Getting started with Next Experience Unified Navigation

This video provides an overview of the Next Experience Unified Navigation. We'll introduce the landing page elements, take a detailed look at the features that unify your instance, and enable you to quickly access the items you need to start working.

About Next Experience Unified Navigation

Most of the features apply to all users, but some options do vary according to user role and access control level.
Here, we are logged into our ServiceNow instance as an ITIL user. The options available to you may differ from those shown here, depending on your roles and how your system is configured.

Logging in the first time

The first time you log into a Next Experience instance, an **Onboarding** component is available to help you get acquainted with the unified navigation.

You can select the **Check it out** button to launch a tour. Then, close the Onboarding component once you are comfortable navigating around the platform. But it is important to note, once the component IS closed, you will have to ask your System Administrator to re-activate it for you.

Visualization

Visualization components display information specific to the logged in user. They can contain reporting metrics, as well as a list of assigned tasks.
Use the list to access and quickly move between the records important to YOU. Fluctuations in these metrics will signal where to focus for the day. Data displayed in the instance can be in several formats, including lists and forms.

The **Useful Features** component introduces tools to help with work and explore additional resources.

Explore Next Experience Unified Navigation Features

The Next Experience Unified Navigation has four distinct zones, the logo, navigation menus, the Contextual app pill, and utilities. The menu tabs help guide you to information and services in the platform. Selecting each tab opens its corresponding drop-down menu.

The **All menu** displays the applications and modules available to the logged-in user, determined by role. Here we are logged in as an ITIL user, so we see all the items available to this user. Your list may be different.

You can expand and collapse applications, or use the **Filter navigator** to quickly locate menu items.

If you find you are frequently visiting the same page, **click the star** to its right to make it a favorite. Then use the **Favorites menu** to quickly locate them when needed.

Use the **History tab** to return to recently-visited pages.

Click the **Workspaces tab** to easily locate the workspaces you have access to. If you do not have access to at least one workspace, this tab will not appear.

You can **pin** any of the menu tabs if you would like it to remain visible on the left side of your instance. **Unpin** it to collapse the menu and give you more work space.

The **Contextual app pill** shows you where you are in the instance. Notice when you navigate to another place in the instance, the name changes. The Contextual app pill's star icon is another way to make the current item a favorite.

The **logo** can be selected any time to return you to the **landing page.**

Next we have **Global Search**. This Unified Navigation feature provides the ability to search keywords across the entire instance. If many results are returned, quick links provide the number of matches for each record type. These links will also help you navigate to relevant sections quickly. You can also search for specific records by number and open them from the results list.

Use **Help** to access on-demand help when you need it.

Click the **Notifications** icon to review updates and messages from the instance.

User Menu

Finally, you can use the **User menu** to personalize your instance and set your preferences. If your profile contains your image, it will display here. If not, your initials will be shown instead.

Let's click the icon to expand the menu.

The **Profile menu** item displays your profile details when it's selected.

The **Preferences menu** provides access to the settings the logged-in user can use to set their personal instance preferences. These settings can be personalized in each of these categories, without affecting other users. The items on your Preferences window may be different that what's shown here. For example, the Display for the current logged-in user is set to display longer forms into sections, and their time zone is set to US Pacific.

We can also use the User menu to **log out**.

For more information, please see our product documentation, knowledge base, or ask a question in the ServiceNow Community.