace any HTML entities with their decoded values. For example, replace the entity `%24` with `$`.



The screenshot shows the 'User Preference' creation form. The title bar says 'User Preference my_home_navigation_page'. The form fields are as follows:

Description	Landing page for individual users
Name	my_home_navigation_page
System	<input checked="" type="checkbox"/>
Type	string
Value	\$vtb.do

At the bottom are 'Update' and 'Delete' buttons.

6. Select **Update**.

Configure a user-selected start page

Configure a user-selected start page, other than the default landing page, to appear when you log in to ServiceNow.

Before you begin

Role required: none

The admin must enable the system property `glide.next_experience.user_selected_landing_page_enabled`. For more information, see [Available system properties](#).

Procedure

1. In your instance, select the user menu .
2. In the user menu list, select **Preferences**.
3. Select the **Display** tile.
4. Select the **Current start page: Default** list.
5. On the form, fill in the fields.

Current start page list

Field	Description
Use the default	Default landing page.
Use Dashboards	If using legacy dynamic dashboards, the start page is set to dashboards.
Use the page that I'm on now	Set the current page as your default start page.
Continue where I last left off	Set the last page you visited in ServiceNow as the start page when you next log in.

Configure a Core UI global landing page in Next Experience-enabled instances

Set a Core UI landing page for all users so users on instances with Next Experience enabled see the same landing page as users on upgraded instances. Upgraded users see the landing pages they had before in the Next Experience UI.

Before you begin

Role required: admin

About this task

Next Experience landing pages provide the information you need to start working. These landing pages typically present content specific to your role and tasks. Landing pages can include lists, Performance Analytics and Reporting (PAR) information, and other features to access your new and prioritized tasks from one location.

Values in the user preference my_home_navigation_page override the value in the glide.login.home system property. If no user is specified in my_home_navigation_page, the value in the preference overrides glide.login.home for all users.

Procedure

1. In the filter navigator field, enter sys_properties.list.
2. Edit the value of the glide.login.home system property to set an instance-wide Core UI landing page.

For example, to assign the Dashboards Overview as the landing page, you would enter \$pa_dashboard.do. To assign a specific dashboard as the landing page, you would enter the portion of the URL from \$pa_dashboard.do onward.

Note: When you copy the URL information, be sure to replace HTML entities with their decoded values. For example, replace the entity %24 with \$.

The screenshot shows the 'System Property' configuration page for the property 'glide.login.home'. The top navigation bar includes back, forward, and search icons, along with tabs for 'Global' and 'Delete'. The main form fields are:

- Name:** glide.login.home (marked with an asterisk)
- Description:** The default landing page displayed on login. If blank, the last page visited is used.
- Choices:** (empty field)
- Type:** string
- Value:** \$pa_dashboard.do

The 'Value' field is highlighted with a blue border.

3. Select **Update**.

You will not see the new landing page until you log out and log back in again.

Result

When users log in, they see the selected landing page instead of the default.

Configure a Next Experience landing page footer

Display useful links in the footer of your Next Experience landing pages. The footer contains two fully configurable link set components.

Before you begin

Role required: admin

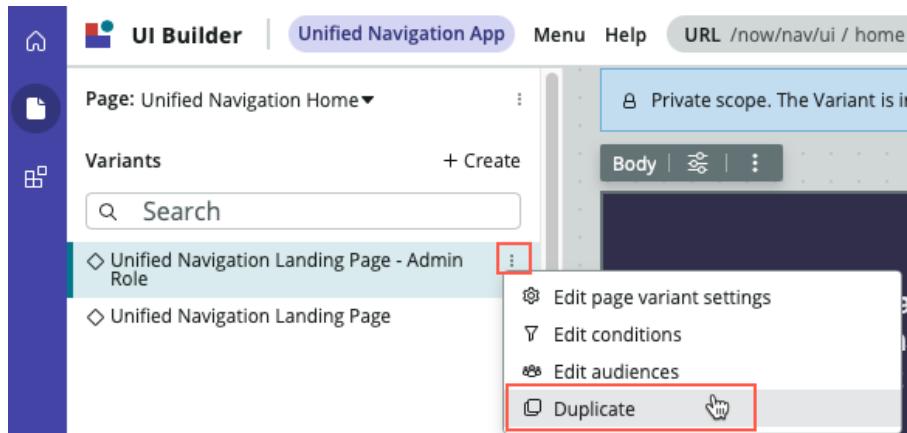
About this task

Next Experience landing pages provide the information you need to start working. These landing pages typically present content specific to your role and tasks. Landing pages can include lists, Performance Analytics and Reporting (PAR) information, and other features to access your new and prioritized tasks from one location.

The footer is hidden by default. To configure the footer, you enable it in UI Builder and then edit the link set components.

Procedure

1. Navigate to **All > Now Experience Framework > UI Builder**.
2. Select **Unified Navigation App**.
3. In the Variants section, select the More options icon (⋮) for the Unified Navigation Landing Page - Admin Role and select **Duplicate**. The main variant of the landing page is read-only. To edit, you work in a copy.



4. In the Unified Navigation Landing Page - Admin Role Copy Content Body outline, select Container 5 and select the Client State Parameters icon (⌘).
5. In the Client state parameters section, toggle the **hideResourcesSection** value off.
This action enables the landing page footer.

The screenshot shows the 'Client state parameters' section in the UI Builder. It lists four parameters:

Name	Type	Initial value
collapsedHeader	Boolean	<input checked="" type="checkbox"/>
headerText	String	<input type="text"/>
hideResourcesSection	Boolean	<input checked="" type="checkbox"/>
iconMap	JSON	<input type="text"/> {"article-document": "document-", "category-document": "category-", "category-item": "item-", "category-link": "link-", "category-page": "page-", "category-report": "report-", "category-task": "task-", "category-view": "view-", "document": "document-", "item": "item-", "link": "link-", "page": "page-", "report": "report-", "task": "task-", "view": "view-"} <input type="button"/>

6. Select **Save**.

When you reload UI Builder or open the landing page in runtime, the default footer will be visible with two link sets, Frequent visits and Learn more.

7. To configure the links in the footer, select Link set 1 or Link set 2 under Container 5.

8. In the Config section, edit the links.

For more information, see [Link set UIB Setup](#) in the ServiceNow Developer documentation.

Next Experience default admin landing page

Use the default admin landing page to see your admin-specific work at a glance and identify items that need attention including open tasks, security issues, and approvals.

As an admin, a variant of the landing page for admins displays for you. Admin landing pages might include the following items:

- Number of installed apps that have updated versions available
- Number of entitled but not activated or not installed apps
- Real-time security notifications

- Lists and visualizations of your assignments
- More resources to learn about features

The screenshot displays the ServiceNow Utah Now Platform user interface. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, Admin, and Home. A search bar is also present. The main content area features a banner with the text "So glad you've landed here, System" and a message about new menu features. Below the banner, there are three cards: "Apps ready to update" (37), "Apps ready to install" (34), and "Instance Security Center notifications" (25). The "Review your work" section contains a table of assignments and a chart showing open tasks by priority. The "Tools and info to optimize your day" section includes three cards: "Stay on top of everything", "Get a clear picture of performance", and "Expand your knowledge".

Number	Created	State	Priority	Short description
RITM0000019	2022-06-29 22:29 -0700	Open	4 - Low	ASUS G Series G73SW-XN2 Notebook Intel Core i7 2630QM(2.00GHz) 17.3" 8GB Memory
RITM0000018	2022-06-28 14:28 -0700	Open	4 - Low	ASUS G Series G73SW-XN2 Notebook Intel Core i7 2630QM(2.00GHz) 17.3" 8GB Memory
RITM0000030	2022-07-03 06:30 -0700	Open	4 - Low	Apple MacBook Pro MD322LL/A MacBook Intel Core i7 2.40GHz 15.4" Wide XGA+ 4GB Me
RITM0000025	2022-07-01 14:30 -0700	Open	4 - Low	Apple MacBook Pro MD322LL/A MacBook Intel Core i7 2.40GHz 15.4" Wide XGA+ 4GB Me
RITM0000015	2022-06-27 06:28 -0700	Open	4 - Low	ASUS G Series G73SW-XN2 Notebook Intel Core i7 2630QM(2.00GHz) 17.3" 8GB Memory
RITM0000033	2022-07-03 14:31 -0700	Open	4 - Low	Apple MacBook Pro MD322LL/A MacBook Intel Core i7 2.40GHz 15.4" Wide XGA+ 4GB Me
RITM0000014	2022-06-26 22:27 -0700	Open	4 - Low	Apple MacBook Pro MD322LL/A MacBook Intel Core i7 2.40GHz 15.4" Wide XGA+ 4GB Me
RITM0000042	2022-07-08 06:33 -0700	Open	4 - Low	Apple MacBook Pro MD322LL/A MacBook Intel Core i7 2.40GHz 15.4" Wide XGA+ 4GB Me

New Customers

New customers launching on San Diego or later and customers that have performed a zBoot on their instance will have the Next Experience UI automatically enabled on their instance. These customers also have the Default landing page that ships with the Next Experience UI automatically enabled.

Existing Customers

Existing customers upgrading from a previous release will not see the default landing page upon activating the Next Experience UI. Existing customers will continue to see their existing start page (Homepage or Dashboard). By utilizing existing start pages, this provides administrators the ability to turn on the Next Experience UI and allow for users to begin using the new user interface, and provides administrators the time to create organization specific landing pages. Existing customers can use the Default Landing Page by modifying the **glide.login.home** system property, though it is recommended to perform testing on the Default Landing Page in a sub-product instance to verify it meets current user needs.

Performing admin user functions in Next Experience

Use admin functions in the user menu to elevate roles, impersonate users, and configure a workspace.

Before you begin

Role required: admin

Procedure

1. Navigate to **User Menu**.
2. Select one of these user menu options for admins.

Field	Description
Impersonate user	Option to impersonate other authenticated users for testing purposes and to view impersonation logs. For more

Field	Description
	information, see Impersonate a user .
Elevate role	Option to elevate to a privileged role to gain access to the features of High Security Settings for the current session. For more information, see Elevated privilege roles . Note: Users granted the admin role can't elevate to a privileged role. Only the base system admin can be elevated.
Configure Workspace	Dynamic links to configuration pages to access configurations relevant to lists or forms more easily. These items display in the user menu when a workspace is in focus. <ul style="list-style-type: none">• Configure workspace: Link to configure the workspace in UI Builder.• Configure page: Menu to configure page elements in the classic environment. The items display dynamically to show items that pertain to lists and items that pertain to forms.

Configure custom menus for Unified Navigation

Create custom menus that appear in the Unified Navigation that contain just what the users need, to increase productivity and efficiency.

Before you begin

Role required: admin

Procedure

1. Navigate to **All > Unified Navigation Menus**.
2. Select **New**.
3. On the form, fill in the fields.

Unified Navigation Menu form

Field	Description
Name	Name of your Unified Navigation Menu.
Menu Active	Menu that is active when checked.
Order	Order that the menu appears in place of other menus.
Application	Scope of the menu. Global is the default.
Hidden Roles	Roles that this menu is hidden from.
Visible Roles	Roles that this menu is visible to.

4. Select **Submit**.
5. To configure Unified Navigation configurable menu items, select your menu from the Unified Navigation Menus list.
6. Select **New**.
7. **Note:** The form displays the **Application** or **Module** field, depending on your selection.

On the form, fill in the fields.

Unified Navigation configurable menu items form

Field	Description
Menu	Name of the menu that you are adding the new menu items to.
Type	Type of menu item that you are creating. <ul style="list-style-type: none">• Application• Module
Application or Module	Application or Module that you are adding as a menu item.
Application (scope)	Scope of the menu item. The default is Global .
Order	Order that the menu item appears in the menu list.

8. Select **Submit**.

9. Select **Save** or **Update**.

The new menu is displayed. If it does not appear, ensure that active is marked and then refresh your instance.

Add a workspace to the Unified Navigation Workspaces menu

Configure the Unified Navigation to display a workspace in the Workspaces menu.

Before you begin

Role required: admin

About this task

The available workspace displays in the Unified Navigation when users have access to at least one workspace. Multiple workspaces display in the Workspaces menu when users have access to more than one workspace.

Procedure

1. Navigate to **All > Now Experience Framework > Experiences**.
2. Select the application you want to add to the Workspaces menu on the Unified Navigation.
3. In related lists, select the **UX Application Category M2Ms** tab.
4. Select **New** in the UX Application Category M2Ms list.
5. Select **Workspace** in the Experience Category column.
6. On the form, fill in the fields.

UX Application Category M2M form

Field	Description
Experience Category	Category of the experience added to the Unified Navigation. Select Workspace .
Application	Application that the experience applies to. Global is the default application and applies across the organization.
UX Application	UX application that you want to add to the Workspaces menu. Select the Workspace you want to display in the Workspaces menu.

7. Select **Submit**.

Configuring search in Next Experience

Administrators can customize Next Experience search settings. Add new searchable tables, modify the fields displayed for search results from a table, or add workspace applications to the search context menu for users.

Next Experience search is enabled by default in the Unified Navigation.

Add a searchable table

A search source specifies a table to include in Next Experience search. The search results page displays matching records and their counts on a per-table basis. Users can select a table to filter their search results, displaying only matching records from the selected table.

Tasks - Incidents	82
Tasks - Problems	1
People & Places - Users	4
People & Places - Groups	3
Knowledge & Catalog - Knowledge	4
Knowledge & Catalog - Catalog Items	5

To make a table searchable in Next Experience, add it as a new search source. For details on this procedure, see [Add a search source for Next Experience](#).

For the list of tables searchable by default in the base system, see [Default global search sources for Next Experience](#).

Modify the fields displayed for each search result from a table

The text_search list view for a searchable table determines which fields the system uses to populate the title, field list, and description for each result from that table.

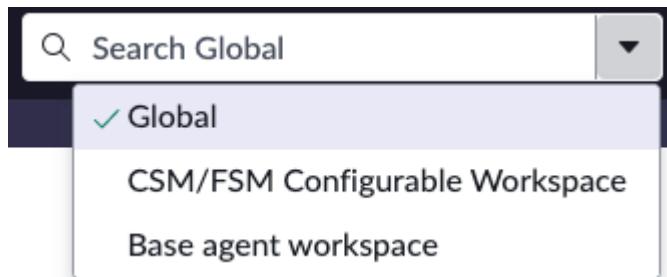
Update /etc/network/interfaces to include name servers 8.8.8.8 & 8.8.4.4					
Number	Type	Assignment group	State	Risk	Priority
CHG0000082	Normal	Hardware	Authorize	Moderate	3 - Moderate
We need to add additional redundant name servers to inux100, inux101 and PS LinuxApp01					

To learn how the system uses fields in the text_search list view to populate search result entries, see [Text search views control format of global search results for tables](#).

For the list of fields included in the base system's text_search list views for the default searchable tables, see [Default display fields for global search tables](#).

Add a workspace application to the search context menu

The search context menu enables users to view and open search results in available workspace applications as well as in global search.



To add a workspace application to the search context menu, see [Add a workspace application to the Unified Navigation search context menu](#).

For details on using the search context menu, see [View and open search results using workspace applications in Next Experience Unified Navigation](#).

For more information on configuring search settings in Next Experience, see [Global search finds records from multiple tables](#).

Create custom notifications in Next Experience

Provide better context and information about users' work by creating custom content for in-product notifications in Next Experience.

Before you begin

Role required: admin

About this task

Create notifications with custom title and message content for your applications and use cases. Next Experience notifications appear as toast banners and in the Notifications menu.

Note: Next Experience notifications aren't supported in the legacy Agent Workspace.

Procedure

1. Navigate to **All > System Notification > Provider > Notifications**.
2. Select **New**.
3. On the form, fill in the fields.

Notifications form

Field	Description
Name	Name of the notification.
Application	Application scope of the notification.

Field	Description
Active	Option to activate the notification. The notification is active by default.
When to send	
Trigger	System action that triggers the notification. You can send the notification after a record is changed or after an event is triggered.
Inserted	<p>Option to send the notification after a record is inserted.</p> <p>This field appears when you select Record Change in the Trigger field.</p>
Updated	<p>Option to send the notification after a record is updated.</p> <p>This field appears when you select Record Change in the Trigger field.</p>
Event	<p>Event that triggers the notification. For example, to send a notification after an incident is closed or resolved, you would select the incident.inactive event. By default, this event is logged in the system each time a user resolves or closes an incident.</p> <p>Note: You can select only an event that shares the same table as the notification.</p> <p>This field appears when you select Event in the Trigger field.</p>

Field	Description
Table	Table to receive notifications about.
Conditions	Filter to specify the table records that users receive notifications about. For example, to send notifications about top-priority incidents, you would select Incident [incident] in the Table field and set the conditions to [Priority] [is] [1 - Critical] .
Who will receive	
Users	<p>Users who receive the notification.</p> <p>Note: Notifications in messaging channels are sent only to users with ServiceNow accounts (sys_user profiles). Consumers and customer contacts are considered as guests and can't receive notifications in messaging channels.</p>
Recipients listed in fields	<p>Record fields that include users who receive the notification. For example, to send the notification to the record assignee, select Assigned to.</p> <p>Note: This field shows up only if you select a table.</p>
Include the person whose action triggered the notification	Option to include the user who changed the record or triggered the event.
Recipient(s) listed in event parm1	Option to select whether Parm 1 contains a list of comma-separated sys_ids. For more information, see Classic Events .
Recipient(s) listed in event parm2	Option to select if Parm 2 contains a list of comma-separated sys_ids

Field	Description
Table containing recipients from event parm1	Table that is used to resolve the sys_id of the recipient Note: This field appears only when you select Event parm 1.
Table containing recipients from event parm1	Table that is used to resolve the sys_id of the recipient Note: This field appears only when you select Event parm 2.
Advanced event condition	Option to select when the recipients are from more than two tables. These are dynamic conditions.

4. From the form context menu, select **Save**.
5. Select the **Contents** tab and then select **New Provider Content**.
6. Select **Next Experience** as the content provider.
7. On the form, fill in the fields.

Notification Next Experience Content form

Field	Description
Name	An internal name for the notification content.
Notification	The notification trigger that sends the notification content.
Active	Option for whether the notification is sent when triggered.
Table	Table to receive notifications about.

Field	Description
Route	Next Experience Route
Message Heading	Header text at the top of the message. From the Select variables list, you can select variables to include your message heading.
Message	Secondary text of the message that follows the heading. From the Select variables list, you can select variables to include your message body.

The following example shows the values for a notification with custom content that references the number and short description of an incident.

Field	Value
Name	Incident record update content
Notification	Incident records
Active	true
Message Heading	\${number} changed
Message	Short description: \$ {short_description}

8. Select **Submit**.

Result

When triggered, users configured to receive the notifications see notifications with custom content as banners and in the Notifications menu in the Next Experience Unified Navigation.

The UI Notification Inbox [ui_notification_inbox] table lists all sent notifications and their recipients.

If users receive duplicate notifications, verify that the notification trigger has only one content provider. If the notification has both a Next Experience and Workspace content provider, remove the Workspace content provider from the notification trigger to send only the Next Experience notification with custom content.

Next Experience in-product help

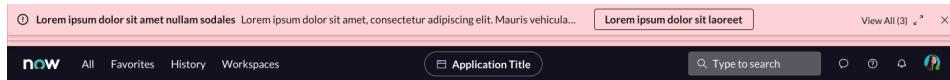
Providing instructions that display in your Next Experience UI can help orient your users to the UI and provide information about their tasks.

In-product help enables you to provide various types of instruction that appear in the UI to help users perform their work. These instructions include information about the UI page the user is looking at, embedded help content based on roles, onboarding users through a guided tour of the UI, and assistance setting up products. You can modify the content that appears in the Unified Navigation onboarding or create your own onboarding. For more information, see [Adoption services](#).

Next Experience banner announcements

Banner announcements enable you to communicate planned maintenance, unplanned outages, or important events like ESPP stock plans or benefits enrollment to those affected or to everyone. You can target specific experiences or all experiences.

Note: Beginning with the San Diego release, configure banner announcements instead of updating the glide.product.description system property.



You can configure the following aspects of banner announcements:

- Use colors and icons to communicate the type of announcement and the importance of the banner announcement.
- Provide a link for information or to complete a task.
- Schedule banner announcements for a specific time.

Note: If a user dismisses a banner announcement during a session and the announcement is still active, it will re-appear once the user logs out and back in to a new session.

Configure Next Experience banner announcements

Configure banner announcements to communicate important information to your users while they are in an experience.

Before you begin

Role required: announcement_admin or admin

Procedure

1. Navigate to **All > Now Experience Framework > Configuration Settings > UX Banner Announcements** to create an announcement.
2. Select **New**.
3. On the form, fill in the fields.

Banner Announcements form

Field	Description
Heading	Unique name for your banner announcement mapping, which will display as the title of the banner announcement.
Summary	Optional additional banner content, which displays below the Heading in the banner announcement.

Field	Description
Start	Date and time the banner announcement will begin displaying in the UI.
End	Date and time the banner announcement will stop displaying in the UI.
Color	Color to show the importance or urgency of the banner announcement.
Add a link	<p>Option to provide a link in the banner announcement.</p> <p>Selecting this option displays the following link configuration fields:</p> <ul style="list-style-type: none"> • Click behavior: Behavior of the link when selected, either opening in the same window or a new window. • Label: Text displayed with the link. • URL: URL of the link.
Show for	Scope of the banner announcement display, either for all logged-in users, users with specific roles or groups, or anonymous plus all logged-in users.
Icon	Icon to depict the urgency or category of the banner announcement. For example, a flame icon can show increased urgency and a graduation cap

Field	Description
	icon can notify of continuing learning opportunities.
Icon tooltip	Text describing the icon.

4. Right-click the form header and select **Save**.
The Associated to Configurations related list displays at the bottom of the form.
5. In the Associated to Configurations related list, select **New**.
6. In the Announcement Config field, select the Lookup using list icon

7. Select **Unified Navigation** from the Banner Announcement Configs list.
8. (Optional) On the Banner Announcement Mapping form, set the order of the banner announcement mapping.
The lower the order of the banner announcement mapping, the higher the priority is of the banner announcement mapping.
9. On the Banner Announcement Mapping form, select **Submit**.
10. On the Banner Announcement form, select **Update**.

Exploring Next Experience pickers

Next Experience scope pickers provide easy consistent scope selection across your instance.



The scope selection menu icon () displays in the Unified Navigation for users with roles that provide access to the application, domain, and update set scope pickers.

- **Application scope:** Enables application developers to view and select the application where their changes apply. For more information, see [Application scope](#).

- **Domain scope:** Defines what users can access. Only users with access to domain separation see the domain scope picker. For more information, see [Domain scope](#).
- **Update set:** Enables admin users to choose an update set for making and tracking customizations. For more information, see [Update set administration](#).
- **Crypto module selector:** Enables users with more than one cryptographic module to select a module when entering data. This picker displays instead of the encryption context selector when the Key Management Framework is enabled through the com.glide.kmf.global system property and the system property glide_encryption.cle_replatforming_with_kmf sys_prop is set to **opt_in**. For more information, see [Create a cryptographic module](#).

Keyboard shortcuts for the scope selector menu

Add keyboard shortcuts for scope selector menus to be able to navigate scope selectors using your keyboard.

Keyboard shortcuts for scope selector menus must be configured. They aren't available by default.

Scope selector menu keyboard shortcuts

Picker	Properties	Default key shortcut
Application	<ul style="list-style-type: none">glide.ui.keyboard.shortcuts.polaris.application_picker.enabledglide.ui.keyboard.shortcuts.polaris.applic	ctrl+alt+a

Picker	Properties	Default key shortcut
	action_picker.key_combo	
Domain	<ul style="list-style-type: none"> glide.ui.keyboard.shortcuts.polaris.domain_separation_picker.enabled glide.ui.keyboard.shortcuts.polaris.domain_separation_picker.key_combo 	ctrl+alt+d
Update set	<ul style="list-style-type: none"> glide.ui.keyboard.shortcuts.polaris.update_set_picker.enabled glide.ui.keyboard.shortcuts.polaris.update_set_picker.key_combo 	ctrl+alt+u

Debug Next Experience

Debug your Next Experience instance to detect and remove existing and potential errors in your Next Experience components and script.

Before you begin

Role required: admin

Procedure

1. Navigate to **User Menu > Preferences > Debugging**.
2. Select one of the debugging options.

Debugging

Field	Description
Script Debugger	Opens a JavaScript debugger with a script tracer and a session log. For more information, see Debugging scripts .
Automated Test Framework Page Inspector	Enables you to identify and inspect pages created in classic custom UI pages by using the page inspector. For more information, see Page Inspector .

- [Next Experience client-side scripting global variables](#)

Next Experience global variables are used in client scripts to determine whether Next Experience is applied to a page.

Next Experience client-side scripting global variables

Next Experience global variables are used in client scripts to determine whether Next Experience is applied to a page.

NOW.isUsingPolaris

Returns **true** if Next Experience is applied to the current page.

NOW.isPolarisWrapper

Returns **true** if the page is running in the Next Experience Unified Navigation. This global variable exists only in the Unified Navigation.

For more information about the Unified Navigation, see [Using the Next Experience Unified Navigation](#).

Example

Client script:

```
// Reload the current page in the unified navigator if no
t currently in the unified nav
if (NOW.isUsingPolaris && (!top.NOW || top.NOW.isPolarisWr
apper !== "true")) {
    var currentPath = window.location.pathname + window.lo
cation.search;
    top.window.location.href = "/now/nav/ui/classic/params
/target/" + encodeURIComponent(currentPath)
}
```

Next Experience system properties

List of system properties related to the Next Experience UI.

Next Experience UI system properties

Property	Type	Default value	Description
glide.ui.polarisberg	true false	true	Disables the Polarisberg Core UI styles
glide.ui.polaris.core_ui_exclude_da rk_mode	true false	true	Excludes dark theme in the classic environment.
glide.ui.polaris.dark_themes_enabl ed	true false	true	Enables dark theming.
glide.ui.polaris.experience	true false	true	Enables the

Property	Type	Default value	Description
			Unified Navigation experience on platform.
glide.ui.polaris.global_search	true false	true	Toggle the Unified Navigation search functionality in the header.
glide.ui.polaris.history.url.param_blacklist	string	["tinyId"]	URL parameters to ignore when removing duplicate URLs from the History menu.
glide.ui.polaris.list_style.enable_highlighted_value_style	true false	true	Enable the highlighted value style on list cells. When false, a dot displays next to values in lists rather than a highlight

Property	Type	Default value	Description
			color over the value.
glide.ui.polaris.menus	true false	true	<p>Toggle the Unified Navigation menus in the header.</p> <p>Note: If false is needed, it's recommended to hide menus from specific roles.</p>
glide.ui.polaris.login.show_illustrations	string	true	Enables the display of illustrative graphics on the default login page.
glide.ui.polaris.login.style.background	RGB colors		Changes the login

Property	Type	Default value	Description
			background color.
glide.ui.polaris.login.style.background_gradient_begin	RGB colors		Changes the colors of the beginning of the login background gradient.
glide.ui.polaris.login.style.background_gradient_end	RGB colors		Changes the colors of the end of the login background gradient.
glide.ui.polaris.login.style.mountain_primary	RGB colors		Changes the primary colors of the login mountain graphic.
glide.ui.polaris.login.style.mountain_secondary	RGB colors		Changes the secondary colors of the login mountain graphic.
overview_help.visited.navui	string	true	Determines if the

Property	Type	Default value	Description
			pop-up for Onboarding appears when the user logs in to an instance using Next Experience UI for the first time.