

Send Welcome Email on New User Creation

User Story:

A ServiceNow administrator wants to automatically send a welcome email to users when a new user record is created. This ensures that new users receive a welcome message with important information as soon as their account is created.

Objective:

Automatically send a welcome email to new users when their records are created in ServiceNow, ensuring timely and consistent communication.

Skills:

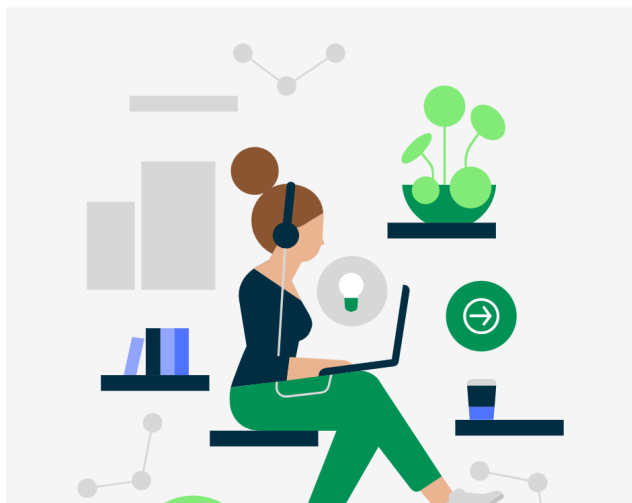
Knowledge on: Email configuration

Knowledge on: Flow Designer

Solution:

Step 1 : Sign in to ServiceNow.

servicenow | Developer Program



Sign in with your ServiceNow ID

☐ Remember me

Need assistance?

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or



Step 2 : Sign up for a developer account on the ServiceNow Developer site “<https://developer.servicenow.com>”.

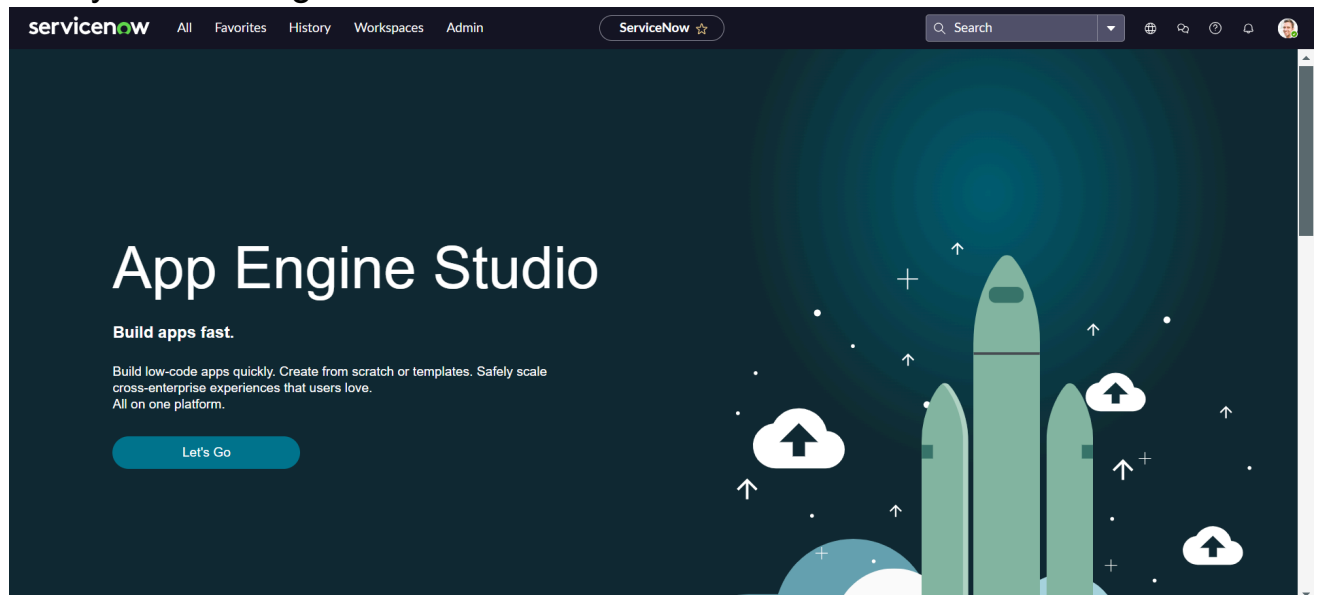
Step 3 : Once logged in, navigate to the "Personal Developer Instance" section.
Click on "Request Instance" to create a new ServiceNow instance.

Step 4 : Fill out the required information and submit the request.

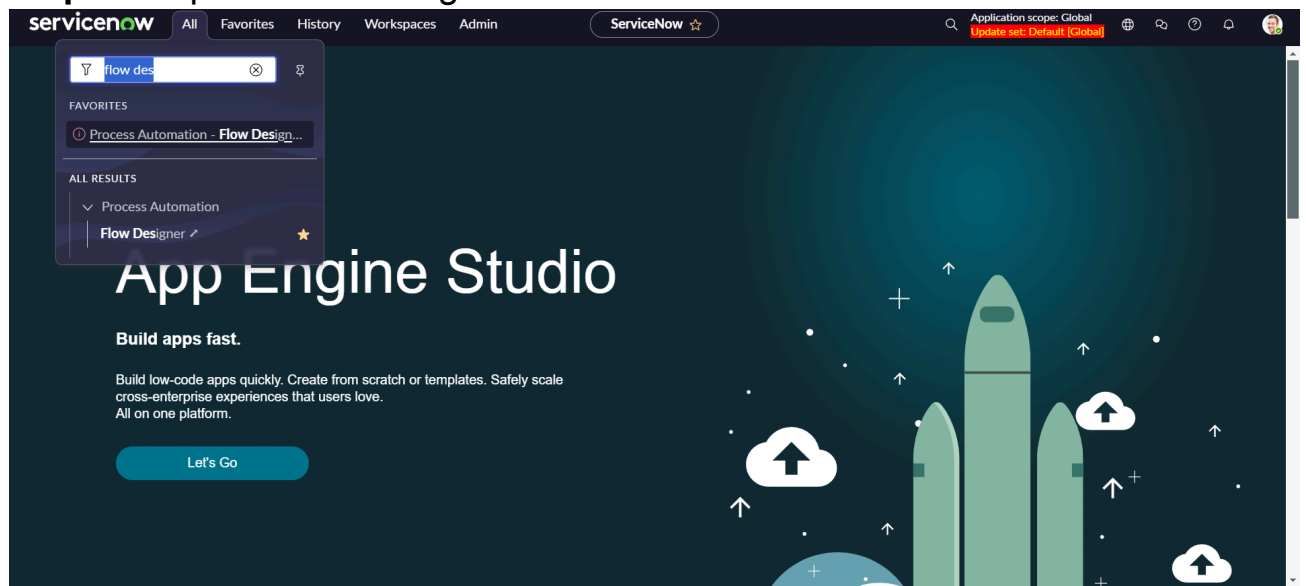
Step 5 : You'll receive an email with the instance details once it's ready.

Step 6 : Log in to your ServiceNow instance using the provided credentials.

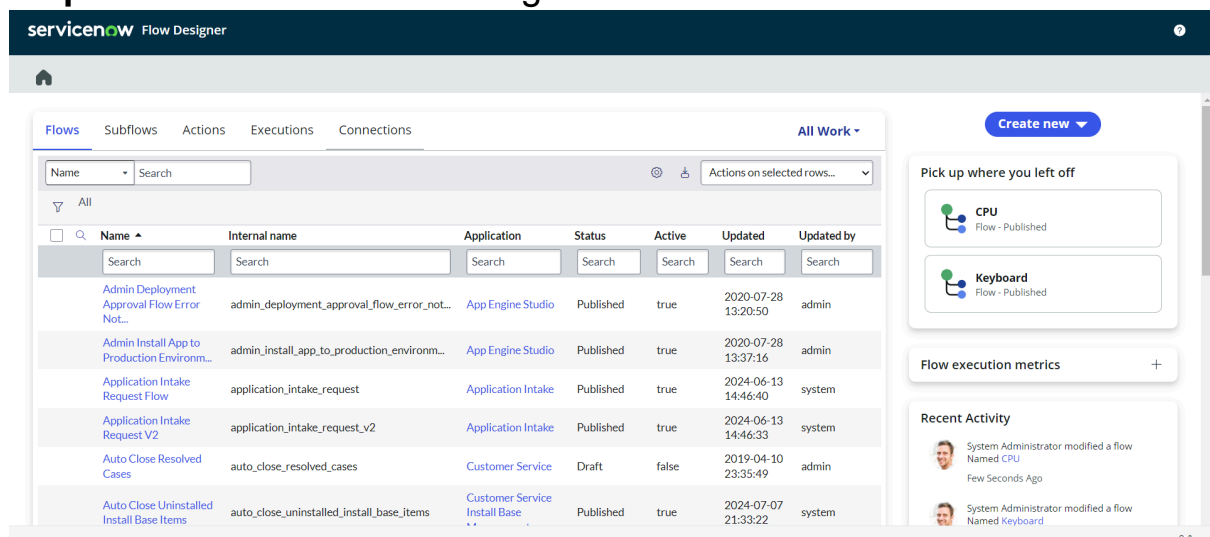
Now you will navigate to the ServiceNow.



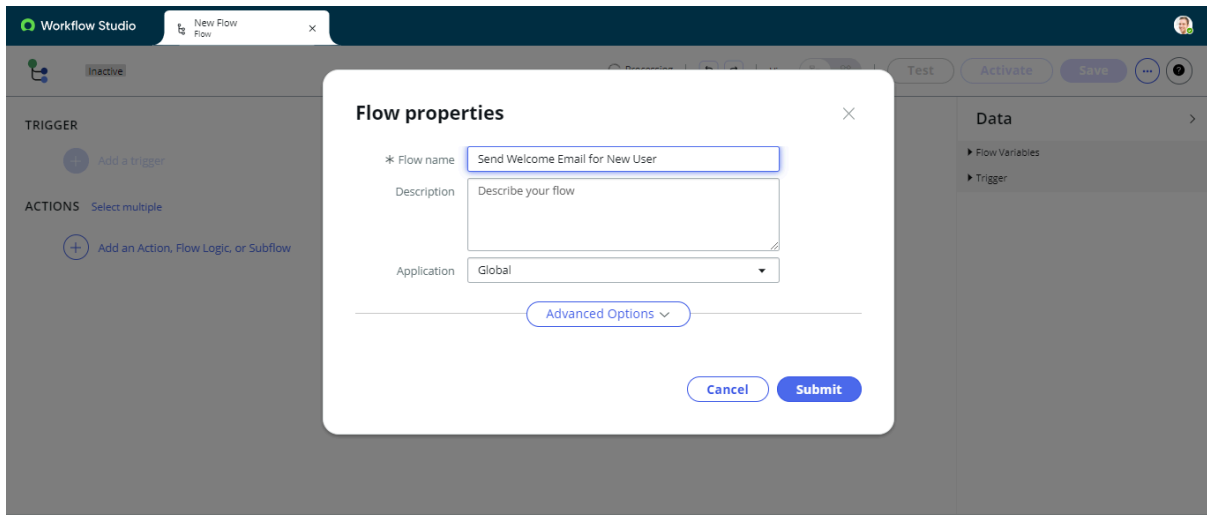
Step 7 : Open “Flow Designer” under Process Automation.



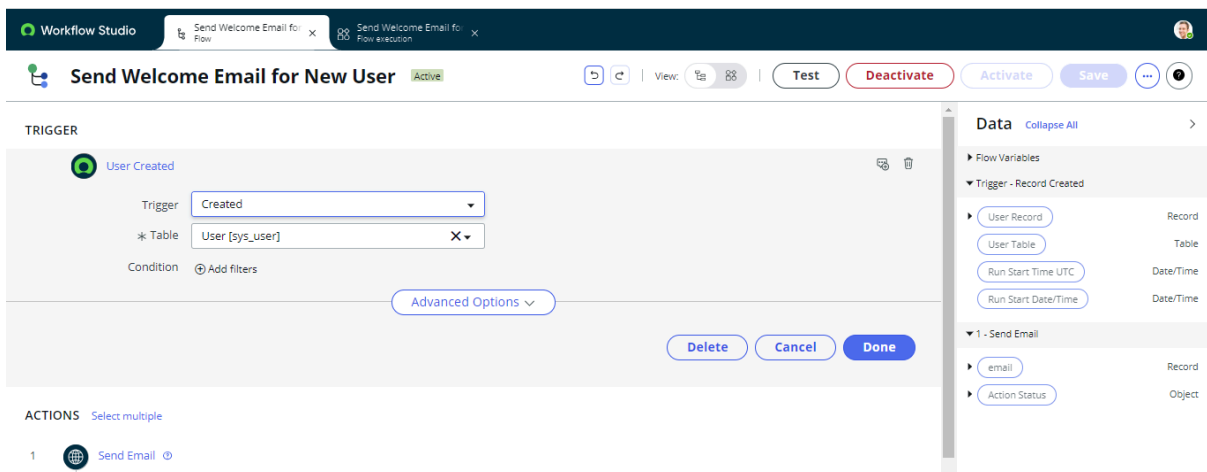
Step 8 : Create New Flow Designer



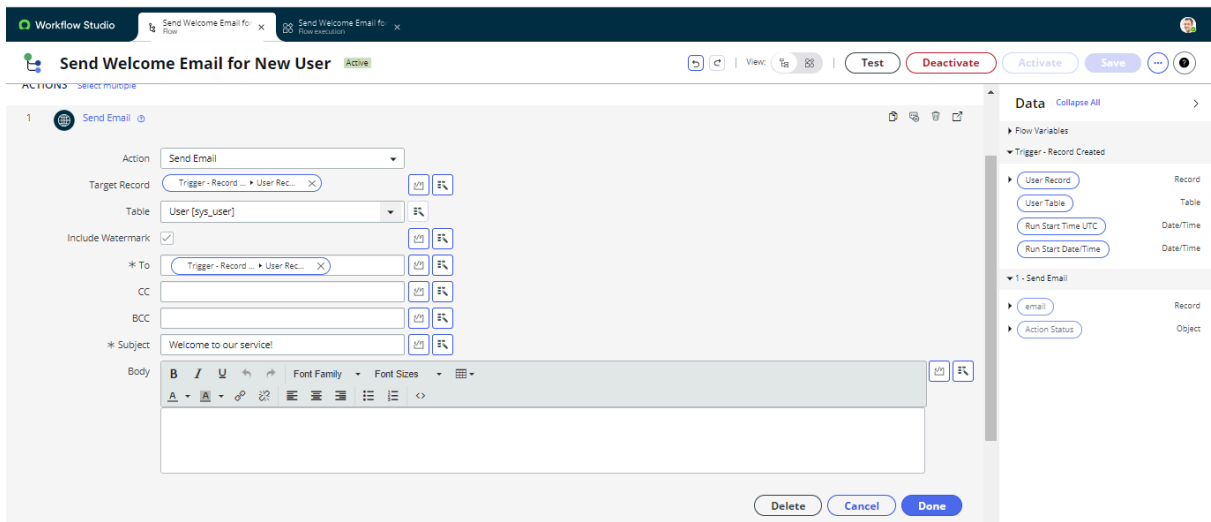
Step 9 : Create new Flow Designer name as Send Welcome Email for New User



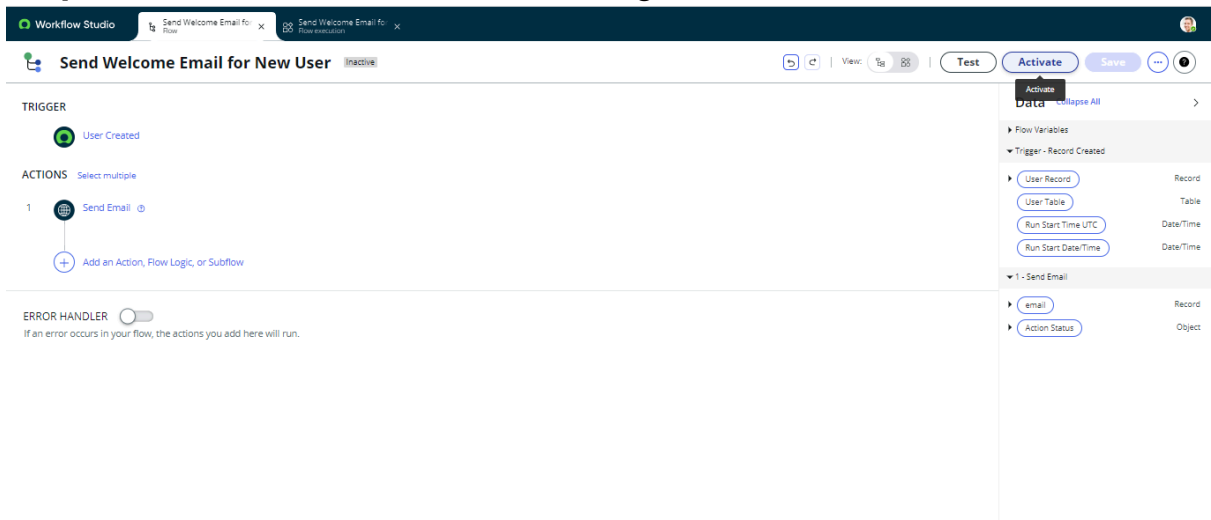
Step 10: Add a Trigger as created, select table User[sys_user] and click done.



Step 11: Now add actions, “Action” should be “Send Email”, “User Record” we need to drag and drop the data drag from the right, “Table” as “User[sys_user]”. Drag user record and set To and subject as “Welcome to our service!”. And click on done.

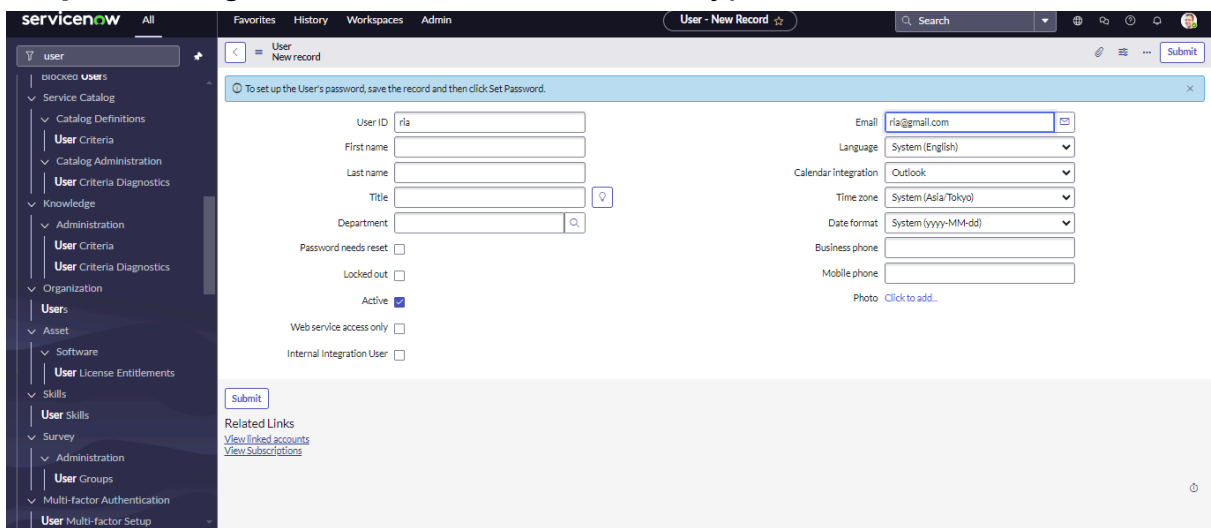


Step 12: Save it and Activate the Designer Flow



Result:

Step 1 : Navigate to All>>user>>new and type the details and save.



Step 2 : Then again navigate to Emails.We can find mail of Ria and subject “Welcome to our service!”

servicenow

All

emails

+

FAVORITES

No Results

ALL RESULTS

System Logs

Emails

FavoritesHistoryWorkspacesAdmin

Emails

Search

Created

Search

Actions on selected rows...

New

All > Created on Today

Created	Recipients	Subject	Type	User ID
2024-07-22 15:25:58 2h ago	abel.tutor@example.com	Incident INC0010066 was created	send-ready	(empty)
2024-07-22 15:55:17 2h ago	ria@gmail.com	Welcome to our service!	send-ready	(empty)
2024-07-22 15:38:42 2h ago	abel.tutor@example.com	Incident INC0010068 was created	send-ready	(empty)
2024-07-22 15:38:42 2h ago	abel.tutor@example.com	test	send-ready	(empty)
2024-07-22 15:38:42 2h ago	fred.luddy@example.com	Incident INC0010068 has been assigned to group Software	send-ready	(empty)
2024-07-22 15:25:58 2h ago	abel.tutor@example.com	test	send-ready	(empty)
2024-07-22 15:38:42 2h ago	abel.tutor@example.com	test	send-ready	(empty)
2024-07-22 15:53:02 2h ago	abel.tutor@example.com	Welcome to our service!	send-ready	(empty)