How to maintain ServiceNow groups members via Self-Service

Did you know that as a member or manager of a ServiceNow team you can modify group members via Self-Service? This Knowledge Articles explains how to do this.

(1) Navitage to the Modify ServiceNow Assignment Group catalog item in the Service Portal. It is located in the Application Management category of the Service Catalog. You can also type "ServiceNow" in the global search box and select the entry from there.

Please note: the catalog item is only available to FNC employees!

The following request form will be displayed:

(2) Click into the Group field. A list of groups will be displayed. It will contain all groups that fulfill all of the following criteria:

You (the logged in user) are a member of the group OR you are the manager of the groupThe group has been configured to be selectable for this catalog item (type: editableinportal). This configuration is done by the ServiceNow team prior to the team starting to work in ServiceNow.

In our example, the Incident Analyst1 test user is a member of four teams that have been configured accordingly:

(3) After selecting the team its current members are displayed:

(4) Click into the Members field and start typing the name of the person you'd like to add to the team:

(5) If you'd like to remove a member from the group click on the x in front of the members name in field Members. In the example Incident Analyst1 was removed from the team.

(6) The request form now shows Incident Analyst2 in the Members Added field and Incident Analyst1 in the Members Removed field. Make sure that the persons displayed in these fields are really the ones you'd like to add/remove. Then proceed by clicking Submit.

(7) If you are the manager of the team, no approval is required and the request will be processed automatically. In this case, you might see info messages informing about roles being assigned/removed to/from the users added/removed. If you are NOT the team's manager, an approval request is automatically sent to the team's manager. Once he/she approved the request, the changes will be performed automatically.