

GSD. ServiceNow - User is not visible in Service Now

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Author: {'link':

'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/5e325c48c38a1a100acd3300150131e3',

'value': '5e325c48c38a1a100acd3300150131e3'}

General Information:

Possible symptoms/errors:

User is not visible in Service NowUser not selectable in Service Now as affected user

Alternative names of the system:

SNOW

IMPORTANT NOTICE:

N/A

Solution:

Details:

If user is not visible in ServiceNow ticket creation there could be the issue like:

user has no AD accountuser is too new and not synced to Service Now

In this case, open ticket on Dummy User and assign to Service Now SLS

(Ext_WW_ServiceNow_SLS_Capgemini) with necessary info:

Full nameLogon name known.If new user: Start dateUser already requested? Request number?

Assignment Group:

Ext_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A