# GSD - ServiceNow - Logon to new ServiceNow

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'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',
'value': 'acaf843397d74958f7e3bb8fe153afe3'}
**Category:** {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/a9925c08c38a1a100acd3300150131f8',
'value': 'a9925c08c38a1a100acd3300150131f8'}

General Information:

Possible symptoms/errors:

User can't log into https://fmcna.service-now.com/ (ServiceNow)User can't log into
https://fmcna.service-now.com/sp (Service Portal)User is facing issues while trying to log into
ServiceNowUser wants to log into ServiceNow for the first time

Alternative names of the system:

Service Portal

IMPORTANT NOTICE:

N/A

Solution:

This knowledge article guides you through the steps followed by FME users to log into FME
ServiceNow.

Details:

1. User should open https://fmcna.service-now.com/sp in their browser.

2. If FME One account has been not used before and can't be seen in the list, user needs to click on
"User another account":

NOTE: If user is not able to see option "Use another account" by any reason, they should open Service
Portal in new Incognito (Chrome) / InPrivate (Edge) window.

3. User needs to enter their firstname.lastname@fmeone.com username and their existing Windows
password:

6. If FME user is not connected to the office network or via VPN, they may be asked for MFA
authentication.

NOTE: If user has not set up MFA for their FME One account yet, they will need to follow the
instructions on the screen. Further information on how to set up MFA can be found here: KB0039739
- GSD. General - How to Set-Up Multi-Factor Authentication Method.

7. If FME user is not able to log into FME ServiceNow because their password seems to be invalid or
incorrect, please follow KB0016151 - GSD. Windows - AD User Account Password Reset.

Assignment Group:

Ext_WW_OCC-User-Administration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

https://fmcna.service-now.com/ https://fmcna.service-now.com/sp