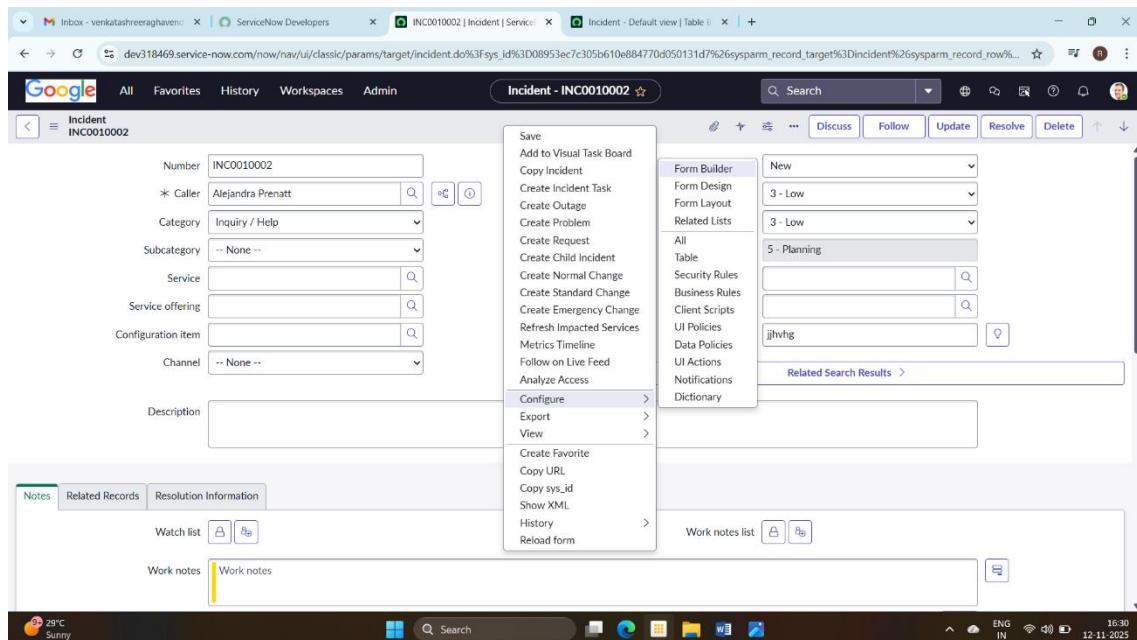
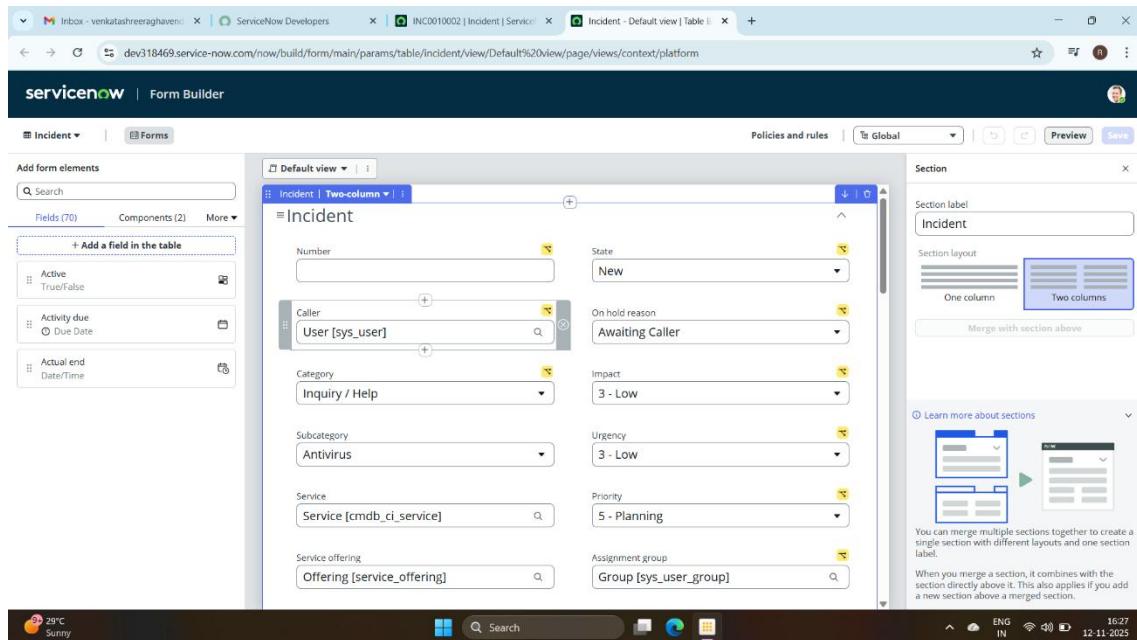


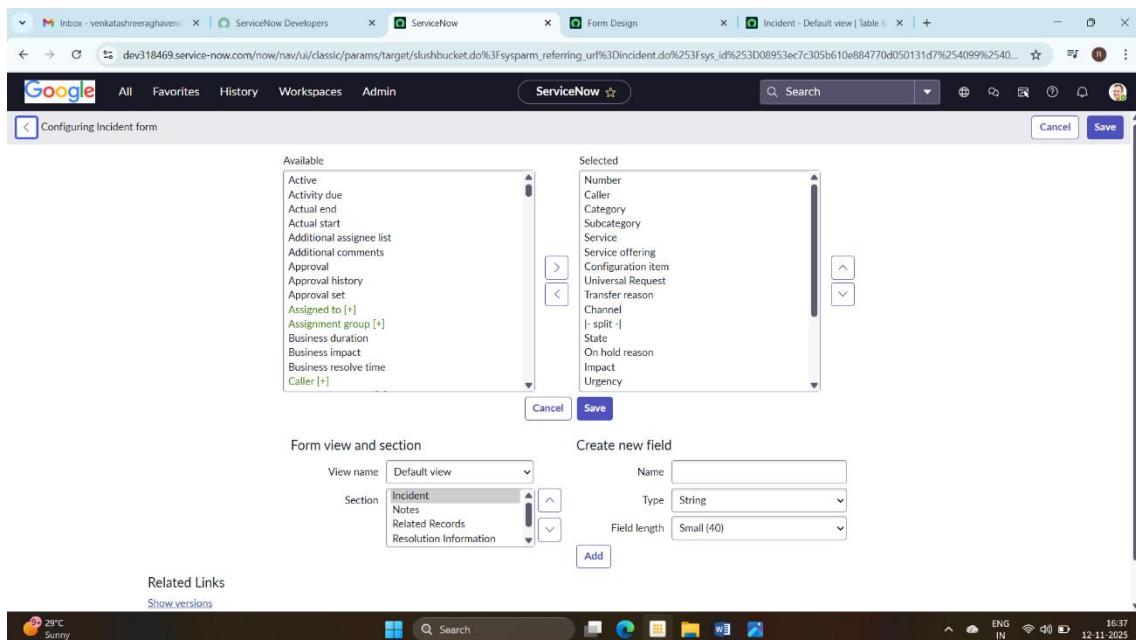
Three ways of configuring a form:



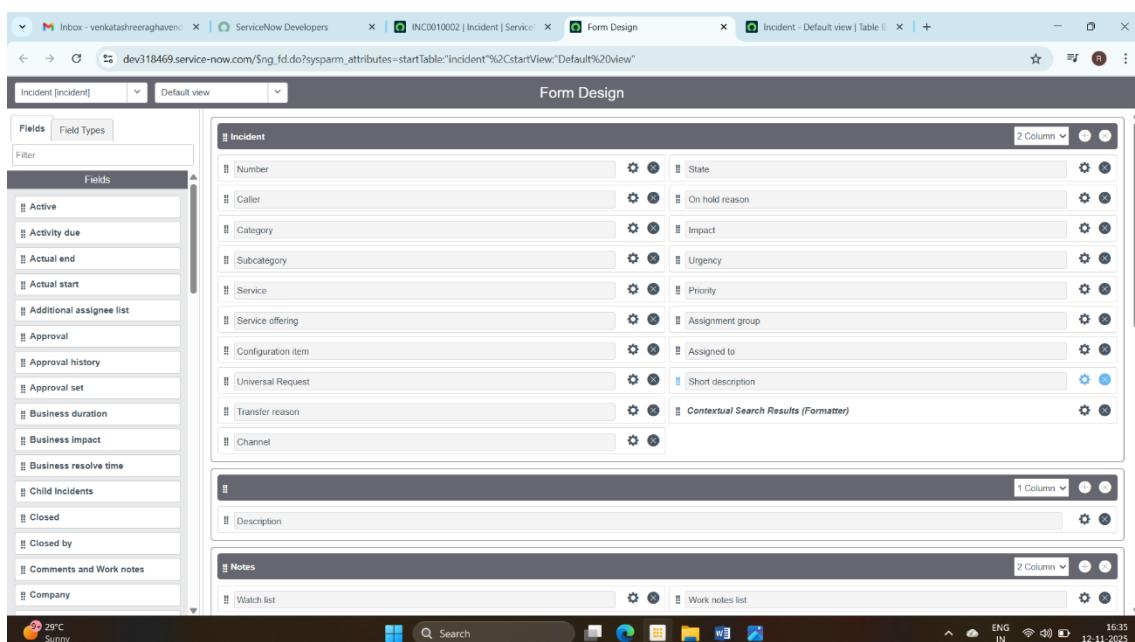
1. Form Builder (Advanced)



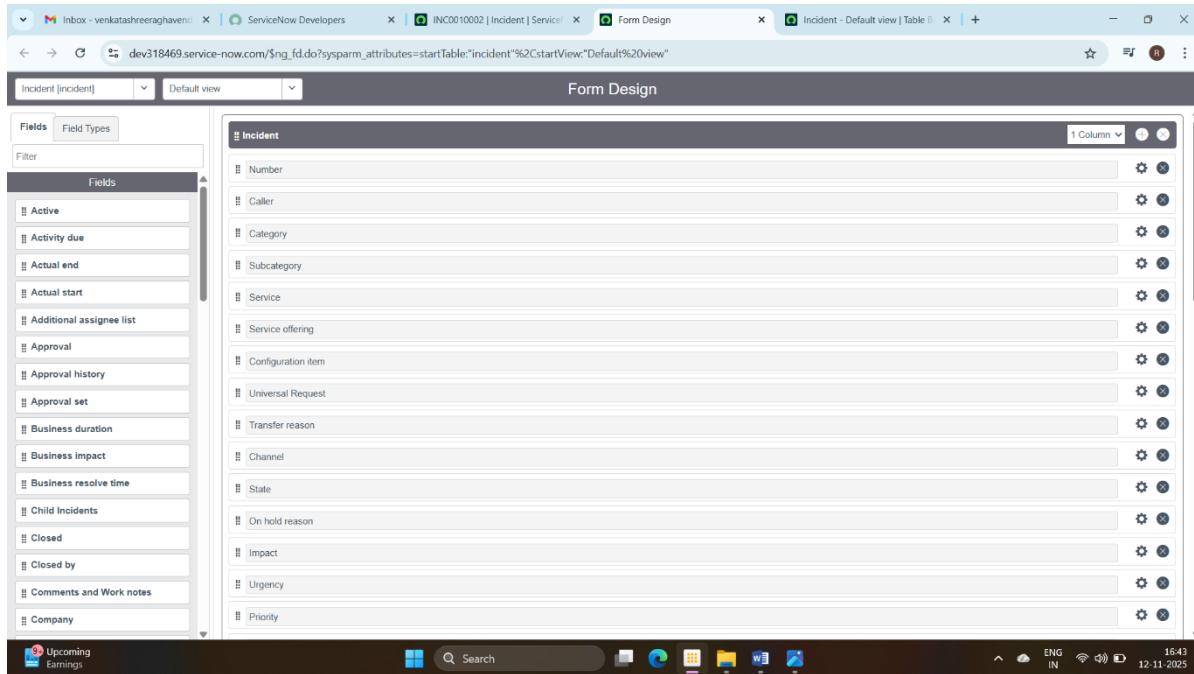
2. Form Layout (auto-refresh)



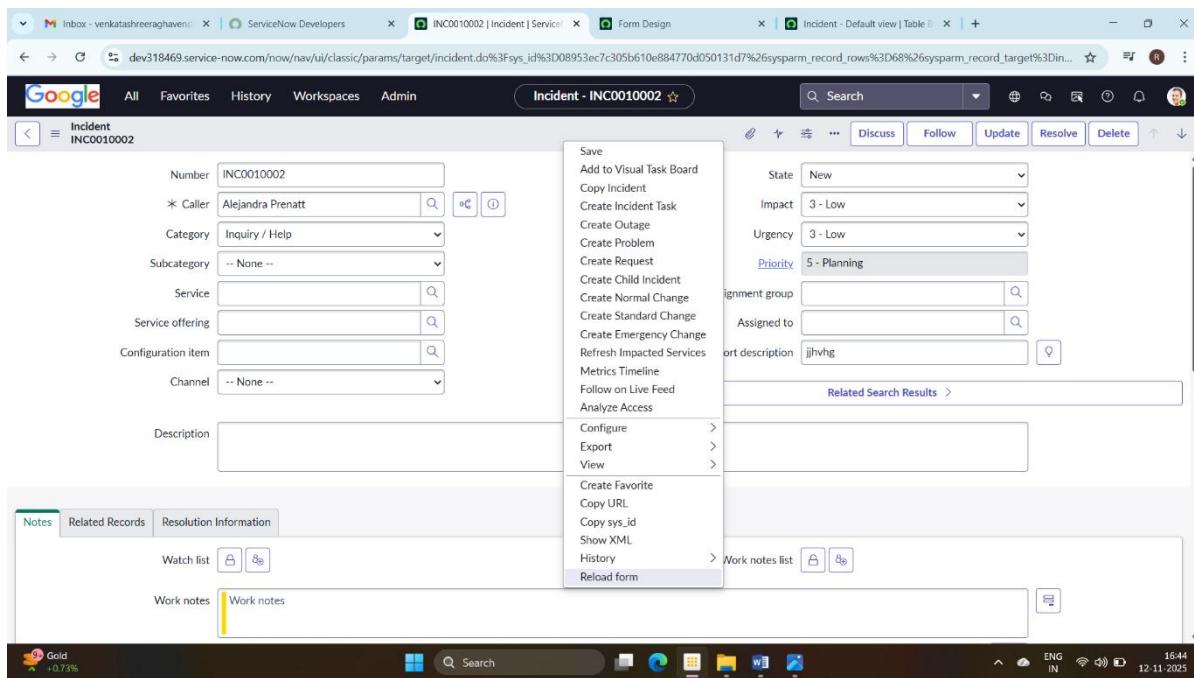
3. Form Design



Making the form single column using Form design



Reloading the form



The screenshot shows a ServiceNow incident form titled "Incident - INC0010002". The form has a single column layout with various fields: Number (INC0010002), Caller (Alejandra Prenatt), Category (Inquiry / Help), Subcategory (None), Service, Service offering, Configuration item, Channel (None), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, Assigned to, and Short description (jihvg). A "Related Search Results" button is at the bottom.

The same can be achieved through form layout by moving “|-split-|” in the selected section to available section

It can also be achieved through form builder by selecting single column option on the RHS.

When you convert it back to the double column (using any of the 3 ways), it doesn't appear same as before

The screenshot shows the same ServiceNow incident form, but now with a double column layout. The left column contains fields: Number (INC0010002), Caller (Alejandra Prenatt), Category (Inquiry / Help), Subcategory (None), Service, Service offering, Configuration item, and Channel (None). The right column contains fields: State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, Assigned to, and Short description (jihvg). Below these columns is a "Description" field. At the bottom, there are tabs for Notes, Related Records, and Resolution Information, along with sections for Watch list and Work notes.

A separate section needs to be created for Description below the main section (which is later merged with the main section) to make to span over two columns(using any of the 3 ways)