

# SNOW - Receives Unexpected log out message or cannot log in to Service Now

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

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SNOW – Unexpected log out or cannot log in to Service Now

Purpose: Follow this procedure to when user receives unexpected log out or cannot log in to Service Now

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. If the user can log into the network successfully but cannot access Service Now or gets logged out unexpectedly, Attach screenshot of the issue to the incident.
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-INF-SERVICENOW SUPPORT-L1

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