New York Mobile Configuration and Navigation

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If you have comments about this documentation, submit your feedback to: docfeedback.servicenow.com

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Mobile configuration and navigation

Access your instance from anywhere using your mobile device. Connect using the Now Mobile and ServiceNow Agent apps, ServiceNow Classic app, or a web browser on a mobile device.

Apps

ServiceNow Agent

ServiceNow Agent integrates with mobile devices. Your users can update records, coordinate with coworkers, track their locations, and work without an internet connection. With ServiceNow Agent, your users can also track assets on maps and navigate to locations in the instance. They can even use the camera on their mobile devices to upload images to the instance as attachments.
Now Mobile
Enable your users to submit incidents and requests, manage tasks, and access company resources from anywhere using the Now Mobile app.
Mobile Onboarding

Enable your new hires to complete onboarding to-dos, ask questions, and view relevant content using the new Mobile Onboarding app.

Base system applications

Take advantage of the available pre-configured applications. These applications are designed to get you started right away with commonly used functionality of the ServiceNow® mobile platform, such as:

- Approval Management
- Event Management
- Field Service Management
- Governance, Risk, and Compliance
Mobile Studio

Mobile Studio is part of the existing Studio environment. Mobile Studio provides a low code environment to create, modify, and manage applets for use in any of the ServiceNow® mobile apps.

Migration

To learn how to migrate from ServiceNow Classic mobile experience to the ServiceNow mobile framework available starting in the Madrid release, see [Migrate from classic mobile to ServiceNow mobile](#).
For information on migrating from the Madrid version of ServiceNow mobile to the updated Madrid and later versions, see Migration from Madrid to New York mobile.

For an overview of the design of ServiceNow mobile, see Mobile Hierarchy.

Agent mobile app

Use the ServiceNow Agent mobile app to update records, coordinate with coworkers, track your location, and work without an internet connection — all from your mobile device. Download ServiceNow Agent for Apple iOS or Google Android from the Apple App Store or the Google Play store.

Getting started with ServiceNow Agent

Watch this 20-minute podcast to learn how the mobile platform interacts with Studio and Virtual Agent.

Watch this 3-minute video to get an overview of the ServiceNow Agent mobile app.
ServiceNow Agent Components

Applet

When you log in to your instance, you see an applet launcher screen. On this screen, you can access any one of the applets that are configured to display on that launcher. Your administrator can control which applet launchers you can see, based on the roles that are available to you.
Select an applet from your launcher screen to open it. Each applet contains one or more screens that are used to display or modify records that correspond to the applet function. The Open Incidents applet, for example, displays a list of all active incident records.

Applets are designed to interact with data on your instance. For example, when you select a record from a list applet or map applet, you are directed to a form applet where you can view the details for a record. By selecting the back button, you can display the list or map again.
With a function, you can navigate from one applet to another, update a record, and interact with other apps on your phone, such as making a phone call or displaying a web page. You can access functions by tapping a button, selecting an item from a menu, or swiping a record on a list.

**Related Information**

Depending on your device, go to the Apple App Store or the Google Play store and search for ServiceNow to download the native mobile app.

**Explore**
- Upgrade to New York
- Domain separation in ServiceNow Mobile

**Set up**
- ServiceNow mobile app configuration
- ServiceNow Agent configuration in the platform

**Use**
- Tested devices for the ServiceNow mobile apps
- Log in to an instance with ServiceNow Agent
- Add comments and work notes to your records with ServiceNow Agent

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Log in to an instance with ServiceNow Agent

Read and edit records from any location by using the mobile app to log in to an instance.

Role required: none

If you downloaded the mobile app from an enterprise mobility management (EMM) suite, enter your user credentials as prompted. If you did not download the mobile app from an EMM suite, follow the subsequent steps.

1. Tap the mobile app (NOW) on your device, and then tap the plus button (+) to open an instance.
2. In the instance address field, enter the instance address in one of two ways:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual input</td>
<td>Type the instance address in the instance address field.</td>
</tr>
<tr>
<td>Scan QR code</td>
<td>Tap the QR icon (QR), and then scan the QR code that was provided by your administrator.</td>
</tr>
</tbody>
</table>

Note: You do not need to include service-now.com at the end of the instance name.

3. Tap Login.
4. In the window that appears to remind you that you are connecting your mobile device to the server, tap Continue.
5. When you see the prompt to connect to the server, tap Allow.

Add comments and work notes to your records with ServiceNow Agent

Submit work notes and comments to a record with your mobile app by posting on the Activity Stream for that record.

Role required: none

1. Navigate to the Activity Stream tab of a record, and tap the Activity Stream icon ( ).
2. To post to the Activity Stream, tap the plus icon (➕) in the record title bar.

You can post any of the following items to the Activity Stream:

- Work notes
- Additional comments
- Photos
- Videos
- Files

**Note:** A work note appears to employees only, but an additional comment appears to employees and customers.
Select a favorite application with ServiceNow Agent

Mark a ServiceNow Agent application as a favorite on the application home page so that you can quickly find it later.

Role required: none

1. Navigate to the application home page.
2. To mark an application as a favorite, tap the star icons (⭐️) next to each application.
3. To hide an unmarked application, tap the star icon (⭐️) at the top, right corner of the screen.
4. Optional: Tap the star icon (⭐) again to show all applications on the application home page.

Filtering your records in ServiceNow Agent

Filter screens to display only the records that are most relevant to you.
When you tap the filter icon ( ), you can filter your records. Filtering records in the mobile app works like filtering with a condition builder on the Now Platform.

The intersection Venn diagram ( ) enables you to create AND conditions between different fields. The following filter, for example, queries your list for all Incident records in which the state is In Progress and the caller is Beth Anglin.

```
Opened

Caller
Beth Anglin

Short description

Number

State
In Progress
```

The equivalent condition builder statement appears as follows.
The union Venn diagram enables you to create OR conditions between different fields. For example, if your filter looks as follows, the list displays Incident records in which the state is Resolved or in which the caller is Fred Luddy.
The equivalent condition builder statement appears as follows.

Similar to when you select **Run** in the condition builder, tap **Done** in the mobile filter to apply your query conditions to the list of records.
To remove all filter conditions, tap **Clear**.

**Manage notifications from your mobile device**

Receive push notifications in ServiceNow Agent for the records that are most relevant to you by changing the notification settings on your mobile device and in the mobile app.

Role required: none

Push notifications appear on your device lock screen when they first arrive. You can tap a push notification to open the corresponding record. A badge also appears on the mobile app icon when you receive notifications.

Push notifications are sent to you when:

- A record is assigned to you.
- A record is assigned to your group.
- A record that you are assigned to or you are following is changed.

---

**Note:** The notifications setting on your mobile device takes precedence over the notifications setting on the mobile app. If you enable notifications in the mobile app but do not allow push notifications on your mobile device, you can't receive push notifications.

1. Navigate to the **Notification** tab by tapping the bell icon (🔔).

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2. Tap the **Enable Notifications** switch to enable or disable push notifications.

3. Clear notifications in one of the following ways:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear individual notifications</td>
<td>Swipe left on the individual notifications and tap <strong>Clear</strong>.</td>
</tr>
<tr>
<td>Clear all notifications</td>
<td>Tap <strong>Clear All</strong>.</td>
</tr>
</tbody>
</table>

**Track your location from your mobile device**

Turn on location tracking from your mobile device and in the mobile app so that you can keep a record of where you were when you last worked on an instance. Location tracking continues even when there is no internet connection.

Role required: none
The location setting on your mobile device takes precedence over the location setting in the mobile app. To enable the mobile app to track your location, you must first grant permission on your mobile device.

1. Navigate to the Settings tab by tapping the gear icon (⚙️), and then open Location Tracking.
2. Tap the Location Tracking switch.
3. In the Track For field, select how long you want the mobile app to monitor your location.
4. View the expiration time for location tracking on the Settings tab.

5. To end location tracking before the expiration time, navigate to Settings > Location Tracking, and then tap the Location Tracking switch.

Updating records without an internet connection

Access and submit actions to records even if you do not have an internet connection.
You have to plan ahead when you use offline mode. If you know that you will be working in an area with no internet access, download what you want to work on ahead of time while you are still connected to the internet.

When you are in offline mode, the changes that you make to your records are logged in your outbox. Your outbox tracks all the actions that you made on your cached records. After your device has internet access, you can sync your device with the instance. Your changes update to the instance and your local cache reflects the changes that you made to the instance when you were offline.

**Enable offline mode**

To enable offline mode, tap the gear icon (⚙️) to access the **Settings** tab. Open **Offline Mode** and then toggle on **Offline Mode**.

If you have not already downloaded the offline cache, you see a dialog box that asks you to download it. Tap **Download and Go Offline**.
Navigate the mobile app in offline mode

When you are in offline mode, a banner that reads "Offline Mode" appears across the top of all screens.
Depending on how your administrator configures the mobile app, you are unable to submit certain actions while you are in offline mode. These actions are grayed out on the user interface.
When you submit an action while you are in offline mode, the change gets marked with a yellow border. Changes remain marked until your device syncs to the server.
Disable offline mode and sync outbox

To return online, in the mobile app, navigate to Settings > Offline Mode. On the offline mode screen, toggle off Offline Mode.
A dialog box asks you to sync the changes in your outbox. To push all the changes that you made in offline mode to the instance, tap **Go Online & Sync**. After the sync completes, you are back online and your offline cache is deleted.

**Cache expiration**

Your administrator configures a default length of time after which your offline cache expires. When a cache expires, you lose all the data that you saved to the cache. If you do not sync the cache to an instance before the cache expires, none of your changes show on the instance. Warning messages appear periodically to remind you to sync your cache before it expires. To avoid losing your data due to a cache expiration, always sync your cache before and after going offline.
Resolve sync errors

Problematic changes that you made in offline mode do not sync to the instance. They remain in the outbox until they are resolved.

You cannot sync changes that contradict changes that were made by other users while you were offline. For example, you may receive an error message if you try to sync changes to a record that another user closed while you were working in offline mode.

To view the errors in your cached changes, navigate to Settings > Offline Mode > Outbox. Error messages indicate where errors occurred in your cached records while you were offline. From the application home page, navigate to the indicated records and resolve these errors.
After you resolve an error, return to the outbox to delete the error messages. In the outbox, swipe left on the error message and then tap **Delete**.

### Scan QR codes and barcodes from your mobile device

Log in to an instance or keep track of your assets with a quick scan from your mobile device.

Role required: admin

1. Tap the scan icon (📷) to open your device camera.
2. Tap the bolt icon (🔧) to enable or disable flash.
3. Point your device camera toward a QR code or barcode.

The camera automatically takes a photo when a QR code or barcode appears on the screen. A box surrounds the selected code image and the code text displays near the top of the screen.
4. To manually edit the code text, tap the text that appears near the top of the screen.

5. To retake the photo, tap the redo icon (⟳).

Previewing screens from your Apple iOS mobile device

Use Apple 3D Touch capabilities to quickly navigate to screens and finish your work. 3D Touch is supported for any device with Apple iOS 9 or later. 3D Touch is not available on Apple iPads or Google Android mobile devices.

Enable 3D Touch on your iPhone

To use the preview feature on the mobile app, you must have 3D Touch enabled on your device.
To enable 3D Touch, navigate to the Settings app on your iOS device and then select **Accessibility**. On the Accessibility screen, toggle on **3D Touch**.

**Preview an item in the mobile app**

To preview a screen, press firmly on the item that you want to look at. A window appears providing you with a preview of the next screen.

![Preview of mobile app](image)

Let go to stop previewing.

You can also access your favorite applications from your device home screen by using 3D Touch.
To open a favorite from your home screen, tap and hold the mobile app icon ( ), and then tap one of the application names that appear. For more information on how to designate applications as favorites, go to Select a favorite application with ServiceNow Agent.

Identifying icons in ServiceNow Agent

Identify the correct icon to use in the mobile app so that you can complete your tasks in the instance.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Corresponding action</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Home icon" /></td>
<td>Access the application home page.</td>
</tr>
<tr>
<td><img src="image" alt="Notification icon" /></td>
<td>Access the Notifications tab.</td>
</tr>
<tr>
<td>Icon</td>
<td>Corresponding action</td>
</tr>
<tr>
<td>------</td>
<td>----------------------</td>
</tr>
<tr>
<td><img src="image" alt="Gear" /></td>
<td>Access the <strong>Settings</strong> tab.</td>
</tr>
<tr>
<td><img src="image" alt="Plus" /></td>
<td>Add an instance, or add a post to the Activity Stream.</td>
</tr>
<tr>
<td><img src="image" alt="QR" /></td>
<td>Scan a QR code or barcode.</td>
</tr>
<tr>
<td><img src="image" alt="Flash" /></td>
<td>Turn on or off flash.</td>
</tr>
<tr>
<td><img src="image" alt="Refresh" /></td>
<td>Retake a photo.</td>
</tr>
<tr>
<td><img src="image" alt="Information" /></td>
<td>Show information about a corresponding item.</td>
</tr>
<tr>
<td><img src="image" alt="Star" /></td>
<td>Select and filter favorite applications on the application home page.</td>
</tr>
<tr>
<td><img src="image" alt="List" /></td>
<td>Submit an action to a list or record.</td>
</tr>
<tr>
<td><img src="image" alt="List" /></td>
<td>Access record details.</td>
</tr>
<tr>
<td><img src="image" alt="Activity Stream" /></td>
<td>Access the <strong>Activity Stream</strong> tab for a record.</td>
</tr>
<tr>
<td><img src="image" alt="Related Lists" /></td>
<td>Access the <strong>Related Lists</strong> tab for a record.</td>
</tr>
<tr>
<td><img src="image" alt="Filter" /></td>
<td>Apply a filter to a list of records.</td>
</tr>
<tr>
<td><img src="image" alt="AND" /></td>
<td>Apply an AND condition statement to a list of records.</td>
</tr>
<tr>
<td><img src="image" alt="OR" /></td>
<td>Apply an OR condition statement to a list of records.</td>
</tr>
<tr>
<td><img src="image" alt="Calendar" /></td>
<td>Return to the current day on the calendar screen.</td>
</tr>
<tr>
<td><img src="image" alt="Date" /></td>
<td>Select a date.</td>
</tr>
<tr>
<td><img src="image" alt="Phone" /></td>
<td>Call or send a text message.</td>
</tr>
<tr>
<td><img src="image" alt="Directions" /></td>
<td>Find directions to a GPS location.</td>
</tr>
<tr>
<td><img src="image" alt="Up" /></td>
<td>Open the record listed above the current record.</td>
</tr>
<tr>
<td><img src="image" alt="Down" /></td>
<td>Open the record listed below the current record.</td>
</tr>
<tr>
<td><img src="image" alt="Previous" /></td>
<td>Navigate to the previous screen.</td>
</tr>
</tbody>
</table>
Comparing ServiceNow Agent functionality between iOS and Android devices

Whether you downloaded the mobile app for Apple iOS or Google Android, ServiceNow Agent caters to your mobile device.

Activating system properties in the app

In the mobile app, activate the system properties that you add or edit in the Now Platform.

<table>
<thead>
<tr>
<th>App</th>
<th>Activation method</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>Log out of the instance from your mobile app and then log in again.</td>
</tr>
<tr>
<td>Android</td>
<td>Go to the applications home page and swipe down to refresh. You do not need to log out of the instance.</td>
</tr>
</tbody>
</table>

Navigating through records

The mobile app for iOS allows you to open other records from the details screen of one record. The mobile app for Android does not include this function.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Corresponding action</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Navigate to a subordinate screen.</td>
</tr>
<tr>
<td>App</td>
<td>Navigation method</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------</td>
</tr>
<tr>
<td>iOS</td>
<td>Tap the up and down arrows on the details screen to open adjacent records on the same list.</td>
</tr>
</tbody>
</table>
### ServiceNow Mobile configuration and navigation

<table>
<thead>
<tr>
<th>App</th>
<th>Navigation method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>You cannot navigate to adjacent records from the details screen of a record. Navigate back to the list view to open records on the same list.</td>
</tr>
</tbody>
</table>

![Screenshot of Android app](image)

### Blurring the app when not in focus

If you configure the mobile app to **blur the screen when backgrounded**, you can expect the configuration to behave differently between iOS and Android.

<table>
<thead>
<tr>
<th>App</th>
<th>Blur behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>When you move the mobile app to the background, the screen is blurred.</td>
</tr>
<tr>
<td>Android</td>
<td>When you move the mobile app to the background, the screen is white and screenshots are disabled.</td>
</tr>
</tbody>
</table>
Disabling the app from pasting text

If you configure the mobile app to clear the pasteboard when you navigate out of the mobile app, you can expect the configuration to behave differently between iOS and Android.

<table>
<thead>
<tr>
<th>App</th>
<th>Paste behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>The pasteboard is cleaned when you navigate out of the mobile app.</td>
</tr>
<tr>
<td>Android</td>
<td>Copying text in the mobile app pastes the string &quot;Removed&quot; outside the app.</td>
</tr>
</tbody>
</table>

Using the internal web browser

When you open a link with an internal browser, the actions that you can perform in the internal browser differ between iOS and Android.
<table>
<thead>
<tr>
<th>App</th>
<th>Browser features</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>Click &lt; or &gt; to navigate pages and click X to close the internal browser.</td>
</tr>
<tr>
<td>App</td>
<td>Browser features</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Android</td>
<td>Click the menu icon (≡) to perform additional actions in the internal browser, such as sharing or opening the page in an external browser. You can also click &lt; or &gt; to navigate pages and click X to close the internal browser.</td>
</tr>
</tbody>
</table>

**Using 3D Touch**

3D Touch is supported for any device with Apple iOS 9 or later. 3D Touch is not available on Apple iPads or Google Android mobile devices. For more information on 3D Touch in the mobile app, see [Previewing screens from your Apple iOS mobile device](#).
### Fulfills asset requests

After you order an asset, you can match your asset to the source of purchase. Open your purchase order and scan the purchase to mark the asset as received.

Role required: procurement_admin or procurement_user

1. Navigate to **Application > Procurement > POs Next 30 Days** on the Agent Mobile app.
2. Tap on the purchase order.
3. Tap Related list.
4. Tap the **PO Line Items** asset that you've ordered and swipe **Receive** to receive the asset.

5. On the Receive form, receive the purchase by scanning the QR code for either the asset tag or serial number.

6. Tap **Submit**.

The purchase order is marked as received and your records are updated.
ServiceNow Agent configuration in the platform

Most mobile app configuration should take place in the ServiceNow Studio, however a few more advance configuration options are only available in the lists and forms view.

Studio has more precautions in place that prevent you from configuring anything that will break the mobile app. The majority of app configuration should take place in Studio. Use the platform for specific advanced configurations. With a few exceptions, the layout in Studio mimics the form layout in the platform, therefore the instructions for creating each of the components for the mobile app should be similar for lists and forms as they are for Studio.

However, if you require a more advanced customization, the platform form provides a few scripting options. Use the platform form view to configure the following components:

- Scripted data item
- Carried parameters

To learn more about building map and list apps, watch these two videos.

Create a mobile application for the mobile app in the platform

Applications are the highest level in a mobile app. They contain folders, screens, and anything else users need to find information in the app. To get started configuring the mobile app, first create an application.

Studio has more precautions in place that prevent you from configuring anything that will break the mobile app. The majority of app configuration should take place in Studio. Use the platform for specific advanced configurations.

Role required: admin

1. Navigate to System Mobile > Mobile Applications.
2. Click New.
3. Complete the following fields as needed.
### Application fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the application, for example, ITSM. This name appears in the mobile app.</td>
</tr>
<tr>
<td>Description</td>
<td>Additional information about the application. The text you add to this field also appears in the mobile app. Users can tap the i icon to see more information about the application.</td>
</tr>
<tr>
<td>Icon</td>
<td>An image to represent the application on the app homepage.</td>
</tr>
<tr>
<td>Roles</td>
<td>List of roles that have access to the application. If you do not select any roles, all roles can access the application.</td>
</tr>
<tr>
<td>Order</td>
<td>The order in which the application displays on the app homepage. The lower the number, the earlier in the app the application appears.</td>
</tr>
<tr>
<td>Active</td>
<td>Whether or not the application is active in the mobile app. Applications not marked as Active are not visible in the mobile app.</td>
</tr>
<tr>
<td>Available offline</td>
<td>Whether or not the application is available offline. For more information on configuring applications for offline mode, see <a href="#">Configure Offline Mode behavior</a>.</td>
</tr>
</tbody>
</table>

4. Click **Submit**.

   The application appears in the mobile app on the homepage.
Applications in the mobile app

- Studio for ITSM
- Field Services
- ITSM
- My Approvals
Create a folder to contain screens for your mobile application.

**Tested devices for the ServiceNow mobile apps**

ServiceNow® mobile apps have been officially tested on the following devices, although additional devices might work as well. The app requires Madrid or later.

**Mobile tested devices**

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Tested devices</th>
<th>Tested versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple® iPhone®</td>
<td>• iPhone 6</td>
<td>The application is tested on iOS 11 and higher. For optimal performance use the latest OS and devices.</td>
</tr>
<tr>
<td></td>
<td>• iPhone 7 and 7s</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• iPhone 8 and 8s</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• iPhone X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• iPhone XS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• iPhone XS Max</td>
<td></td>
</tr>
<tr>
<td>Apple® iPad®</td>
<td>• iPad</td>
<td>The application is tested on iOS 11 and higher. For optimal performance use the latest OS and devices.</td>
</tr>
<tr>
<td></td>
<td>• iPad pro</td>
<td></td>
</tr>
<tr>
<td>Android™</td>
<td>• Samsung S8 and S8 Edge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Samsung S9</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Samsung S10+</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Samsung Galaxy Tab A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Samsung Galaxy Tab 3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Samsung Galaxy Tab S4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Samsung Galaxy Tab S5e</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Xiaomi Mi8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Huawei P20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Google Pixel 2 and 2 XL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Google Pixel 3 and 3a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Google Pixel 3 XL and 3a XL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Android tablet is not officially tested.</td>
<td></td>
</tr>
</tbody>
</table>

**Support for ServiceNow Classic**

Specific devices and operating systems are supported by the ServiceNow Classic mobile app and by the mobile browser interface.

**Devices supported by the ServiceNow Classic mobile app interface**

<table>
<thead>
<tr>
<th>Device</th>
<th>Supported versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple® iPhone®</td>
<td>Version 6.0 and higher of the app for iOS requires iOS 11 and above for all models of iPhone. Previous versions of the app support all models of iPhone running iOS 9 and above.</td>
</tr>
<tr>
<td>Apple® iPod® touch</td>
<td>Version 6.0 and higher of the app requires iOS 11 and above for all models of iPod. Previous versions of the app support all models of iPod running iOS 9 and above.</td>
</tr>
</tbody>
</table>
### Device Support

<table>
<thead>
<tr>
<th>Device</th>
<th>Supported versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple® iPad®</td>
<td>Version 6.0 and higher of the app requires iOS 11 and above for all models of iPad. Previous versions of the app support all models of iPad running iOS 9 and above.</td>
</tr>
<tr>
<td>Apple® watch</td>
<td>All models of watch running iOS 2 and above</td>
</tr>
<tr>
<td>Android™ mobile devices</td>
<td>All models of Android phone running KitKat (4.4) and above.</td>
</tr>
</tbody>
</table>

#### Limitations

The platform does not have a native Blackberry or Windows phone app. Use the mobile web experience on these devices.

The mobile apps do not give access to dashboards as dashboards are not optimized for mobile screen sizes. You can access dashboards on a tablet using the standard web interface.

### Devices supported by the mobile browser interface

<table>
<thead>
<tr>
<th>Device</th>
<th>Supported versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple iPhone®</td>
<td>All models of iPhone running iOS 7 and above. Safari is supported.</td>
</tr>
<tr>
<td>Apple® iPad®</td>
<td>All models of iPad running iOS 7 and above. Safari is supported.</td>
</tr>
<tr>
<td>Apple® iPad®</td>
<td>All models of iPad® running iOS 9 and above are supported. Safari® is supported.</td>
</tr>
<tr>
<td>Android™</td>
<td>Android version 4.0/Ice Cream Sandwich and above. Use the latest available version of Chrome to access the mobile browser interface on Android devices. Native browsers and older versions of Chrome support major interface functionality, but have some known issues.</td>
</tr>
<tr>
<td>Android™ tablet</td>
<td>Any Android tablet running 4.4 (KitKat) and above with the latest available version of Chrome™. Native browsers and older versions of Chrome support major tablet interface functionality, but have some known issues. Tablet UI is optimized for the iPad form factor and resolution. Not all Android tablets have the same form factor and resolution. Gesture-based zoom functionality is not supported.</td>
</tr>
<tr>
<td>BlackBerry®</td>
<td>All BlackBerry devices running BlackBerry 10 and above. Some configuration is required.</td>
</tr>
</tbody>
</table>

In UI16, browsers on a tablet use the same interface as the desktop browser. Mobile browsers do not support the UI16 interface. Instead they use the same interface as the ServiceNow Classic mobile app.

**Note:** Do not use the mobile interface on a desktop browser except for testing purposes.
Mobile browser limitations

The iOS version of Firefox does not support ServiceNow Community or other Service Portal-based pages.

Device security for ServiceNow Mobile

This document applies to the current ServiceNow app for iOS and Android for New York. This document may be subject to change for future mobile releases.

Components and architecture

The ServiceNow Agent app consists of the ServiceNow server instance and the native apps for iOS and Android. The app uses fully native code and is not a hybrid approach. The mobile client applications communicate over a wireless connection with the server and pull live data for the end user.

Component explanations

App for iOS

The ServiceNow app for iOS is a fully native iPhone and iPad application. The application can be pulled, dynamically configured, and distributed using MDM (more information available in EMM section). ServiceNow does not currently distribute the ipa file to customers.

App for Android

The ServiceNow app for Android is a fully native application for Android phone. It can be downloaded from the Google Play store directly by a user, or can be pulled, dynamically configured, and distributed using MDM (more information available in EMM section). ServiceNow does not currently distribute the apk file to customers.

Identity and access management

User authentication for ServiceNow Mobile

The mobile app supports platform authentication using OAuth 2.0. Authentication mechanisms include multi provider SSO, MFA, LDAP, Local DB, and Digest.

AppAuth authentication

The ServiceNow mobile app uses a new authentication methodology called AppAuth. AppAuth uses an external mobile browser to log the user in. The following steps detail login using AppAuth.

1. The client creates and records a secret named the code_verifier, and derives a transformed version \( t(\text{code\_verifier}) \) (referred to as the code\_challenge). This code\_challenge is sent in the OAuth 2.0 Authorization Request along with the transformation method \( t\_m \).
2. The Authorization Endpoint responds as usual but records \( t(\text{code\_verifier}) \) and the transformation method.
3. The client then sends the authorization code in the Access Token Request as usual but includes the code_verifier secret generated in the previous steps.

4. The authorization server transforms code_verifier and compares it to $t(code\_verifier)$ from the previous steps. Access is denied if they are not equal.

Abstract protocol flow

**Multi Provider SSO**

The multi providers SSO plugin (com.snc.integration.sso.multi.installer) provides SAML authentication support. The login process (AppAuth) uses this plugin to redirect the user to the IDP (SAML provider) login page when using SAML. For more information on configuring multi provider SSO, see [Single sign on for the ServiceNow Classic mobile app](#).

**Multifactor authentication**

Users can access the instance via Multifactor Authentication using the MFA plugin (com.snc.integration.multifactor.authentication). Users are directed to their login page after selecting their instance in the mobile app.
For details on configuring Multi-factor Authentication, see Configure MFA
**LDAP**

Use LDAP authentication to access using LDAP credentials. The user sees the same login page as the local login (DB based) but the back end to the LDAP server deletes the authentication. For more information on LDAP configuration, see [LDAP integration and authentication](#).

**Local DB**

The user name and password in the user record in the instance database.

**Not officially supported**

- Kerberos
- Certificate-based authentication (AppAuth’s external browser may solve for some certificate based mechanisms)

**Storage/Keychain**

When you sign in to the app on your mobile device, the app uses your credentials to negotiate an OAuth Token with the instance. The iOS Keychain stores the token and Android uses KeyStore. The keychain encryption is AES 128 in Galois/Counter Mode (GCM).

The mobile app never stores the user password.

The mobile app does store the Client ID which is necessary for getting the OAuth token as part of the authentication flow.

**Access and Refresh Tokens**

The mobile application uses access and refresh tokens to determine valid user sessions.

At first login, a user is given an access token and a refresh token. These tokens are valid for a configurable amount of time. When the user opens the mobile app, the client checks to see if the access token is valid. If valid, the user is able to continue with the session. If not valid, the client then checks if the refresh token is valid. If valid, the refresh token is used to fetch a new valid access token for the user, and the session can continue. If the refresh token is not valid, the user must reauthenticate.

**User termination**

When an administrator deletes or removes a user from the system, the Access Token is no longer valid and any operation will log the user out.

**Mobile data flow for ServiceNow Mobile**

Data can be retrieved, downloaded from, and written back to a mobile device.

**Retrieval**

The following describes how data is retrieved from the ServiceNow mobile app.

**Read data**

When a user requests to view information on the mobile app, the following steps occur.

1. The mobile app sends a request to access data from the instance. The request includes the token and any relevant data field needed for the request.
2. The instance receives the request and checks if the Token is valid.
3. If the token is valid, the request is directed to the relevant API to fetch the information.
4. The information is returned to the mobile app.

**Downloading documents**

When a user requests to download documents from the app, the following steps occur.
1. The mobile app sends a request to access the document. The request includes the Token.
2. The instance receives the request and checks if the Token is valid.
3. If valid, the document becomes available to view or take further actions on the device.

**Write-backs**

The following describes how data is written back from the ServiceNow mobile app.

**Updating fields**

When a user updates a field in the mobile app, the following steps occur.
1. The mobile app sends the Token and the action metadata, for example the ID, or the field to be updated, to the instance.
2. The instance directs the action based on the relevant API.
3. The instance completes the action and sends a response to the mobile app.
4. Based on the response, the mobile app reflects the field changes and action availability in the UI.

**Attaching documents**

When attaching documents, the following steps occur.
1. The mobile app asks the user to attach a document, for example, an image.
2. The mobile app sends the document and Token to the instance.
3. The instance places the document based on the relevant API.
4. The instance sends a response back to the mobile app.

**Internal mobile app distribution**

Internal distribution of the ServiceNow Mobile app is supported through all major EMM vendors.

Customers are able to pull the app for iOS or Android from the Apple App store and Google Play respectively, dynamically configure the apps to point to the correct ServiceNow instance, and distribute using the EMM hub. This way, the MDM can fully manage the app as part of a customer portfolio.

**Note:** ServiceNow does not currently distribute the ipa/apk files, or any other unpublished app to customers as it breaches the Apple Enterprise Developer License Agreement.
Mobile app distribution providers:

- AirWatch Mobile Device Management (MDM)
- BlackBerry Unified Endpoint Management (UEM)
- Intune mobile device management (MDM)
- IBM MaaS360 mobile device management (MDM)
- MobileIron Mobile Device Management (MDM)

Data security for ServiceNow Mobile

The ServiceNow Mobile app uses SSL/TLS for Over-the-Air communication encryption. The OAuth authorization endpoints are HTTPS.

Data at rest

Application preference data such as favorites, home screen, and the mobile navigator items are stored and cached locally on the device. The mobile app does not store record data such as incidents, problems, etc. on the device unless the organization has specifically enabled offline syncing for Field Services. The record data is encrypted with AES 128.

Stored Information

- Databases
  - User defined instances
  - Favorite application IDs
  - Push Notifications
  - Geolocation updates
  - Offline data
- Preferences
  - sys_id, display name, username, and initials of the current user
  - URL and name of the current instance
  - Last activity timestamp
  - Encrypted PIN code
  - Offline cache warning period
- Server Properties
  - LOCATION_PROXIMITY
  - IS_PIN_CODE_REQUIRED
  - IS_BLURRED_IN_BACKGROUND
  - IS_BLOCK_ATTACHMENT_SHARING
  - LOCATION_TRACKED
  - IS_CLEARING_CLIPBOARD_IN_BACKGROUND
  - IS_HIDE_APPLICATIONS_SCREEN_IMAGE
  - IS_OFFLINE_ENABLED
  - LOCATION_FREQUENCY
- key_analytics_initial_app_launch flag
- Information stored in the system Account Manager
  - Login date
  - Instance URL
  - Access Token
Data in motion

Data in motion is over a secure SSL/TLS channel and encrypted with HTTPS.

Offline access and data cache configuration

As an admin, you can choose specific Applets and Actions to be enabled offline from with the Studio. On the mobile device, in Settings your users can select offline and choose to "cache data". The offline flows designated by the admin are downloaded and cached to the device.

Offline cached data is encrypted using native encryption and expires at a specified period of time. The default is 48 hours or when user signs out of the mobile app.

Offline data is protected by local-auth and the app PIN that can be enforced.

Push notifications

Administrators create push notifications and users are able to receive them.

Cloud

For more information on the push notification system including process, configuration, and architecture, see Push notification system. Administrators can configure push notification delays using scheduled jobs. To view an example included with the base system, navigate to System Scheduler > Scheduled jobs, then search for a job with the name Push. 5 seconds is the minimum time allowed for the push delay.

Mobile security practices

Mobile security practices include mobile-specific system properties, attachment control, password reinforcement, security patching, and controlling shared data.

Security controls

Configure security controls to restrict copy/paste, enforce PIN, or block attachment functionality.

Restrict copy/paste

Copy/paste restrictions are defined in the system properties (sys_properties) table. There are two applicable security properties.

- glide.ui.sg.clear_pasteboard_when_backgrounded: Clears the copy/paste clipboard when the ServiceNow app enters the background. For more information on clearing the clipboard, see Configure clear clipboard
Require an app PIN

Require users to enter a six digit PIN each time they sign in from their mobile device. Requiring an app PIN is controlled by the glide.sg.require_mobile_application_pin system property. For more information on requiring an app PIN, see Require an app PIN for the mobile app.

Disabling attachments on a mobile device

Use an ACL to block specific access on mobile. Use the isMobile method to check if a request comes from a mobile device. For example, you could add an ACL for the attachment (sys_attachment) table where the read and write scripted ACLs includes the following check. You can also add this code to any existing ACLs you have for the attachment table. If have multiple attachment ACLs, all of the need to have Admin override option unchecked.

```java
if( gs.isMobile() ){
    answer = false;
}
```

Note: You need elevated privileges to create ACLs.

Enable the blur app option

Blur the mobile app when not in focus on a mobile device using the following system property in the system properties (sys_properties) table.

- glide.ui.sg.blur_ui_when_backgrounded

For more information, see Configure the blur app option.

Penetration testing

ServiceNow engages a third party to perform penetration testing of the mobile app. This typically happens annually but sometimes occurs more frequently. The results of these tests are available to customers on CORE. Customers can test the mobile application in conjunction with a pen test of their instance per the process outlined in KB0538598.

Security patching

In the event a security patch is needed, the mobile development team aligns with standard SDLC properties in order to patch.

User data collection

The mobile app does not specifically collect any user data.

Any user transactions or usage within the app is tracked on the ServiceNow instance just as it is on the web. For user credentials, after a user logs in, the mobile app negotiates an OAuth Token that is stored in the Apple Keychain or the Android Keystore. User credentials are never saved. If the user opts in, the following information is collected:

- Location
- Access to camera
- Notifications
Shared data
The mobile app communicates with a third party software for app crash reporting. No customer information is shared.

- iOS:
  Uses Crashlytics for crash reporting.
- Android:
  Uses Hockey App for crash reporting.

Incident reporting
Mobile app issues should be reported through the standard support channels. You can report incidents by contacting ServiceNow support.

Enterprise mobility management (EMM)
Use an EMM suite to distribute the ServiceNow mobile app or the ServiceNow Classic mobile app. You can only distribute the Apple App Store or Google Play store versions of the mobile app. The .ipa and .apk files are not publicly available so the apps cannot be re-signed for internal distribution. You can find more information on using an EMM suite in the documentation for the EMM suite of your choice. Internal distribution is not supported.

App wrapping or SDK embedding is currently not supported, therefore not all app policies are supported.

App Config
When you distribute the app through an EMM suite, such as AirWatch, you can use App Config to pre-configure the default instance URL. Use the following key/value pairing:

- Key: SNDefaultInstanceURL
- Value: URL for your instance

AirWatch Mobile Device Management (MDM)
Use VMware AirWatch to distribute and manage the ServiceNow mobile app on user devices. Use the following steps to configure the ServiceNow mobile app for iOS and Android. You should have access to AirWatch before attempting any configuration.

Add the ServiceNow app for iOS to AirWatch
Configure the ServiceNow app for iOS for AirWatch distribution.

Role required: admin

1. Sign in to the AirWatch portal.
3. Click Add Application.
4. In the Platform field, select Apple iOS.
5. In the Source field, select Search App Store then search for ServiceNow.
6. Next to the ServiceNow App search result, click Select.
7. Click Save & Assign.
8. Click **Add Assignment**.
9. Click **Assignment Group**.
10. From the Assignment Group list, select **Application Configuration Policy**.
11. From the Application Configuration field, select **Enabled**.
12. In the Application Configuration section, enter the following information.

**Application Configuration fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration key</td>
<td>SNDefaultInstanceURL</td>
</tr>
<tr>
<td>Value type</td>
<td>String</td>
</tr>
<tr>
<td>Configuration value</td>
<td>https://&lt;instance name&gt;.service-now.com/</td>
</tr>
</tbody>
</table>

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Would you like to enable Data Loss Prevention (DLP)?
DLP policies provide controlled exchange of data between managed and unmanaged applications on the device.

To prevent data loss on this application, make it “Managed Access” and create “Restriction” profile policies for desired device types.

Managed Access: Enabled/Disabled
Remove On Unenroll: Enabled/Disabled
Prevent Application Backup: Enabled/Disabled
Make App MDM Managed if User Installed: Enabled/Disabled
App Tunneling: Enabled/Disabled
Application Configuration: Enabled/Disabled

Upload XML

Enter Key-Value pairs to configure applications for users:

<table>
<thead>
<tr>
<th>Application Configuration</th>
<th>Value Type</th>
<th>Configuration Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNDefaultInstanceURL</td>
<td>String</td>
<td>https://&lt;instance name&gt;.servil</td>
</tr>
</tbody>
</table>

Add
13. Click Add.
14. Click Save & Publish.
15. Click Publish.

After adding the app to AirWatch, it appears in the Apps & Books > Applications > Native > Public section of the AirWatch portal. Mobile users can download the app from the AirWatch App Catalog app.

**Add the ServiceNow app for Android to AirWatch**

Configure the ServiceNow app for Android for AirWatch distribution.

Role required: admin

1. Sign in to the AirWatch portal.
3. Click Add Application.
4. In the Platform field, select Android.
5. In the Source field, select Search App Store then search for ServiceNow.
   
   If the search cannot find the ServiceNow application, the app might not be approved for your organization. You can approve the app in the Google Play store.
6. Next to the ServiceNow App search result, click Select.
7. Click Save & Assign.
8. Click Add Assignment.
9. Click Assignment Group.
10. From the Assignment Group list, select Application Configuration Policy.
11. From the Application Configuration field, select Enabled.
12. In the Application Configuration section, enter the following information.

<table>
<thead>
<tr>
<th>Application Configuration fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Value</td>
</tr>
</tbody>
</table>

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ServiceNow - Add Assignment

Select Assignment Groups

Start typing to add a group

App Delivery Method

Auto  On Demand

Policies

Adaptive Management Level: Managed Access

Apply policies that give users access to apps based on administrative management of devices.

Would you like to enable Data Loss Prevention (DLP)?

DLP policies provide controlled exchange of data between managed and unmanaged applications on the device.

To prevent data loss on this application, make it "Managed Access" and create "Restriction" profile policies for desired device types

Managed Access

Enabled  Disabled

App Tunneling

Enabled  Disabled

Application Configuration

Enabled  Disabled

Enter Key-Value pairs to configure applications for users:

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server URL</td>
<td>The full ServiceNow Instance URL</td>
<td>https://&lt;instance name&gt;.service-now</td>
</tr>
</tbody>
</table>
13. Click Add.
14. Click Save & Publish.
15. Click Publish.

After adding the app to AirWatch, it appears in the **Apps & Books > Applications > Native > Public** section of the AirWatch portal. Mobile users can download the app from the AirWatch App Catalog app.

If your instance is on an internal network, you might need to configure the VPN. For more information on configuring the VPN, see the AirWatch documentation on [configuring per-app tunnel profiles](#).

For more information on app distribution with AirWatch, see the official [AirWatch documentation](#).

**BlackBerry Unified Endpoint Management (UEM)**

Use BlackBerry UEM as a mobile device management system to distribute and manage the ServiceNow mobile app on user devices.

Before adding the ServiceNow app to BlackBerry UEM, complete the BlackBerry UEM setup procedures.

**Add the ServiceNow app for iOS to BlackBerry UEM**

Configure the ServiceNow app for iOS for BlackBerry UEM management and distribution.

Role required: admin

1. Sign in to BlackBerry UEM.
2. In the menu bar, click Apps.
3. Click the Add an app icon (\(\text{+}\)).
4. Click App Store.
5. From the country list, select United States.
6. In the search field, type ServiceNow.
7. In the search results list, click the add button next to the ServiceNow app.
8. In the app options page, in the app configuration section, click the add icon to add a default instance.
9. Click Configure manually.
10. In the name field for the app configuration, type a name for the configuration. For example, Default Instance.

11. Click + and add the following key/value pairing.
App configuration fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration key</td>
<td>SNDefaultInstanceURL</td>
</tr>
<tr>
<td>Value type</td>
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</tr>
<tr>
<td>Configuration value</td>
<td>The URL for the instance. For example, https://&lt;instance name&gt;.service-now.com/.</td>
</tr>
</tbody>
</table>

12. Click Save.
13. Click Add.
14. Assign the app to users or groups. When you assign the app, make sure you select the name of that you assigned in the App Configuration section.

BlackBerry app assignments

After successfully adding the ServiceNow app from the App Store, it appears in the Work Apps section on the BlackBerry UEM Portal. Mobile users can download it from the BlackBerry UEM portal.

Add the ServiceNow app for Android to BlackBerry UEM

Configure the ServiceNow app for Android for BlackBerry UEM management and distribution.

Role required: admin
1. Sign in to BlackBerry UEM.
2. In the menu bar, click Apps.
3. Click the Add an app icon (・・)
4. Click Google Play.
5. Paste the following URL into the search bar to search for the ServiceNow app for Android.

6. In the search results list, click the add button next to the ServiceNow app.

7. In the app configuration section, click the add icon to add a default instance.

8. In the name field for the app configuration, type a name for the configuration. For example, Default Instance.

9. In the server URL field, add the full URL for your instance. For example, https://<instance name>.service-now.com/.

10. Click Save.

11. Click Add.

12. Assign the app to users or groups. When you assign the app, make sure you select the name of that you assigned in the App Configuration section.

BlackBerry app assignments

---

**Note:** For App Configuration to be applied to the ServiceNow app for Android, use the Work and personal - user privacy (Android for Work) or the Work and personal - user privacy (Android for Work - Premium) activation policy. Currently, if you use the MDM control activation policy, you cannot apply the App configuration. For more information on Android activation types, see the BlackBerry UEM documentation on Android activation types.

After successfully adding the ServiceNow app for Android from the Google Play store, it appears in the Google Play store managed by your Android Work Profile.

For more information on app distribution using the public app store with BlackBerry UEM, see the BlackBerry UEM documentation.
If your instance is on an internal network, you might need to configure the VPN. For more information on configuring the VPN, see the BlackBerry UEM documentation on VPN configuration.

**Citrix XenMobile**

Configure Citrix XenMobile to distribute and manage the ServiceNow mobile app on user devices.

Use the following steps to distribute the ServiceNow mobile app using the Citrix XenMobile service. You can also configure the mobile app for your default ServiceNow instance for the app.

You should have access to Citrix before attempting any configuration.

**Add the ServiceNow app to Citrix XenMobile**

Configure the ServiceNow for Citrix XenMobile distribution.

Role required: admin

1. Sign in to the XenMobile console.
2. Click Configure > Apps.
3. Click Add, then choose Public App Store.
4. In the App Information pane, complete the following information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Type a descriptive name for the app. The name appears under App Name on the apps table.</td>
</tr>
<tr>
<td>Description</td>
<td>Type an optional description of the app.</td>
</tr>
<tr>
<td>App category</td>
<td>In the list, click the category you want to add the app to.</td>
</tr>
</tbody>
</table>

5. Click Next.
6. Under Platform, select the following platforms, or the platforms that are applicable to your distribution plan.
   - iPhone
   - iPad
   - Android for Work

7. For each of the platforms, complete the following steps.
   a) In the search bar, search for ServiceNow.
   b) Click the ServiceNow tile. The App Details fields are pre-populated with information related to the app.
   c) Configure the deployment rule depending on your organizations deployment plan.
   d) Click Next.

If Android for Work cannot find the ServiceNow application, the app might not be approved for your organization. You can approve the app in the Google Play store.

If the search results still do not display in Citrix, click Didn’t find the app you were looking for? then enter the URL for the app: https://play.google.com/work/apps/details?id=com.servicenow.servicenow.

8. Click Next.
9. Optional: From the Approvals page, configure the workflow for your company.
You only need to use workflows when you need approval when creating user accounts. If you do not need to set up approval workflows, skip to the next step. For more information on configure workflows for Citrix, see the Citrix product documentation.

10. From the Delivery Group Assignments page, select the delivery groups for users that you want to have the ServiceNow application. You can also configure a deployment schedule.

After successfully adding the ServiceNow app from the iOS store platforms, install the ServiceNow application from the Citrix Hub app from your devices. For Android, the ServiceNow app appears in the Google Play Store managed by your Android Work Profile.

**Configure the ServiceNow app for the default instance**

Configure apps that support managed configuration by deploying an XML configuration file to users’ iOS devices.

Configuring the app for a default instance is only available for iOS devices.

1. In the XenMobile console, click **Configure > Device Policies**.
2. Click **Add**.
3. In the Add a New Policy page, under Apps, click **App Configuration**.
4. On the Policy Information page, enter the following information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Name</td>
<td>Type a descriptive name for the policy.</td>
</tr>
<tr>
<td>Description</td>
<td>Optionally, type a description of the policy</td>
</tr>
</tbody>
</table>

5. Click **Next**.
6. In the Policy Platforms panel, select **iOS**.
7. In the Identifier list, select **Add new**.
8. Enter the following in the add new identifier field: `com.servicenow.servicenow`.
9. In the Dictionary content field, enter the following text.

```xml
<dict>
  <key>SNDefaultInstanceURL</key>
  <string>https://<instance_name>.service-now.com</string>
</dict>
```

Use the name of your own instance where it says `<instance_name>`.

10. Click **Check Dictionary** to verify the XML.
12. Click **Next**.
13. From the Delivery Group Assignments page, select the delivery groups for users that you want to have the ServiceNow application. You can also configure a deployment schedule.
14. Click **Save**.

**IBM MaaS360 mobile device management (MDM)**

Use IBM MaaS360 to monitor and manage smartphones, tablets, and other mobile devices from a web-based portal. Add the ServiceNow mobile app to the IBM MaaS360 portal to monitor and manage distribution.

Before adding the ServiceNow app to the IBM MaaS360 portal, complete the IBM MaaS360 setup procedures.
Add the ServiceNow app for iOS to the IBM MaaS360 portal

Configure the ServiceNow app for iOS for IBM MaaS360 distribution.

Role required: admin

1. Sign in to the IBM MaaS360 portal.
2. From the portal homepage, navigate to Apps > Catalog.
3. Click Add to display the list of apps.
5. In the App Details tab, type ServiceNow into the app field.
6. Select the ServiceNow app from the results.

7. In the Policies and Distribution tab, select the applicable policies.
8. In the Configuration tab, in the App Config Source list, select Key/Value.
9. In the Key/Value section add the following information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attribute name</td>
<td>SNDefaultInstanceURL</td>
</tr>
<tr>
<td>Attribute value</td>
<td>The full URL for the instance. For example, https://&lt;instance name&gt;.service-now.com/</td>
</tr>
</tbody>
</table>

10. Click Add.

After adding the ServiceNow app from the Apple store, it appears in the App Catalog application. Users can download the app to their iOS devices.
Add the ServiceNow app for Android to the IBM MaaS360 portal

Configure the ServiceNow app for Android for IBM MaaS360 distribution.

Role required: admin

1. Sign in to the IBM MaaS360 portal.
2. From the portal homepage, navigate to Apps > Catalog.
3. Click Add to display the list of apps.
5. In the App Details tab, type ServiceNow into the app field.
6. Select the ServiceNow app from the results.
7. In the Policies and Distribution tab, select the applicable policies.
8. In the Configuration tab, select the Configure App Settings checkbox.
9. In the Server URL field, enter the full URL for the instance. For example, https://<instancename>.service-now.com/.
10. Click Add.

After adding the ServiceNow app from the Google Play store, it appears in the App Catalog application. Users can download the app to their Android devices.

If your instance is on an internal network, you might need to configure the VPN. For more information on configuring the VPN, see the IBM MaaS360 documentation on the Maas360 VPN module.

For more information on app distribution, see the following IBM documentation for each operating system.

- Add an iTunes App Store app to the App Catalog
- Add a Google Play app to the App Catalog

Intune mobile device management (MDM)

Microsoft Intune uses Azure to manage mobile devices and apps. With some additional configuration, you can manage the ServiceNow mobile app in Intune.

You need to have access to an Azure account in order to add the ServiceNow mobile app to the store. Complete the Intune configuration steps before adding any apps to the Intune portal.

Add the ServiceNow app for iOS to Microsoft Intune

Configure the ServiceNow app for iOS for Microsoft Intune distribution.

Role required: admin

1. Sign in to the Microsoft Azure portal.
2. Select More Services > Monitoring + Management > Intune.
3. On the Intune blade, choose Manage apps.
4. In the Mobile apps workload, choose Manage > Apps.
5. Above the list of steps, click Add.
6. In the type field, select the iOS store app.
7. In the Add App blade, click Search the App Store.
8. In the Apple App Store blade, for the country locale, select United States.
9. In the search field, type servicenow. Then select the ServiceNow app from the results.
10. In the App information, make sure Display this as a featured app in the Company Portal is set to Yes.
11. In the Add App blade, click **Add**.
12. From the list, choose the app you want, then click **OK**.

Add the default instance for iOS using App Config

Use the application configuration values to add a default instance of the app for iOS.

Role required: admin

1. In the Mobile apps workload, select **Manage > App configuration policies**.
2. Click the **Add** button above the app config policies list.
3. In the Name field, enter a relevant name for the default instance policy for the ServiceNow app.
4. From the Device enrollment type list, select **Managed devices**.
5. From the Platform list, select **iOS**.
6. In the Associated app field, select the ServiceNow App.
7. In the Configuration settings format list, select **Use configuration designer**.
8. Set the following values.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration Key</td>
<td>SNDefaultInstanceURL</td>
</tr>
<tr>
<td>Value type</td>
<td>String</td>
</tr>
<tr>
<td>Configuration value</td>
<td>The full URL for your instance. For example, https://&lt;instance name&gt;.service-now.com/</td>
</tr>
</tbody>
</table>
9. Save the App configuration policy, then make sure Assigned is set to **Yes**.

**Add the ServiceNow app for Android to Microsoft Intune**

Configure the ServiceNow app for Android for Microsoft Intune distribution.

Role required: admin

To set up the app, set up the Android for Work in Intune, then follow the instructions on [how to assign apps to Android for Work devices with Intune](https://docs.microsoft.com/en-us/intune/android/how-to-set-up-apps).  

1. In the Mobile apps workload, select **Manage > App configuration policies**.
2. Click the **Add** button above the app config policies list.
3. In the Name field, enter a relevant name for the default instance policy for the ServiceNow app.
4. From the Device enrollment type list, select **Managed devices**.
5. From the Platform list, select **Android for Work**.
6. In the Associated app field, select the ServiceNow App.
7. In the Configuration settings, select the **Use configuration designer**, then click **Add**.
8. In the new editor window, make sure the server URL is the full instance URL for the app, then click **Ok**.
9. In the Configuration Value field, enter the name of your instance.

10. Save the App configuration policy, then make sure Assigned is set to **Yes**.
Use Jamf Pro to distribute and manage the ServiceNow mobile app on user devices. Use the following steps to configure the ServiceNow mobile app for iOS and Android. You should have access to Jamf Pro before attempting any configuration.

Configure the ServiceNow mobile app for Jamf Pro

Use app configuration to pre-configure the instance URL in Jamf Pro.

Role required: admin

1. Log in to Jamf Pro.
2. Click Devices.
3. In the Devices panel, click Mobile Device Apps.
4. On the mobile device apps page, click New.
5. Under Choose an App type, select App Store app or VPP store app.
6. Click Next.
7. In the search field, type ServiceNow.
8. Next to the ServiceNow app, click Add.
10. In the Preferences field, paste the following string:

```xml
<dict>
  <key>SNDefaultInstanceURL</key>
  <string>https://<instance_name>.service-now.com</string>
</dict>
```

Use the name of your own instance where it says `<instance_name>`.

11. Click Save.
After the instance is configured for the mobile app, configure the app settings to distribute the app to mobile devices in the scope.

**MobileIron Mobile Device Management (MDM)**

MobileIron is a cloud-based service you can use to manage applications for your users. Users can access apps from MobileIron while you manage and secure any content on the network.

Before adding the ServiceNow app to MobileIron, complete the MobileIron setup procedures.

**Add the ServiceNow app for iOS to MobileIron**

Configure the ServiceNow app for iOS for MobileIron distribution.

Role required: admin

1. Sign in to the MobileIron portal.
2. Navigate to **Apps > App Catalog**, then click **Add**.
3. From the search menu list, select the Apple App Store.
4. In the search bar, type **ServiceNow**.
5. Select the ServiceNow app from the results.
6. Click **Next**.
7. Optional: Describe and add screenshots of the app.
8. Select one of the following distribution levels for this configuration of the app.
   - Everyone: The app is added to all user-compatible devices
   - No one: The app is staged for distribution at a later date
   - Custom: The app is distributed only to users or groups you choose

9. Click Next.

10. In the App Configuration section, click the add icon (➕) next to iOS Managed App Configuration.

11. In the Name field, enter a name for the configuration. For example, Default Instance.

12. Enter the following key and value pairing.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key</td>
<td>SNDefaultInstanceURL</td>
</tr>
<tr>
<td>Value</td>
<td>The URL for the instance. For example, https://&lt;instance name&gt;.service-now.com/</td>
</tr>
</tbody>
</table>

13. Select one of the following distribution levels for this configuration of the app.
   - Everyone: The app is added to all user-compatible devices
   - No one: The app is staged for distribution at a later date
   - Custom: The app is distributed only to users or groups you choose

14. Click Next.

15. Click Done.

After successfully adding the ServiceNow app for iOS from the App Store, it appears in the App Catalogs section on the MobileIron Portal. Mobile users can download it from the MobileIron App Catalog.

**Add the ServiceNow app for Android to MobileIron**

Configure the ServiceNow app for Android for MobileIron distribution.

Role required: admin

1. Sign in to the MobileIron portal.
2. Navigate to Apps > App Catalog, then click Add.
3. From the search menu list, select the Google Play store.
4. In the search bar, type ServiceNow.
5. Select the ServiceNow app from the results.
6. Click Next.
7. Optional: Describe and add screenshots of the app.
8. Click Next.
9. Select one of the following distribution levels for this configuration of the app.
   - Everyone: The app is added to all user-compatible devices
   - No one: The app is staged for distribution at a later date
   - Custom: The app is distributed only to users or groups you choose

10. In the App Configuration Summary section, click Managed Configurations for Android.
11. To add the default instance configuration, complete the following fields.

**Configuration Setup fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name for the configuration. For example, Default instance.</td>
</tr>
<tr>
<td>Configuration value</td>
<td>The full instance URL. For example, https://&lt;instance name&gt;.service-now.com/</td>
</tr>
</tbody>
</table>

12. Select one of the following distribution levels for this configuration of the app.

- Everyone: The app is added to all user-compatible devices
- No one: The app is staged for distribution at a later date
- Custom: The app is distributed only to users or groups you choose
ServiceNow Agent

ServiceNow | Version 7.1 | Delegation Status: App is delegated

App Configurations Summary • Managed Configurations for Android

Name
Default Instance

+ Add Description

Managed Configurations
Apply these configurations to the app when silently distributed to the users.

- Blocks app from sharing widget across profiles.
- Blocks the user from uninstalling the app.

Managed Configurations

<table>
<thead>
<tr>
<th>Configuration Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server URL</td>
<td>The full ServiceNow Instance URL</td>
</tr>
<tr>
<td>Server Name</td>
<td>The ServiceNow Instance Name</td>
</tr>
</tbody>
</table>

Runtime Permissions
For Apps created with API 23+ and Android 6.0+

Manage Permissions

Runtime Permissions

Distribute this App Config
Choose one of these options

- Everyone with App
  All Users who have the app

- No One
  Stape this App Config for later distribution

- Custom
  This config goes to a custom defined set of users and/or user groups
13. Click **Next**.
14. Click **Done**.

After successfully adding the ServiceNow app for Android from the Google Play store, it appears in the App Catalogs section on the MobileIron Portal. Mobile users can download it from the MobileIron App Catalog.

For more information on the MobileIron App Catalog, see the [MobileIron documentation](#).

If your instance is on an internal network, you might need to configure the VPN. For more information on configuring the VPN, see the MobileIron documentation on [VPN configuration](#).

**Approve the ServiceNow app for Google Play**

Android for Work may not be able to find the ServiceNow application. If that is the case, the ServiceNow App might not be approved for your organization. You can approve the app by finding it in the Google Play store.

Role required: none, however, you must either go to Google Play through the MDM, or use the same email address with the MDM that you use to sign in to the Google Play store.

1. Navigate to the Google Play store.
2. Search for the ServiceNow mobile app.
3. Click **Approve**.
Now Mobile app

Enable your users to submit incidents and requests, manage tasks, and access company resources from anywhere using the Now Mobile app.
A user can use the Now Mobile app to do these tasks:

- Submit and view requests and issues
- Submit approvals
- Edit their profile
- View a personalized home page
- View and complete tasks
- Upload images and attachments to ServiceNow records
- Search people, knowledge articles, and catalog items
- Sign documents
- Take surveys
- Request help from Agent Chat
View Services

Your users can easily request help, view items that belong to them, or browse services.

Service Catalog
Integrate the application with a service catalog so that your users can submit issues and request items. By default, the application uses the base system catalog.

Agent Chat
Your users can request help from the quick actions menu when the Agent Chat (com.glide.interaction.awa) plugin is activated. Agent Chat is available in the Now Mobile app.
View assets and report an issue

Your users can view the computers, mobile devices, and other company items that they’re using. If something’s not working properly, they can easily report an issue from the item record.
Track the status of a request

Your users can find and track their requests using the Services tab. Configure a table and filter to specify which records appear to the user. For example, add a filter to display records that are opened by the user from the Problem table.
View resources

Integrate the application with a knowledge base to enable users to find answers and view company resources. By default, the application uses the IT knowledge base.
View and complete tasks

Users can view items that are assigned to them and complete their tasks. By default, My Tasks show the user things that they need to approve from the Requests (sc_request) and Requested Items (sc_req_item) tables. Other applications, for example HR Service Delivery, might include other types of tasks.
Native application features

Use built-in features on your mobile device to perform certain actions in the Now Mobile app. For example, upload photos to the app using your mobile device’s photo application. The Now Mobile app uses your mobile device’s photo, phone, keyboard, messaging, and email applications.

Activate the Now Mobile app

Activate the ServiceNow NowMobile App Screens and Applet Launcher plugin (com.glide.mobile-employee) for your users so that they can access your instance from their mobile devices.

Role required: admin

ServiceNow NowMobile App Screens and Applet Launcher plugin activates these related plugins if they are not already active.

Plugins for Mobile Employee Experience Native Application

<table>
<thead>
<tr>
<th>Plugin</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ServiceNow NowMobile App - Search Configurations</td>
<td>Enables search features, such as search sources, for the Now Mobile app.</td>
</tr>
<tr>
<td>(com.glide.mobile-employee.search)</td>
<td></td>
</tr>
<tr>
<td>ServiceNow NowMobile App - Survey</td>
<td>Lets you display surveys to your users in the Now Mobile app.</td>
</tr>
<tr>
<td>(com.glide.mobile-employee.survey)</td>
<td></td>
</tr>
<tr>
<td>Remote Tables</td>
<td>Enables an application developer to expose a tabular result set that is backed by custom business logic.</td>
</tr>
<tr>
<td>(com.glide.script.vtable)</td>
<td></td>
</tr>
<tr>
<td>Mobile plugin</td>
<td>Enables the ServiceNow® mobile product.</td>
</tr>
<tr>
<td>(com.glide.sg)</td>
<td></td>
</tr>
<tr>
<td>ServiceNow NowMobile App - Knowledge Management Screens and Applet Launcher</td>
<td>Lets customers access knowledge articles from the Now Mobile app.</td>
</tr>
<tr>
<td>(com.glideapp.knowledge.mobile_requestor)</td>
<td></td>
</tr>
<tr>
<td>ServiceNow NowMobile App - My Assets Screens and Applet Launcher</td>
<td>Lets users view assigned assets on a mobile device and create incidents to request service for these assets.</td>
</tr>
<tr>
<td>(com.glide.mobile-employee.myassets)</td>
<td></td>
</tr>
<tr>
<td>ServiceNow NowMobile App - My Todos Screens and Applet Launcher</td>
<td>Creates tasks in the Now Mobile app when a record is created in the instance. This plugin only includes approval tasks.</td>
</tr>
<tr>
<td>(com.glide.mobile-employee.mytodos)</td>
<td></td>
</tr>
<tr>
<td>ServiceNow NowMobile App - Webviews</td>
<td>Internal plugin that creates Now Mobile webviews.</td>
</tr>
<tr>
<td>(com.glide.mobile-employee.webview)</td>
<td></td>
</tr>
<tr>
<td>Plugin</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>ServiceNow NowMobile App – Catalog Screens and Applet Launcher (do not activate, see plugin description)</td>
<td>Enables the configuration, records, and catalog webviews that are used in the Now Mobile app.</td>
</tr>
<tr>
<td>(com.glideapp.servicecatalog.mobile-employee)</td>
<td></td>
</tr>
</tbody>
</table>

1. **Navigate to System Definition > Plugins.**

   A banner notifies you that you are in the All Applications page, which contains plugins and ServiceNow Store applications.

   **Note:**
   
   To redirect to the legacy list view for plugins, click the link.

   ![You have been redirected to All Applications. To see the Plugins list click here](image)

2. **Find the plugin using the filter criteria and search bar.**

   You can search for the plugin by its name or ID. If you cannot find a plugin, you may have to request it from ServiceNow personnel. To request a plugin, follow the steps in .

3. **Activate the plugin.**

   You can activate the plugin directly from the All Applications page or you can view more details about the plugin before you activate it.

   - If you are certain that you have the correct plugin, click **Install**, and when you see the dialog box, click **Activate**.

   ![Activate Plugin](image)

   - To view plugin details before activation:
     1. Click the plugin name.
     2. On the form, click the **Activate/Update** related link.
     3. In the dialog box, review the dependent plugins.
If your plugin requires dependent plugins, they are activated automatically when you activate your plugin if they are not active already.

4. If demo data is available and you want to install it, click **Load demo data**.

Some plugins include demo data, which are sample records that describe plugin features for common use cases. Load demo data when you first activate the plugin on a development or test instance. You can always load demo data later by clicking **Load demo data only** on the plugin form.

5. Click **Activate**.

### Administer the Now Mobile app

Configure options for the Now Mobile app. For example, you can link the app with a service catalog and knowledge base, personalize the greeting for the home page, and specify which records appear under **My Requests**.

Watch this six minute video to learn how to configure requests, service catalogs, and knowledge bases in the Now Mobile app.

| Note: Offline mode is not supported in the Now Mobile app. |

### Home

The home page includes these configuration options:

#### Greeting

Configure the greeting that your users see when they log in to the Now Mobile app. For example, you can add a hello message that includes the user's first and last name.

#### My Tasks

Users can view items that are assigned to them and complete their tasks. By default, My Tasks show the user things that they need to approve from the Requests (sc_request) and Requested Items (sc_req_item) tables. Other applications, for example HR Service Delivery, might include other types of tasks. For more information about HR Service Delivery, see **Now Mobile for HR Service Delivery**.
My Requests

Specify which records that you want your users to see under My Requests so that they can track their work assignments. For example, you can add a filter to display records that are opened by the user from the Problem table. By default, the app displays records that are opened by the user from the Incident and Requested Item tables.
request_filter table with a filter for applies_to=mobile
Search

Search includes these configuration options:

People search

Configure whether users can search for other users in the system. By default, people search is enabled. For people search to display results, your users have read-only access to the User (sys_user) table. You can test people search by logging in as a user without any roles and searching for another user. If search results do not include meaningful data, for example, location and phone number, update the control lists (ACLs) on the User table to allow read access. For more information, see Access control list rules.

Analytics and suggestions

The Now Mobile app collects search data and analytics that generate search suggestions. If you are upgrading from a previous release, the search analytics do not contain any data yet. To immediately provide suggestions to your users, you can populate the search suggestions using knowledge, catalog, and user search records from the Text Searches (text_search) table.

Search analytics and suggestions is a Now Platform feature. For more information, see .

Items and services

Service Catalog items and services include these configuration options.

Catalog

Select catalogs to enable users to view and request its associated items in the Now Mobile app. If no catalogs are selected, users can view and request items from all catalogs in the system. By default, the app uses Service Catalog.

For more information, see Now Mobile for Service Catalog.

Quick actions

Select catalog items to display as additional user menu actions. For example, add the Report an Incident catalog item to enable users to quickly navigate to the form. Users can only see items if they have the required user criteria permissions.
Knowledge

Select knowledge bases to enable users to view the associated knowledge articles. If no knowledge bases are selected, users can view articles from all knowledge bases in the system. By default, the app uses the IT knowledge base.

For more information, see Now Mobile for Knowledge Management.
Siri shortcuts

In the base system, iOS users can use Siri shortcuts to open these pages in the app:
- Open a chat window.
- Browse items and services.
- Open my tasks.
- Open my requests.

Configure a personalized greeting

Configure the greeting that your users see when they log in to the Now Mobile app. For example, you can add a hello message that includes the user's first and last name.

Role required: admin

1. Navigate to Now Mobile App > Applet Launchers.
2. In the Applet Launchers (sys_sg_applet_launcher) table, open the Homepage record.
3. Add the Header Titles field to the form.
4. In the Header Titles field, open the record.
5. Update the Text field as desired.
   This text displays in the Now Mobile app heading.
   This field uses `{{sys_id}}` syntax to reference a variable for the first and last name of the currently logged-in user. Changing the variable is not supported.
6. Click Submit.

When a user logs in to the Now Mobile app, they see your personalized greeting.

Configure My Requests

Specify which records that you want your users to see under My Requests so that they can track their work assignments. For example, you can add a filter to display records that are opened by the user from the Problem table. By default, the app displays records that are opened by the user from the Incident and Requested Item tables.

Role required: admin

1. Navigate to Now Mobile App > My Request Filters.
2. In the My Request Filters (request_filter) table, create a filter to display records from a specific table:
   a) Click New.
   b) On the form, fill in the fields.

Request filter form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Name for the filter.</td>
</tr>
<tr>
<td>Table</td>
<td>Table that extends the Task table. The application displays records from this table under My Requests.</td>
</tr>
<tr>
<td>Filter</td>
<td>Filter for the table. For example, you can set the filter to (Opened by) (is (dynamic)) (Me) to enable users to view their own requests.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Active</td>
<td>Option that you can select to make the filter active.</td>
</tr>
<tr>
<td>Applies to</td>
<td>Option that you can select to apply to <strong>Mobile</strong> apps.</td>
</tr>
</tbody>
</table>

c) Click **Submit**.

Records from the defined filter are displayed in the application under **My Requests** in the **Services** tab.

**Disable People search**

Configure whether users can search for other users in the system. By default, people search is enabled.

Role required: admin

1. Navigate to **Now Mobile App > Applet Launchers**.
2. Open the page where you want to disable People search.
3. In the **Search Configuration** field, select **Homepage Search - Catalog and Knowledge**.
4. Click **Update**.

Your users can no longer see search results for other users in the system.

**Configure catalogs**

Select catalogs to enable users to view and request its associated items in the Now Mobile app. If no catalogs are selected, users can view and request items from all catalogs in the system. By default, the app uses Service Catalog.

Role required: admin

1. Navigate to **Now Mobile App > Catalogs**.
2. Optional: In the portal catalogs (m2m_sp_portal_catalog) table, add a catalog in addition to the base system catalog, or change the catalog that is associated with the base system record:
   a) Click **New** or open the base system record.
   b) On the form, fill in the fields.

**Portal catalogs form**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal</td>
<td>Portal that you select. Select <strong>Mobile Employee Service Portal</strong>.</td>
</tr>
<tr>
<td>Catalog</td>
<td>Catalog that you would like to associate with the app.</td>
</tr>
<tr>
<td>Order</td>
<td>Number that indicates the order that the configurations should run. If there are multiple configurations on a portal, the system runs the configurations from lowest value to highest value order.</td>
</tr>
</tbody>
</table>

Your users can view and request items from all added catalogs.
Configure knowledge bases

Select knowledge bases to enable users to view the associated knowledge articles. If no knowledge bases are selected, users can view articles from all knowledge bases in the system. By default, the app uses the IT knowledge base.

Role required: admin

2. Optional: In the portal knowledge bases (m2m_sp_portal_knowledge_base) table, add a knowledge base in addition to the IT knowledge base.
   a) Click New.
   b) On the form, fill in the fields.

   **Portal knowledge bases form**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Option that you can select to make the configuration active.</td>
</tr>
<tr>
<td>Portal</td>
<td>Portal that you select. Select Mobile Employee Service Portal.</td>
</tr>
<tr>
<td>Knowledge Base</td>
<td>Knowledge base that you would like to associate with the app.</td>
</tr>
<tr>
<td>Order</td>
<td>Number that indicates the order that the configurations should run. If there are multiple configurations on a portal, the system runs the configurations from lowest to highest order that you selected.</td>
</tr>
</tbody>
</table>

3. Optional: Change the default knowledge base that is associated with the Now Mobile app.
   a) In the Portal field, open the record with Mobile Employee Service Portal.
   b) In the Knowledge Base field, select the knowledge base that you would like to associate with the app.
   c) Click Update.

Users can select the icon on the applet launcher page to open the quick action.

Add quick actions

Provide your users with a shortcut to an item or action in your mobile apps. Quick actions appear under a plus icon on the applet launcher page.

Role required: admin

Watch this four minute video to learn how to add shortcuts, called quick actions, to applet launcher pages in the Now Mobile app.

1. Navigate to Now Mobile App > Applet Launchers.
2. In the applet launchers (sys_sg_applet_launcher) table, open the applet launcher record that you would like to add the catalog item to.
For example, open the Homepage record to add the catalog item under the + icon on the homepage.  

3. Select the Body tab.  
4. Add a record under the Quick Actions Menu Maps related list.  
   If you're not able to insert a row, make sure that you're in the ServiceNow Now Mobile App Screens and Applet Launcher application scope.  
5. Add a record under the Quick Actions Menu Maps related list.  
6. Add one of the quick actions from the list.

<table>
<thead>
<tr>
<th>Quick action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report an Issue</td>
<td>Opens the Create Incident catalog item.</td>
</tr>
<tr>
<td>Chat</td>
<td>Opens Agent Chat.</td>
</tr>
<tr>
<td>Launch VA</td>
<td>Opens Agent Chat.</td>
</tr>
</tbody>
</table>

Users can open the quick action by selecting the + icon on the applet launcher page.  

Create a quick action  
Provide easy access to an important item by creating a quick action. For example, create a quick action that opens a Service Catalog item.  
Role required: admin  
1. Create a function for the quick action.  
   a) Navigate to System Mobile > Functions.  
      The Function (sys_sg_button) table opens.  
   b) Click New.  
   c) Complete these fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the function record.</td>
</tr>
<tr>
<td>Description</td>
<td>Enter a description to enable other users to easily understand the purpose of the function.</td>
</tr>
<tr>
<td>Type</td>
<td>Select the type of quick action you want to create.</td>
</tr>
<tr>
<td>Context</td>
<td>Select Global.</td>
</tr>
<tr>
<td>Link Label</td>
<td>Enter a label for the link. This value does not display in the user interface.</td>
</tr>
</tbody>
</table>
2. Add an instance of the function you created to the page.
   a) Navigate to **Now Mobile App > Applet Launchers**.
   b) Open the applet launcher record that you would like to add the quick action to.
   c) Select the Body tab.
   d) Insert a new row in the Quick Actions Menu Maps related list. If you’re not able to insert a row, make sure you’re in the **ServiceNow Now Mobile App Screens and Applet Launcher** application scope.
   e) Click the magnifying glass to lookup an item
      The Function Instances (sys_sg_button_instance) table opens.
   f) Click **New**.
   g) Complete the form.

### Field Description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the function instance.</td>
</tr>
<tr>
<td>Description</td>
<td>Enter a description to enable other users to easily understand the purpose of the function instance.</td>
</tr>
<tr>
<td>Parent</td>
<td>Select the page on which you are adding the quick action. For example, select <strong>Applet Launcher: Homepage</strong> to add the quick action to the homepage. Select a value in the <strong>Parent table</strong> field first.</td>
</tr>
<tr>
<td>Application</td>
<td>Read-only application scope.</td>
</tr>
<tr>
<td>Parent table</td>
<td>Select <strong>Applet Launcher (sys_sg_applet_launcher)</strong> to add the quick action to an applet launcher page.</td>
</tr>
<tr>
<td>Function</td>
<td>Select the function record that you created earlier.</td>
</tr>
<tr>
<td>Label</td>
<td>Add a label to help the user understand what the quick action opens. For example, Report an outage.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Location</td>
<td>Select <strong>Quick Action</strong>.</td>
</tr>
<tr>
<td>Icon</td>
<td>Select an icon to display next to the label.</td>
</tr>
<tr>
<td>Order</td>
<td>Enter a number indicating the order that the functions should be listed. If there are multiple instances in the same location, the app displays them from lowest to highest.</td>
</tr>
</tbody>
</table>

h) Click **Submit**.

i) Save the applet launcher record.

Users can open the quick action by selecting the icon on the applet launcher page.

**Enable Agent Chat in the Now Mobile app**

Activate the Chat quick action to allow your users to ask for help from a virtual or live agent from the Now Mobile home page.

Role required: admin

Ensure that the Agent Chat plugin is active. For more information, see [Agent Chat](#).

Chat is enabled from the Requests and Knowledge Articles pages by default.

**Note:** Connect Chat and pre-chat conversation routing is not supported in the Now Mobile app.

1. Navigate to **Now Mobile App > Applet Launchers**.
2. In the Applet Launchers (sys_sg_applet_launcher) table, open the Homepage record and select the **Body** tab.
3. Under the Quick Actions Menu Maps related list, open the Chat record.
4. Select **Active** to activate the record.
5. Click **Update**.

Users can select Chat in the Homepage quick actions menu to ask for help from a live or virtual agent.

**Turn on voice search**

Enable your users to search for items, articles, and people using native speech recognition using the Now Mobile app on their mobile device.

Role required: admin

**Caution:** Voice search uses native speech recognition and relies on your mobile device's cloud server to transcribe voice into text search. If you have data privacy concerns about search queries moving to the operating system cloud server, do not turn on voice search.

1. In the application navigator, enter `sys_properties.list`.
2. Click **New** to add a new system property.
3. On the form, fill in the fields.
4. Click **Submit**.

The global search bar in the Now Mobile app includes a microphone icon. Users must select this icon and allow the app to access speech recognition on their mobile device to use voice search.

**Populate search suggestions in the Now Mobile app**

If you are upgrading from a previous release, run a script to populate search suggestions with data from a platform search table to provide search suggestions to your users. Alternatively, you can wait until users search for keywords instead of running this script.

Role required: admin

In new instances, the search suggestions are enabled by default. In upgraded instances, you must enable the search suggestions. For more information, see [Enable search suggestions](#).

The Now Platform collects search data and analytics that generate search suggestions. If you are upgrading from a previous release, the search analytics do not contain any data yet. To immediately provide suggestions to your users, you can populate the search suggestions using knowledge, catalog, and user search records from the Text Searches (text_search) table.

Search suggestions improve over time as more people use the app. Search analytics and suggestions is a Now Platform feature. For more information, see [Enable search suggestions](#).

---

**Caution:** Populating search suggestions can be a resource-intensive task that may take a while to complete. Do not run this script during peak hours. Populating search suggestions is not supported on domain-separated instances.

1. Navigate to **System Definition > Scheduled Jobs**.
2. Open the **Populate Suggestions to avoid Cold Start - NowMobile App** scheduled job.
3. Activate the record and select **Execute Now**.

Running this scheduled job populates the Search Events (sys_search_event), Search Source Events (sys_search_source_event), and Search Suggestions (sys_search_suggestion) tables with records from the Text Searches (text_search) table.

Users see suggestions when they start typing in a search field in the Now Mobile app.

**Use the Now Mobile app**

Submit incidents and requests, manage your laptops and phones, and access company resources anywhere using the Now Mobile app.

Watch this six minute video to learn how to get started with the Now Mobile app.
A - Profile
View your profile and people.

B - Search
Search for services, articles, or users.

C - My Tasks
Track the status of approved, your tasks.

D - My Requests
Track the status of your requests.

E - Chat
Chat with a ServiceNow agent.

F - Navigation
Navigate to the service you need.

G - Popular Services
View a list of popular services.
Home tab

Log in to the app to view your home page. Tap different items to see more information.

My Tasks

See if you have anything on your to-do list. For example, approve an item or finish an onboarding task.

My Requests

Track the status of your requests and update request details. You can ask for an update here if one of your requests is taking longer than you expect.

Popular Services

See which items other people have viewed and ordered.

Popular Articles

See which articles have helped your coworkers.

Services tab

View things you’ve ordered and things you own.

My Requests

Track the status of your requests and update request details. You can ask for an update here if one of your requests is taking longer than you expect.

My Locker

View the company items that you own, such as your laptop or phone. Go here to report an issue if one of your company items isn’t working properly.

Information tab

Search for or browse company articles. Go here to look for a solution to a problem or to learn company information.

Notifications tab

Enable or disable notifications here. Go here to view all of your notifications in one place.

Siri shortcuts

If you’re an iOS user, you can use Siri to open some pages in the app. These Siri shortcuts are available:

- Open a chat window.
- Browse items and services.
- Open your tasks.
- Open your requests.

**Enable notifications**

Allow push notifications using the Now Mobile app on your mobile device when there is an update for a request.

Role required: none

1. In the navigation bar, tap **Notifications**.
2. Tap the radio button to enable notifications on your mobile device.
Notifications

Enable Notifications

Requested  
REQ0010007  
0 min. ago

Approval requested for  
REQ0010007
Configure your Now Mobile app system settings

View information, create a PIN to access the app, or log out.

Role required: none

1. In the navigation bar, tap Settings.
2. View app information and update settings.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instance</td>
<td>View the ServiceNow instance name that is linked with the app.</td>
</tr>
<tr>
<td>Version</td>
<td>View the app version.</td>
</tr>
<tr>
<td>Security</td>
<td>Create or change a PIN to access the app.</td>
</tr>
<tr>
<td>Privacy Policy</td>
<td>Read the ServiceNow privacy policy.</td>
</tr>
<tr>
<td>Legal disclosures</td>
<td>Read the ServiceNow open source disclosure.</td>
</tr>
<tr>
<td>Logout</td>
<td>Log out of the app.</td>
</tr>
</tbody>
</table>

Track and complete your assigned tasks

View and complete the items that are assigned to you. For example, you can approve an employee purchase from the Now Mobile app home page.

1. Go to My Tasks on the app home page.
2. Tap See All to view which tasks are assigned to you.
3. Tap an item to view details, or to approve, reject, or take an action.

Search for services, articles, or people in the Now Mobile app

Search for services such as catalog items, or information such as knowledge articles in the Now Mobile app. If your administrator has enabled the option, you can search for other people in your company.

Role required: None

1. Tap the search bar and enter a search term.
2. Tap the search icon (�).
3. Tap the People, Articles, or Services and Items category to narrow your search results.

Submit and track a request

Submit a request for an item or service and track the progress of your request.

1. Tap Services in the navigation bar.
2. Browse items and services, or search for an item.
3. Tap the item or service you would like to request.

Note: If configured by your administrator, the related items and articles area provides alternatives and additional information.
4. Select ORDER NOW.
5. Complete the order confirmation.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for</td>
<td>Change this field if ordering the item for someone else.</td>
</tr>
<tr>
<td>Delivery Information</td>
<td>Confirm the shipping address for the item.</td>
</tr>
<tr>
<td>Special instructions</td>
<td>Add any special instructions for the item.</td>
</tr>
<tr>
<td>(Optional)</td>
<td></td>
</tr>
</tbody>
</table>

6. Tap CHECKOUT.
   The app displays a confirmation that your request is submitted.
7. Tap Close to return to the list of items.
8. Tap Services in the navigation bar.
9. Tap My Requests to view all your requests.
10. Tap the item you ordered to view the status of your request.
    - Use the Details tab to view information about the request.
    - Use the Updates tab to view field changes and comments about your request. Tap to add comments and work notes, or to attach a file.
Report an issue

Get something fixed by reporting the issue to your company using the Now Mobile app.

Role required: None

1. In the navigation bar, tap Services.
2. To open the quick actions menu, tap .
You can quickly submit an issue or ask for help.

Report an Issue

Chat

3. Tap **Report an Issue**.
4. Describe your issue and set the urgency.
   A high urgency issue means that you need help on the same day.
   The app displays search results that are related to your issue. Review the results to see if a suggestion solves the problem.
5. If the suggested results aren’t useful, tap **Submit**.
   The app displays a confirmation that your request is submitted.
6. To return to your requests, tap **Close**.

You can track the status of a request or ask for an update by visiting **My Requests** in the **Services** navigation tab.

**Report an issue with an asset**

If you’re experiencing a problem with one of your company assets, for example your computer or phone, you can create an incident and report it to your IT department.

1. Tap **Services** in the navigation bar.
2. Under **My Stuff**, tap **My Locker**.
3. In the list of assets, tap the asset that you’re experiencing problems with.
4. Tap **Report Issue**.
My Asset

Apple MacBook Pro 15"

Asset tag
P1000479

Serial number
BQP-854-D33246-GH

Display name
P1000479 - Apple MacBook Pro 15"

Report Issue
5. Describe your issue and set the urgency. A high urgency issue means that you need help on the same day.
6. Tap the send icon.

An incident is created and submitted to your IT department.
You can track the status of a request or ask for an update by visiting My Requests in the Services navigation tab.

Ask for help
Ask for help about a problem or to get something done by using the Now Mobile app.
Role required: None
1.
   To chat with an agent, tap on any page in the app. If the page has additional quick actions, tap to open the quick actions menu and tap Chat.

2. Ask the agent a question or make a request.

ServiceNow mobile app configuration
Configure the ServiceNow mobile app so that your users can access an instance from their mobile devices.

Requirements
You configure your mobile apps in Studio. To test your configuration, you can use the app installed on your mobile device. To get the mobile apps, go the Apple App Store or the Google Play store and search for ServiceNow to download the available mobile apps.
You must be on Madrid or a later release to configure the mobile app.

Mobile Hierarchy
ServiceNow mobile apps are built on a hierarchy. When your users log into a mobile app, they see an applet launcher screen, where they can find applets, information, and commonly used actions. You can restrict access to applet launchers by roles, so you can create multiple launch pages that are tailored to specific groups. For more detail on the mobile framework, see Mobile Hierarchy

- Create a mobile application using Guided Application Creator.
• **Create a data item.**
  Data items represent blocks of information from a table in the platform. You can configure data items to determine what information appears in the mobile app. Each data item gets associated with an applet.

• **Create an applet.**
  Applets are smaller applications that contain specific information and screens. For example, for an ITSM application, you could have an applet for Open Incidents. Depending on the information that you want to display, you can choose from different screen templates, such as a list, map, or URL page.

• **Add functions to the mobile app.**
  Functions determine how a user navigates through the app. Configure functions that allow users to navigate to a new screen, make a call, send an email from a field, or update a record.

• **Create an applet launcher**
  You can have many launchers in your application. You can customize when applets appear and restrict access to these launchers by role.

**Mobile Customization**

Use Studio to modify base system mobile applications, or create your own. Studio provides an environment where you can perform most customization and creation tasks relating to mobile applications. For more detail on Studio, see [Mobile Studio](#).

**Next steps**

You can configure push notifications, offline support, and location tracking from the mobile app. For more information, see:

- **Mobile Hierarchy**
- **Mobile push notifications**
- **Mobile Offline Mode**
- **Mobile geolocation tracking configuration**

**Mobile Hierarchy**

Learn the components of ServiceNow® mobile and how the work together to assist you in configuring, modifying, and creating applications.

**Components of the ServiceNow mobile framework**

This image represents the structure of the ServiceNow mobile framework. The next sections detail specific areas of the overall hierarchy, and descriptions of individual components.
Native clients

Native client

Your users access ServiceNow® mobile from a native client such as ServiceNow Agent, Now Mobile, or Mobile Onboarding. After logging in, your users will see an applet launcher screen, and a navigation bar.

Navigation bar
The navigation bar is a configurable menu bar that appears at the bottom of all mobile application screens. The navigation bar has up to five icons, called tabs, which access settings and notifications for your users, as well commonly used applets or application launch pages.

**Navigation bar tabs**

Each tab in the navigation bar represents an applet or applet launcher. When you add more than five tabs to the navigation bar, a **More** tab appears. Tapping the **More** tab appears a list showing the tabs that did not fit in the navigation bar. You can configure these tabs so your users have quick access to the functions they need most often.

**Applet launchers**

Applet launchers serve as a landing pages or home pages for your users. Applet launchers contain a configurable header, and UI sections to provide access to applets in several formats. You can also configure Applet launchers with a global search bar, and quick actions, which give your users access to commonly used functions.

**Applets**

Applets provide your users a method to view and modify data on your instance. Applets can display information as lists, maps, record forms, and other formats. You can find more detail on applet components in the next section.

**More information**

For more information, See:

- *Navigation bar*
- *Applet launchers*
- *Applets*
Applets

Segments

Applets contain one of more segments, which display information from your instances to your users. Segments represent the lists, calendars, maps, and forms your users see within the app. If an applet has more than one segment, your users can switch between segments using a tabbed interface.
Segments records for lists, calendars, and maps are located on the Item Stream Segment (sys_sg_item_stream_segment) table. Segments records for forms are located on the Form Screen Segment (sys_sg_form_segment) table.

**Icons**

Each applet has an icon. This icon represents the applet when it is displayed in an applet launcher or the navigation bar.

Icon records are located on the Icons (sys_sg_icon) table.

**Item streams**

An item stream is the source for the data shown in your applet. An item stream gets its data from a single source, called a data item. You can associate more than one item stream to a segment to include data from multiple tables. For example, you could create two item streams to display items from both the incident (incident) and request item (sc_req_item) tables in a single list.

Item streams are also associated with one or more master items, which provides a pattern controlling how the data appears in your segment.

Item stream records are located in the Item Stream (sys_sg_item_stream) table.

**Data items**

Data items provide the data presented in an applet. A data item is a dataset correlated with a table in an instance. A data item can include a filter condition to restrict what data the item returns. Associate data items with applets so that the applets can transform the dataset into human-readable information.

Data items are located on the Data Items (sys_sg_data_item) table.

**Master items**

Master items provide a pattern for data in your applet, and control how your data appears within a segment. For more detail on how a master item controls the appearance of your data, see the master item section.

Master items are located on the Master Item (sys_sg_master_item) table.

**More information**

For more information, See:

- [Applets](#)
- [Create an applet](#)
- [Create a data item for a mobile application](#)
- [Functions in ServiceNow mobile](#)
Segments

Applets contain one of more segments, which display information from your instances to your users. Segments represent the lists, calendars, maps, and forms your users see within the app. If an applet has more than one segment, your users can switch between segments using a tabbed interface.
Segments records for lists, calendars, and maps are located on the Item Stream Segment (sys_sg_item_stream_segment) table. Segments records for forms are located on the Form Screen Segment (sys_sg_form_segment) table.

**Screens**

Screen types determine what an applet looks like and how your users are able to interact with it. You can create applets with these screen types:

- List
- Form
- Employee directory
- Map
- Group list
- Calendar
- URL

In addition to these types, you can add the following screens to segments in your applets:

- Details screen
- Activity stream screen
- Related list screen
- Embedded list screen

**Browser**

In addition to the native screens, your mobile applets can display content in a browser. Use this capability to display information outside your instance, or access content within your instance, such as service portal pages.

**Functions**

Your users can use functions to perform tasks in the mobile app such as assigning a task, or navigating from a record to related record. Actions can also interact with your mobile device to send emails, navigate using map software, or make a phone call.

Functions are located on the Function (sys_sg_button) table.
Master items

Item view

Item views determine the formatting and appearance for fields in your applets. When you select a screen template when creating an applet, you are actually selecting the item view. Item views use JSON to determine the configuration for fields in your applet.

Item views are located on the Item view (sys_sg_item_view) table.
Conditions

Master items include condition a **Condition** field. This field sets filter conditions which restrict what records appear when a master item is used. The conditions used by the master item are used in addition to those in place in the data item.

**Table**

Each item view record contains a **Table** field. This field determines the content the item view appears.

**Pattern**

Each item view record contains an **Item view JSON** field that contains a JSON. This JSON defines a pattern to control how data appears on the screen. The instance automatically creates this JSON when you select an applet template while designing applets in Studio. It is possible to manually create a pattern within an Item view record, but Studio may not recognize these custom patterns.

**UI styles**

UI styles change the color of fields in an applet. You can associate an item view record with one or more UI styles. Each UI style applies to a single table, and only applies under conditions you set within the UI style record.

UI styles are located on the UI Styles (sys_sg_ui_style) table.

**Screen UI Policies**

Screen UI policies are similar to the UI policies that are used on forms in the instance, but screen UI policies are designed for the mobile app. Policies contain a set of conditions that you can use to determine when the policy applies. When a screen UI policy is triggered by a condition that you defined for the policy, all UI policy rules that are associated with that policy are applied.

**More information**

For more information, See:
- Mobile UI styles
- Screen UI policies for ServiceNow Mobile

Migrate from classic mobile to ServiceNow mobile

Migrate from ServiceNow Classic to ServiceNow® mobile to take advantage of features such as rapid development, offline capability, and integration with native mobile device features.

Understand the benefits of migration to ServiceNow® mobile

ServiceNow® mobile is a native, mobile-first design that introduces new capabilities that were not available in ServiceNow Classic:
- Rapid, low code application development using Studio.
- Base system applications for Approval Management, ITSM, and Field Service Management.
- Integration with native mobile device features, such as camera, phone, SMS, and map apps.
- Offline capabilities, including offline read and write.
- Enhanced security features including data loss prevention.
Evaluate your organization’s current mobile use

Start off with a list of business goals and determine which features your users need most. Consider which screens, fields, and actions your users use frequently, as well as what functionality your users do not use.

There is no direct method of transferring ServiceNow Classic components into the ServiceNow® mobile product. You can create the same functionality available to your users with base system applications and manually building mobile applications in the ServiceNow® mobile framework.

Use base system applications when possible

ServiceNow provides several base system applications to get you started quickly with commonly used functionality. Base system applications are tested by ServiceNow, and receive updates automatically as you upgrade your instance. The New York release includes applications for:

- Approval Management
- Customer Service Management
- Field Service Management
- Incident Management
- Information Technology Operations Management
- ITSM Software Asset Management
- ITSM
- Security Operations
- Risk
- HR
- Finance

Use these applications right away, or customize them to suit your business needs using Studio.

Mobile experience for Approvals

Approve catalog requests, requested items, or change requests from anywhere using the ServiceNow Agent application. For more detail, see Fulfiller experience in ServiceNow Agent

Mobile experience for Customer Service Management

Manage customer service cases from a mobile device with the Customer Service Management mobile application. Stay connected and access information in real time to complete tasks quickly. For more detail, see Mobile experience for Customer Service Management

Mobile experience for Field Service Management

Manage your field service tasks anywhere using the Field Service mobile application. With this application, you stay connected with your mobile device, can access important information, and complete your tasks quickly. For more detail, see Mobile experience for Field Service Management

Mobile experience for Incident Management

Manage incident tasks anywhere using the Incidents mobile application, which enables you to stay connected and access important information to complete tasks quickly. For more detail, see Mobile experience for Incident Management
Create your own applications

Use Studio to make new applications, and allow your users to work in areas not covered by the current base system applications. For details on the components of ServiceNow® mobile and examples of application creation, see ServiceNow mobile app configuration.

Understand the current limitations for ServiceNow® mobile

General
- Client scripts are not supported
- Theme/Branding of app is not supported
- Geolocation and Offline mode is not supported in the Now Mobile app
- Siri shortcuts are not available in the ServiceNow Agent app

Applet launcher
- Landing page background image is not customizable

Global search
Global search only supports searching user (sys_user), catalog (sc_cat_item), and knowledge (kb_knowledge) records

Related list
M2M or scripted relationships are not supported

Screen UI policies
- Screen UI Policies can’t control whether field is read-only.
- Screen UI Policy conditions cannot be scripted.
- Reference & Date/Time fields cannot be used in screen UI Policy conditions.

Offline mode
- Mobile apps does not automatically go into offline mode when internet connection is lost.

Migration from Madrid to New York mobile

Migrate your mobile applications in the New York release to take advantage of the improved features and continue editing within Studio.

Changes made during your upgrade

During the upgrade to New York, the instance updates to the new mobile hierarchy by activating the Mobile Agent Native Client (com.glide.sg.agent_native_client) plugin. This installation creates the following changes:

Native clients
Adds the Native Clients (sys_sg_native_client) table. Records on this table represent the available native clients; ServiceNow Agent, Now Mobile, and Mobile Onboarding.
Navigation bar

Adds the Navigations (sys_sg_navigation) table. Records on this table represent a navigation bar for each of the native clients. Records on this table during the migration have their Legacy application (legacy_application) field enabled.

Notifications tab

Adds the Notifications Tabs (sys_sg_notifications_tab) table. Records on this table represent a tab for notifications on each navigation bar.

Settings tab

Adds the Settings Tabs (sys_sg_settings_tab) table. Records on this table represent a tab for settings on each navigation bar.

This upgrade includes new features such as application launchers and a configurable navigation bar. Any unmodified base system mobile applications installed on your instance are automatically
updated to work with the new design, and can be used with Studio right away. For more detail on
the mobile hierarchy used in New York and later, see Mobile Hierarchy.

Modified base system applications, and applications that you have created in Madrid will
continue to work after the upgrade. These applications will not be configurable in Studio until
after you have run the mobile migration script.

Mobile migration script

After logging into Studio for the first time after upgrading, option to run the migration script
appears in Studio. The prompt only appears when you access a custom application, or a base
system application that you have modified.

Click Upgrade to start the migration script for the current scope. The migration script runs at the
scope level. This means that the script only makes changes in the current scope. When you open
another scoped application in Studio, you will see the prompt again to migrate that scoped
application.

Applications and folders transition to applet launchers

The legacy Madrid framework used mobile applications and folders to organize your applets.
The Now Mobile framework, uses applet launcher screens, which are divided into UI sections.
Applet launcher is accessed by tapping on tabs in the navigation bar which appears at the
bottom of your app screens.
The migration script creates an applet launcher for each mobile application record. The script converts each folder in the original mobile application to a new horizontal icon section within that applet launcher. The script then creates an icon in the icon section for each applet with the folder. Hidden screens do not appear in the icon section. The script then adds a tab to the navigation bar for each of the new applet launchers.

The example image shows how the incidents application appears after the migration process. The original folders (My Incidents and Group Incidents) display as UI sections in the Incidents applet launcher. These UI sections can scroll horizontally to show as many applets as needed. The Incidents application is accessible by tapping the Incidents tab in the navigation bar.

After migration, the script removes the legacy Folder (sys_sg_folder) and Mobile Application (sys_sg_application) records.
For more detail on the navigation bar, applet launchers and their UI sections, see Navigation bar, and Applet launchers.

Form migration
The Form applet replaces the master detail screens used to view record forms in the Madrid release. The migration creates a form screen (sys_sg_form_screen) record. The script creates segments for each embedded screen in the original master detail screen. Any button (sys_sg_button) records associated to the original master detail screen change to associate with the new form applet.

Map migration
Map applets did not use an item view to display fields in map cards in the Madrid release. The migration script creates an item view (sys_sg_item_view) record for each map applet using the Title, Tag, Sub-title, and Info fields from the original map applet.

Calendar migration
The migration script creates new time span item stream (sys_sg_time_span_item_stream) records for each calendar, and associates the calendars original data item to the new item stream. The migration script also creates a new form applet (sys_sg_form_screen) record, and migrates the buttons from the calendars original embedded screen to the new form.

**Item streams and master items**
(sys_sg_time_span_item_stream) records for each calendar screen, and location item stream (sys_sg_location_item_stream) records for map screens. These two tables extend from the item stream table, but are used specifically for these screen types.

**Screen Cleanup**

The following fields are no longer used in Screen records. The script removes these fields from call records on the Screen (sys_sg_screen) table.

- User Roles (application_roles)
- Order (order)
- Parent (parent)
- Parent table (parent_table)
- Data Item (sys_sg_data_item)
- Hidden (hidden)

In addition, the script also removes values from the following fields on Map screen (sys_sg_map_screen) records:

- Data item table (data_item_table)
- Title (title)
- Sub-title (subtitle)
- Info (info)
- Location (location)
- Tag (tag)
- Tag font color (tag_font_color)
- Tag background color (tag_background_color)
- Tag Style (tag_style)
- Phone (phone)
- Pin color type (pin_color_type)
- Pin color (pin_color)

The script removes values from the following fields on Master item (sys_sg_master_item) records:

- Table (table)
- Screen (screen)
- Condition (condition)
- Condition Order (condition_order)

The script removes the value in the Item View (item_view) field of Details screen (sys_sg_details_screen) records.

The script removes the value in the Item View (item_view) field of List screen (sys_sg_list_screen) records.

The script removes the value in the Data Item (data_item) field of Item View (item_view) records.

**Run the mobile migration script**

Run the mobile migration script to convert Madrid mobile applications you have created or modified to use the new mobile hierarchy.

Role required: admin
Mobile applications created in the Madrid release will still run as expected in the New York release, but cannot be edited in Studio. To allow editing in Studio, and to take advantage of new features available in the New York release, you need to run the mobile migration script.

1. Navigate to System Applications > Studio.
2. Open a scoped application that you have created, or a base system application that you have modified.
3. Click Upgrade when prompted to start the migration.

Troubleshooting mobile migration script results

Find solutions to common issues after running the mobile migration script.

Log error messages

The mobile migration script adds entries to the Log (syslog) table when it encounters and error. You can review these logs by navigating to System Logs > System Log > All. Listed below are errors the mobile migration script may add to the logs.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid instance scope provided</td>
<td>If you see this message, the migration script was aborted. Run the migration script again to complete the migration.</td>
</tr>
<tr>
<td>Please activate com.glide.mobile-employee first before migration.</td>
<td>The ServiceNow NowMobile App Screens and Applet Launcher (com.glide.mobile-employee) plugin must be active to run the migration script. Ensure that this plugin is active. If you see this message, the migration script was aborted. Run the migration script again to complete the migration.</td>
</tr>
<tr>
<td>Cannot perform migration task on customized record.</td>
<td>The record causing this error appears immediately after this message. A customization on this record prevented the migration script from changing this file. The migration script skips this file, and continues to run. The named file is inaccessible in Studio.</td>
</tr>
</tbody>
</table>
Common issues

An applet is missing
After migration, your applets should be visible in the Applications tab in the navigation bar. You may need to manually migrate some of your applets in a custom scope.

1. In Studio, open Mobile Studio > Application Menu in the application explorer, and select the app where you are missing an applet.
2. In the Navigation Tabs related list, click on the Applications navigation tab.
3. Note the Applet Launcher associated with the Applications tab.
4. In Studio, open Mobile Studio > Applet Launchers, and open the applet launcher noted in the last step.
5. In the applet launcher form, select a UI section with the same name as the folder the missing applet was located in before the migration.
6. Find the missing applet in the All Applets list, and move it to the Selected Applets list.
7. Click Save.

A related list is missing from an applet
This may be the result of a outdated reference on the Related lists mapping (sys_sg_related_list_map) table. You may need to re-associate the Destination Screen for your related list.

1. In Studio, navigate to Mobile Studio > Applets, and select the applet with the missing segment.
2. Click the Form Screen tab.
3. Click Body.
4. Click the Related Lists button.
5. Check the list for items that have an empty Destination Screen value.
6. Click the list item, and select a value in the Destination Screen field.

Users are not prompted to enter input parameters in Field Service Management or ITSM applets
Normally parametrized applets prompt your users for a value. If you are no longer seeing this after a migration, use these steps to correct the issue.

1. Open the UI Parameter (sys_sg_ui_parameter) list by entering sys_sg_ui_parameter.list in the filter navigator for your instance.
2. Find the parameter which is not generating a prompt for your users.
3. Check the value of the Screen field. If this appears empty, it may be pointing to a now unused Master-detail screen (sys_sg_master_detail_screen) record.
4. Update the field by selecting the Applet (sys_sg_screen) record used by this parameter.

Incorrect results for a customized Field Service Management or ITSM applet.
This issue can occur if you have added a customer parameter to a base system

1. Open the Screen Parameters mappings (sys_sg_screen_param_map) list by entering sys_sg_screen_param_map.list in the filter navigator for your instance.
2. Find the record with the **Item Parameter** field matching the item parameter you have added to your data item.

3. Check the value of the **Screen** field. If this appears empty, it may be pointing to a now unused Master-detail screen (sys_sg_master_detail_screen) record.

4. Update the field by selecting the Applet (sys_sg_screen) record used by this parameter.

**Mobile Studio**

Use the Studio to create, modify, and manage applets for use in the ServiceNow Agent Now Mobile mobile applications.

**Use the application explorer to browse mobile components**

The Application Explorer appears on the left edge of the screen and displays your mobile components, such as applets, application launchers, and functions. Open your items by...
clicking them, or select a section, and use the pop-out icon ( ) to display a card view of the components in that section.
Use the card view to filter and search for specific components
The card view displays each of record in the selected section as a card. Each card displays the title of the component, as well as its creator, last update time, and whether the component is active.

Use the **Sort by** field to sort your components by name or update time. You can also use the search field to filter your results by name.
Create and modify mobile components
Use studio to design layouts for your applets and launchers, set permissions, determine offline-mode availability. See documentation on specific components for instructions on how you can use Studio to make changes and create modify your mobile experience.

Create a mobile application using Guided Application Creator

Use the Guided Application Creator in Studio to create, modify, and manage applets for ServiceNow Agent and Now Mobile apps. When you access Studio, you can get started on creating and configuring mobile apps.

Role required: admin

Studio is a development environment where your application developers can work on custom applications in one centralized location. Much of the configuration for mobile apps in this section take place in Studio (System Applications > Studio). For more information about Studio, see ServiceNow Studio.

Role required: admin

1. Navigate to System Applications > Studio.
2. In Studio, click Create Application or select an existing application from the list.
   The application that you create here is a new scoped application which will contain your app. Scoped applications help restrict data and application files to just this one application. For more information on scoped applications, see Application scope.
   You can also access the Guided Application Creator outside Studio by navigating to System Applications > My Company Applications, and then click Create new.
   Studio opens a Guided Application Creator window where you create your application.
3. Optional: If you are launching Guided Application Creator for the first time, click Let’s get started on the welcome screen.
4. Follow the steps on the screen to create a name, description, and logo for your application, and then click Create.
5. Optional: In the Roles field, select the roles to associate with your app.
   Users with the selected roles can access your application. If you have selected no roles, users with any role will have access to the application.
6. Optional: Click Create new role to create a new role to associate to the application.
7. Click Continue when you are finished defining roles for your application.
8. Select Mobile as the format for this application, and then click Continue.
9. Select or create tables that you want to use in your mobile app.
   The Guided Application Creator can create list applets for these tables. If you create new applets later, you can will not be limited to the tables you select here.
10. Click Done with Tables when you are finished adding tables to your application.
11. Click the Start button to create applets for your selected tables using the Guided Application Creator.
    If you do not want to create applets at this point, you can click X in the upper right corner of the window to close the Guided Application Creator and return to Studio.
12. Fill in the fields in the Guided Application Creator form as needed:

Guided App Creator Form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name for the app. The applet launcher created in this process will use this name.</td>
</tr>
<tr>
<td>Description</td>
<td>Description for the app.</td>
</tr>
</tbody>
</table>
### Field | Description
---|---
Tables | Tables for which Guided Application Creator will create applets.
Roles | Roles for your applets. Users with the selected roles can access the created applets.

13. **Click Create.**
   
The Guided Application Creator will create a list and form for each of the selected table, including New, Edit, and Delete functions for each table.

14. **Click the Done with apps button, and then the Done button to return to Studio**

You now have a new application that you can access in Studio.

Create apps to add functionality to your mobile app using Guided Application Creator, or close Guided Application Creator and create apps using Studio.

### Navigation bar

Your users can quickly access applets, settings, and notifications by using the navigation bar in the mobile app.
The navigation bar is a configurable menu bar that appears at the bottom of all mobile app screens. It contains the options called tabs, which your users can use to access settings and notifications and commonly used applets or application launch pages. You can customize this navigation bar to ensure that your users have quick access to the functions that they need most often.

The navigation bar consists of these components:

1. Navigation bar tabs.
2. The More (≡) tab. Click this tab to see a list of additional tabs if more than five tabs are available. This tab does not appear unless there is at least six tabs in the navigation bar.
Configure the navigation bar

Configure the navigation bar that appears at the bottom of the mobile app so that your users can quickly navigate to applets, settings, and notifications.

Role required: admin

1. Navigate to System Applications > Studio.
2. In Studio, use the navigation explorer on the left edge of the screen to navigate to Mobile Studio > Application menu. Select an app to open its navigation bar record. Each mobile app has a navigation record with a matching name. For example, the Mobile Employee app has a navigation record called Mobile Employee Nav.
3. On the form, fill in the fields.

**Navigation form**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the app that uses this navigation bar. For example, Mobile Agent is the navigation bar for the ServiceNow Agent app.</td>
</tr>
<tr>
<td>Color</td>
<td>Color of the navigation bar.</td>
</tr>
<tr>
<td>Quick Actions Menu Color</td>
<td>Color of the quick actions icon that appears on the screen.</td>
</tr>
<tr>
<td>Application</td>
<td>Automatically populated with the application's scope.</td>
</tr>
<tr>
<td>Legacy application</td>
<td>Enabled for applications that have not been migrated to the new mobile framework that is introduced in the New York release.</td>
</tr>
</tbody>
</table>

4. Optional: In the Related Links section of the form, click Create New Tab to add a new tab to your navigation bar. On the form, fill in the fields as needed, and click Submit.

**Navigation Tab Map form**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Label</td>
<td>Label for this tab, which appears on the navigation bar.</td>
</tr>
<tr>
<td>Applet Launcher</td>
<td>Applet launcher that loads when this tab is selected.</td>
</tr>
<tr>
<td>Icon</td>
<td>Icon that appears on the navigation bar. Icons that are selected for navigation tabs must be of the Image type. For more detail on mobile icons, see Mobile icons.</td>
</tr>
<tr>
<td>Active</td>
<td>Option that you can select to indicate if the tab is active.</td>
</tr>
<tr>
<td>Application</td>
<td>Automatically populated with the application's scope.</td>
</tr>
</tbody>
</table>

**Note:** Tabs that you add or remove from the navigation bar do not take effect until you log out and back into the app.
5. Optional: Modify existing tabs on the navigation bar by double-clicking the fields in the Navigation tabs related list.

6. Optional: Remove tabs from the navigation bar by selecting the box on the left of any tab in the Navigation tabs related list and then selecting Delete from the Actions on selected rows list.

Applet launchers

Applet launchers serve as landing pages or home pages for your users. Your users see an applet launcher when they first log in to a mobile app. With an applet launcher, users can access applets in a variety of formats, as well as search, do quick actions, and find user information.

You can restrict access to applet launchers by role, so you can create multiple launch pages that are tailored to specific groups. Applet launchers consist of the following components:

- Header
- UI Sections
- Global Search Bar
- Quick Actions

Header

The header of the applet launcher defines how the title of the screen appears and what information is shown in the header. The available header types are Home and Generic.
Use the **Home** header type for the applet launcher that a user sees when they log into a mobile app. The title of a **Home** applet launcher is customizable and automatically includes the name of the user that is logging into the mobile app.

The avatar or initials for the logged-in user appear in an icon in the upper right corner of the screen. The user can tap this icon to open a form applet that contains the current user profile. You can define the applet for this purpose when you create the applet launcher.
Use the **Generic** header type for applet launchers that are not designed to be used as home pages. The title of a **Generic** applet launcher is a static string that you define.

You can optionally configure the **Generic** applet launcher to display an icon in the upper right corner of the screen. If you choose this option, you can select the icon and define which applet opens when your users tap this icon.

**UI sections**

Use UI sections to display applets and record information on your applet launcher screen. The available UI section types are **Icon** and **Item**.
Use **Icon** UI sections to display a group of applets to your user. Each applet is displayed as an icon and title. You can select a **Horizontal** or **Vertical** layout for your icons. When displayed vertically, you can use the **Display Count** option to display a count of records within each applet.
Use **Item UI sections** to display records from a single list applet on your applet launcher screen. Select a list applet as the source for the records to be displayed, and choose from a **Horizontal** or **Vertical** layout.

Records from the selected list applet are displayed as cards. When a user taps a record, they open the record by using the form screen that is defined in the selected list applet.
Global search bar

You have the option to include a global search bar on your applet launcher. Use global search to give your users the ability to quickly find people, catalog items, and knowledge base articles in your instance.
Quick actions

Define quick actions for an applet launcher to give your users access to commonly used functions. Users access quick actions by tapping the quick action icon ( ) that appears in the lower right corner of the applet launcher screen.

Create an applet launcher

Create an applet launcher to serve as a landing page for your users.

Role required: admin

1. Navigate to System Applications > Studio.
2. Select your application.
3. In the Application Explorer, navigate to Mobile Development > Applet Launchers and select Applet Launchers.
4. Click the pop-out icon ( ) that appears to the right of Applet Launchers.
5. In the applet launchers list, click Create an Applet Launcher.
6. In the Create an Applet Launcher window, enter a name for your launcher.
7. Select Available offline to make this launcher available to users in offline mode.
8. Click Save.
9. In the Header type field, select a header type.

<table>
<thead>
<tr>
<th>Header Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Header type for launch pages that serve as a home page for the user. You can configure the title to include the user’s name. The launcher icon in the upper right corner displays the user’s image or initials. You can configure the icon to link to the user’s profile.</td>
</tr>
<tr>
<td>Generic</td>
<td>Header type for launchers that do not serve as a user’s homepage. Generic applet launchers have a static title. The launcher displays a configurable icon in the upper right corner.</td>
</tr>
</tbody>
</table>

10. On the form, fill in the fields.

Some of the listed fields only appear for a specific header type.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Title that you add to the top of the launcher. This field appears only when the Header type is Generic.</td>
</tr>
<tr>
<td>Text</td>
<td>Text that you add to appear before the user’s full name. This text and the user’s name create a title for the launcher. For example, if you enter Hello, the title appears as Hello &lt;FirstName&gt; &lt;Lastname&gt;. This field appears only when the Header type is Home</td>
</tr>
<tr>
<td>Include Icon</td>
<td>Option that you can select if you want to include a configurable icon in the upper right corner of the launcher page. This field appears only when the Header type is Generic.</td>
</tr>
<tr>
<td>Icon</td>
<td>Icon that you can select to appear. The color of this icon is not configurable. This field appears only when you select the Include Icon option.</td>
</tr>
<tr>
<td>Destination</td>
<td>Applet that you can select to launch when your user taps the icon. This field appears only when you select the Include Icon option.</td>
</tr>
<tr>
<td>Employee Profile</td>
<td>Applet that you can select to launch when your user taps the Employee icon in the upper right corner of the home page. This icon appears as the user’s avatar image or initials. This field appears only when the Header type is Home.</td>
</tr>
</tbody>
</table>
11. Click Save.

Add UI sections to your applet launcher

Use UI sections so that your users can access your applets.

Role required: admin

1. Navigate to System Applications > Studio.
2. Select your application.
3. In Application Explorer, navigate to Mobile Development > Applet Launchers and select Applet Launchers.
4. Open your applet launcher.
5. In the UI section of your applet launcher, click the add button (+) to create a new UI section.
6. On the form, fill in the fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section Name</td>
<td>Name for the UI section.</td>
</tr>
<tr>
<td>Section Type</td>
<td>Section type:</td>
</tr>
<tr>
<td>List applet</td>
<td>List applet. Select a list applet to display in your section. The records that are displayed in the section are the same records that appear when you use this applet. This field appears only when Section type is set to Item.</td>
</tr>
<tr>
<td>Section label</td>
<td>Label that appears for the section. This field is automatically set when you use the name of the applet from the List applet field. This field appears only when Section type is set to Item.</td>
</tr>
<tr>
<td>Orientation</td>
<td>Orientation that you select. You can select Horizontal or Vertical for the items in this section.</td>
</tr>
<tr>
<td>Select the applets to display in the icon section</td>
<td>Applets that you select to appear as icons in the UI section. You can move applets to the Selected Applets list. This field appears only when Section type is set to Icon.</td>
</tr>
</tbody>
</table>

7. Click Create new.
8. Optional: Hide the title of your UI section.
   The title of your UI section is visible by default.
   a) In the native UI, enter sys_sg_item_section.list in the filter navigator to open a list of UI sections.
   b) Open the record for your item section.
c) Clear the **Display title** option to hide the title for your UI section.

d) Click **Update**.

![Image of mobile app with UI sections]

The title of your UI section is not visible in your mobile app. The header is still visible, so you can see the **See All** button in the upper right corner of the UI section. This example image shows two UI sections. The upper UI section has a hidden title. In this case, the header is displayed, so the spacing has not changed and the **See All** option is still visible.

**Configure UI section options**

Open the UI section record in the native UI to configure additional options for your UI sections. You can hide the title or header of the UI section, and set a maximum item limit. You can also add display conditions and role requirements to control when your UI section is visible to your users.

**Role required:** admin

1. In the native UI, enter `sys_sg_item_section.list` in the filter navigator to open a list of UI sections.
2. Open the record for your item section.
3. On the UI section form, change the fields to control how your UI section displays.
## Item section form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hide header</td>
<td>Controls the visibility of the UI section header. Enable this field to hide the title for your UI section.</td>
</tr>
</tbody>
</table>

The header of your UI section is not visible in your mobile app. When the header is hidden, the title and the See All button are not visible in your UI section. This example image shows two UI sections. The upper UI section has a hidden header.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display title</td>
<td>Controls the visibility of the UI section title. This field is enabled by default. Clear the Display title option to hide the title for your UI section.</td>
</tr>
<tr>
<td>Max Items Display Count</td>
<td>Controls the maximum number of applets visible in the UI section. The default value for this field is 15.</td>
</tr>
<tr>
<td>Data Item</td>
<td>The data item used to define a visibility condition for the UI section. The instance uses the data item in this field to define a visibility condition for your UI section. Leave this field empty if you do not plan on limiting the visibility of the UI section using the Visibility Condition field.</td>
</tr>
</tbody>
</table>
Enable global search in your applet launcher

Enable global search on your applet launchers to give your users the ability to quickly find people, catalog items, and knowledge base articles in your instance.

Role required: admin

1. Navigate to System Mobile > Applet Launcher.
2. Open the record for the applet launcher where you want to add search functionality.
3. In the Header tab, select a Global Search Configuration in the Search Configuration field.
4. Click Save.

Configure global search options for your applet launcher

Configure global search options to control how your app presents search results to your users.

Role required: admin

1. Navigate to System Mobile > Applet Launchers.
2. Open the record for the applet launcher where you want to add search functionality.
3. In the Search Configuration field, click the reference icon (i) to open the record preview, and then click Open Record.
4. In the Placeholder field, enter the text that you want to appear in the search field before a user enters a value into the field. The text used as a placeholder appears in the search bar before your users enter a search query.
5. Select **Interleave Result** to display interleaved search results. If the option is not selected, search results are separated by the search source.

6. Click **Save**.

7. In the **Search Context Configuration** field, click the reference icon (i) to open the record preview, and then click **Open Record**.

8. In the **Search Results Limit** field, enter the maximum allowed search results.

9. In the **Suggestions Limit** field, enter the maximum allowed search suggestions.

10. Click **Save**.

Enable voice search so that your users can search using native speech recognition. For more details, see [voice search](#).

### Configure quick actions in your applet launcher

Define quick actions for your applet launcher so that your users can access commonly used functions, such as transferring records or using a template in the mobile app.

Role required: admin

1. Navigate to **System Mobile > Applet Launchers**.
2. Open the applet launcher record that you would like to add a quick action to.
3. In the Quick Actions Menu Maps list, double click **Insert a new row**.
4. In the reference field pop-up window, select a function instance to use in your quick action.
5. Press your tab key to move to the **Order** field and enter a number for the order. Actions appear in the quick action menu according to their **Order** field value, from the lowest to the highest value.
6. Optional: To replace an existing quick action, double-click an existing action and select another function instance.
7. Optional: To remove an existing quick action, click the red x on the left of the quick action.
8. Click **Update**.

### Create a data item for a mobile application

Data items are data sets that represent a table from the platform. Data items determine the information that appears on a screen. Associate data items with specific applets to determine the purpose of each applet.

Role required: admin

1. In Studio, navigate to **Mobile Development > Data Items**, and click the popout icon (i).
2. In the Data Items tab, click **Create a new data item**.

3. Complete the following fields as needed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>A title for the data item. You can have multiple data items with the same name. Make sure that this name is unique so that you can find it easily.</td>
</tr>
<tr>
<td>Description</td>
<td>Optional additional details about the data item.</td>
</tr>
<tr>
<td>Table</td>
<td>The name of the table you want the data item to pull information from.</td>
</tr>
<tr>
<td>Condition type</td>
<td>Determine whether the condition for the data item is declarative or scripted. Use a declarative condition to create conditions for the data item using the condition builder. Use a scripted conditions to create a scripted data item.</td>
</tr>
<tr>
<td>Add sort</td>
<td>Adds fields to the form that allow you to configure how to sort the list. In the Add Sort window, select the field you want the list to be sorted by. For example, Caller. Then select <strong>a to z</strong> or <strong>z to a</strong> to determine which order the list goes in.</td>
</tr>
<tr>
<td>Query Condition</td>
<td>Set of conditions for the data item to conform to. You can create conditions using the <strong>condition builder</strong>.</td>
</tr>
<tr>
<td>Sorted by</td>
<td>This field only appears if you click <strong>Add sort</strong>. It is automatically populated with the information you added in the Add Sort window.</td>
</tr>
<tr>
<td>Direction</td>
<td>This field only appears if you click <strong>Add sort</strong>. It is automatically populated with the information you added in the Add Sort window.</td>
</tr>
</tbody>
</table>

4. Optional: If you want the application to query the database for more information before loading the data, **add parameters to the data item**.

5. Optional: To configure a data item for a Grouped By applet, in the Group Function section, from the Group By list, select the field you want to group items by. The available fields are based on the table you selected.

6. Click **Save**.

Associate a data item with an applet.

**Configure a data item with parameters**

Data items are data sets from a table in the platform. Configure a parameterized data item to filter and view just the relevant data according to the selected parameters.

Role required: admin
Use the included examples to create a data item that allows users to open an incident list filtered by priority. For more detailed tutorial on how to create a data item with parameters, see Tutorial: Configure a data item with parameters.

1. In Studio, in your mobile app, navigate to Mobile Development > Data Items.
2. Click Create a new data item or open an existing data item you want to add parameters to.
3. Complete the Name, table, and condition fields as needed.
   For more information on creating a data item, see Create a data item for a mobile application.
   For example, create a data item for open incidents.
4. Click Save.
5. In the Parameter Definition section, click the add icon (+).
6. In the Item Parameter window, in the Name field, type a name for the parameter. Parameter names correlate most often with fields on a form.
   For example, type Priority as the parameter name.
7. From the Type list, select the type of parameter. The type determines how the user interacts with the mobile UI. For example, a type of Decimal or Integer tells the mobile device to open a numbers-only keypad. Select from the following types.
   - String: Uses a full keyboard for input. Use the String type for list parameters, such as priority or state, or for reference fields, such as assigned to or caller.
   - Integer: Opens a numbers-only keypad
   - Decimal: Opens a numbers-only keypad
   - Boolean: Opens a true or false selection option
   - DateTime: Opens a calendar with an exact time selector
   - Date: Opens a calendar
8. Click Save.
9. In the data item form, in the Query condition section, add a query condition for you parameter. The condition field should match the parameter you are querying the database for. For example, if you are creating a data item to query the Priority field, create a condition for Priority is <priority>.
10. Click **Save**.

After you create a data item, you can assign it to an applet. Data items with parameters require additional configuration in the applet. For more information on assigning a data item with parameters to an applet, see *Assign a data item with parameters to an applet*.

**Applets**

Learn how to use applets in ServiceNow mobile. Applets are made up of several screens. The screens that are available depend on the applet. Screens have configurable components, conditional formatting, sorting order, and filters.

**Applet templates**

You can choose one of the available templates to create an applet. Each template provides a master screen, which your user sees when they select an applet. The template may include other optional screens that your users can access for additional information. All screens display information that is based on records in a data item.
Calendar

Displays a calendar screen. A user can select a date on a calendar to see the records that are associated with that date. These records appear below the calendar.

- The calendar template includes a configurable form applet, which shows the details for a record that your user selected from the calendar applet.
- The activity stream screen shows the activity stream details for a selected record.
- The related lists screen shows the related lists for a selected record.
Employee Directory
Displays a list of user records. Your user can tap a record on the list to see more information from the record. You can also create functions to allow your users to swipe records to perform actions on them.
- The employee details applet shows additional information, such as how to contact a user and where the user is located.
- (Optional) The related lists screen shows the related lists for a selected record.
Form
Displays the details of a single record. Users can select a record to see more details about the record.

 Incident Form Screen

Unable to connect to email
Opened by Joe Employee
Priority 3 - Moderate

Details

Closed

Short description
Unable to connect to email

Description
I am unable to connect to the email server. It appears to be down.

Assigned to David Loo

Assignment group
Network

Company
ACME North America

Doc Agent Test Notification Settings

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**Grouped List**
Displays a list of records from a data item that you can group by the field of your choice.
This template contains no other screens by default. You can configure this template to work with other applets to display records from the list.
List
Displays a list of records from a data item. A user can tap a record on the list to view more information from the record. You can create functions so that your users can swipe the records to perform actions on them.

- (Optional) A form applet shows additional information that you define when a user taps a record.
- (Optional) The activity stream screen shows activity stream details for a selected record.
- (Optional) The related lists screen shows the related lists for a selected record.
- (Optional) List segments can be created to display multiple lists in the same list applet in a tabbed format.
Map
Displays a map screen that enables your users to see the locations that are associated to records in a data item. Below the map, the user can see data cards that show information about these records. A user can tap a card to see details for the record.

- The form applet shows additional information that you define when a user taps a record.
- (Optional) The activity stream screen shows the activity stream details for a selected record.
- (Optional) The related lists screen shows the related lists for a selected record.
URL

Opens a URL from within the ServiceNow app. You can configure relative URLs to open pages within the ServiceNow platform. For example, a user can see a knowledge article on the instance via Service Portal.

This template contains no other screens.

Create an applet

Create an applet in the application to contain a specific type of screen. For example, you can create a list or a map.

Role required: admin

Applets are templates for a series of screens. Depending on the template that you select, different options are available.
Warning: You can also configure individual screens in the platform. Unlike Studio, the platform doesn't prevent you from creating something that might break the app.

1. Navigate to System Applications > Studio to open Studio.
2. Select a scoped application where you want to create your applet.
   If you have not created an application, you can create one by using the Create Application button. For information on creating a scoped application for mobile, see Create a mobile application using Guided Application Creator.
3. Use the Application Explorer to navigate to Mobile Studio > Applets and select Applets.
4. Click the pop-out icon (・) that appears to the right of Applets.
5. In the applet list, click Create an applet.
6. In the Applet name field, type a name for the applet.
   The applet name appears on a tile in the application on a mobile device.
7. From the list of icons, select an icon to appear in the applet.
8. Optional: In the Description field, type a description for the applet.

Note: You can change the applet name, description, icon, offline mode availability, and form screen availability after you create the applet. Just click the Properties button in the applet tab header.

9. Select an applet template.
   Depending on the applet that you select, different screen configuration options appear.
10. Click Create New.

Configuration for the applet varies depending on the template that you selected. For more information on how to configure a specific applet type, navigate to the topic that is specific to that applet.

Assign a data item with parameters to an applet

When you associate a parametrized data item with a screen, additional fields appear in the screen configuration that you must complete for the parameter to apply.

You should have already configured a data item that has parameters.

Role required: admin

1. In Studio, in your mobile application, navigate to Mobile Development > Applications > <Name of your application>.
2. Click Create a new applet or open an existing applet.
3. In the Data Item field, select the parameterized data item you created.
4. In the Parameter setting section that appears, under UI Parameters > User Input, click the row that contains the parameter label and type.
5. In the User Input Parameter Definition window, complete the following fields as needed. Some fields only appear when you select a specific input type.

Use the fields on this form to determine how the user interacts with the UI.

### User Input Parameter Definition fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name for the UI parameter. You can have multiple UI parameters with the same name so make sure you choose something you can easily discover later. The name you select appears in the mobile app. For this example, use Priority as the name.</td>
</tr>
<tr>
<td>Input type</td>
<td>The UI used to complete the variable. For example, if you have a parameter for the Assigned to field, select List so that users have a list of users in that field to search for. Choose from one of the following options.</td>
</tr>
<tr>
<td></td>
<td>- Text: Provides a simple text field. This option works best for fields that require free text, such as work notes or resolution details. Text is the default type.</td>
</tr>
<tr>
<td></td>
<td>- List: Opens a list for the user to select from. This option works well for reference fields that require specific information.</td>
</tr>
<tr>
<td></td>
<td>- SearchList: Provides a search bar so that users can search in a list.</td>
</tr>
<tr>
<td></td>
<td>- QR/Barcode: Provides the option to search by QR or barcode.</td>
</tr>
<tr>
<td>Table name</td>
<td>This field only appears if you select List as the input type. The table for the field you want to create a UI parameter for. For example, Incident.</td>
</tr>
<tr>
<td>Field name</td>
<td>This field only appears if you select List as the input type. The field name you want to create for the UI parameter. For example, Priority.</td>
</tr>
<tr>
<td>Input style</td>
<td>How the user interacts from the UI. Choose from inline or popup. For this example, choose Inline.</td>
</tr>
</tbody>
</table>
ServiceNow  New York  Mobile configuration and navigation

6. In the Screen UI Parameter Mapping section, make sure the following fields are completed with the correct values.
   - Data Item Parameter: The name of the parameterized data item you created. For example, Priority.
   - UI Parameter: The name of the UI parameter in the next section of the Parameter settings section. For example, Priority.

7. In the User Input Parameter Definition, click Save.
8. Click Save.
9. Optional: If you want the field on the mobile screen to be automatically populated with a value, configure the autofill parameters.
   a) In the Autofill Parameters section, click the add icon ( ).
   b) In the Name field, enter a name for the autofill parameter.
   c) In the Input type field, select from the following options.
      - GPS location: Automatically inputs the location of the mobile device.
      - Date: Automatically inputs the current date for the mobile device.
      - User: Automatically inputs the currently logged in user.
   d) Click Save.

10. Complete any additional applet fields as needed. For more information on creating an applet, see Create an applet.
11. Click Save.

Configure a list applet

Configure a list applet so that your users can see a list of records from their mobile app. To access a record from the list, a user just has to tap the record name.

Role required: admin

To create an applet, follow the instructions in Create an applet, and then select the calendar applet template.

1. In Studio, navigate to Mobile Studio > Applets, and click the pop-out icon ( ) that appears to the right of Applets.
2. In the Applets tab, select the list applet you want to configure.
Use the Sort by filter or search bar to assist you in finding your applet.

3. In the List Screen tab, in the Data item field, select a data item from the list.
   If the Data Item list is disabled, no data items have been created. To create a data item, click the plus icon (+) next to the list to open a New Data Item tab. In the New Data Item tab, create your data item. For more information on creating a data item, see Create a data item for a mobile application.

4. Optional: To select the header pattern that you want to use for the list view and the details screen view, click Change Pattern.

5. In the field configuration section, move fields to the List item fields list by double-clicking a field, or selecting a field and clicking the add or remove buttons.

   **Note:** If you change the pattern or the data item, any existing header configuration is deleted.

   If the pattern that you choose includes an image field that is indicated by a circle, select an image type field. For example, select the Caller > Avatar field. Make sure that you select the image field, or any other dot-walked fields, before you select the parent field.

---

**Header options**

**Note:** Although pattern modification is not supported, you can change the JSON that defines the pattern layout. If you modify a pattern record, Studio may not recognize the pattern. In this case, Studio displays a warning and a link to the item view (sys_sg_item_view) record, which contains the JSON for the selected pattern. A pattern that is not recognizable may still function as expected in the mobile app, but is not editable in Studio.
6. Click Save.
7. In studio, navigate to Mobile Studio > Applets, and click the pop-out icon ( ) that appears to the right of Applets.
List applet primary screen

Click the **Form Screen** tab to configure the form screen. For details on how to configure form screens, see [Configure a form applet](#).
Configure a list segment
Create list segments so that your mobile app users can see multiple lists within the same list applet in a tabbed format.

Role required: admin

1. Navigate to System Mobile > Applets.
2. Open the applet record where you want to create a new segment.
   When you create a list applet in Studio, the instance automatically creates a form applet with the same name. Add the Class field to the list so that you can see which one is the list applet.
3. In the Item Stream Segments list, click Insert a new row.
4. Enter a name for your new segment.
5. Select Ascending or Descending as the sort order in the Interleave Order Direction field.
6. In the Order field, enter a numerical value.
   Segments display from the lowest to highest value.
7. Clear the Hide filters option to hide the filter options for your lists.
   This option hides list filters for all segments in your list applet.
8. Right-click the form header and select Save.
9. To open the item stream segment record, click the name of your new segment.
10. In the Item Stream M2M Segments list, click Insert a new row.
11. Select the item stream list that you want to add to your segment.
12. Click Update.

Configure a map applet
Use map applets so that your users can see location-based information on a map from their mobile app. When you create a data item for a map screen, use information that can be plotted on a map. The map screen includes a card list to display records shown on the map.

Role required: admin

1. To create a map applet, follow the instructions in Create an applet, and then select the Map applet template.
2. In the Data Item field, select a data item. If the list is disabled, no data items have been created.

To create a data item, click the plus icon ( + ) next to the list. For more information on creating a data item, see Create a data item for a mobile application.

3. In the Location field, select a field to use as the record’s location. This field must be a reference to a Location (cmn_location) record.
4. Move fields to the Map item fields list. Move fields by double-clicking a field, or selecting a field and clicking the add or remove buttons.
   Use the pattern mapping preview to see how the fields appear. Add at least one field to the header fields for the primary screen and the details screen.
Map screens require specific field types to be present to display information correctly. The E4 location requires a reference to an item in the cmn_location table, such as an address or a city.

5. Click **Save**.
Map applet primary screen
The map applet automatically includes a form screen, which displays a form for a record selected in the map screen. Click the Form Screen tab to configure the form screen. For details on how to configure form screens, see Configure a form applet.

Configure a form applet

Use a form applet so that your users can see the details of a record from their mobile app.

Role required: admin

Your instance creates form applets automatically for calendar, list, and maps applets. You can also create your own form applets manually.

1. In studio, navigate to Mobile Studio > Applets, and click the pop-out icon ( ) that appears to the right of Applets.
2. From the Choose a template section of the form, select the Form template.
   You can also modify an existing form that is part of a calendar, list, or map applet. In Studio, open a calendar, list, or map applet for which you want to configure a form. Then, select the Form Screen tab to view your form configuration.
3. To see the field configuration for your form screen, click Data and Fields.
4. Optional: To select the header pattern that you want to use for the list view and the details screen view, click Change Pattern.

   **Note:** If you change the pattern or the selected table, any existing header configuration is deleted.

   If the pattern that you choose includes an image field that is indicated by a circle, select an image type field. For example, select the Caller > Avatar field. Make sure that you select the image field, or any other dot-walked fields, before you select the parent field.
5. Click **Body**.
6. Move fields from the **All fields** list to the **Selected fields** list by double-clicking a field, or selecting a field and clicking the add or remove buttons.
7. Optional: To create top menu functions for your form, click **Functions**. For details on creating functions, see [Functions in ServiceNow mobile](#).
8. Click **Save**.
9. Optional: To add Activity Stream or Related list segments to your form, click **Modify Segments**.
   a) In the **Displayed Segments** tab, use the toggle switches to enable or disable segments.

**Note:** At least one segment must be available. You can’t disable all segments.
b) To change a segment name, click the name of any enabled segment.

c) To control the order that the segments appear on your form, click the **Segments Order** tab.
   
   You can drag segments to the order that you prefer.

d) Click **Save**.

**Screen fields**

Screen fields improve the usability of your form applets. With screen fields, your users can view and edit attachments, view and complete checklist items, or display a field without a label.

**Screen field types**

**Auto**

An auto screen field displays the content from the current record depending on the type of applet used. When you add fields to a form using Studio, this field type is used. The auto field type has a **Value only** option, which displays the field without a label. Users can change values of these fields if the field is configured with an action function.

For more information, see *Configure an action function*.
Text

Use a text screen field to display text on your form. This text can come from any field on the current record. The text field type has a **Value only** option, which displays the field without a label. In this example, the **Description** field is shown without a label.
Percentage

Use a percentage screen field to display a percentage value on your form. This value comes from a field on the current record. Percentages are determined by using a decimal value. For example, a value of 0.35 displays in a percentage field as 35%. This field type has a **Value only** option, which displays the field without a label.
Image

Use an image screen field to display an image on your form. The value for this field comes from an image field or field that contains the sys_ID of an image in the Attachment (sys_attachment) table. Users can tap an image to open a preview screen to display the full image.
Attachment

Use an attachment screen field to display all the attachments of a record. Buttons to rename or delete attachments display automatically for your users. Users can tap a button to modify attachments.
Video

Use a video screen field so that your users can watch a video in your form. The video screen field gets its value from a field on your current record and contains a link to a video. The video must be externally hosted. Users can see the video in a new window when they tap Play Video.
File

Use a file screen field to display a PDF file within your form. The PDF displays as a preview on your form. Users can tap the preview icon to open it in a preview screen where they can scroll and zoom on the PDF document. The file screen field gets its value from a field on the current record. The value must be the sys_ID of an attachment (sys_attachment) record on your instance that contains a PDF file.
HTML

Use an HTML screen field to display HTML content within your form. The HTML screen field can get its value from an HTML field in your current record or a string field that contains an HTML code.
Checklist

Use checklist screen fields to display all the checklist items that are associated with a record. Users can tap individual checklist items to mark them as complete or incomplete.
Date

Use a date screen field to display a date value on your form. This value comes from a date or date/time field on the current record. Dates are displayed in the format that are defined by your instance. This field type has a Value only option, which displays the value of the field without the field label. Users can change values of these fields if the field is configured with an action function. For more information, see Configure an action function.
Stage

Use stage fields to display a read-only approval or completion status of requested items and services. Stage fields are displayed under the following conditions:

- A stage field is added on a form for Requested items (sc_req_item) records.
- A stage field is added on a form for Catalog item (sc_cat_item) records, as long the stage names and statuses are configured using one of the following flow types:
  - Flow Designer
  - Workflow (wf_workflow)
  - Execution Plan (sc_cat_item_delivery_plan)
- A stage field is added on a form for any other tables if the stage names and statuses are configured using Workflow (wf_workflow).

Add screen fields to your form applet

Add screen fields to improve the usability of your form applets. When you add a screen field, you can change how information is shown in your form or you can provide access to additional elements, such as attachments, videos, or links.

Role required: admin

1. Navigate to System Mobile > Applets.
2. Open the form applet that you want to add an enhancement to.
   You can see form applets by filtering where Class is Form Screen.
3. In the Form Screen Segments list, click Details.
4. In the Screen fields tab, click New.
5. On the form, fill in the fields.
Form screen form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Type of screen field. For a list of types and a description of how they are used, see <a href="#">Screen fields</a>.</td>
</tr>
<tr>
<td>Application</td>
<td>Application where this field is used. This field is automatically filled.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Text that appears as a field label. This option is only available for Attachments list fields. All other field types use the same label as the selected Form Field.</td>
</tr>
<tr>
<td>Form Field</td>
<td>Table field that this screen field uses as a data source. Some field types require a specific type of value. These requirements are described in Screen fields.</td>
</tr>
<tr>
<td>Hidden</td>
<td>Option that you can select to prevent this field from showing on the form applet.</td>
</tr>
<tr>
<td>Order</td>
<td>Order in which this field appears. Fields appear on the form applet from the lowest to the highest value.</td>
</tr>
<tr>
<td>Value Only</td>
<td>Value of the field without the field label. Note: Not all field types have this option.</td>
</tr>
<tr>
<td>Screen</td>
<td>Screen where this field is used. This field is automatically filled.</td>
</tr>
</tbody>
</table>

6. Click Submit.

Add a video screen field to a form applet
Learn how to use a video screen field to view embedded videos in your mobile applets.

Role required: admin

1. Navigate to System Mobile > Applets.
2. Open the form applet that you want to add an enhancement to.
   You can see form applets by filtering where Class is Form Screen.
3. In the Form Screen Segments list, click Details.
4. In the Screen fields tab, click New.
5. In the Type field, select Video.
6. In the Form field field, select a field from your table. The value of the field you select is used by the instance as a URL to an embedded video. For example, you can use the text https://www.youtube.com/watch?v=7YNMGhp7yGE&t=95s to embed a video from Youtube. Only externally hosted videos are supported. There are no supported methods for displaying videos on your instance.
7. Click Submit.

Add an embedded list to a form
Create an embedded list on your form applet to give your users access to related information within your mobile apps.
Role required: admin

1. Navigate to the list of form screen records by typing `sys_sg_form_screen.list` into the navigation filter.
2. Select a form where you want to add an embedded list.
3. In the Form Screen Segments section, click **Insert a new row**.
4. Select a list screen to embed into your form by typing a name or selecting the list using the reference lookup icon.
5. Click **Update**.

When you embed a list, you may want to use a list that contains related items. For example, you may want to embed a list of SLA tasks that are related to the current incident. To do this, the embedded list must have a data item that can accept parameters from the current record. For details on this process, see Tutorial: Configure a data item with parameters.

**Configure an activity stream on a form applet**

Configure an activity stream on your form to give your users access to comments, work notes, and attachments relating to the record they are viewing.

Role required: admin

1. In Studio, navigate to **Mobile Studio > Applets**, and select the form applet you want to configure with an activity stream.
   
   Calendar, map, and list applets also include a form screen. You can add a related list to these screens by opening these applets and selecting the **Form Screen** tab.

   ![List Screen and Form Screen](image)

   2. Click **Body** to open the body configuration for your applet.
5. Click the **Activity** slider to enable the activity stream, then click **Save**. Clicking save will close the **Modify Segments** window.
6. Click the **Activity** button.
7. Click the sliders next to **Add Comments**, **Add Work Notes**, or **Add Attachments** to add those elements to your form.
8. In the upper right corner of your screen, click **Save**.

**Configure a URL applet**

Use a URL applet to open a URL from within a ServiceNow mobile application. You can configure relative URLs to open pages within the ServiceNow platform.

Role required: admin

1. To create a URL applet, follow the instructions in Create an applet, then select the URL applet template.
2. Complete the following fields as needed.
URL screen fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of your screen. This name appears as a tile in the mobile application.</td>
</tr>
<tr>
<td>Hidden</td>
<td>Whether or not the screen is accessible from the application homepage. You may have screens that you only want users to access from a particular field, in which case you can hide the screen from the homepage.</td>
</tr>
<tr>
<td>Description</td>
<td>Additional information about the screen.</td>
</tr>
<tr>
<td>URL</td>
<td>The URL you want the send the user to.</td>
</tr>
<tr>
<td>Open in external browser</td>
<td>Whether or not the new page opens within the ServiceNow app or in an external browser application on the mobile device.</td>
</tr>
<tr>
<td>Relative URL</td>
<td>Whether or not the URL uses a long address including the https:// or a short URL appended to the instance name. For example, if you wanted to send users to a knowledge base within an instance, you could type $knowledge as the URL. When relative URL is select, the system automatically appends whatever you type in this field to the instance URL so the screen routes to, for example, https://&lt;instance_name&gt;.service-now.com/$knowledge. You can use the relative URL option to route users to the mobile Service Portal. You can use the relative URL to link users directly to a query by including the query URL. For example, if you search for server in a knowledge base, query=server is included in the URL. The relative URL to link a user to a knowledge search for server would be $knowledge?query=server.</td>
</tr>
</tbody>
</table>

3. Click **Save**.

Configure an employee directory applet

Use an employee directory applet to provide a list of employees.

Role required: admin

1. To create an applet, follow the instructions in [Create an applet](#), then select the Employee Directory applet template.

2. From the data item list, select a data item.

   If the list is disabled, no data items have been created. To create a data item, click the plus icon next to the list ( ). For more information on creating a data item, see [Create a data item for a mobile application](#). For the employee directory applet, make sure you create a data item with a list of users, for example, from the Users (sys_user) table.
3. Move fields from the **All fields** list to the **List item fields** list by double-clicking a field, or selecting a field and clicking the add or remove buttons. Use an image field where the item preview shows an image (E1).

![Employee list item]

4. Click the **Profile Screen** tab.
5. In the **Body** section, add fields such as phone number or email. You can associate smart buttons with fields in the body section that allow users to open other native apps on a mobile device, such as an email client.

   You can also use the **Replicate from primary** (E1) button to copy the same fields you used in the **Employee Directory Screen**.

6. Click **Save**.

### Mobile fetch types

Fetch type settings determine when data is loaded in your applets. Change your fetch type to optimize load time performance for your applets.

<table>
<thead>
<tr>
<th>Fetch type</th>
<th>Description</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefetch</td>
<td>Prefetch is the default fetch type for new applets, except form and details. This option pre-loads form applet data while when your user accesses a list, calendar, or form applet. Lists may take longer to load, but form load time is faster.</td>
<td>This fetch type is the default for most applets. Use this fetch type when the form and form segments do not take much additional time to load.</td>
</tr>
<tr>
<td>Background</td>
<td>The app makes a background network request to load embedded screens or form segments. Embedded screens and form segments load instantly once the background request completes.</td>
<td>Use this fetch type when an applet is not the first loaded, but one your users are likely to navigate to. For example, a related list associated with a form.</td>
</tr>
</tbody>
</table>
## Fetch types

<table>
<thead>
<tr>
<th>Fetch type</th>
<th>Description</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Demand</td>
<td>The app makes a network request to load the app only when your users navigate to it.</td>
<td>Use this fetch type when a screen is not expected to be used often.</td>
</tr>
<tr>
<td>Dynamic</td>
<td>The screens for the first 10 rows load as described in the <code>prefetch</code> type. After 10 first rows, the app loads screens as defined in the <code>on demand</code> fetch type. This option is the default for form and details screens. You can change the number of rows loaded with <code>prefetch</code> by changing the value of the <code>Dynamic prefetch count</code> field.</td>
<td>Use this fetch type when large lists load too slowly using the <code>prefetch</code> fetch type.</td>
</tr>
</tbody>
</table>

### Change the fetch type for an applet

Change the fetch type of an applet to change when the app loads its data.

Role required: admin

Applet fetch types typically do not need to be changed. Be sure to test fetch type changes thoroughly before using in a production environment, as fetch type changes can have a significant affect on performance.

1. Navigate to **System Mobile > Applets**.
2. Open an applet.
3. In the **Fetch Type** field, select a fetch type.
   - If you are in the global scope, the record appear read-only. In this case, you can temporarily switch to the appropriate scope by clicking on the banner notification that appears at the top of the record.
4. Click **Update**.

### Mobile icons

Use mobile icons to provide unique visual identifiers for navigation tabs and quick actions in your mobile applications.

#### Icons for navigation tabs and quick actions

Applets and applet launchers that have a static selection of icons, however, navigation tabs use customizable icon stored on the icon (sys_sg_icon) table.

#### Icon records

You can see existing mobile icon records on the icon (sys_sg_icon) table, by entering `sys_sg_icon.list` in the navigation filter of your instance. The fields on the icon form define the appearance of your icon.
Icon fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the icon.</td>
</tr>
<tr>
<td>Icon</td>
<td>The icon field consists of one or more key/value pairs. Each of these values define the appearance of your icon. See the following icon field values table for descriptions of these keys.</td>
</tr>
<tr>
<td>Type</td>
<td>Type of icon</td>
</tr>
<tr>
<td></td>
<td>- Font: Use font type for icons used in quick actions.</td>
</tr>
<tr>
<td></td>
<td>- Image: Use image type for icons used navigation bar tabs. Image type icons do not use <strong>BackgroundColor</strong>, <strong>FontColor</strong>, or <strong>Shape</strong> values in the <strong>Icon</strong> field.</td>
</tr>
</tbody>
</table>

Icon field keys

<table>
<thead>
<tr>
<th>Key</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>BackgroundColor</td>
<td>Background color for the icon. The value must be a valid web color. For example, #ffffff for a white background.</td>
</tr>
<tr>
<td>FontColor</td>
<td>The color for the icon image. The value must be a valid web color. For example, #000000 for a back image.</td>
</tr>
<tr>
<td>FontName</td>
<td>The name of the font set used for this icon. Use as the value for this key to use the icons in the following available quick action icons table.</td>
</tr>
<tr>
<td>Name</td>
<td>The name of the font image used for this icon. Use this key to define the icon used for image type icons. See the following available navigation bar icons table for available icons and their names.</td>
</tr>
<tr>
<td>Value</td>
<td>The value for the font used for this icon. See the following tables for available font values.</td>
</tr>
</tbody>
</table>
### Available navigation bar icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Icon</th>
<th>Name</th>
<th>Icon</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Cart" /></td>
<td>Cart</td>
<td><img src="image" alt="Star" /></td>
<td>Star</td>
<td><img src="image" alt="Report" /></td>
<td>Report</td>
</tr>
<tr>
<td><img src="image" alt="Home" /></td>
<td>Home</td>
<td><img src="image" alt="File" /></td>
<td>File</td>
<td><img src="image" alt="Chart" /></td>
<td>Chart</td>
</tr>
<tr>
<td><img src="image" alt="User" /></td>
<td>User</td>
<td><img src="image" alt="Calendar" /></td>
<td>Calendar</td>
<td><img src="image" alt="Mega" /></td>
<td>Mega</td>
</tr>
<tr>
<td><img src="image" alt="Hardware" /></td>
<td>Hardware</td>
<td><img src="image" alt="Comment" /></td>
<td>Comment</td>
<td><img src="image" alt="Knowledge" /></td>
<td>Knowledge</td>
</tr>
<tr>
<td><img src="image" alt="Heart" /></td>
<td>Heart</td>
<td><img src="image" alt="Map" /></td>
<td>Map</td>
<td><img src="image" alt="Setting" /></td>
<td>Setting</td>
</tr>
</tbody>
</table>
### Available quick action icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Code</th>
<th>Icon</th>
<th>Name</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="User logo" /></td>
<td>User_Solid</td>
<td>e900</td>
<td><img src="image" alt="Headphones logo" /></td>
<td>Headphones-Mic_Solid</td>
<td>e913</td>
</tr>
<tr>
<td><img src="image" alt="User logo" /></td>
<td>Group_Solid</td>
<td>e901</td>
<td><img src="image" alt="Copy logo" /></td>
<td>Copy_Solid</td>
<td>e915</td>
</tr>
<tr>
<td><img src="image" alt="Cart logo" /></td>
<td>Cart_Solid</td>
<td>e903</td>
<td><img src="image" alt="Clipboard logo" /></td>
<td>Clipboard_Solid</td>
<td>e916</td>
</tr>
<tr>
<td><img src="image" alt="Flag logo" /></td>
<td>Flag_Solid</td>
<td>e904</td>
<td><img src="image" alt="Clipboard logo" /></td>
<td>Clipboard-exclamation_Solid</td>
<td>e917</td>
</tr>
<tr>
<td><img src="image" alt="Star logo" /></td>
<td>Star_Solid</td>
<td>e905</td>
<td><img src="image" alt="Information logo" /></td>
<td>Information_Solid</td>
<td>e919</td>
</tr>
<tr>
<td><img src="image" alt="Comment logo" /></td>
<td>Comment_Solid</td>
<td>e906</td>
<td><img src="image" alt="Check logo" /></td>
<td>Check Circle_Solid</td>
<td>e91a</td>
</tr>
<tr>
<td><img src="image" alt="Comments logo" /></td>
<td>Comments_Solid</td>
<td>e907</td>
<td><img src="image" alt="Edit logo" /></td>
<td>Edit 2_Solid</td>
<td>e91b</td>
</tr>
<tr>
<td><img src="image" alt="Bag logo" /></td>
<td>Bag_Solid</td>
<td>e912</td>
<td><img src="image" alt="Wrench logo" /></td>
<td>Wrench_Solid</td>
<td>e91c</td>
</tr>
</tbody>
</table>
Create an icon for a mobile navigation tab

Create a custom icon for the navigation bar in your mobile applications to help your user quickly identify their apps.

Role required: admin

1. In the filter navigator, enter `sys_sg_icon.list` to open a list of Icon (sys_sg_icon) records.
2. Click New.
3. Fill in the fields on the icon form as needed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a descriptive name for your icon. You may want to include something to identify the icon as a navigation tab icon. For example, adding -nav to the end of the name.</td>
</tr>
<tr>
<td>Icon</td>
<td>Use the text fields within the Icon field to define key/value pairs that control the appearance of the icon. In the first text box, enter Name. In the second text box, enter the name of the icon you want to use. For a list of the available icons for navigation bar tabs, see Mobile icons.</td>
</tr>
<tr>
<td>Type</td>
<td>Select the Image type.</td>
</tr>
</tbody>
</table>

4. Click Submit.
5. Navigate to System Applications > Studio.
6. Open your mobile application.
7. In the Application Explorer, navigate to Mobile Studio > Application Menu, and select the mobile app where you want to use your icon.
8. In the Navigation tabs section of the Navigation form, click on the navigation tab where you want to use your icon.
9. In the Tab form, update the Icon field with your new icon.
10. Click Update.

**Note:** Changes made to the navigation bar will not be visible to your users until they have logged out and logged back into the mobile app.

Create an icon for a mobile quick action

Create a custom icon for a quick action in your mobile applications to help your user quickly identify actions.

Role required: admin

1. In the filter navigator, enter `sys_sg_icon.list` to open a list of Icon (sys_sg_icon) records.
2. Click New.
3. Fill in the fields on the icon form as needed.
Icon form

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a descriptive name for your icon. You may want to include something to identify the icon as a quick action icon. For example, adding <code>-qa</code> to the end of the name.</td>
<td></td>
</tr>
<tr>
<td>Icon</td>
<td>Use the text fields within the <strong>icon</strong> field to define key/value pairs that control the appearance of the icon. The icon field consists of one or more pairs of text fields, which can be added or removed using the <strong>Add row</strong> ( ) and <strong>Remove row</strong> ( ) buttons.</td>
<td></td>
</tr>
<tr>
<td>Type</td>
<td>Select the <strong>Font</strong> type.</td>
<td></td>
</tr>
</tbody>
</table>

4. Enter the following information into the **icon** field, using the **Add row** ( ) button as needed to add rows.

**Icon field values**

<table>
<thead>
<tr>
<th>Key</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>FontName</td>
<td>now-mobile-icons-buttons</td>
</tr>
<tr>
<td>Value</td>
<td>Enter the code value for the selected icon image. For a list of the available icons for quick actions, see <a href="#">Mobile icons</a>.</td>
</tr>
<tr>
<td>Name</td>
<td>Enter the name of the selected icon image. For a list of the available icons for quick actions, see <a href="#">Mobile icons</a>.</td>
</tr>
<tr>
<td>BackgroundColor</td>
<td>Optional: Enter a background color for the icon. The value must be a valid web color. For example, <code>#FFFFFF</code> for a white background.</td>
</tr>
<tr>
<td>FontColor</td>
<td>Optional: Enter a color for the icon image. The value must be a valid web color. For example, <code>#000000</code> for a black image.</td>
</tr>
</tbody>
</table>

5. Click **Submit**.
6. Navigate to **System Mobile > Applet Launchers**.
7. Open the applet launcher that contains the quick action where you want to use your icon.
8. On the applet launcher form, click the **Body** tab to reveal the **Quick Action Menu Maps** related list.
9. In the **Quick Action Menu Maps**, open the quick action button where you want to change the icon.
10. On the function instance form, update the **icon** field with your new icon.
11. Click **Update**.
Functions in ServiceNow mobile

Configure functions in Studio to determine which actions users can perform in the mobile app.

Function types

There are three different types of functions you can use to configure actions in the mobile app.

Actions
Functions that change data, such as assigning a task to yourself or adding a comment to a record. Action functions require a write-back action item to operate.

Navigations
Functions that move you to a new screen, such as, opening a record from a list. For example, navigate from an employee user profile screen to a manager user profile screen.

Smart buttons
Functions that enable your users to perform another action, such as sending an email, making a phone call, pulling up a location, or navigating directly to a URL.
Function behavior

Use a top menu function by the button located in the upper right corner of the app screen. The top menu button is only visible when there are available functions configured to use the top menu.

You can configure multiple functions for use in the top menu. These functions appear as a list when you tap the button.
Swipe functions

Use a swipe function by tapping an item in a list and swiping to the left or right. This swipe action reveals the swipe functions, which you can tap to use.

You can specify which direction to swipe when you configure your function. This ability allows you to have a different set of functions available, depending on which direction a user swipes.
## Field Functions

Use a field function on items in the details screen. Tap to activate the function. Only a single field function can be assigned to a field in a details screen.

Use field function behavior with a navigation function to direct a user to a related record, or use a smart button function to send a text or email to a contact.

### Assigned Incidents

<table>
<thead>
<tr>
<th>Configuration item</th>
<th>Category</th>
<th>Subcategory</th>
<th>Impact</th>
<th>Urgency</th>
<th>Assignment group</th>
<th>Assigned to</th>
<th>Parent Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>BETH-IBM</em></td>
<td>Hardware</td>
<td></td>
<td>3 - Low</td>
<td>3 - Low</td>
<td>Hardware</td>
<td>Bow Ruggeri</td>
<td></td>
</tr>
</tbody>
</table>

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Footer functions
Enable your end users to take action on a form screen with a details segment. Choose a color theme based on the function's behavior. Add up to three footer functions to a single details segment.

Function conditions
Use the condition section of a function record to determine when that function is available. A condition can be declarative or scripted. Declarative conditions use a condition builder to create a condition. Scripted conditions use a script, which must evaluate to true to make the function available.
Condition fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition Type</td>
<td>- <strong>Declarative</strong>: Function is availability is based on a condition created with the condition builder.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Script</strong>: Function is availability is based on a script.</td>
</tr>
<tr>
<td>Table</td>
<td>- If you choose <strong>Declarative</strong> in the Condition Type field, this field appears as a condition builder. For more information on using the condition builder, see <a href="#">condition builder</a>.</td>
</tr>
<tr>
<td></td>
<td>- If you choose <strong>Scripted</strong> in the Condition Type field, this field appears as a text area. Enter a script in this field. The function is available when this script evaluates to true.</td>
</tr>
<tr>
<td>Condition</td>
<td>This field appears as a condition builder</td>
</tr>
<tr>
<td>Roles</td>
<td>Select roles that are required to use this function.</td>
</tr>
</tbody>
</table>

This example is taken from the **Accept** function for Work Order Task records.

current.state == 16 && current.assigned_to == gs.getUserID()

The function is available for records in the **Assigned**(16) state, and the record is assigned to the current user. If the function has a value in the **Roles** field, then the role requirements are applied in addition to this scripted condition.

**Configure a navigation function**

Navigation functions allow you to move from one place to another, for example, navigating to a record from a field on another record. To configure a navigation function, you must first create the navigation, then associate it with an action in the app.

Before you create a navigation function, you should have at least two applets, otherwise you wont have anything to navigate to.

Role required: admin

1. In Studio, navigate to **Mobile Development** > **Functions** > **Navigation**.
2. Click the pop out icon ()]) to open the Navigations list in a tab.
3. Click **Create a new navigation**.
4. In the Properties section, in the name field, type a name for the navigation.
   Because you can reuse navigations, use a name that you can easily identify.
5. In the Destination field, select the application then the applet you want to navigate to, for example **ITSM** > **Open incidents**.

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Depending on the screen you select, you may need to include parameter settings.

6. In the description field, provide a description for your navigation function.

7. Use the Available Offline toggle switch to determine whether or not the navigation function is available offline.

   The applet and the application containing the navigation function must also be marked as available offline for the navigation function to work offline. For more information on Offline Mode, see Mobile Offline Mode.

8. Optional: In the Parameter Setting section, update the redirection parameter fields.

   The Parameter settings section only appears if you add a destination applet that has a parameterized data item.

   a) Click the value in the parameter name field to open the parameter settings.

   b) Complete the following fields as needed. Some of the fields vary depending on the value you select for the Type field.
### Redirect parameter fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination UI parameter</td>
<td>This field is automatically filled with the name of the parameter you created for the data item. If the parameter type is User Input, make sure the destination UI parameter name is user friendly.</td>
</tr>
<tr>
<td>Type</td>
<td>The source of information for the parameter. Select from the following options.</td>
</tr>
<tr>
<td></td>
<td>- Field: The parameter gets the information from a field on a table.</td>
</tr>
<tr>
<td></td>
<td>- Constant: The parameter is fulfilled by a constant value.</td>
</tr>
<tr>
<td>Source field</td>
<td>This field only appears if Field is selected as the redirection parameter type. Select the field that you want to use as the source for the parameter. Available fields are determined by the table defined in the data item.</td>
</tr>
<tr>
<td>Constant value</td>
<td>This field only appears if Constant is selected as the redirection parameter type. Enter the value that you want to always appear for the data item parameter.</td>
</tr>
<tr>
<td>Source UI parameter</td>
<td>This field only appears if Source UI Parameter is selected as the redirection parameter type. From the list, search for the UI parameter for the source screen.</td>
</tr>
</tbody>
</table>

c) Click **Save**.

9. **Optional:** In the Advanced Configurations section, determine the display conditions and the roles required for the navigation function.
   a) To determine the conditions required for the navigation function to display, in the Display Conditions section, select a table from the list.
   b) In the condition builder, select filter conditions to limit the
      For example, if you want users to be able to navigate to a problem from an incident form, you can restrict the navigation function to only appear if the problem field is not empty.
   c) To define the roles that can use the navigation function, in the Roles Permission section, use the slushbucket to add roles to the select roles section.

10. Click **Save**.

After you create a navigation function, you need to associate it with a specific location in the mobile app. You can add a navigation function to a top menu, a swipe action, or to a specific field. For more information on associating the navigation function to a location, see [Associate a function with a location in the app](#).
Configure a smart button function

Use smart buttons to interact with native applications on your mobile device, such as your phone, map, or email applications.

Smart button types

Use smart buttons to quickly perform actions you specify outside the app. These actions can include navigating to a location on a map, sending a text message or email to a contact, or opening a URL in a browser. You can choose from any of the following options.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Opens the GPS location mobile menu. Users can select which map app to use to open the address.</td>
</tr>
<tr>
<td>Email</td>
<td>Creates an email with the email address and subject automatically populated by the button properties.</td>
</tr>
<tr>
<td>Phone</td>
<td>Opens a list of phone number options, such as text message, call, or save phone number.</td>
</tr>
<tr>
<td>URL</td>
<td>Allows a field with a web address to open in a web browser. For example, add a URL to open the company’s website.</td>
</tr>
</tbody>
</table>

Smart button properties

Use the smart button properties to define what action a smart button performs.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name for the smart button</td>
</tr>
<tr>
<td>Type</td>
<td>Type of smart button</td>
</tr>
<tr>
<td></td>
<td>- Address</td>
</tr>
<tr>
<td></td>
<td>- Email</td>
</tr>
<tr>
<td></td>
<td>- Phone</td>
</tr>
<tr>
<td></td>
<td>- URL</td>
</tr>
<tr>
<td>Description</td>
<td>Description for the smart button</td>
</tr>
<tr>
<td>Context</td>
<td>Source of the address, email, phone number used by your smart button.</td>
</tr>
<tr>
<td></td>
<td>- Record: Select a field on a table containing the needed information.</td>
</tr>
<tr>
<td></td>
<td>- Global: Manually enter a static value containing the information.</td>
</tr>
<tr>
<td>Relative Url</td>
<td>Check to use a relative URL. This property is visible when the Url Type is selected.</td>
</tr>
<tr>
<td><strong>Property</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Email address</td>
<td>The email address used by this smart button. This property is visible when the <strong>Email</strong> type is selected and the <strong>Global</strong> context is selected.</td>
</tr>
<tr>
<td>Phone number</td>
<td>The phone number used by this smart button. This property is visible when the <strong>Phone</strong> type is selected and the <strong>Global</strong> context is selected.</td>
</tr>
<tr>
<td>Table</td>
<td>Table where the address, email, phone number used by your smart button is located.</td>
</tr>
<tr>
<td>Field</td>
<td>The field where the address, email, phone number used by your smart button is located. This field must be on the table selected in the <strong>Table</strong> property.</td>
</tr>
<tr>
<td>URL label</td>
<td>The visible text of the URL. This property is visible when the <strong>URL</strong> type is selected and <strong>Relative Url</strong> is selected.</td>
</tr>
<tr>
<td>Instance URL</td>
<td>The URL of the instance the relative link uses. This property is visible when the <strong>URL</strong> type is selected and <strong>Relative Url</strong> is selected.</td>
</tr>
<tr>
<td>Relative link</td>
<td>The relative link within the instance selected in the <strong>Instance URL</strong> property. This property is visible when the <strong>URL</strong> type is selected and <strong>Relative Url</strong> is selected.</td>
</tr>
<tr>
<td>Email subject</td>
<td>Subject for the email message. This property is visible when the <strong>Email</strong> Type is selected.</td>
</tr>
<tr>
<td>Email content</td>
<td>Content of the email message. This property is visible when the <strong>Email</strong> Type is selected.</td>
</tr>
<tr>
<td>Phone type</td>
<td>The type of phone for the recipient.</td>
</tr>
<tr>
<td></td>
<td>• Cellular</td>
</tr>
<tr>
<td></td>
<td>• Landline</td>
</tr>
<tr>
<td></td>
<td>This property is visible when the <strong>Phone</strong> Type is selected.</td>
</tr>
<tr>
<td>SMS</td>
<td>Content of the SMS message sent. This property is visible when the <strong>Phone</strong> Type is selected and the <strong>Phone type</strong> is set to Cellular.</td>
</tr>
<tr>
<td>Available Offline</td>
<td>Check to display the smart button in offline mode.</td>
</tr>
</tbody>
</table>

**Smart button advanced configurations**

Use advanced configurations to control when your button appears, based on conditions or roles. You may, for example, want to hide an email button for records that have no email address, or display a URL link only to your admin users.

<table>
<thead>
<tr>
<th><strong>Configuration</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Conditions</td>
<td>Conditions under which the smart button is visible.</td>
</tr>
</tbody>
</table>
### Configure a smart button function

Smart buttons are actions that allow you to perform another action, such as sending an email, making a phone call, pulling up a location, or navigating directly to a URL.

**Role required:** admin

1. In Studio, navigate to **Mobile Development > Functions > Smart Buttons**.
2. Click the pop out icon (펼) to open the Smart buttons list in a tab.
3. Click **Create a new smart button**.
4. In the Properties section, in the name field, type a name for the smart button. Because you can reuse smart buttons, use a name that you can easily identify.
5. In the Type field, select a type for the smart button. You can choose from any of the following options.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Opens the GPS location mobile menu. Users can select which map app to use to open the address.</td>
</tr>
</tbody>
</table>
| Email  | Creates an email with the email address automatically populated in the To: line. If you select this option, the additional fields appear:  
  - Email subject: Automatically populates the subject line with any text you enter here.  
  - Email content: Automatically populates the content of the email with any text entered here. |
| Phone  | Opens a list of phone number options, such as text message, call, or save phone number. If you select this option, these additional fields appear:  
  - Phone type: Whether the phone number is a cell phone or a landline. If Landline is selected, the SMS field disappears.  
  - SMS: Automatically populates a text message with any text entered here. |
| URL    | Allows a field with a web address to open in a web browser. For example, add a URL to open the company's website. |

6. In the Table field, select the table you want to add a smart button to.
7. In the Field field, select the field you want to add a smart button to. Make sure the field you choose is appropriate for the type of smart button you are creating. For example, if you are creating a smart button with the type Phone, select a field that includes a phone number.
8. Use the Available Offline toggle switch to determine whether or not the smart button function is available offline.

The applet and the application containing the smart button function must also be marked as available offline for the smart button function to work offline. For more information on Offline Mode, see [Mobile Offline Mode](#).
9. Optional: Under Advanced Configuration, in the Display Conditions section, create conditions to limit when the smart button appears. For example, if you are creating a Phone type of smart button, you could create a condition to make sure the phone number field is not empty.

10. Optional: In the Role Permissions section, use the slushbucket to add roles to limit who the smart button can appear for.

After you create a smart button function, you need to associate it with a specific location in the mobile app. You can add a smart button function to a top menu, a swipe action, or to a specific field. For more information on associating the smart button function to a location, see Associate a function with a location in the app.

Configure a smart button using a parametrized URL

Use parametrization to include record specific information in your smart buttons.

Role required: admin

This example demonstrates how parameters are used to improve the functionality of smart buttons. In this case, the smart button provides a link to a list of knowledge articles. The button uses the short description of the current incident as that search criteria for the knowledge article list.

Watch this two-minute video to learn how to find a relative link in your ServiceNow instance.

1. Navigate to System Applications > Studio and open your mobile application.
2. Navigate to Mobile Development > Functions > Smart Buttons and click the pop out icon to open the Smart buttons list in a tab.
3. Click New to create a new smart button.
4. Fill in the smart button properties as shown in the table.

<table>
<thead>
<tr>
<th>Property</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>KB with Short Description</td>
</tr>
<tr>
<td>Type</td>
<td>URL</td>
</tr>
<tr>
<td>Relative URL</td>
<td>Checked</td>
</tr>
<tr>
<td>Table</td>
<td>Incident (incident)</td>
</tr>
<tr>
<td>URL Label</td>
<td>Show KB</td>
</tr>
<tr>
<td>Instance URL</td>
<td>Your instance URL. This value is automatically populated.</td>
</tr>
<tr>
<td>Relative Link</td>
<td><code>sp?id=search&amp;spa=1&amp;t=kb&amp;q={{short_description}}</code></td>
</tr>
</tbody>
</table>
5. Click Save.
6. Associate your new button to your app. For detail on this process, see Associate a function with a location in the app.

Tapping this button will display a list of knowledge base articles, using the short description for the incident as a search term.

Configure an action function

Actions functions allow the user to change something in the database. For example, making an update or adding a comment to a record requires an action function.

Before creating an action function, create an action item.
Role required: admin

1. Open Studio, and open the application where you want to add an action function.
2. In Studio, navigate to Mobile Studio > Functions > Actions.
3. Click the pop out icon (⋮) to open the Actions list in a tab.
4. In the upper right corner of the list, click Create new.
5. Complete the fields in the following table as needed.

Action function fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The name of the action. Choose a name that is easy to identify.</td>
</tr>
<tr>
<td>Description</td>
<td>Additional information about the action.</td>
</tr>
<tr>
<td>Type</td>
<td>The type of action. This field automatically populates with Action item.</td>
</tr>
<tr>
<td>Context</td>
<td>The level to apply the action to.</td>
</tr>
<tr>
<td></td>
<td>- Record: Applies an action at the record level. For example, use this option to create a button that changes the state of a record. You can set the context to Record for actions on a particular field, a particular record, or swipe actions. If the action function includes a UI parameter with the Input source field set to Auto fill, you must specify the table in the Table field.</td>
</tr>
<tr>
<td></td>
<td>- Global: Applies an action at the global, or list level. For example, use this option to add a button that creates a record. You can only set the context to Global for actions in the list menu, or swipe actions. Do not use Global for actions that are in the context of a record, or actions that include a UI parameter with the Input source field set to Auto fill.</td>
</tr>
<tr>
<td>Action item</td>
<td>Action item to associate with the action. For more information on action items, see Configure an action item.</td>
</tr>
<tr>
<td>Jump to previous screen</td>
<td>Redirects the user to the previous screen after completing the action.</td>
</tr>
<tr>
<td>Show refresh on previous screen</td>
<td>Shows a New Update message after the user completes the action and redirects back to the previous screen.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Allow images upload</td>
<td>Uploads an image of the signature to the Signature Images (signature_image) table when the action executes.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This field is used with the <strong>Show signature field</strong> and <strong>Preconditions</strong> fields.</td>
</tr>
<tr>
<td>Show signature field</td>
<td>Requires a user signature before submitting the action. The signature field allows the user to sign with their finger or type their name. If <strong>Allow images upload</strong> is selected, an image of the signature is sent to the Signature Images (signature_image) table when the action executes. When this option is selected, the signature form displays on a separate page. To overlay the signature form, use the <strong>Signature</strong> option in the <strong>Preconditions</strong> field.</td>
</tr>
<tr>
<td>Use Overlay</td>
<td>Overlays a text input parameter on the current details screen. Must have exactly one text input parameter defined for the action. If this option is not defined, the input parameter displays on a separate screen.</td>
</tr>
<tr>
<td>Preconditions</td>
<td>Select an option to require user confirmation before submitting the action.</td>
</tr>
<tr>
<td></td>
<td>• <strong>None:</strong> Do not require user confirmation. This is the default option.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Signature:</strong> Require a user signature before submitting the action. The signature field allows the user to sign with their finger or to type their name. If <strong>Allow images upload</strong> is selected, an image of the signature is sent to the Signature Images (signature_image) table when the action executes. When this option is selected, the signature form overlays the current screen.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Credentials:</strong> Require a user to input their credentials before submitting the action. This option is only supported with local authentication.</td>
</tr>
<tr>
<td>Condition tab fields</td>
<td>Type of condition to use.</td>
</tr>
<tr>
<td>Condition Type</td>
<td>• <strong>Declarative:</strong> Adds a condition builder to the form. For more information on using the condition builder, see <a href="#">condition builder</a>.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Script:</strong> Adds a script condition field to the form.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Only displays if <strong>Context</strong> is <strong>Record</strong>.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Table</td>
<td>The table that the action applies to.</td>
</tr>
<tr>
<td>Condition</td>
<td>Conditions that must be met to use the action. For example, prevent users from resolving an incident that is in a state of closed, resolved, or canceled.</td>
</tr>
<tr>
<td>Roles</td>
<td>Limit user access to an action by role.</td>
</tr>
</tbody>
</table>

**Messages tab fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show confirmation message</td>
<td>Displays a confirmation message to verify whether user wants to continue with the action.</td>
</tr>
<tr>
<td>Confirmation message</td>
<td>The confirmation message to display.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Only displays if Show confirmation message is selected.</td>
</tr>
<tr>
<td>Confirm label</td>
<td>Label of the button to confirm the action.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Only displays if Show confirmation message is selected.</td>
</tr>
<tr>
<td>Cancel label</td>
<td>Label of the button to cancel the action.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Only displays if Show confirmation message is selected.</td>
</tr>
<tr>
<td>Success message</td>
<td>Text for a success confirmation message. Use curly braces to create a dynamic success message. For example, {{number}} has successfully updated.</td>
</tr>
<tr>
<td>Failure message</td>
<td>Text for a failure confirmation message. Use curly braces to create a dynamic failure message. For example, {{number}} could not be updated.</td>
</tr>
</tbody>
</table>

**Acknowledgment Messages tab fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show acknowledgment text</td>
<td>Require user acknowledgment before submitting the action. If this field is enabled, the Context field must be Record.</td>
</tr>
<tr>
<td>Acknowledgment field</td>
<td>Field that includes the acknowledgment text you want to display to the user. Select the table for the field in the Condition tab. Only String fields are supported.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Only displays if Acknowledgment text is selected.</td>
</tr>
</tbody>
</table>
Create an action function with parameters

Request additional information from your end users when they interact with an action. For example, allow your end users to provide a reason for rejecting an approval by adding a text input parameter to a Reject button. When you create an action item that has parameters, you also need to configure the UI parameters for the action function.

The UI parameter fields do not appear on the action function unless you have associated an action item with parameters to the action function.

1. In Studio, in a mobile application, navigate to Mobile Development > Functions > Actions.
2. Complete the action function fields as needed. In the action item field, include an action item with parameters.
   For more information on completing the fields for the action function, see Configure an action function.
3. In the UI Parameters related list, click New.
4. Complete the following fields as needed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name for the UI parameter. You can have multiple UI parameters with the same name so make sure that you choose something you can easily discover later. If the parameter requires user input, make sure the name you add here is user friendly.</td>
</tr>
<tr>
<td>Parameter type</td>
<td>Choose Screen or Button.</td>
</tr>
<tr>
<td>Button</td>
<td>Choose a button to associate with this parameter. This field only appears when the Parameter type field is set to Button.</td>
</tr>
<tr>
<td>Screen</td>
<td>Choose a screen to associate with this parameter. This field only appears when the Parameter type field is set to Screen.</td>
</tr>
<tr>
<td>Mandatory</td>
<td>Whether the user is required to enter information for that field.</td>
</tr>
<tr>
<td>Order</td>
<td></td>
</tr>
<tr>
<td>Input source</td>
<td>The source for the parameter input. Choose User Input or Auto fill.</td>
</tr>
<tr>
<td>Field</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Input type</strong></td>
<td>The UI used to complete the variable. The available options in this field depend on the choice entered in the <strong>Input source</strong> field. Choose from one of the following options.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Text</strong>: Provides a simple text field. This option works best for fields that require free text, such as work notes or resolution details.</td>
</tr>
<tr>
<td></td>
<td>- <strong>List</strong>: Opens a list for the user to select from. This option works well for reference fields that require specific information.</td>
</tr>
<tr>
<td></td>
<td>- <strong>SearchList</strong>: Provides a search bar so that users can search in a list. Select a reference field on a table for users to search on.</td>
</tr>
<tr>
<td></td>
<td>- <strong>QR/Barcode</strong>: Provides the option to search by QRC or barcode.</td>
</tr>
<tr>
<td></td>
<td>- <strong>GPS Location</strong>: Auto-fills with the mobile user's location when the action is used.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Date</strong>: Auto-fills with the date and time stamp of the when the action is used.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Constant</strong>: Auto-fills with a constant value. The <strong>Constant value</strong> field appears on the form when this choice is selected.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Source field</strong>: Auto-fills from a specified field. The <strong>Button parent table</strong> and <strong>Source field</strong> fields appear on the form when this choice is selected.</td>
</tr>
<tr>
<td></td>
<td>- <strong>User</strong>: Auto-fills with the mobile user's user record.</td>
</tr>
<tr>
<td><strong>Input style</strong></td>
<td>How the user interacts in the UI. Choose from inline or popup.</td>
</tr>
<tr>
<td><strong>Constant value</strong></td>
<td>Enter a static value to use for this parameter. This field only appears if you use the <strong>Constant</strong> input type.</td>
</tr>
<tr>
<td><strong>Placeholder</strong></td>
<td>Text that appears below the field type. This option does not appear if you have a default value selected.</td>
</tr>
<tr>
<td><strong>Table name</strong></td>
<td>The name of the table you want to pull information from. This field only appears if you use the List or the SearchList input type. Select a table that correlates with the action item. For example, if you create an action item that uses the Incident table, select the Incident table for the UI parameter as well.</td>
</tr>
<tr>
<td><strong>Field name</strong></td>
<td>The name of the field you want to pull information from. This field only appears if you use the <strong>List</strong> or the <strong>SearchList</strong> input type. Select a reference field from the table you selected. For example, select the Assign to field.</td>
</tr>
<tr>
<td>Field</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Default value type</td>
<td>The value that appears by default in the UI field. Select one of the following options.</td>
</tr>
<tr>
<td></td>
<td>• None: There is no default text. This option works well for a list input type.</td>
</tr>
<tr>
<td></td>
<td>• Manual: A field appears for you to enter a default term. For example, Search for a field. The manual default works well for search or text input types.</td>
</tr>
<tr>
<td></td>
<td>• Source field: Pulls in information from the field selected in the Field name section. A table name and field are required if you select this option.</td>
</tr>
<tr>
<td>Button parent table</td>
<td>The parent table for the source field. This field only appears if you use the Source field input type.</td>
</tr>
<tr>
<td>Source field</td>
<td>The field used for the source field. This field only appears if you use the Source field input type.</td>
</tr>
<tr>
<td>Carried</td>
<td>Whether this parameter a carried parameter. Use carried parameters to move information between different screens and actions.</td>
</tr>
</tbody>
</table>

5. Click Save.
6. From the Action function, in the Action parameter mappings related list, click New.
   a) In the Button field, if the field is not completed already, enter the name of the action function.
   b) In the Item Parameter tab, search for the item parameter you created for the action item. For example, Assignee.
   c) In the UI parameter field, search for the name of the UI parameter you created.
   d) Click Save.

7. From the action function, click Update.

Associate the function with a specific applet. For more information on how to associate the action, see Associate a function with a location in the app.

**Configure an action item**

For an action function to work, you need to create an action item to associate with the action function. Action items define what the action function is and how it works.

The majority of action items use parameters.

The mobile app does not allow users to do anything that the platform does not allow. For example, if you use ACLs to prevent a user from closing an incident without adding a resolution code and notes, the user cannot close an incident in the app without adding those things. When you create actions you need to keep this in mind so that you can add the correct parameters.

Role required: admin

1. In Studio, navigate to Mobile Development > Action Items.
2. Click the pop out icon (/button) to open the Actions items list in a tab.

3. Click **Create a new action item**.

4. Complete the following fields as needed.

   **Action item fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>A name for the action item. You can have multiple action items with the same name. Make sure you choose a name that is easily identifiable.</td>
</tr>
<tr>
<td>Description</td>
<td>More information to help you identify the action item.</td>
</tr>
</tbody>
</table>
   | Type                  | The kind of action item. Choose from the following:  
   |                       | · New  
   |                       | · Update  
   |                       | · Delete  
   |                       | · Script  
   |                       | Different fields appear on the action item form depending on the type of action you select. |
   | Table                 | The table the action item applies to, for example, Incident. |
   | Execution Script      | The script executed by the action. This field only appears if you select **Script** as the type. For more information, see the example below. |
   | Use current record as condition | Whether or not you want a separate set of query conditions for the action item. If selected, the Query conditions field is disabled. For update or delete actions, you must define the record you are updating or deleting by providing a sys ID. Marking **Use current record as condition** as true allows you to do this without creating a parameter. |
   | Query Condition       | Filter conditions that apply to the action item. |
   | Set field values      | Determine the field values for an action. For example, if you want to create an action that updates an incident with a state of Resolved, you can set the field values for State = Resolved. You can also create parameterized items to pass into the field value. |

5. Click **Submit**.

The following example uses a script to assign a task to the current user, using the SMTask object. The first `if` statement checks to see that the input is a valid `wm_task` record and ends the script if it is not. The second `if` statement contains code that will assign the task to the current user, if the user has permission, as
determined by the `canAssignToSelf` method. This action was done as a script rather than an update so that these checks could be included.

```javascript
(function WriteBackAction(input) {
  var smTask = new global.SMTask();
  var wotGR = new GlideRecord("wm_task");
  if (!wotGR.get(input.sys_id)) {
    gs.error("wot_assign_to_me write-back action - failed to find work order task");
    gs.addErrorMessage(gs.getMessage("Task assignment failed."));
    return;
  }

  if (smTask.canAssignToSelf(wotGR))
    smTask.assignToMe(gs.getUserID(), input.sys_id);
  else
    gs.addErrorMessage(gs.getMessage("Not a valid task assignment."));
})(input);
```

If you use parameters for the action item, you can call them in the script. The call in the script needs to match the parameter name exactly. For example, if the parameter name is `wb_wot_reject_work_note`, you can call it in the script using `gr.work_notes = input.wb_wot_reject_work_note;`.

Associate the action item with an action function.

**Create an action item with parameters**

Parameters determine the information you are passing into the action to ensure you are making changes to the correct record and to enforce required fields as needed. Create an action item with parameters to define the changes being made to an action and how the changes get made.

1. In Studio, in a mobile application, navigate to **Mobile Development > Action Items**.
2. Click **Create a new action item** or select an existing action item to add parameters to.
   For more information on creating an action item, see **Configure an action item**.
3. In the Item Parameters related list, click **New**.
4. In the Name field, enter a name for the action item.
   You can have multiple parameters with the same name, so choose a name that you can distinguish easily.
5. From the Type list, select the type of parameter. The type determines how the user interacts with the mobile UI. For example, a type of Decimal or Integer tells the mobile device to open a numbers-only keypad. Select from all of the following types.
   - **String**: Uses a full keyboard for input. Use the String type for list parameters, such as priority or state, or for reference fields, such as assigned to or caller.
   - **Integer**: Uses a numbers-only keypad for input
   - **Decimal**: Uses a numbers-only keypad for input
   - **Boolean**: Uses a true or false selection option
   - **DateTime**: Uses a calendar with an exact time selector
   - **Date**: Uses a calendar

6. In the Item Parameter tab, click **Save**.
7. In the Action Item tab, click the contextual reference value icon (🔗) to add the item parameter you just created as a condition in the condition builder for the action item.

8. Click Update.

**Associate a function with a location in the app**

For each function you create for an app, you need to associate it with a specific location. You can associate most functions with a top menu, a swipe, or a specific field.

**Top menu functions**

You can create a top menu for either a primary or a details screen.

1. Navigate to an applet that you want to add a navigation function to.
2. From a primary or details screen, in the screen configuration section, switch to the Functions tab.
3. In the Top Menu Functions section, click the Add icon (✚).
4. In the Label field, type a name for the navigation function. This name appears in the top menu in the app.
5. In the Function field, click the type of function you want to add to the top menu, then select the name of the function you created.
6. Click Done.
Swipe functions

Swipe functions only apply to primary screens that display a list. You cannot, for example, create a swipe function for a map screen.

1. Navigate to a list-type applet that you want to add a swipe function to.
2. From the primary screen, in the screen configuration section, switch to the Functions tab.
3. In the Swipe Functions section, click the Add icon ( ).
4. In the Swipe Functions definitions window, in the Label field, type a name for the swipe function. This name appears when you swipe an item in a list.
5. In the Function field, click the type of function you want to add to the top menu, then select the name of the function you created.
6. In the Swipe direction field, select Left or Right, depending on which direction you want the swipe to appear.
7. Click Done.
Assigned Incidents

In Progress
INC0002004
My desk phone stopped working
Caller  Bertie Luby
Priority  3 - Moderate

In Progress
The USB port on my PC stopped working
Caller  Armando Papik
Priority  5 - Planning

Resolve  Reassign  Add Comments

New
INC0002019
The HDMI port on my PC stopped working
Caller  Armando Papik
Priority  5 - Planning

Swipe functions
Field functions

Field functions enable your end users to change the value of a field. Field functions only apply to items on the details screen in the body displayed area.

1. In Studio, open a form screen that you want to add a field function to. Make sure that there are elements in the body display area that you can add field functions to.

2. In the Details Segment of the Body tab, add a function under Field Functions.

3. Select the field that you want to add the function to and select the function. This is the behavior that the system performs when a user taps the field function.

4. Click Save.
Assigned Incidents

Configuration item
*BETH-IBM

Category
Hardware

Subcategory

Impact
3 - Low

Urgency
3 - Low

Assignment group
Hardware

Assigned to
Bow Ruggeri

Parent Incident

Details  Activity  Related Lists
Footer functions

Footer functions enable your end users to take action on a details segment of a form.

1. In Studio, open a form screen that you want to add a footer function to.
2. In the Details Segment of the Body tab, add a function under Footer Functions.
3. Add a label and a function. This is the behavior that the system performs when a user taps the footer function.
4. Add a color option. Choose from Primary, Destructive, or Secondary.
5. Click Save.
My Asset

Cyberpower Gamer Xtreme 1311

Asset tag
P1000164

Serial number

Display name
P1000164 - Cyberpower Gamer Xtreme 1311
**Mobile parameter tutorials**

Parameters are a way of creating a variable or a placeholder that is waiting for input from either the user or the database. The variable then queries the database or the user for more information. You can add parameters to a data item or an action item.

When you add parameters to a data item, the parameter looks for additional information before opening a screen. For example, you could create a data item that allowed users to filter incidents by priority. The data item parameter would hold a place in the Priority field, so when the user opened the screen they would have the option to select the priority. For more information on configuring a data item with parameters, see *Configure a data item with parameters*.

When you add a parameter to an action function, that parameter looks for information from the user or the database before updating a record. For example, you could create an action function that allowed a user to update the assignee field from a swipe action. The action function parameter would hold the space of the assigned to field. When a user uses the swipe action, they are prompted to select an assignee. For more information on creating an action function with parameters, see *Create an action function with parameters*.

Use the following tutorials to create action and data items with parameters and associate them with their respective functions.

- Tutorial: Create an applet with a parameterized data item
- Tutorial: Create a navigation function with a parameterized data item
- Tutorial: Configure an action function with a parameterized action item

**Tutorial: Configure a data item with parameters**

Follow this tutorial to create an applet that allows the user to filter by priority before viewing a list. Use this tutorial as a guideline to help you understand how data items with parameters work in the mobile application.

Setting up an applet that uses a parameterized data item includes several steps. In this tutorial you will:

- Create a data item with parameters.
- Configure the applet to use the parameterized data item.

Before you begin, navigate to Studio (System Applications > Studio) and create an application for your mobile app. For more information on setting up Studio for your mobile app, see *Create a mobile application using Guided Application Creator*.

**Create a data item with parameters**

Create a data item for a list of incidents.

For this example, you should be in Studio and you should have an application set up for ITSM.

Role required: admin

1. In Studio, navigate to Mobile Development > Data Items.
2. Click the pop out icon ( ) to open the data items list in a tab.
3. Click Create a new data item.
4. Enter the following information in the fields listed.
   - Name: Open incidents
   - Table: Incident
- Description: List of open incidents with parameters

5. In the Query condition, add the following conditions.
   - Active is true
   - State is one of New, In progress, On hold

6. Click Save.

7. In the Parameter Definition section, click the add icon (+).

8. In the Name field, enter Priority as the parameter name.
   You can have multiple parameters with the same name, so choose a name that you can distinguish easily.

9. In the Type list, select String.

10. In the Item Parameter tab, click Submit.

11. In the Data Item tab, from the condition builder, click And.

12. From the Choose field list, select Priority.

13. In the same row as the Priority field in the condition builder, click the contextual reference value icon (valuate).

14. Add the item parameter you just created.

15. Click Save.

---

Query conditions for a data item with parameters

**Assign the data item to an applet**

After you create a data item with parameters, assign it to an applet.

1. To create an applet to assign the data item to, in Studio, navigate to Mobile Development > Application > ITSM.

2. Click the pop out icon (open) to open the ITSM application in a tab.
3. Click **Create an applet**.
4. From the Create an applet window, in the Name field, type **Open incidents**.
5. In the Description field, type **Open incidents sorted by priority**.
6. Select the List applet template.
7. Click **New**.
8. In the Open incidents applet tab, from the Data Item list, select **Open incidents**.
9. Use the slushbucket to add the following fields to the list header.
   - Number
   - Priority
   - Short description
   - Assigned to
   - Assigned to > Avatar
   - State
10. From the Details tab of the open incidents applet, above the Selected Fields slushbucket, click **Replicate from primary**.
11. Click **Save**.
   A parameter settings section appears under the data item.
12. In the Parameter setting, in the Screen UI Parameter Mapping section, make sure the following fields are completed with the correct values.
   - Data Item Parameter: The name of the parameterized data item you created, which in this case is Priority.
   - UI Parameter: The name of the UI parameter in the next section of the Parameter settings section, which should be Priority.
13. In the User input parameters section, click the first row in the table to open the User input parameter definition window.
14. Enter the following information in the fields listed.
   - Name: Priority (this field should already have the name included)
   - Input type: List
   - Table name: Incident
   - Field name: Priority
   - Input style: Inline
15. Click **Save**.

When the user opens the applet, they should be prompted to select a priority level before opening the list.

**Tutorial: Configure an action with parameters**

Follow this tutorial to create a swipe action that allows a user to update the assigned to field from a mobile list. Use this tutorial as a guideline to help you understand how actions with parameters work in the mobile application.

Creating a parametrized action item requires several steps. In this tutorial you will do the following:

- Create an **Assign to** action item with parameters
- Create an action function to change the incident assignee.
- Associate the action function with an incident list applet.
Create an action item with parameters

Create an Assign to action item with parameters.

For this example, you should be in Studio and you should have an application set up for ITSM. For more information for creating an application in Studio, see *Create a mobile application using Guided Application Creator*.

Role required: admin

1. In Studio, navigate to **Mobile Development > Action items**.
2. Click the pop out icon ( ) to open the Action items list in a tab.
3. Click **Create a new action item**.
4. Enter the following information in the fields listed.
   - Name: Assign to
   - Type: Update
   - Table: Incident
   - Use current record as condition: Selected
5. Click **Submit**.
6. In the Item Parameters related list, click **New**.
7. In the Name field, enter **Assignee** as the parameter name.
8. In the Type list, select **String**.
9. In the Item Parameter tab, click **Submit**.
10. In the Action Item tab, from the Set field values condition builder, search for **Assigned to**.
11. In the same row as the Assign to field in the condition builder, click the contextual reference value icon ( ).
12. Add the item parameter you just created.

```
Set field values
Assigned to
Assignee
```
13. Click **Update**.

Create an action function

After creating the action item with parameters, configure an action function to associate the action item with.

1. In Studio, navigate to **Mobile Development > Functions > Actions**.
2. Click the pop out icon ( ) to open the Action items list in a tab.
3. Click **Create a new action**.
4. Enter the following information in the fields listed.
   - Name: Assign
   - Context: Record
   - Table: Incident
   - Write-back action item: Assign to
   - Success message: {{number}} has successfully updated.
5. Click Submit.
6. In the UI parameter related list, click New.
7. Enter the following information in the fields listed.
   - Name: Assign
   - Input type: List
   - Table name: Incident
   - Field name: Assigned to
   - Input style: Popup
   - Default value type: None
8. Click Submit.
9. From the Assign Action function, in the Action parameter mappings related list, click New.
   a) In the Button field, if the field is not completed already, search for Assign.
   b) In the Item Parameter tab, search for Assignee.
   c) In the UI parameter field, search for Assign.
   d) Click Submit
10. From the Assign action function, click Update.

Assign the action function to an applet
After you create an action function with a parameterized action item, assign the action item to an applet.
1. Create a data item for open incidents.
   a) In Studio, navigate to Mobile Development > Data Items.
   b) Click the pop out icon ( ) to open the data items list in a tab.
   c) In the Data Items tab, click Create a new data item.
   d) In the Name field, type Open incidents.
   e) In the Table list, search for Incident.
   f) In the Query condition section, select State, is one of, New, In progress, On hold.
   g) Click Save.
2. Create an applet for open incidents.
   a) In Studio, navigate to Mobile Development > Application > ITSM.
   b) Click the pop out icon ( ) to open the ITSM application in a tab.
   c) Click Create an applet.
   d) From the Data Item list, select Open incidents.
   e) Use the slushbucket to add the following fields to the list header.
      - Number
      - Priority
      - Short description
      - Assigned to
      - Assigned to > Avatar
      - State
You may need to dot-walk and add Assigned to > Avatar before adding the Assigned to field to the list.

f) From the Details tab of the open incidents applet, above the Selected Fields slushbucket, click **Replicate from primary**.

g) Click **Save**.

3. Click the pop out icon ( ) to open the Actions list in a tab.

4. Add the action function to a swipe action for the Open incidents list.

a) From the primary screen tab of the Open incidents applet, click **Functions**.

b) In the Swipe Functions section, click the Add icon ( ).

c) In the Label field, type **Assign**.

d) In the Function field, select **Action > Assign**.

e) Click **Done**.
Action function example

Tutorial: Configure a navigation function with parameters

Follow this tutorial to create a navigation from a field on a mobile form. Use this tutorial as a guideline to help you understand how navigation functions with parameters work in the mobile application.
Creating a navigation function with parameters requires several steps. In this tutorial, you will do the following:

- Create a data item with parameters
- Create an applet to navigate to
- Create a navigation function
- Associate the navigation function with an applet

Before you begin, navigate to Studio (System Applications > Studio) and create an application for your mobile app. For more information on setting up Studio for your mobile app, see Create a mobile application using Guided Application Creator.

Create a data item with parameters

Create a data item for a list of users.

Role required: admin

1. In Studio, navigate to Mobile Development > Data Items.
2. Click the pop out icon ( ) to open the data items list in a tab.
3. Click Create a new data item.
4. Enter the following information in the fields listed.
   - Name: List of callers
   - Table: User [sys_user]
   - Description: List of users
5. In the Query condition, add the following conditions.
   - Active is true
6. Click Save.
7. In the Parameter Definition section, click the add icon ( ).
8. In the Name field, type caller_sys_ID as the parameter name.
   You can have multiple parameters with the same name, so choose a name that you can distinguish easily.
9. In the Type list, select String.
10. In the Item Parameter tab, click Submit.
11. In the Data Item tab, from the condition builder, click And to add a new row to the query.
12. From the Choose field list, select Sys ID.
13. In the same row as the Sys ID field in the condition builder, click the contextual reference value icon ( ).
14. Add the item parameter you just created.
15. Click Save.
Callers
Data Item

Properties

- **Name**: Callers
- **Table**: User [sys_user]

Description

All of these conditions must be met:

- **Active**: is true
- **Sys ID**: is caller_sys_id

Query condition

**AND**

**Parameter Definition**

**Parameters**

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>caller_sys_ID</td>
<td>string</td>
</tr>
</tbody>
</table>

**Caller data item**
Create an applet to navigate to

Before you create a navigation function, you need to have an applet to navigate to.
1. In Studio, navigate to Mobile Development > Application > ITSM.
2. Click the pop out icon (🗖) to open the ITSM application in a tab.
3. Click Create an applet.
4. From the Create an applet window, in the Name field, type List of callers.
5. In the Description field, type List of callers.
6. Select the List applet template.
7. Click New.
8. In the List of callers applet tab, from the Data Item list, select List of callers.
9. Above the Item preview example, click Change List Item.
10. In the List Item Patterns window, select the item preview in the last row of the second column.
11. Click Done.
12. Use the slushbucket to add the following fields to the list header.
   - Department
   - Name
   - Avatar
   - Title
13. Switch to the Details tab of the list of callers applet.
14. Above the Selected Fields slushbucket, click Replicate from primary.
15. In the applet header, clear the Display toggle.

Turning Display off makes it so that the applet does not appear on the application main page. Users can only access it from the field you configure the navigation for in another applet.
16. Click Save.
   A parameter setting section appears under the data item.
17. In the Parameter setting, in the Screen UI Parameter Mapping section, make sure the following fields are completed with the correct values.
• Data Item Parameter: The name of the parameterized data item you created, which in this case is caller_sys_ID.
• UI Parameter: The name of the UI parameter in the next section of the Parameter settings section, which should be caller_sys_ID.

18. In the User input parameters section, click the first row in the table to open the User input parameter definition window.
19. Verify that the following fields are completed.
   • Name: caller_sys_ID
   • Input type: Text

20. Click Save.
21. In the List of callers applet, click Save.

Configure a navigation function with parameters
After you create an applet to navigate to, create a navigation function.

1. In Studio, in a mobile application, navigate to Mobile Development > Functions > Navigations.
2. Click the pop out icon ( ) to open the navigation function list in a tab.
3. Complete the fields as described in Configure a navigation function.
4. Click Save.
5. In the Parameter Setting section that appears, click the first row in the table.
6. From the Redirection Parameter table, make sure the following fields are completed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination UI parameter</td>
<td>Automatically filled with the name of the parameter created for the data item.</td>
</tr>
<tr>
<td>Type</td>
<td>Where the information for the parameter comes from. Choose from:</td>
</tr>
<tr>
<td></td>
<td>• Field: The parameter is filled with whatever information is in the field. This is the most type for a parameter setting type for a navigation function.</td>
</tr>
<tr>
<td></td>
<td>• Constant: A constant value. If you select this option, type a constant value in the field that appears.</td>
</tr>
<tr>
<td></td>
<td>• Source UI parameter: The source for the UI parameter. If you select this option, choose a UI parameter from the list.</td>
</tr>
<tr>
<td>Source field</td>
<td>The field you want the user to navigate from. For example, the Callers field on the incident table.</td>
</tr>
</tbody>
</table>

7. Click Save.
8. In the main navigation tab, click Save.

Associate the navigation function with an applet
After you create a navigation function, you need to assign it to an applet.
You can use any applet for these steps, including one from a previous tutorial. The first steps include instructions on creating an applet. Make sure that the Caller field is included as part of the Body on the details screen of the app. Otherwise, you will not have a field to assign the navigation to.

1. Create a data item for open incidents.
   a) In Studio, navigate to Mobile Development > Data Items.
   b) Click the pop out icon to open the data items list in a tab.
   c) In the Data Items tab, click Create a new data item.
   d) In the Name field, type Open incidents.
   e) In the Table list, search for Incident.
   f) In the Query condition section, select State, is one of, New, In progress, On hold.
   g) Click Save.

2. Create an applet for open incidents to assign the navigation function to.
   a) In Studio, navigate to Mobile Development > Application > ITSM.
   b) Click the pop out icon to open the ITSM application in a tab.
   c) Click Create an applet.
   d) From the Data Item list, select Open incidents.
   e) Use the slushbucket to add the following fields to the list header.
      • Number
      • Priority
      • Short description
      • Assigned to
      • Assigned to > Avatar
      • State

      Add the Assigned to > Avatar field first and move it to the correct position before adding the Assigned to field.
   f) From the Details tab of the open incidents applet, above the Selected Fields slushbucket, click Replicate from primary.
   g) Click Save.

3. From the details tab of the applet, in the field configuration section, select Body.
4. Use the slushbucket to add the Caller field to the applet.
5. Click Save.
6. In the Details tab, open the Functions section.
7. Under Field functions, click the Add icon.
8. From the Field Functions window, in the Field list, select Caller.
   If you do not see a field here, you may need to save the applet again, or make sure you added one to the body field of the applet.
9. In the Function list, select Navigation > Jump to caller.
10. Click Done.
Screen UI policies for ServiceNow Mobile

Use screen UI policies to control which field is mandatory or visible on a mobile app screen, depending on the conditions that you define for the policy. By creating screen UI policies, you can improve readability on your screens, giving your users the information they need to do their tasks more efficiently.
Screen UI policies are similar to the UI policies that are used on forms in the instance, but screen UI policies are designed for the mobile app. Policies contain a set of conditions that you can use to determine when the policy applies. When a screen UI policy is triggered by a condition that you defined for the policy, all UI policy rules that are associated with that policy are applied.

**Differences from UI policies for forms**

Screen UI policies are similar to the UI policies that are used on forms with the following exceptions:

- Screen UI policies cannot control whether a field is read-only.
- Screen UI policy conditions cannot be scripted.
- Reference and date/time field types cannot be used in screen UI policy conditions.

**Create a screen UI policy for the mobile app**

Create screen UI policies to dynamically change which fields are mandatory or visible on screens in the ServiceNow Agent mobile app.

Role required: ui_policy_admin or admin

A screen UI policy condition evaluates all fields on a table even if they are not visible on the screen.

1. Navigate to **System Applications > Studio**.
2. In the Select Application pop-up window, select your mobile application.
3. In the Application Explorer pane, point to **Mobile Development > UI Policies** and click the pop-out icon that appears.
4. On the Screen UI Policies list, click **New** to create a new screen UI policy.
5. On the form, fill in the fields.

**Screen UI Policy form**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the screen UI policy.</td>
</tr>
<tr>
<td>Short description</td>
<td>Short summary of the screen UI policy.</td>
</tr>
<tr>
<td>Order</td>
<td>Processing sequence, from the lowest to the highest number. If two policies conflict, the screen UI policy with the higher number executes. For inherited UI policies, the extended (child) table UI policies are executed first. Next, the base table UI policies are executed from the lowest to the highest specified value.</td>
</tr>
<tr>
<td>Table</td>
<td>Table for the screen that you want to modify.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Condition</td>
<td>Conditions that must be fulfilled to apply this screen UI policy. Conditions are built with the condition builder. For details about this tool, see <a href="#">Condition builder</a>. Conditions are only rechecked if a user manually changes a field on a screen. If the change is made by a UI action, context menu action, or through the list editor, it is not evaluated.</td>
</tr>
<tr>
<td>Reverse if false</td>
<td>Check box for specifying that the screen UI policy action should be reversed when the conditions of its policy evaluate as false. When the conditions are true, actions are taken and when they change back to false, the actions are reversed (undone).</td>
</tr>
<tr>
<td>Active</td>
<td>Check box for enabling the screen UI policy.</td>
</tr>
</tbody>
</table>

**Use a screen UI policy when the state field is not On Hold**

This example shows how you can configure a screen UI policy to apply on screens using data from the Incident (incident) table. You can build a condition that checks the values of fields on this table, in this case, the State field. When *(State) is not* (On Hold), the UI policy applies the associated UI policy rules. When you select the Reverse if false check box, a field made invisible when the state field is not On Hold is made visible when the state is On Hold.
Create UI policy rules in the related list. The screen UI policy applies these rules when the data on a screen matches the policy conditions. For details on creating these rules, see Create a UI policy rule.

Create a UI policy rule

Create UI policy rules to control whether the fields that your users see are visible or mandatory with the ServiceNow Agent mobile app, according to the conditions in your screen UI policy actions.

Role required: ui_policy_admin or admin

1. Navigate to System Applications > Studio.
2. In the Select Application pop-up window, select your mobile application.
3. In the Application Explorer pane, point to Mobile Development > UI Policies and click the pop-out icon that appears.
4. Select the UI policy that you want to create rules for.
5. In the UI Policy Rules related list, click New.
6. On the form, fill in the fields.

**UI Policy Rule form**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI policy</td>
<td>Screen UI policy that this rule is associated with. The field is automatically populated when you create rules from the UI policy rules related list on a screen UI policy form.</td>
</tr>
<tr>
<td>Field name</td>
<td>Name of the field to apply the rule to.</td>
</tr>
<tr>
<td>Visible</td>
<td>Options that change the visibility of a field on a screen. If the field is not available on the screen, you cannot configure a rule to make it appear.</td>
</tr>
<tr>
<td></td>
<td>• Leave Alone: Rule that has no effect on the visibility of this field.</td>
</tr>
<tr>
<td></td>
<td>• True: Rule that makes this field visible.</td>
</tr>
<tr>
<td></td>
<td>• False: Rule that hides this field on the screen.</td>
</tr>
<tr>
<td>Mandatory</td>
<td>Options that change whether the field is mandatory.</td>
</tr>
<tr>
<td></td>
<td>• Leave Alone: Rule that has no effect on this field.</td>
</tr>
<tr>
<td></td>
<td>• True: Rule that makes this field mandatory.</td>
</tr>
<tr>
<td></td>
<td>• False: Rule that makes this field non-mandatory.</td>
</tr>
</tbody>
</table>

**Use a UI policy rule to hide a field**

This example shows how you can control the visibility of the On hold reason field. **On hold reason** is selected in the Field name field, and the Visible field is set to False. If the screen UI policy conditions are met, the On hold reason field is hidden on the screen.
Mobile UI styles

UI styles allow you to change the color of fields in the mobile app.

Use UI styles to make certain fields stand out. For example, configure the **Priority** field to be different colors in the mobile app depending on the status. Use brighter colors to make higher priority items stand out.

Make sure you select colors that are high contrast so that users can still easily read the text.

Create mobile UI styles

Create UI styles to apply to fields in the mobile app.

Create an app and applets before configuring UI styles.
Role required: admin

1. Navigate to **System Applications > Studio**.
2. From the Select Application window, select the application containing your app.
3. In the Application explorer on the left edge of the screen, click **UI Styles**, and then click the pop-out icon ( ) that appears to the right of the text.
4. Click **New**.
5. Complete the following fields as needed.

### UI Style fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>A name for the UI style. Choose a name that is easily identifiable. You use this name to apply the style to a specific field in an applet.</td>
</tr>
<tr>
<td>Table</td>
<td>The name of the table containing the field you want to add a style to. Select the table matching the table for the applet where you intend to apply this style.</td>
</tr>
<tr>
<td>Condition</td>
<td>The conditions in which you want the field style to appear. For example, you can configure the State field to appear blue, but only when State is Assigned.</td>
</tr>
</tbody>
</table>

**Use item view elements**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item view</td>
<td>Select This field appears when the Use item view elements option is selected.</td>
</tr>
<tr>
<td>Item view element</td>
<td>This field appears when the Use item view elements option is selected. The field contains a list of the elements from the Item view selected in the Item view field. These elements represent the JSON elements found in the selected Item view record.</td>
</tr>
<tr>
<td>Field name</td>
<td>The name of the field you want to add style to. Only fields available on the table you selected appear in this list.</td>
</tr>
</tbody>
</table>

**Style**

The style field supports multiple entries. Each entry has a **Name** and **Value** elements. Click the Add ( ) icon to add a new entry to the style field or the remove icon ( ) to remove existing elements. See the following table for a list of the available UI style names.

| Note: For styles with color values, make sure to include the # symbol. For example, use #FFFFFF for black rather than FFFFFF. |

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Whether the UI style is active.</td>
</tr>
</tbody>
</table>
Available UI styles

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>font_color</td>
<td>Use this style to change the text color for a field. The value for this style is a color in hexadecimal format.</td>
</tr>
<tr>
<td>background_color</td>
<td>Use this style to change the background color for a field. The value for this style is a color in hexadecimal format.</td>
</tr>
<tr>
<td>is_hidden</td>
<td>Use this style to hide or reveal a field. The value of this style must be true or false.</td>
</tr>
<tr>
<td>text_decorator_icon</td>
<td>Use this style to add an icon to the left edge of your field. The value of this style must be the Sys ID of a record on the Icon (sys_sg_icon) table.</td>
</tr>
</tbody>
</table>

6. Click **Submit**.
7. Repeat this process for each condition you want the UI style to appear for. For example, if you want the **State** field to have a different color for each value, create a UI style for each state value.

**Suggested UI styles**

Listed here are suggested UI styles for your instance. These styles are WCAG compliant, and are created with high contrast backgrounds to make the labels easily readable for all users.

**High contrast label styles**

<table>
<thead>
<tr>
<th>Label</th>
<th>Background color</th>
<th>Text color</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Critical</td>
<td>Sweet Pink #FFA4A3</td>
<td>Cherrywood #64201A</td>
</tr>
<tr>
<td>2 - High</td>
<td>Apricot #FBD0B3</td>
<td>Jacko Bean #2F1F0A</td>
</tr>
<tr>
<td>3 - Moderate</td>
<td>Periwinkle #C9C9ED</td>
<td>Gulf Blue #38385B</td>
</tr>
<tr>
<td>4 - Low</td>
<td>Breeze #B5DDE5</td>
<td>Tiber #1A424B</td>
</tr>
<tr>
<td>5 - Planning</td>
<td>Zumthor #D1D6D8</td>
<td>Gable Green #293E40</td>
</tr>
<tr>
<td>Label</td>
<td>Drover #FBF2B4</td>
<td>Jacko Bean #2F1F0A</td>
</tr>
<tr>
<td>Label</td>
<td>Cruise #B5EBD4</td>
<td>Sherwood Green #1E4335</td>
</tr>
</tbody>
</table>

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Label | Background color | Text color
--- | --- | ---

<table>
<thead>
<tr>
<th>Iceberg</th>
<th>#CFDFD7</th>
<th>Sherwood Green #1E4335</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marble</td>
<td>#D0E6E6</td>
<td>Gable Green #293E40</td>
</tr>
<tr>
<td>Seashell</td>
<td>#F1F1F1</td>
<td>Gable Green #293E40</td>
</tr>
</tbody>
</table>

**Conditional formatting styles**

<table>
<thead>
<tr>
<th>Label</th>
<th>Background color</th>
<th>Text color</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Mahogany #C83C36</td>
</tr>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Tree Poppy #DC7C40</td>
</tr>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Chetwode Blue #7070B3</td>
</tr>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Fountain Blue #5297C4</td>
</tr>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Oslo Gray #7D8A8C</td>
</tr>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Earls Green #B09F2C</td>
</tr>
<tr>
<td>Sample</td>
<td>Transparent #FFFFFF00</td>
<td>Sea Green #54AC98</td>
</tr>
</tbody>
</table>

Add the field style to the field in an applet.

**Add a UI style to an applet**

After you create a UI style for a field, you need to add it to an applet.

1. In Studio, navigate to **Mobile Studio > Applets**, then click the expand arrow to see the list of applets for your application.
2. **Create an applet** or open an existing applet that you want to add UI styles.
   The data item for the applet should match the table you selected for the UI style.
3. From the configuration page for the applet, add the field you want to add styles to, to the primary screen or details screen header.
Only certain field locations in the header support UI styles. Make sure you add the field to a position that allows UI styles. If the field is not in a position that allows UI styles, the UI Style Configuration section does not display any options.

For example, in the following header preview, only the field positioned at E1 allows UI styles. In the UI Style Configuration section, only the E1 field is available, and selection is disabled.

4. In the UI Style Configuration section, move styles from the **All Styles** list to the **Selected Styles** list to apply these styles.

5. Click **Save**.

**Configure a placeholder image for missing images in mobile apps**

You can specify an image on your instance as a placeholder for missing images. This image appears in your mobile apps when a record has an image field with an empty value, such as a user avatar or catalog item. You can select a different image to use for each table on your instance.

Role required: admin
You configure placeholder images by creating properties on the System Properties (sys_properties) table. The property is table-specific. If you want to define placeholder images for many tables, you must create multiple properties. Multiple tables can use the same image as a placeholder.

1. Upload an image to your instance to use as a placeholder. For details on uploading images, see Storing images in the database.

2. To open the system properties list, type `sys_properties.list` in the Application Navigator. Some tables already have a placeholder image defined. You can search the system properties table for properties that start with `glide.sg.image.default` to see any existing properties. Creating multiple properties for the same table can cause inconsistent results.

3. Click New.

4. Use the following information to complete the fields on the system property form.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.image.default.[tablename]</code>. Replace <code>[tablename]</code> with the name of the table you want this property to apply to. For example to use the Catalog Item table, enter <code>glide.sg.image.default.sc_cat_item</code>.</td>
</tr>
<tr>
<td>Type</td>
<td>Select String</td>
</tr>
<tr>
<td>Value</td>
<td>Enter the name of your image. This value is the same as the Name field on the image (db_image) record.</td>
</tr>
</tbody>
</table>

5. Click Update.

**Mobile push notifications**

Both administrators and users need to do some configuration to set up push notifications in the mobile app.

To set up push notifications for the mobile app, you must perform the following steps:

- In Studio, create an app and an applet to apply a push notification to.
- In the platform, configure the push notification message and the push notification.

**Note:** Push notifications are not supported on on-premise instances.
Push notifications structure
Push notification layout

A layout of a push notification determines the information that displays in the mobile app. This layout is defined in a JSON payload within the Push Notification Message Contexts (sys_push_notif_msg_content) record. The layout defines the following properties, as shown in the example image:

- Status
- Identifier
- Description

To see an example of a JSON payload that is used to configure a notification, see Set up push notifications for the mobile app.

Set up push notifications for the mobile app

Configure push notifications for ServiceNow Agent in the System Notification section of the platform. Setting up a push notification includes three parts: setting up the message, setting up the notification, and registering the notification to a Select an applet for your notification link.

Select an applet for your notification link

Select the applet your users are directed to when tapping a notification.

Role required: admin

When your users tap on a notification they are redirected to a list of form applet you choose. You will need the Sys ID of the applet when you configure your notification message. For more information these applet types, see Applets.

1. Navigate to System Mobile > Applets.
2. Find the applet you want to use in the list, then right-click the entry for your applet, and select Copy sys_id to copy the sys_id to your clipboard.
3. Leave the Sys ID in your clipboard, or note it elsewhere for use in later steps.

Create message content for your push notification

Create a message content record to define what information your users see when viewing an notification.

Role required: admin

The information your user see when viewing a notification is determined by the associated push message content record. This content is defined using a JSON payload, which you can customize to suit your specific business needs. Examples of JSON payloads for this purpose are included here.

2. Click New.
3. In the Name field, create a name for the push notification message content. Choose a name that you can easily identify later.
4. From the Push app field, select ServiceNow Mobile application.
5. In the Push Message Generation field, enter a JSON payload with the content you actually want to appear in the push notification.

This example defines a push message that displays the number, short description, and priority of a record. The example also uses a link variable to define what applet you want the push notification to open. In this case, the notification links to a form screen. When using this example code, be sure to replace the <sys_id> portion the code with the sys id from your applet, which you collected in the previous steps.
Use the MobileDeepLinkGenerator API to embed a link to a mobile app list or form applet. For more information, see MobileDeepLinkGenerator.

```javascript
(function buildJSON(/*GlideRecord*/ current, /*String*/ message, /*Object*/ attributes) {
    var layoutFieldGenerator = new global.NotificationLayoutFieldGenerator();
    var identifier = layoutFieldGenerator.layoutField(current.sys_class_name, current.sys_id, "number");
    var description = layoutFieldGenerator.layoutField(current.sys_class_name, current.sys_id, "short_description");
    var status = layoutFieldGenerator.layoutField(current.sys_class_name, current.sys_id, "priority");

    var deepLinkGenerator = new global.MobileDeepLinkGenerator("Agent");
    var link = deepLinkGenerator.getFormScreenLink("<sys_id>", current.getTableName(), current.getValue("sys_id"));

    var json = {};
    json = {
        "aps": {
            "sound": "default"
        },
        "Link": link,
        "Layout": {
            "Status": status,
            "Identifier": identifier,
            "Description": description
        }
    }

    return json;
})(current, message, attributes);
```

6. Click Submit.

Create a push notification message

Push notification messages using the message content record you have created in previous steps.

Role required: admin

The push notification record contains the message content you created in previous steps, and determines when app will receive the notification. Each notification is associated to a push notification message record. You will create the notification itself in later steps.

1. In the platform, navigate to System Notification > Push > Push Messages.
2. Click New.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the notification message.</td>
</tr>
</tbody>
</table>
Create a push notification

Create a push notification record to define what triggers a notification, and who will receive it.

Role required: admin

Now that you have content to display in a notification, you can create the notification record. Use the notification record to define when the notification is sent, and who sees the notification. You can also define a group for your notification, to associate it similar with notifications.

2. Click New.
3. Complete the following fields as needed. For more detailed information on push notifications, see Push notifications.

Push Notification form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>A name for the notification</td>
</tr>
<tr>
<td>Active</td>
<td>Select to make this notification active.</td>
</tr>
<tr>
<td>Table</td>
<td>The table the notification appears for. Ensure that you select the same table that you did for the applet you are creating the notification for.</td>
</tr>
<tr>
<td>Category</td>
<td>Select the category to which this notification belongs. A category identifies and groups related notifications. This notification, if active and subscribable, is listed in the selected Category in the notification preferences for each user (Notifications tab in the System Settings window).</td>
</tr>
<tr>
<td>When to send</td>
<td>Inserted Select to send the notification when an record is inserted.</td>
</tr>
</tbody>
</table>
## Register a push notification

Register a push notification in a push application to being using it in your mobile apps.

**Role required:** admin

The push application handles sending notifications to mobile devices. Add your new notification to the **ServiceNow Mobile Application** push application so your mobile app users start receiving this notification.

1. Switch to the **Global** scope.
2. Navigate to **System Notification > Push Application**.
3. Open the **ServiceNow Mobile Application** record.
4. Right-click the record header and choose **Configure > Related Lists** from the menu.
5. Add **Push Default Registration->Push App** to the list on the right.
6. In the **Push Default Registrations** related list, click the **New** button to create a new **Push Default Registration** record.
7. In the **Notification** field, select the notification you created in the previous steps.
8. Click **Submit**.

---

### Field | Description
--- | ---
Updated | Select to send the notification when an record is Updated.
Conditions | Use the condition builder to select the conditions under which this notification is sent. For example, select **Priority > greater than > 3** to send the notification only for High and Critical priority incidents.

**Who will receive**

Users | Select the users you want to receive the messaging notification.
Users/Groups in fields | Select users or groups from reference fields. For example, if a notification uses the Incident (incident) table, you can select users or groups from incident fields like **Opened by** and **Assignment group**.

**Note:** You can dot-walk to values in reference fields by clicking the plus sign in the field selector and then selecting the related field.

If you address the notification to a user with an inactive record in the User (sys_user) table, the system does not send the notification to that user.

Groups | Select the groups you want to receive the messaging notification. You can search for groups with the reference lookup icon or by manually entering the group name. This list of groups is static.

**What to send**

Push Messages | Select the name of the push message that you created in previous steps.
Your push message is rendered on mobile devices that it is registered to. To see how push notifications appear to end users, see: Mobile push notifications.

**Note:** Once you have created or modified a notification, users need to log out and back in for the changes to take effect.

---

**Mobile Offline Mode**

Offline Mode allows users who have no Internet connection to continue working from a mobile device.

Configure specific application, applets, or functions for users to use offline.

Watch this three-minute video to learn how offline mode works, how to download data, enable and disable offline mode, sync your outbox, and resolve sync errors.

**Request Offline Mode**

To activate this feature, request activation of the SG Offline support plugin (com.glide.sg.offline).

**Note:** Offline mode is supported on on-premise instances.

Role required: admin

1. Navigate to **System Definition > Plugins**.
2. Click **Request Plugin**.
3. Fill out the form.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target Instance</td>
<td>Instance on which to activate the plugin.</td>
</tr>
<tr>
<td>Plugin Name</td>
<td>Name of the plugin to activate.</td>
</tr>
<tr>
<td>Specify the date and time you would like this plugin to be enabled</td>
<td>Date and time must be at least two business days from the current time.</td>
</tr>
<tr>
<td>Reason/Comments</td>
<td>Provide any information that would be helpful for the ServiceNow personnel activating the plugin. For example, if you need the plugin activated at a specific time instead of during one of the default activation windows, specify it in the comments.</td>
</tr>
</tbody>
</table>

**Note:** Plugins are activated in two batches each business day in the Pacific time zone, once in the morning and once in the evening. If the plugin must be activated at a specific time, enter the request in the **Reason/Comments** field.

4. Click **Submit**.
Configure Offline Mode behavior

Configure system properties to customize the Offline Mode behavior of the mobile application.
Install or request installation of the SG Offline support plugin (com.glide.sg.offline).
Role required: admin

1. In the application navigator, enter: sys_properties.list.
2. In the Name search box, enter the name of a property from the table below, and press Enter to display the property record.
3. Per the descriptions in this table, set values to the property record according to how you would like offline mode configured.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>glide.sg.offline.attachment.max_size</td>
<td>The maximum size, in bytes, for attachments that will be cached while in offline mode. If no download, a placeholder displays. The default size is 50 MB.</td>
</tr>
<tr>
<td>glide.sg.offline.expiration</td>
<td>The length of time before cached data is expired. The default length is 48 hours. After 48 hours, the system deletes the data due to security protocol.</td>
</tr>
<tr>
<td>glide.sg.offline.attachment.allowed_content_types</td>
<td>A comma-separated list of allowed file types for attachments in offline mode. The default list includes these types: image/png, image/jpg, image/gif, video/quicktime. The default is empty. If empty, no files are downloaded.</td>
</tr>
<tr>
<td>glide.sg.offline.roles</td>
<td>A comma-separated list of role names that are allowed to work in offline mode. If empty, all users are allowed.</td>
</tr>
<tr>
<td>glide.sg.offline.enabled</td>
<td>Enable offline capabilities on your instance. Offline mode is enabled by default. To disable offline mode, create a system property with this name and set the value to false.</td>
</tr>
</tbody>
</table>

4. Repeat steps 2 and 3 for the remaining properties in the table.

For a view of the offline mode end user experience, see: Working offline in mobile.

Configure Offline Mode for applications or applets

Configure applications and applets to be available for users that are not connected to the internet.
Because applications contain applets, if you set an applet to work offline, you must also set the application to work offline.
Role required: admin

1. In Studio, navigate to the application you want to configure Offline Mode for, then click the pop-out icon ( ) that appears when you point to the application name.
2. Optional: Open an applet you want to allow users to use offline.
3. In the header of the application or the applet, click Properties.
4. Use the Available offline toggle switch to determine if the application or applet is available offline.

Determine which functions are available to users in Offline Mode.

**Configure Offline properties for action functions**

Determine which fields and functions are available to users accessing the app in Offline Mode

Role required: admin

1. In Studio, navigate to Mobile Development > Functions > Actions.
2. Click the pop out icon ( ) to open the Actions list in a tab.
3. Open an action you want to configure for Offline Mode.
4. Select the Offline checkbox.
5. Use the Hide field and Show field slushbuckets to determine which fields are available after the user performs the action in offline mode. For example, after a user assigns a task to themselves, you could hide the Assigned to field or show the Work notes field.
6. Use the Hide functions and Show functions slushbuckets to determine which fields are available after the user performs the action in offline mode. For example, when a user taps the Start Work function in offline mode, that action function is hidden and the Close Complete and Close Incomplete functions display instead.
7. From the Mark as zombie on screens field, search for screens to gray out when a user performs an action.

In Offline Mode, an indicator appears next to a record after a user makes a change. Setting a screen to be marked as a zombie allows the list to mimic the online behavior where a record is grayed out in the list after a user makes a change.
INC0000057 has successfully been updated.

Unassigned incidents

INC0000039  5 - Planning
Trouble getting to Oregon mail server
Assigned to  
State  New

INC0000057  5 - Planning
Performance problems with wifi
Assigned to  Beth Anglin
State  In Progress

INC0010003  1 - Critical
Need access to sales DB for the West
Assigned to  
State  New

INC0000059  3 - Moderate
Unable to access team file share
Assigned to  
State  New
8. Click **Update** to save the offline properties configuration.

You can also configure Offline Mode for **navigation** and **smart button** functions.

**Mobile authentication**

Users are required to log in to an instance on their mobile device. Depending on how you configure authentication for mobile devices, users may be required to enter additional information.

For more information on configuring authentication for mobile devices, see [Set up OAuth](#).

Follow the instructions for using a third-party OAuth provider.

**Create a QR code for mobile login**

Create and use a QR code containing JSON to provide a method for your users to log in with predefined parameters.

Role required: none

1. Use a text editor to create JSON using the following parameters.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>InstanceUrl</td>
<td>The URL for your instance. For example, <code>https://example.servicenow.com</code></td>
</tr>
<tr>
<td>Name</td>
<td>The name of your instance. For example, <code>Example</code></td>
</tr>
</tbody>
</table>

The JSON consists of parameters and values, separated by commas, and enclosed in curly braces. Each parameter is separated from its value by a colon, and each parameter and value is enclosed in double quotes, as shown in these examples. The image shows how the instance will appear in instance selection screen for the app.

```
{
  "InstanceUrl":"https://example.servicenow.com",
  "Name":"Example"
}
```

![Instance selection screen](image)
This second example includes only the `InstanceUrl` value, which is also valid.

```
{
    "InstanceUrl":"https://example.servicenow.com"
}
```

**Note:** Parameters are not supported for the Android OS. To use a QR code for Android, create a QR code containing only the URL for the instance as text rather than JSON. For example, `https://example.servicenow.com`.

2. Use a QR code generator of your choice to encode this JSON or text into a QR code.
3. Use your QR code to access the mobile app. For steps to use a QR code with the app, see [Log in to an instance with ServiceNow Agent](#).

### Configure mobile app session timeout

The native mobile app times out after a certain amount of inactivity. Sessions are considered active if the app is in the foreground or if the app is processing a long running task in the background. Configure the length of time it takes for the app to time out.

Role required: admin

The app is considered inactive in any of the following scenarios.

- Explicitly sending the app to the background.
- Locking the screen or having the screen go to sleep.
- Switching to a different app.

Any of the following states are considered actively running:

- The app is visible on the screen and the screen is unlocked.
- The app is processing a long running task even if the app is in the background, such as uploading or downloading a large attachment.

The greater of all of the following settings determine mobile app session time-out.

These instructions apply to both the ServiceNow Agent mobile app and the ServiceNow Classic mobile app. Make sure you select the correct application depending on which app you are doing configuration for.

1. Configure the OAuth entity for the mobile app.
   a) Navigate to [System OAuth > Application Registry](#) and open the [ServiceNow Mobile App](#) OAuth entity. If your configuration is for the Classic app, select that OAuth entity instead.
   b) In the Refresh Token Lifespan field, change the number in seconds to the amount of time the refresh token is valid.
   c) In the Access Token Lifespan field, change the number in seconds to the amount of time the access token is valid.

2. Configure the web session time-out property.
   a) In the navigation filter, type `sys_properties.list`.
   b) Search for the `glide.ui.session_timeout` property.
   c) Change the value in minutes to the amount of time before a session times out.
      The default value is 30 minutes.
3. Configure the integration session time-out property.
   a) In the navigation filter, type sys_properties.list.
   b) Search for the glide.integration.session_timeout property. If the property does not exist, create a system property.
   c) Configure the property with the following values.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>glide.integration.session_timeout</td>
</tr>
<tr>
<td>Type</td>
<td>integer</td>
</tr>
<tr>
<td>Value</td>
<td>Time in minutes it takes for the integration session to time out. If this value is undefined, the system defaults to 1 minute.</td>
</tr>
</tbody>
</table>

For example, if you want the mobile app to sign out after 30 minutes of inactivity, use the following configuration.

<table>
<thead>
<tr>
<th>Configuration point</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refresh Token Lifespan for the ServiceNow Agent mobile app</td>
<td>1800 seconds</td>
</tr>
<tr>
<td>Access Token Lifespan for the ServiceNow Agent mobile app</td>
<td>1800 seconds</td>
</tr>
<tr>
<td>glide.ui.session_timeout system property</td>
<td>30 minutes</td>
</tr>
<tr>
<td>glide.integration.session_timeout system property</td>
<td>Not defined, or 30 minutes or less.</td>
</tr>
</tbody>
</table>

Sign out and sign back in to the mobile app. Otherwise the app uses the previously granted sessions and tokens.

**Mobile geolocation tracking configuration**

As an administrator, you can activate geolocation tracking for your ServiceNow® ServiceNow Agent app users by installing the Geolocation plugin (com.snc.geolocation). Complete other geolocation tracking tasks to finalize the configuration.

When you activate the Geolocation plugin, the system automatically adds the Geolocation tracked check box to the User form.

Once this permission is granted, users are prompted to enable location tracking on their device the first time they access it.

To complete the remaining geolocation tracking configuration tasks, see Geolocation.

**Additional mobile app configuration options**

Several system properties are available for you to further configure the mobile app. For example, use system properties to require a PIN, hide the image on the app homepage, configure the blur in background option, or disable sharing attachments from the mobile app.
Set a default image for mobile users

To provide a default image to users whose records do not already have an image uploaded, configure the system property `glide.sg.image.default.sys_user`.

Role required: admin

If you do not upload images to user records, users in the mobile app receive an avatar by default. The file name for the avatar is `no_picture.jpg`.

To set a different default user image, upload an image and then enter its file name as the value for system property `glide.sg.image.default.sys_user`.

1. If you have not already uploaded the image that you intend to set as the default user image, navigate to System UI > Images and then upload your file to the Images (db_image) table.
2. Type `sys_properties.list` in the Application Navigator.
3. Open the record for `glide.sg.image.default.sys_user`.
4. In the form, match the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.image.default.sys_user</code></td>
</tr>
<tr>
<td>Type</td>
<td>string</td>
</tr>
<tr>
<td>Value</td>
<td><code>&lt;file-name&gt;</code></td>
</tr>
</tbody>
</table>

**Note:** Match `<file-name>` to the file name of the image that is referenced in Step 1.

**Hide the hero image on the application homepage**

To hide the default hero image that appears on the application homepage, add the system property `glide.sg.hide_applications_screen_image`.

Role required: admin

By default, the mobile app displays a banner across the top of the application homepage. This banner is called the hero image.
1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for `glide.sg.hide_applications_screen_image`.
3. In the form, match the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.hide_applications_screen_image</code></td>
</tr>
<tr>
<td>Type</td>
<td>true</td>
</tr>
<tr>
<td>Value</td>
<td>true</td>
</tr>
</tbody>
</table>

After you reload the mobile app, the hero image does not appear on the application homepage.
Require an app PIN for the mobile app

To require the mobile user to set and enter a local application PIN, add the system property `glide.sg.require_mobile_application_pin`.

Role required: admin

Users generate a six-digit code for the app PIN and enter it for each time they log in to an instance from their mobile device.
1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for `glide.sg.require_mobile_application_pin`.
3. In the form, match the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.require_mobile_application_pin</code></td>
</tr>
<tr>
<td>Type</td>
<td><code>true</code></td>
</tr>
<tr>
<td>Value</td>
<td><code>true</code></td>
</tr>
</tbody>
</table>

**Note:** The mobile app is automatically locked after 5 minutes of inactivity. Users accessing the mobile app after a period of inactivity need to enter their PIN code.
Configure the blur app option to improve security

As a security feature, administrators can configure the mobile app to blur when not in focus on a mobile device. When you double-click the home button on your mobile device to close apps or navigate back to where you left off, the ServiceNow app appears blurred.

1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for `glide.sg.blur_ui_when_backgrounded`.
3. In the form, match the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.blur_ui_when_backgrounded</code></td>
</tr>
<tr>
<td>Type</td>
<td>`true</td>
</tr>
<tr>
<td>Value</td>
<td><code>true</code></td>
</tr>
</tbody>
</table>

**Note:** The system property `glide.sg.blur_ui_when_backgrounded` is supported also in the ServiceNow Classic mobile app.

With the property in place, the app is blurred when not in focus.
Configure the mobile app to clear the copy/paste clipboard when moved to background

To have the mobile app clear the pasteboard when the app enters the background, add the system property `glide.sg.clear_pasteboard_when_backgrounded`.

Role required: admin
By default, content that you copy in the mobile app remains on your device clipboard even when you close the mobile app. The system property `glide.sg.clear_pasteboard_when_backgrounded` deactivates this default setting.

1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for `glide.sg.clear_pasteboard_when_backgrounded`.
3. In the form, match the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.clear_pasteboard_when_backgrounded</code></td>
</tr>
<tr>
<td>Type</td>
<td>true</td>
</tr>
<tr>
<td>Value</td>
<td>true</td>
</tr>
</tbody>
</table>

**Configure the maximum number of records returned for data items**

To set the maximum number of rows retrieved for the table defined in the data item, add the system property `glide.sg.data_item.row_count`.

Role required: admin

The system property `glide.sg.data_item.row_count` sets the maximum number of rows retrieved for the table defined in the data item. By default, the value is 1000. The system accepts no value greater than 10000.

1. Type `sys_properties.list` in the Application Navigator.
2. Click New, and then enter the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.data_item.row_count</code></td>
</tr>
<tr>
<td>Type</td>
<td>integer</td>
</tr>
<tr>
<td>Value</td>
<td>&lt;maximum-number-of-records-retrieved&gt;</td>
</tr>
</tbody>
</table>

**Configure pagination size for search lists**

To configure the amount of search list results that load to the screen as the user scrolls down, add the system property `glide.sg.list.pagination_size`.

Role required: admin

By default, the mobile app returns 50 results at a time in a search list. Increasing the pagination size may cause the search request to take longer.

1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for `glide.sg.list.pagination_size`.
3. In the form, match the following values:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td><code>glide.sg.list.pagination_size</code></td>
</tr>
</tbody>
</table>
Configure the maximum number of records returned for list UI parameters

To configure the maximum number of records returned for a list of parameters, add the system property `glide.sg.list.max_items_number`.

Role required: admin

Default is 1000.

**Note:** The maximum number of rows returned for a parameters list is limited by the maximum number of rows returned for data items. In other words, the value for system property `glide.sg.list.max_items_number` cannot be greater than the value for system property `glide.sg.data_item.row_count`. For example, if you set the value of `glide.sg.list.max_items_number` to 50 but the value of `glide.sg.list.max_items_number` is 20, then you may only receive 20 records in your parameters list.

1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for `glide.sg.list.max_items_number`.
3. In the form, match the following values:

```
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>glide.sg.list.max_items_number</td>
</tr>
<tr>
<td>Type</td>
<td>string</td>
</tr>
<tr>
<td>Value</td>
<td>&lt;maximum-number-of-parameters-items&gt;</td>
</tr>
</tbody>
</table>
```

Enable Virtual Agent for mobile applications

Give your users the ability to chat with a virtual agent through a ServiceNow mobile application.

Role required: admin

To include virtual agent functionality in your mobile applications, you will first need to activate and configure virtual agent. For details on this process see [Implementing Virtual Agent](#).

1. Navigate to System Applications > Studio.
2. In the application explorer on the left edge of the screen, select Functions > Actions, and click the pop-out icon that appears to the right of Actions.
3. Click the Create New button to create a new function.
4. In the Type field, select Chat Launcher.
5. In the Context field, select Global.
6. Click Submit.
7. On your instance, outside of Studio, navigate to System Mobile > Applet Launchers.
8. Open the record for the Applet launcher where you want to add your Virtual Agent quick action.
9. In the **Body** section, click **Insert a new row** under the **Quick Actions Menu Maps** list.
10. Select the function created in the previous steps.
11. Click **Update**.

## Roles and permissions for ServiceNow Agent

Limit user access to parts of the mobile app.

Limit user access to the following components of the mobile app.

- **Application**: Limit a user's ability to access certain applications in the mobile app. For example, prevent ITIL users from accessing field service applications. For more information on limiting user access by role to an application in the mobile app, see *Create a mobile application using Guided Application Creator*.

- **Functions**: Only allow users with certain roles to perform certain actions in the app. For example, limit an ITIL user's ability to reassign an incident from a swipe action. For more information on limiting user access by role to a specific function, see the steps for creating each function type listed in [this section](#).

If you do not add a role to any of these components, any user who has access to the mobile app can see that component.

## Localization on mobile devices

Native mobile apps are localized in 20 languages.

Right to left languages are not supported in the native mobile app.

The native mobile applications are localized in two different ways, which means that there is a blending of localization visible inside native applications.

- **Native (on device) localization**: Controlled by the device's language preference, which means that many components are localized with the language preference for the user's device. These components can include local screen titles (such as Settings) and local button titles (such as the Clear All button on the filters screen).

The on-device localization supports the following languages:

- Chinese Simplified
- Chinese Traditional
- Czech
- Dutch
- English (UK)
- English (US)
- Finish
- French
- French Canadian
- German
- Hungarian
- Italian
- Japanese
- Polish
- Portuguese
- Portuguese-Brazil
- Russian
• Spanish
• Thai
• Turkish

These translations can't be customized since they ship with the application binary and translated natively on the device according to the language settings for the device.

• Server-side localization: Controlled the same was as desktop web localization (server system language / user preference on server). Localized components on the server include things like field labels, web content, and other data stored on the server in a translated field.

You can customize translations that use server-side localization the same way you do on the desktop. For more information on configuring server-side localization, see Localization settings.

**Domain separation in ServiceNow Mobile**

This is an overview of domain separation in the Mobile application. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can then control several aspects of this separation, including which users can see and access data.

**Overview**

**Support: Data only**

Domain separation in this application is supported at the Data only level, meaning it supports the data security model of separating visibility of data from one domain to another. To learn more, see .

**ServiceNow Classic mobile app**

Use the ServiceNow Classic mobile app to access records, update information, and collaborate with other users.

**ServiceNow Classic mobile app UI**

The classic mobile app is similar for both Android and iOS with a few minor differences to make the experiences unique to each platform.

Any differences between the two platforms are designed to make the app accessible to a user on either device. For example, the location of the Navigation Menu varies between the two platforms to stay consistent with the platform-specific UI.

**Note:** If your company uses multi factor authentication (MFA), when you sign in on the classic mobile app, append the MFA code to your password.
Not supported

- Custom app configuration parameters
- Custom buttons
- Deep linking to the mobile app
- Formatters
- Form Templates
- Internal distribution
- Knowledge v2
- Connect Support
- UI Scripts
- UI macro variables in the mobile Service Catalog

Limited support

- List filtering: Several of the following fields have limited support on mobile devices. You can still create a complex filter in a desktop instance and open it in the mobile app. However, you will not be able to edit any of the limited fields.
  - between
  - dates
  - tags
  - related fields
- Visualizations are specific to a device. If you set up a visualization in the app on your iPhone, then view the app on an iPad, the visualization may not be the same.

Device security for ServiceNow Classic

This document applies to the ServiceNow Classic app for iOS and Android. This document may be subject to change for future mobile releases and re-platforming efforts.

Components and architecture

The ServiceNow solution consists of the ServiceNow server instance and the iOS and Android hybrid apps. A hybrid app includes both native and web components. The mobile client applications communicate over a wireless connection with the server and pull live data for the end user.

Component explanations

App for iOS

The ServiceNow app for iOS is a hybrid application that can be used on iPhone, iPad, and Apple Watch. Most components are native, however, there are web components, such as forms. It can be downloaded from the app store directly by a user, or can be pulled, dynamically configured, and distributed using MDM (more information available in EMM section). ServiceNow does not currently distribute the ipa file to customers.

App for Android
The ServiceNow App for Android is a hybrid application that can be used on Android devices. Most components are native, however, there are web components, such as forms. It can be downloaded from the app store directly by a user, or can be pulled, dynamically configured, and distributed using MDM (more information available in EMM section). ServiceNow does not currently distribute the apk file to customers.

**Identity and access management**

Control user access with user authentication, session timeout, and termination.

**User authentication for ServiceNow Classic**

The mobile app supports platform authentication using OAuth 2.0. Authentication mechanisms include multi provider SSO, MFA, LDAP, Local DB, and Digest.

**Multi Provider SSO**

The mobile app uses federated login when using the multi provider SSO plugin (com.snc.integration.sso.multi.installer). For more information on configuring multi provider SSO, see [Single sign on for the ServiceNow Classic mobile app](https://docs.servicenow.com/c流产/656442c97d9202971445e0a462c824d6).  

**Multifactor authentication**

Users can access the instance via Multifactor Authentication using the MFA plugin (com.snc.integration.multifactor.authentication). For more information on MFA configuration, see [mobile multifactor authentication](https://docs.servicenow.com/c流产/656442c97d9202971445e0a462c824d6).  

**LDAP**

Use LDAP authentication to access using LDAP credentials. For more information on LDAP configuration, see [LDAP integration and authentication](https://docs.servicenow.com/c流产/656442c97d9202971445e0a462c824d6).  

**Local DB**

The user name and password in the user record in the instance database.

**Digest**

The digest token authentication passes user credentials and a digest token within an unencrypted HTTP header. For more information on digest configuration, see [Digest token authentication](https://docs.servicenow.com/c流产/656442c97d9202971445e0a462c824d6).  

**Not supported**

- SAML 2.0 plugin, however SAML with the Multi-provider SSO plugin is supported.
- Kerberos
- Certificate-based authentication
ServiceNow New York Mobile configuration and navigation

Storage/Keychain
When you sign in to the app on your mobile device, the app uses your credentials to negotiate an OAuth Token with the instance. The iOS Keychain stores the token and Android uses KeyStore. The keychain encryption is AES 128 in Galois/Counter Mode (GCM).

The mobile app never stores the user password.

Session length and timeout
The session length and timeout is configurable by the organization. For more information on configuring session time out, see mobile session app timeout.

User termination
When an administrator deletes or removes a user from the system, they are logged out of the mobile client.

Mobile data flow for ServiceNow Classic
Data can be retrieved, downloaded from, and written back to a mobile device.

Retrieval
The following describes how data is retrieved from the ServiceNow mobile app.

Read data
When a user requests to view information on the mobile app, the following steps occur.

1. The mobile app sends a request to access data from the instance.
   The request includes the token and any relevant data field needed for the request.
2. The instance receives the request and checks if the Token is valid.
3. If the token is valid, the request is directed to the relevant API to fetch the information.
4. The information is returned to the mobile app.

Downloading documents
When a user requests to download documents from the app, the following steps occur.

1. The mobile app sends a request to access the document.
   The request includes the Token.
2. The instance receives the request and checks if the Token is valid.
3. If valid, the document becomes available to view or take further actions on the device.

Write-backs
The following describes how data is written back from the ServiceNow mobile app.

Updating fields
When a user updates a field in the mobile app, the following steps occur.

1. The mobile app sends the Token and the action metadata, for example the ID, or the field to be updated, to the instance.
2. The instance directs the action based on the relevant API.
3. The instance completes the action and sends a response to the mobile app.
4. Based on the response, the mobile app reflects the field changes and action availability in the UI.

Attaching documents

When attaching documents, the following steps occur.
1. The mobile app asks the user to attach a document, for example, an image.
2. The mobile app sends the document and Token to the instance.
3. The instance places the document based on the relevant API.
4. The instance sends a response back to the mobile app.

Internal mobile app distribution

Internal distribution of the ServiceNow Classic app is supported through all major EMM vendors. Customers are able to pull the app for iOS or Android from the Apple App store and Google Play respectively, dynamically configure the apps to point to the correct ServiceNow instance, and distribute using the EMM hub. This way, the MDM can fully manage the app as part of a customer portfolio.

Note: ServiceNow does not currently distribute the ipa/apk files, or any other unpublished app to customers as it breaches the Apple Enterprise Developer License Agreement.

Mobile app distribution providers:
- AirWatch Mobile Device Management (MDM)
- BlackBerry Unified Endpoint Management (UEM)
- Citrix XenMobile
- Intune mobile device management (MDM)
- Jamf Pro mobile device management (MDM)
- IBM MaaS360 mobile device management (MDM)
- MobileIron Mobile Device Management (MDM)

Data security for ServiceNow Classic

The ServiceNow Classic app uses SSL/TLS for Over-the-Air communication encryption. The OAuth authorization endpoints are HTTPS.

Data at rest

Application preference data such as favorites, home screen, and the mobile navigator items are stored and cached locally on the device. The mobile app does not store record data such as incidents, problems, etc. on the device unless the organization has specifically enabled offline syncing for Field Services. The record data is encrypted with AES 128.
Data in motion

Data in motion is over a secure SSL/TLS channel and encrypted with HTTPS.

Offline access and data cache configuration

Some field service tables are available to cache locally on the device at the customer’s discretion.

Push notifications

Administrators create push notifications and users are able to receive them.

Cloud

For more information on the push notification system including process, configuration, and architecture, see Push notification system. Administrators can configure push notification delays using scheduled jobs. To view an example included with the base system, navigate to System Scheduler > Scheduled jobs, then search for a job with the name Push. 5 seconds is the minimum time allowed for the push delay.

Mobile security practices

Mobile security practices include mobile-specific system properties, attachment control, password reinforcement, security patching, and controlling shared data.

Security controls for ServiceNow Classic

Configure security controls to restrict copy/paste, enable biometric controls, enforce passwords, or control attachment functionality.

Restrict copy/paste

Copy/paste restrictions are defined in the system properties (sys_properties) table. There are two applicable security properties.

- glide.ui.m.clear_pasteboard_when_backgrounded: Clears the copy/paste clipboard when the ServiceNow app enters the background
- glide.ui.m.blur_ui_when_backgrounded: Forces the app to blur the screen when the app enters the background on iOS. This property prevents users from being able to take screenshots and also blurs the screen when in app switcher on Android.

PIN/Password reinforcement

Standard platform password requirements are enforced. Any additional device hardening is the responsibility of the customer.
Attachment control

Use an ACL to block specific access on mobile. Use the `isMobile` method to check if a request comes from a mobile device. For example, you could add an ACL for the attachment (sys_attachment) table where the read and write scripted ACLs include the following check. You can also add this code to any existing ACLs you have for the attachment table. If you have multiple attachment ACLs, all of the need to have Admin override option unchecked.

```java
if( gs.isMobile() ){
    answer = false;
}
```

Note: You need elevated privileges to create ACLs.

Security patching

In the event a security patch is needed, the mobile development team aligns with standard SDLC properties in order to patch.

User data collection

The mobile app does not specifically collect any user data.

Any user transactions or usage within the app is tracked on the ServiceNow instance just as it is on the web. For user credentials, after a user logs in, the mobile app negotiates an OAuth Token that is stored in the Apple Keychain or the Android Keystore. User credentials are never saved. If the user opts in, the following information is collected:

- Location
- Access to camera
- Notifications

Shared data

The mobile app communicates with a third party Google program called Fabric for app crash reporting. No customer information is shared.

Incident reporting

Mobile app issues should be reported through the standard support channels. You can report incidents by contacting ServiceNow support.

Mobile configuration for ServiceNow Classic

As an administrator, configure the ServiceNow Classic mobile experience for your users to access an instance on a tablet or smartphone.

Requirements

Configuration for the mobile experience takes place in a desktop browser. Most of the configuration options are available for both the ServiceNow Classic mobile app and the mobile web experience.

Use ServiceNow Classic or the mobile web to test your configuration. Depending on your device, go to the Apple App Store or the Google Play store and search for ServiceNow to download the ServiceNow Classic mobile app.
Role required
admin

Before you begin
Consider the following questions with your stakeholders before configuring the mobile experience:
- What applications and modules do you want to be accessible from a mobile device?
- How do you want mobile lists to appear on a mobile device?
- Which users or roles should have access to Connect Chat?

What to do

Configure the application menu
Determine which applications and modules you want to appear in the mobile application navigator.

Customize the mobile home screen
Customize the appearance of the mobile app or on a mobile web browser by navigating to System Mobile UI > Home Screen. Use the home screen configuration options to customize the mobile experience for each user by role.

Create a mobile theme
Add a consistent look and feel to the mobile experience by creating a mobile theme.

Set up mobile lists
Mobile devices have less screen real estate so you may need to change the length of titles or the default fields that appear in a mobile list. Customize the mobile list view to determine the length of a title in a mobile list, as well as the default fields that appear in a table. Customize sortable columns in a mobile list.

Configure Connect Chat for mobile
Configure the users or roles that can access Connect Chat on a mobile device.

Next steps
Most configuration items for the mobile UI are optional. Click any of the topics below for additional configuration.

Mobile authentication for ServiceNow Classic
Administrators can configure mobile devices to use different levels of authentication. Customizing the mobile login page is not supported.
To use multi-provider SSO, the multi-provider SSO plugin must be enabled.
The following authentication options are not supported or have limited support for mobile:
- SAML 2.0 plugin: Not supported for mobile.
- Kerberos: Native mobile apps do not support Kerberos authentication.
ServiceNow Classic multifactor authentication

Users can access an instance on a mobile device - with either the ServiceNow Classic mobile app or a mobile browser - using multifactor authentication (MFA). The Integration - Multifactor Integration plugin (com.snc.integration.multifactor.authentication) must be active for MFA to apply to mobile authentication.

For more information on configuring multifactor authentication for users, see Configure MFA.

The mobile web experience has a secondary authentication screen that requests the MFA code. The native mobile apps do not currently prompt for the MFA code on a second screen. The MFA code needs to be appended to the password on the login screen when using the ServiceNow Classic mobile app. For example, P@ssw0rd135642, where 135642 is the MFA code.

Single sign on for the ServiceNow Classic mobile app

The classic mobile app leverages federated login when using the multi-provider SSO plugin.

Make sure the Integration - Multiple Provider Single Sign-On Installer (com.snc.integration.sso.multi.installer) plugin is activated. The SAML 2.0 plugin is not supported on mobile. For more information on how to configure multi-provider SSO, see Set up Multi-Provider SSO.

Enable multi-provider SSO

For multi-SSO to work on mobile devices, you need to enable the glide.authenticate.multisso.enabled property.

1. Navigate to Multi-Provider SSO > Administration > Properties.
2. Select the Enable multiple provider SSO check box.
3. Click Save.

SSO and the OAuth token

Once a successful session is established with the federated identity provider and the instance, the ServiceNow Classic mobile application negotiates an OAuth token with the instance. This allows the applications to re-establish connections without storing any user credentials on the device.

The glide.authenticate.sso.redirect.idp system property is not required to use SSO with mobile applications. Mobile applications bypass the local login page and go directly to the SSO/IDP if this property is set.

To enable both local and external login for mobile applications, disable the glide.authenticate.sso.redirect.idp property.

Enable e-signature for approvals for the ServiceNow Classic mobile app

Administrators can configure e-signature to enforce approvals with passwords or biometrics.

Role required: admin

E-signature uses the following re-authentication behavior:
If a user logs in with SSO, e-signature attempts to re-authenticate using the normal SSO authentication flow.

If a user logs in with a local username and password, e-signature attempts to re-authenticate the user with the local password only, not the username.

If a user has biometrics, or TouchID, enabled on their device, e-signature attempts to re-authenticate with the user's biometrics.

1. Activate the Approvals with e-signature (com.glide.e_signature_approvals) plugin.
   For more information on activating a plugin, see Activate a plugin.

2. To enable a specific table for e-signature approval, navigate to System Definition > e-Signature Registry, then click New and complete the form.

Authentication using biometrics is enabled by default. To disable biometric authentication, enter sys_properties.list in the navigation filter, open the glide.ui.m.auth.allow_biometrics property, and set it to false.

Enable an application menu for the ServiceNow Classic mobile app

Define which application menus and modules are available on the mobile application navigator. Enable applications to show new applications in the ServiceNow Classic app or restore applications that were previously removed.

You cannot hide the application navigator from users, however you can control the contents based on role. Use the Roles field for both the application menu and the modules as listed in the following tables to configure the application navigator specifically by role.

1. On a desktop browser, navigate to System Mobile UI > Navigator Apps.
2. Click New.
3. Fill in the fields, as appropriate.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the application menu.</td>
</tr>
<tr>
<td>Order</td>
<td>Enter a number to specify the order of the menu. For example, an entry of 100 would place this application menu before one with an Order entry of 200.</td>
</tr>
<tr>
<td>Roles</td>
<td>Click the lock icon to select the roles for this application menu. Only users with the designated roles can access the modules under this application menu.</td>
</tr>
<tr>
<td>Active</td>
<td>Select the check box to activate this application menu.</td>
</tr>
</tbody>
</table>

4. Save the application menu.

   **Note:** Until you add at least one module, the new application menu does not appear on the mobile application navigator.

5. Click New.
6. Fill in the fields, as appropriate.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter a name for the module.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Order</td>
<td>Enter a number to specify the order of the module within the application menu. For example, an entry of 100 would place this module before one with an Order entry of 200.</td>
</tr>
<tr>
<td>Application menu</td>
<td>Displays the application menu from which you accessed this screen. Select a different application menu, if appropriate.</td>
</tr>
<tr>
<td>Table</td>
<td>Select the table for this module.</td>
</tr>
<tr>
<td>Updated</td>
<td>Displays the date and time when the module record is updated.</td>
</tr>
<tr>
<td>Roles</td>
<td>Click the lock icon and select the roles for this module. Only users with the designated roles can access this module.</td>
</tr>
<tr>
<td>Active</td>
<td>Select the check box to activate this module. Only active modules appear in the application menu.</td>
</tr>
<tr>
<td>Filter</td>
<td>Create a filter for identifying which fields this module uses from the selected Table.</td>
</tr>
</tbody>
</table>
| Path                 | Enter a custom URL for the module in this format: <type_of_link>/table/parameters.  
|                      | - type_of_link: determines what kind of page opens, for example, form, list, or view.  
|                      | - table: Refers to the table being referenced. For example, incident.  
|                      | - parameters: Any additional information you want to use to direct the user to a specific URL. For example, you can include a query as part of the URL to direct users to a specific filtered list.  
|                      | You can also use the URL format, $___.do.                               |
| Path Relative To Root| Allows mobile navigator modules that link to desktop pages. Select this check box to use mobile URL in the Path field, such as $sp.do, $chat.do, or $vtb.do.  
|                      | When the Path Relative To Root is cleared, the path is considered a mobile specific path and is relative to $m.do.  
|                      | For example, a path like /form/incident/-1 would be a mobile specific path and would be considered relative to $m.do. This would ultimately result in navigating to a path of $m.do#/form/incident/-1.  
|                      | Use mobile specific paths when possible and only use Path Relative To Root when there is not a mobile specific path for the desired resource. |
Note: If you are creating a module for a map page, see Create a smartphone map page module.

7. Click Submit.

Customize lists and forms for the ServiceNow Classic mobile app

In order to optimize views on smaller screens, lists and forms display differently on a mobile device. Use any of the following options to customize different aspects of mobile lists.

**Customize a mobile list**

Customize which fields display in a list on a mobile device using table titles.

**Configure field styles**

Field styles allow you to set individual styles for each item in a list. You can configure field styles for a mobile list that are separate from the desktop view.

**Configure the navigation behavior when a user taps an item in a list**

Determine whether tapping an item in a list opens the record or the activity stream for an item.

**Configure how a form displays on a mobile device**

Limit the number of fields on a form for a better mobile experience.

**Hide mobile filters**

Hide the filter option or the activity stream from users to prevent them from filtering out search results.

**ServiceNow Classic mobile list view**

The information that appears in a mobile list is different than a list on a desktop. Smaller screen real estate limits the information that is easily viewable. You can control mobile list text using the table titles module.

Use Table Titles to control the information that appears in a mobile list. The information that appears in a list item is made up of the following components.

- **Title**: Appears prominently at the top of the list item. You can configure the list item title by selecting the fields that appear as the title. For a more advanced configuration, you can use a script to determine how and what displays as the list item title.
- **Display title**: Appears as subtext beneath the title for a list item. You can customize the display title by using the configure dictionary option for a field on a form.
- **Extras**: Any extra information you want to appear in the list. Extras are only configurable using a script.
Customize the list title for the ServiceNow Classic mobile app

The information that appears in a mobile list is different than a list on a desktop. Smaller screen real estate limits the information that is easily viewable. You can control mobile list text using the table titles module.

1. In the desktop interface, navigate to System Mobile UI > Table Titles.
2. Click New, or select an existing table to edit.
3. If you are creating a new list, select the table from the list. The list shows only tables and database views that are in the same scope as the title.

4. Use the Fields slushbucket to add items that appear in the list item. The order of the items in the selected column determines the order they appear in on a mobile device.

Important:
Table titles define the title appearance for a list on a mobile device as well as in the split pane view on the desktop interface. You can change the title for any table or add a title record for a different table. However, the change affects both mobile lists and the list card in the split pane view.

For example, the default title for the Incidents (Incidents) table is the short description. If you change the table title to display the priority field instead, the priority field appears as the table title for incidents on a mobile device as well as in the list card in the split pane view.

5. Click Submit.
This example shows a list of incident (incident) records with the **Short Description**, **Assigned to**, and **Updated** fields included.

Script items in a list for the ServiceNow Classic mobile app

For a more advanced option for configuring the information that appears in a mobile list, you can create customized scripts.

Role required: admin

Use scripts to control the following components in a mobile list.
- **Title**: Use the `setTitle()` method to script a title. The list title is connected to a specific table in the system, for example Problem. Each table contains a list of field options, defined by `field_list` that you can use to determine the title.
- **Extras**: Use the `setExtras()` method with an array of strings to configure the information that displays after the list title. Scripting extras adds new rows to the list items.

1. **Navigate to** [System Mobile UI > Table Titles](#).
2. **In the Script** field, create a script to define which fields appear in the mobile list.
   For example, the following code block uses `setTitle` and `setExtras` to configure a mobile list for the problem table. The title shows the short description for a problem. The extras include additional information for the problem priority.
   ```javascript
   var title = current.short_description;
   var extras = [];
   if (current.priority === 1){
     extras.push("Critical!");
   } else if(current.priority === 2) {
     extras.push("High Priority!");
   } else {
     extras.push("Carry on");
   }
   titleValues.setTitle(title);
   titleValues.setExtras(extras);
   ```
3. **Click Submit**.

   **Add a display title for the ServiceNow Classic mobile app**

   Use the display title option to add a subtitle to list items on a mobile device.

   **Role required**: admin

1. **Navigate to** the table you want to configure the display title for. For example, Problem.
2. **Right-click** the field you want to display and click **Configure Dictionary**. For example, Urgency.
3. **Select the Display** check box.
   You can only have one display title for a table. The system automatically clears the selection for any previously selected display titles when you select a new one.

### Performance issue in the custom extension written for Workday Payroll

3 - Moderate

Display title

### Configure field status indicators for the ServiceNow Classic mobile app

Differentiate items in a list by configuring the field status indicators.
Define field styles in the **System UI > Field Styles** module. For more information on how to customize field styles, see [Define field styles](#).

Role required: admin

1. Navigate to **System Mobile UI > Table Titles**.
2. Select a table to add field status indicators to.
3. From the **Style Field** list, select the styled field you want to appear with the list on a mobile device.

**Note:** If the **Style Field** does not appear on the form, you may need to configure the form.

---

**Configure list item navigation for the ServiceNow Classic mobile app**

Determine whether a tapping an item in a list opens the record or the activity stream using a system property.

Role required: admin

1. Navigate to **System Properties > Mobile UI properties**.
2. From the **Destination when navigating to a record from a list** property (glide.ui.m.default_record_navigation), select **Activity Stream** or **Form**.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Stream</td>
<td>Opens the list item in the activity stream</td>
</tr>
</tbody>
</table>

**How do I create a sub-folder**

<table>
<thead>
<tr>
<th>Number:</th>
<th>INC0000017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category:</td>
<td>Inquiry / Help</td>
</tr>
<tr>
<td>Priority:</td>
<td>1 - Critical</td>
</tr>
</tbody>
</table>

**Related Lists**

**Participants**

**Aug 25, 2015**

- **Don Goodliffe** 2 years ago
  - I got this
  - Task reassigned due to employee termination

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Configure list search fields for the ServiceNow Classic mobile app

Configure search fields to determine what fields are searched for in the table. If search fields are not configured, only the columns in the mobile list layout are searched.

1. Navigate to System Mobile UI > Table Titles.
2. Open the table you want to configure search fields for, or click New.
3. Move fields from the Available list to the Selected list to add fields to the mobile list.
Note: The **Search fields** field might not appear on the Table Title form. Add **Search Fields** to the form by editing the form layout.
Configure the list layout for the ServiceNow Classic mobile app

Configure and order the fields displayed in a list view in the ServiceNow Classic mobile UI. Ensure that your users have the most relevant information when browsing on their mobile devices.

1. From a desktop browser, navigate to any list you want to configure, for example, Incidents.
2. Click the list header menu and navigate to **Configure > List Layout**.
3. From the View name list, select **Mobile**.
4. Move fields from the **Available** list to the **Selected** list to add fields to the list.
Configuring Incidents List

Available

- Created
- Created by
- Date format
- Default perspective [ ]
- Department [ ]
- Domain [ ]
- Domain Path
- Email
- Employee number
- Failed login attempts
- Field3 [ ]
- Gender
- Geolocation tracked
- Home phone
- Internal Integration User
- LDAP server [ ]
- Language
- Last login

List view

View name: Mobile

Related Links

Show versions
Any fields you add to the list appear as a sortable column and as a field in the card of a specific record in the mobile UI.

**List layout results**

<table>
<thead>
<tr>
<th>Record field</th>
<th>Sortable column</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller First name</td>
<td>Margaret</td>
</tr>
<tr>
<td>Category</td>
<td>Request</td>
</tr>
<tr>
<td>Priority</td>
<td>1 - Critical</td>
</tr>
<tr>
<td>Number</td>
<td>INC0000053</td>
</tr>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Priority</td>
<td></td>
</tr>
<tr>
<td>Related Lists</td>
<td></td>
</tr>
<tr>
<td>Participants</td>
<td></td>
</tr>
</tbody>
</table>

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Hide filters for the ServiceNow Classic mobile app

Prevent users from filtering content in a list by hiding the filter.

Role required: admin

1. Navigate to the table you want to hide filters for.
2. Open the list configuration page by performing the appropriate action for the list version. For more information on configuring list controls, see Configure list controls.

<table>
<thead>
<tr>
<th>Version</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>List v2</td>
<td>Right-click any column heading and select Configure &gt; List Control.</td>
</tr>
<tr>
<td>List v3</td>
<td>Open the list title menu and select List Control.</td>
</tr>
</tbody>
</table>

3. Select the Omit filters check box.

This field is only available for standard lists.

Customize default mobile home pages for the ServiceNow Classic mobile app

Administrators can create customized home pages for their users on the ServiceNow Classic mobile app. Administrators can customize mobile home pages by section and module. Depending on the level of customization required, administrators can limit user access by role to each component of the mobile home page. Mobile home pages apply to both the ServiceNow Classic mobile app and the mobile browser.

Role required: admin

Use the following components to create a customized home page:

- Home Page Collections
- Home Pages
- Home Page Section
- Home Page Modules

Each component can be configured separately or using the following steps.

1. Navigate to System Mobile UI > Home Screen > Home Page Collections.
2. Click New or open an existing Home Page Collection. For more information on completing the collection fields, see Home Page Collections.
   If you want to configure an entire homepage to be role specific with no default modules, you can create a new Home Page Collection. Otherwise, simply open an existing collection to configure the page.
3. From the related list on the Home Page Collection form, click Edit... to add an existing Home Page or click New.
   For more information on completing the Home Page form, see Mobile Home Pages form.
4. From the related list on the Home Page form, click Edit... to add an existing Home Page Section to the Home Page, or click New.
   For more information on completing the Home Page Section form, see Mobile Home Page Sections.
5. To add modules to a homepage, from the related list on the Page Section form, click Edit... to add an existing module, or click New.
   For more information on completing the Home Page Modules form, see Mobile Home Page Modules.
Home Page Collections

Use the Home Page Collections as a starting point for your home page customization.

Administrators can configure Home Page Collections by role so only specific users can see a particular home page. For example, you can configure an ITIL user homepage to only have modules that are relevant to the ITIL user. However, if you have default apps that different roles use, you can also create a basic homepage, with the option of customize specific pages by roles.

### Home Page Collections fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name of the collection. This field won’t appear in the app or on the mobile web.</td>
</tr>
<tr>
<td>Priority</td>
<td>The numbered priority of the collect. Set a higher priority than the default collection if you want the homepage collection to show up for specific roles. For example, if the default is set to 500, set the role specific collection to 200.</td>
</tr>
<tr>
<td>Hide Favorites Page</td>
<td>Users can configure their own homepage by favoriting items in the system. The favorites page is accessible with a right swipe. Administrators can disable the favorites page by selecting this option.</td>
</tr>
<tr>
<td>Roles</td>
<td>Use this option to configure home page collections for specific roles.</td>
</tr>
</tbody>
</table>

Mobile Home Pages form

Configure the look and feel of mobile home pages.

Administrators can configure more than one home page for their users. Each additional home page is accessible to users by swiping to the left from the main home page. The sort order, accessible from the Home Page Collections related lists, defines the Home page order. Administrators can also configure home pages by role.

### Mobile home page fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Title of the home page. The title appears on the home page.</td>
</tr>
<tr>
<td>Title position</td>
<td>Determines the location of the title in the app or mobile web. Selecting Navigation Bar overrides the theme configuration and adds the title in place of the main header bar. Use Hidden to hide the title.</td>
</tr>
<tr>
<td>Subtitle</td>
<td>Create an additional title to describe the page. Subtitle appears below the title or header image.</td>
</tr>
</tbody>
</table>
### Field Description

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| Header image    | Optional. Select an image to appear at the top of the mobile home page. A header image lets you visually communicate the purpose of the home page. Note the following guidelines:  
  - Use a high-resolution image that looks good at different sizes and aspect ratios. The display size and aspect ratio of a header image vary by the device screen size. Since it is not possible to specify a fixed display size for a header image, use a high-quality image that works for different screen sizes.  
  - Avoid text on a header image. Text can be cropped or appear blurry when the image is scaled for different screen sizes. Also, text is not localized because the header image is a static file. Use the home page title and subtitle properties to include any text on a home page.  
  - Avoid using a company logo as a header image. Ideally a header image artistically represents the purpose of the home page. If a logo is needed, create a custom mobile theme (sys_ui_mobile_theme) with a title image that includes the company logo in the navigation bar of the home screen.  
  - For domain separation, header images uploaded in the parent domain do not appear for users in the child domain. Either use a global domain or the child domain that the users are in. |

| Roles           | Configure a home page by role.                                              |

### Mobile Home Page Sections

Administrators can configure Home Page Sections to determine how apps appear in a mobile home page.

#### Mobile home page section fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Title of the home page section. This appears in the app or mobile home page above the list of modules.</td>
</tr>
<tr>
<td>Hide Title</td>
<td>Hide the home page section title so it doesn't appear on the page.</td>
</tr>
<tr>
<td>Module Style</td>
<td>How the modules appear in the section. Regular shows the modules as rectangles that stretch the length of the app or mobile web. Compact displays the modules as smaller “app-like” squares.</td>
</tr>
</tbody>
</table>

| Roles       | Configure Home Page Sections by role.                                      |
Mobile Home Page Modules

Home Page Modules define what information appears on a mobile home page. Modules must be enabled for mobile to appear on a mobile home page. Administrators can also configure Home Page Modules by role.

**Mobile Home Page Module fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Name of the module that appears in the app or mobile web.</td>
</tr>
<tr>
<td>Subtitle</td>
<td>Optional module description that appears beneath the title.</td>
</tr>
<tr>
<td>Module</td>
<td>Select a module from the list of available mobile modules</td>
</tr>
<tr>
<td>Active</td>
<td>Whether the module is available or not. Clear this check box to disable mobile access to a mobile module.</td>
</tr>
<tr>
<td>Roles</td>
<td>Configure module access by role. Users without the specific role won't see the module.</td>
</tr>
<tr>
<td>Icon</td>
<td>Select an icon from the list of available icons.</td>
</tr>
<tr>
<td>Image...</td>
<td>Upload your own module image</td>
</tr>
<tr>
<td>Background color</td>
<td>Select a background color for the module. Use color name or Hex color. For example, #81878e or light gray.</td>
</tr>
<tr>
<td>Content Style</td>
<td>Select a style from available themes.</td>
</tr>
</tbody>
</table>

Configure a theme for the ServiceNow Classic mobile app

Configure a theme for the ServiceNow Classic mobile UI to make the experience more consistent for your users. Theme changes apply to both the ServiceNow Classic mobile app and the mobile web experience.

Role required: admin

1. Navigate to **System Mobile UI > Themes**.
2. Click an existing theme to edit, or click **New**.
3. Complete the mobile theme form fields.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Title for the theme. This does not appear anywhere for end users.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Base theme</td>
<td>The underlying theme to build your styles on. Use the base theme to determine if the main background is darker or lighter.</td>
</tr>
<tr>
<td>Navigation bar title</td>
<td>A title that appears in the navigation bar of the app or mobile web page. For example, your company name or the group you are creating the app for. The navigation bar title also appears at the title when you save a mobile web shortcut on your phone.</td>
</tr>
<tr>
<td>Title image</td>
<td>An image that appears below the navigation bar. The title image overrides the navigation bar title.</td>
</tr>
<tr>
<td>Theme Colors</td>
<td>Navigation bar and toolbar colors for the native app or mobile web. Use color names or Hex codes. For example, red or #ff0000.</td>
</tr>
</tbody>
</table>

4. **Click Activate Theme.**
   The sysID for the new theme appears in the Set the active theme for the mobile experience field on the mobile UI properties page. You can change the theme the ServiceNow Classic mobile app uses by changing the sysID in this field.
Configure Connect Chat for the ServiceNow Classic mobile app

Configure Connect Chat to show or hide on the ServiceNow Classic mobile app homepage. Connect Chat appears on the ServiceNow Classic mobile app homepage by default if it is active on the instance and the user has the correct roles. Hide Connect Chat in the mobile app by disabling the Connect module in the mobile homepages.

Connect Chat has only been optimized for the ServiceNow Classic mobile app, not the mobile web.

1. Navigate to System Mobile UI > Home Screen > Home Page Modules.
2. Open the Connect home page module.
3. Clear the Active check box.

You can also use the Roles field to configure access to Connect Chat by role.

Configure the appearance of the Connect Chat homepage module. For more information on configuring home page modules, see Mobile home page module fields.
Mobile UI actions for the ServiceNow Classic mobile app

UI actions function the same on the mobile interface as on desktop interface, but are configured on a different table: UI Action - Mobile (sys_ui_ng_action).

You can use the following types of UI actions in the mobile interface:

- List buttons
- Form buttons
- Form more items (items that display when the user taps the More button)

UI action

The lowest number in the Order column identifies the primary button at the top of the form.

**Note:** Mobile UI actions automatically reload the form when an action is submitted. You do not need to configure a UI action to make this happen.

Back navigation in the ServiceNow Classic mobile app and mobile web interface

Mobile UI actions support back navigation when a UI action finishes. You can navigate back one logical navigation item in the current navigation stack.

When the navigate_back flag is set to true for a mobile UI action in the UI Action - Mobile (sys_ui_ng_action) table, you can move back to the previous screen.

Sometimes one or more discrete screens, or a nested or partial view of the screen, can represent a single navigation item. For this reason, back navigation can result in different UI behaviors depending on the current navigation content or device.

For example, the activity stream and form for a record are considered as one logical navigation item (the current record). However, some devices use multiple discrete screens for this navigation. When back navigation is triggered from a UI action on a form, multiple screens may be dismissed to return to a previous item, such as a list.
Note: Setting a redirect on the UI action through `action.setRedirectURL();` takes precedence over the `navigate_back` flag.

Enable client scripts for the mobile browser for the ServiceNow Classic mobile app

Control whether client scripts for forms run on the mobile interface, the desktop UI, or both. Use this option to create scripts specific to one interface, or prevent long running from executing on the more limited hardware of a mobile device.

1. On a desktop, navigate to System Definition > Client Scripts.
2. Create a client script that is compatible with the mobile interface. To ensure compatibility, see Mobile client GlideForm (g form) scripting and migration.
3. In the UI Type field, select Mobile/Service Portal or All to have the script run on the mobile interface.
   - If the UI type field is not available on the form, configure the form to add the UI Type field.
4. Fill in the fields, as appropriate.
5. Click Submit.
Mobile client GlideForm (g form) scripting and migration

Client scripting for mobile is identical to scripting for the web, with some exceptions. All new scripts must conform to certain guidelines. The following items are affected on the mobile platform: client scripts, UI policies, navigator modules, and UI actions.

Client scripts

For new or existing scripts to be valid for mobile, they must conform to the following requirements:

- Use the new mobile methods in place of `g_form.getControl()`.
- Do not use deprecated methods.
- Do not reference unsupported browser objects.
- Do not make synchronous JavaScript, GlideAjax, and GlideRecord calls.
- Do not call methods that are not available for mobile.
- Enable scripts to run on the mobile UI.

## Requirements

<table>
<thead>
<tr>
<th>Use the new mobile methods</th>
<th>Several new methods are available for modifying form fields instead of directly manipulating the HTML. These methods replace previous usages of <code>g_form.getControl()</code>, which is deprecated for the mobile platform. In your existing scripts, ensure that the new methods are used in place of methods that are not valid on the mobile platform. For information on these new methods, refer to .</th>
</tr>
</thead>
</table>
| Do not use deprecated methods | The following methods have been deprecated for the mobile platform because direct access to HTML elements is not allowed:  
  - `g_form.getControl()`  
  - `g_form.getFormElement()`  
  - `g_form.getElement()`  
  
  To ensure that existing scripts are compatible, remove all calls to deprecated methods from your code. For new scripts, do not use deprecated methods if you want the script to be valid for mobile.  
  
  For `g_form.getControl()`, some of the functionality previously included with this method has been extracted to individual methods. Instead of `g_form.getControl()`, use the new methods described on the developer site. |
| Do not reference unsupported browser objects | The following browser objects are not supported in mobile scripts:  
  - `Window`  
  - `jQuery` or `Prototype ($, $j, or $$)`  
  - `Document`  
  
  Make sure that new scripts do not use these objects, and remove any usage of these objects from your existing scripts. Use `GlideForm` (`g_form`) instead, which provides methods such as `setLabel()`, `addDecoration()`, and `hasField()` for accomplishing the same tasks. |
<table>
<thead>
<tr>
<th>Do not make synchronous JavaScript calls</th>
<th>The mobile platform does not allow synchronous JavaScript calls. The <code>g_form.getReference()</code> method must now have the callback parameter defined. For example:</th>
</tr>
</thead>
</table>
|                                         | ```js
    g_form.getReference(fieldName, callback)
    ``` |
|                                         | Be sure that all `g_form.getReference()` calls include the callback parameter. For example, the following script does not include a callback and is incompatible with the mobile platform: |
|                                         | ```js
    var userName =
    g_form.getReference('assigned_to').user_name,
    g_form.setValue('u_assigned_user_name', userName);
    ``` |
|                                         | The following script has been updated to include the callback and is compatible with the mobile platform: |
|                                         | ```js
    g_form.getReference('assigned_to', function(gr) {
        g_form.setValue('u_assigned_user_name', gr.user_name);
    });
    ``` |
| Do not make synchronous Ajax calls      | The mobile platform does not allow synchronous GlideAjax calls. Any use of `getXMLWait()` in a GlideAjax call will not work on the mobile platform. Be sure that all GlideAjax calls are asynchronous. For more on synchronous versus asynchronous GlideAjax calls and `getXMLWait()`, see [AJAX](#). For information on the available GlideAjax methods, refer to the. |
Do not make synchronous GlideRecord calls

The mobile platform does not allow synchronous calls. Make sure that any existing GlideRecord calls include a callback. For example, the following script does not include a callback and is incompatible with the mobile platform:

```javascript
var gr = new GlideRecord('incident');
gr.addQuery('number', g_form.getValue('related_incident'));
gr.query();
gr.next();
g_form.setValue('u_related_incident_description', gr.short_description);
```

The following script has been updated to include the callback, and is compatible with the mobile platform:

```javascript
var gr = new GlideRecord('incident');
gr.addQuery('number', g_form.getValue('related_incident'));
gr.query(function(gr) {
gr.next();
g_form.setValue('u_related_incident_description', gr.short_description);
});
```

Do not use methods unavailable on the mobile platform

Due to the limitations and reduced functionality that is imposed by the mobile platform, the following methods are not deprecated but are not available on the mobile platform. If these run on the mobile platform, no action occurs:

- `showRelatedList()`
- `hideRelatedList()`
- `showRelatedLists()`
- `hideRelatedLists()`
- `flash()`
- `getSections()`
- `enableAttachments()`
- `disableAttachments()`
- `setReadonly()` (Note that `setReadOnly()` is available)
- `getParameter()`

Enable scripts for mobile

Scripts must be enabled for the mobile platform. See [Enable client scripts for the mobile browser for the ServiceNow Classic mobile app](#).

**Note:** Focusing an element on a mobile form is not supported.
UI policies

Use the Run scripts in UI type field to determine whether scripts run on the mobile platform, the desktop, or both. Update existing policies so that they apply to either the mobile platform or both. For new scripts, also ensure that the mobile option or both is selected. For more on UI policies for mobile, see Enable UI policies for the mobile browser.

Navigator modules

For existing code, modules must be transferred to either the sys_ui_application or sys_ui_module tables to be available on the mobile platform. When developing new code, be sure that all modules are created in the sys_ui_application or sys_ui_module tables. For more information, see Enable an application menu for the ServiceNow Classic mobile app.

UI actions

UI actions must be transferred to the sys_ui_ng_action table to appear on the mobile platform. UI action scripts that do not use deprecated methods do not require changes to the script itself. For new UI actions, be sure that they are created in the sys_ui_ng_action table. For more information, see Mobile UI actions for the ServiceNow Classic mobile app.

Enable UI policies for the mobile browser

Define UI policies to run on forms on the mobile interface, the desktop UI, or both.

1. In the desktop interface, navigate to System UI > UI Policies.
2. Create a UI policy that is compatible with the mobile interface.
   To ensure the UI policy is compatible on a mobile device, see mobile UI policies.
3. Configure the UI Policies form to add the Run scripts and the Run scripts in UI type fields.
4. Select the Run scripts check box.
   Note: The Run scripts in UI type field does not appear unless the Run scripts check box is selected.
5. In the Run scripts in UI type field, select Mobile/Service Portal or All to have the policy run on the mobile interface.
6. Complete the fields, as appropriate.
7. Click Submit.

Configure 3D Touch options for iOS for ServiceNow Classic

Favorites determine the options that appear on the 3D Touch option for the ServiceNow app on iOS. You can configure your own options for your users using the Shortcut Items module.

Role required: admin

3D Touch allows users to access shortcuts to items in an app with a hard press on the app. 3D Touch is only available on the iPhone 6s and newer.

1. Navigate to Mobile App > Shortcut Items.
2. Click New.
3. Complete the fields on the form.

**Shortcut item fields**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Name for the shortcut that appears in the 3D Touch menu. For example, Create new incident.</td>
</tr>
<tr>
<td>Subtitle</td>
<td>Optional secondary title for the shortcut that appears in the 3D Touch menu. For example, Create a new incident if there's a problem.</td>
</tr>
<tr>
<td>Icon</td>
<td>A visual indicator for the shortcut.</td>
</tr>
<tr>
<td>Module</td>
<td>Module that opens when a user taps the shortcut. The module must be configured to appear in a mobile device. For example, the create new incident module.</td>
</tr>
<tr>
<td>Order</td>
<td>The order in which shortcuts appear. Lower numbers appear first. Configured shortcuts also appear before user favorites in the 3D Touch menu.</td>
</tr>
<tr>
<td>Roles</td>
<td>Limit the users who can access the 3D Touch menu item by role.</td>
</tr>
</tbody>
</table>
Enable mobile location and barcode scanning for the ServiceNow Classic mobile app

Take advantage of mobile devices by allowing location and barcode scanning in the ServiceNow Classic mobile app.
Role required: admin

1. On a desktop, navigate to the form you want to add the location or barcode scanner to.  
2. Use the form context menu to switch the form view to Mobile.  
3. From the form context menu, navigate to Configure > Form Layout.  
4. From the View name list, select Mobile.  
5. In the Create new field section, set the field type to String.  
6. From the form, right-click the new field and click Configure Dictionary.  
7. In the Attributes related list, click New.  
8. Use the Attribute field on the Dictionary Attribute form to search for barcode or location.

The added fields appear on the form in the native mobile app. This feature is not available on the mobile web. Users need to allow the app to access their location and camera on their devices. These fields only appear when you create a record, they do not appear in one that is already existing.

The native apps for iOS and Android support scanning the following barcode types:

- **1D barcodes:** EAN-13, EAN-8, UPC-A, UPC-E, Code-39, Code-93, Code-128, ITF
- **2D barcodes:** QR Code, Data Matrix, PDF-417, AZTEC

### Disable mobile access for the ServiceNow Classic mobile app

Administrators can disable or enable different parts of the mobile UI.

Navigate to System Properties > Mobile UI Properties to enable or disable any of the properties below.

#### UI Agent Properties

<table>
<thead>
<tr>
<th>Name</th>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable mobile web UI</td>
<td>glide.ui.m_enabled</td>
<td>Turns on/off the mobile web UI. Even if this property is disabled, users still have access to the mobile web</td>
</tr>
<tr>
<td>Enable native mobile applications (Android, iOS)</td>
<td>glide.ui.m.native_apps_enabled</td>
<td>Enables/disables user access to the ServiceNow Classic mobile app. This property only applies to the classic mobile app.</td>
</tr>
<tr>
<td>Use the mobile web UI if one of these strings (comma-separated) appears in the browser's User Agent</td>
<td>glide.ui.m_agents</td>
<td>Define which web UI to use depending on what name appears in a browser user agent</td>
</tr>
</tbody>
</table>

### Get started with the ServiceNow Classic app

Use your smartphone or tablet to access an instance in a web browser or the ServiceNow Classic mobile app. The mobile UI varies depending on your device, the way your administrator has configured the mobile UI for your company, and whether you access your instance from the ServiceNow Classic mobile app or mobile browser.
Before you begin

You can access your instance from a web browser on your mobile device or from the ServiceNow Classic mobile app. Depending on your device, go to the Apple App Store or the Google Play store and search for ServiceNow to download the native mobile app. If you do not have access to the mobile platform, contact your administrator.

What to do

Access an instance on your mobile device

To open an instance on a mobile device:
- open an instance in your mobile app
- open an instance in your mobile browser

For mobile web access, add a shortcut to an instance browser page on your mobile device.

Set up homepage favorites

Use the application navigator to find modules and applications. Create and edit favorite modules or applications to appear as icons on your homescreen.
In the ServiceNow Classic mobile app, add a visualization to the favorites on your homepage.

Use lists on a mobile device

View a list on your mobile device by tapping a homescreen favorite or by opening a module from the application navigator.
Search for specific records in a mobile list.
Use Mobile lists for ServiceNow Classic on a tablet.

Use Service Catalog, Connect Chat, location, and barcode scanning

Use mobile Service Catalog to order materials.
Collaborate and stay connected with other users using Connect Chat.
Allow the app to access your location and camera to check in or scan barcodes.

Manage your notification settings

Use Notification Settings to enable or disable the notifications that you receive and the channels for receiving them.

Log in on a mobile device

You can use the URL for your instance to log in using a mobile device. Access your instance from a mobile web browser or using the ServiceNow Classic mobile app.
Depending on your device, go to the Apple App Store or the Google Play store and search for ServiceNow to download the native mobile app.

Access an instance from the ServiceNow Classic mobile app

Access an instance using the ServiceNow Classic mobile app for supported devices.

1. After you download the app from the Apple App Store or the Google Play store, tap the icon on the homepage.
   Even with the newest version of the app, you can access any instance version as far back as Geneva patch 8. Some functionality is version-specific so if you do access an older version
you might have more limited access. For example, only instances starting with Istanbul have access to customizable mobile home pages.

Even with the newest version of the app, you can access any instance version as far back as Geneva patch 8. Some functionality is version specific so if you do access an older version you might have more limited access. For example, only instances starting with Istanbul have access to customizable mobile home pages.

2. Use your regular login to sign in to the app.

After you log in, the app remembers your information. As long as you do not log out, the app opens the last screen you used when you open it again.

If you do log out, the app remembers your instance. Select the instance from the History list to log back in.

**Note:** The ServiceNow Classic mobile app does not have a screen for multi factor authentication (MFA). If your organization uses multi factor authentication, append the MFA code to your password on the login screen. For example, P@ssw0rd642135, where 642135 is the MFA code.

After logging in, use the mobile app to perform tasks on your instance. For more information on using ServiceNow Classic mobile app, see *Using the ServiceNow Classic mobile app*.

**Access an instance from a mobile browser**

Access an instance using a supported mobile browser.

On a *supported device*, navigate to the URL of an instance in a supported mobile browser. Devices are automatically detected and the interface appends $m.do to the end of the URL. Accessing the mobile interface does not prevent the user from also accessing the tablet or desktop interfaces.
1. Enter the base URL in any supported mobile web browser.
2. Enter your user name and password.
3. Optional: Select the **Remember Me** check box to remain logged in until you manually log out.
   This option can be enabled or disabled by the administrator. For more information, see
   [Change settings for the Remember me check box and cookie](#).
4. Optional: If you forget your password, tap **Forgot password?**. The system walks you through a verification process to confirm your information.

5. Tap **Continue** to complete your login.
   - If your organization uses multi factor authentication (MFA), the web login includes an additional screen to input the MFA code.

**Add a shortcut to the home screen**

Add an Apple home screen shortcut that opens a mobile browser page.

1. In Safari on a mobile device, navigate to a page that you want to access as a shortcut, such as a list of open incidents.
2. Tap the sharing icon (琦) at the bottom of the browser.
3. Tap the **Add to Home Screen** icon.
4. Type a descriptive name for the page and tap **Add**.
   - The shortcut is saved to your device.

![Shortcut to the home screen](image)

**Change the home screen icon**

Administrators can change the icon that appears for browser home screen shortcuts in the mobile interface.

To replace the default icon:

1. In the desktop interface, navigate to **Self-Service > My Profile**.
2. Switch to the **Default** view.
3. Click the reference icon by the **Company** field to open the company record.
4. Configure the form to add the **Apple icon** field.
5. Upload an image up to 57x57 pixels in the **Apple icon** field.
When users associated with the company add a home screen shortcut, the shortcut uses the new icon.
Configure a BlackBerry device
BlackBerry devices require some configuration to use the smartphone interface.

1. Open the browser application.
2. Open the menu and select **Options > Browser Configuration**.
3. Select the following options.
   - Support JavaScript
   - Use Background Images
   - Show Images: On WML & HTML Pages
   - Browser Identification: BlackBerry
4. Save your changes.

Depending on the size of the BlackBerry screen, you can change the default font size to a smaller size. Navigate to the **General Properties** browser submenu and set the default font size and minimum font size to a smaller size. Smaller text displays more content, but is difficult for some users to read.

Mobile application navigator in the ServiceNow Classic app
The application navigator provides access to all applications and the modules they contain, enabling users to quickly find information and services.

An application is a group of modules, or pages, that provide related information and functionality in an instance.

The application navigator also provides access to favorites and recently viewed items.

Administrators need to customize the application navigator so that the required modules appear on a mobile device. Most modules have not been enabled for mobile. For more information, see *Enable an application menu for the ServiceNow Classic mobile app*.

Use the application navigator in the ServiceNow Classic app
Use the application navigator to access different modules in the mobile interface.

To open the application navigator, tap the menu icon ( for iPhone and for Android).
Scroll the navigator up or down using one or two fingers. To expand an application, tap the application name. To hide the navigator, tap **Close** or the back arrow.
Use the tablet application navigator in the ServiceNow Classic app

Access different modules in the user interface using the application navigator just as you do in the mobile app.

1. To open the application navigator, tap the menu icon ( ).
2. Scroll the navigator up and down using your fingers. Tap a menu application to open.
To close the navigator, tap outside of the window.

**Mobile lists in the ServiceNow Classic app**

Lists appear as a single column of records on the mobile app UI display. Each row represents a separate record.

Live list updates are not available on mobile devices. Mobile lists only automatically reload when a record change is made by the currently logged in user. The list does not automatically update when other users make changes.
### Mobile UI lists for iPhone

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>INC0000002</td>
<td>Unable to get to network file shares</td>
</tr>
<tr>
<td>INC0000003</td>
<td>Wireless access is down in my area</td>
</tr>
<tr>
<td>INC0000007</td>
<td>Need access to sales DB for the West</td>
</tr>
<tr>
<td>INC0000015</td>
<td>I can't launch my VPN client since the last software update</td>
</tr>
<tr>
<td>INC0000016</td>
<td>Rain is leaking on main DNS Server</td>
</tr>
<tr>
<td>INC0000017</td>
<td>How do I create a sub-folder</td>
</tr>
</tbody>
</table>

### Mobile UI lists for Android

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>INC0000002</td>
<td>Unable to get to network file shares</td>
</tr>
<tr>
<td>INC0000003</td>
<td>Wireless access is down in my area</td>
</tr>
<tr>
<td>INC0000007</td>
<td>Need access to sales DB for the West</td>
</tr>
<tr>
<td>INC0000015</td>
<td>I can't launch my VPN client since the last software update</td>
</tr>
<tr>
<td>INC0000016</td>
<td>Rain is leaking on main DNS Server</td>
</tr>
<tr>
<td>INC0000017</td>
<td>How do I create a sub-folder</td>
</tr>
</tbody>
</table>
Mobile lists consist of the following elements.

**Elements of the mobile UI: Lists**

<table>
<thead>
<tr>
<th>Number</th>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>List name</td>
<td>Displays the name of the list favorite.</td>
</tr>
<tr>
<td>2</td>
<td>Back button</td>
<td>Navigates back to the home page.</td>
</tr>
<tr>
<td>3</td>
<td>UI actions</td>
<td>Displays buttons to display the list activity stream for iPhone and add a record.</td>
</tr>
<tr>
<td>4</td>
<td>Application search</td>
<td>Displays records that match the search string. On Android, search is located in the List options menu.</td>
</tr>
<tr>
<td>5</td>
<td>Current filter</td>
<td>Displays the conditions filtering the list.</td>
</tr>
<tr>
<td>6</td>
<td>Records</td>
<td>Displays one row for each record in the list.</td>
</tr>
<tr>
<td>7</td>
<td>List options</td>
<td>Displays list options to add to favorites, share, and sort the list.</td>
</tr>
</tbody>
</table>

**Mobile activity streams in the ServiceNow Classic**

List activity streams appear as a single column window with a separate row for each record update in the mobile UI.

Access a list activity stream by pressing the activity stream icon. Activity streams open on a new page. Use the List options menu to open the Activity Stream on Android.

Rendering HTML text in activity streams is not supported for the mobile apps.
iPhone list activity stream
Activity stream updates consist of the following elements.

**Mobile UI elements: activity stream**

<table>
<thead>
<tr>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back button</td>
<td>Return to the list.</td>
</tr>
<tr>
<td>User</td>
<td>Displays the user photo and name of the user who made the activity update.</td>
</tr>
<tr>
<td>Record details</td>
<td>Displays the record number and relative time since the update was made.</td>
</tr>
<tr>
<td>Activity details</td>
<td>Displays the most recent activity update.</td>
</tr>
</tbody>
</table>

Swipe up or down to see more activity stream updates.
**Mobile filters in the ServiceNow Classic app**

Use the condition builder to create complex filters in the native mobile app.

Not all filters are available on the mobile app. Saving a mobile filter is not supported. You can, however, add a filtered list to the favorites menu by selecting the star icon, which saves the list with the filter.

---

**iPhone UI filter**

1. **Cancel**
2. **Set 1 of these conditions**
   - **Active = true**
   - **Assigned to is not empty**
3. **Add New Condition**
4. **Add a New Rule**
5. **1 RESULT**
6. **Total Results**

**Android UI filter**

1. **Set 1 of these conditions**
   - **Active = true**
   - **Assigned to is not empty**
2. **Add Condition**
3. **ALL of these conditions**
4. **Add New Condition**
5. **42 RESULTS**
6. **Total results**

---

Mobile filters consist of the following elements.
### Mobile UI filters

<table>
<thead>
<tr>
<th>Number</th>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Current set</td>
<td>Displays the current condition set and the number of records returned by the condition set.</td>
</tr>
<tr>
<td>2</td>
<td>Current rule</td>
<td>Displays the type of rule set that applies to the current filter.</td>
</tr>
<tr>
<td>3</td>
<td>Conditions</td>
<td>Displays the conditions that are part of the current condition set.</td>
</tr>
<tr>
<td>4</td>
<td>Add rule button</td>
<td>Displays a pop-up to add a rule.</td>
</tr>
<tr>
<td>5</td>
<td>New filter button</td>
<td>Creates a condition set.</td>
</tr>
<tr>
<td>6</td>
<td>Delete set</td>
<td>Deletes the current condition set.</td>
</tr>
</tbody>
</table>

**Mobile condition sets**

Condition sets generate a list by combining the results of multiple sets of conditions. Use condition sets to create complex filters.

Each set specifies whether a record must match all conditions or whether a record can match any condition.

In general, condition sets requiring matching to all conditions return fewer records than sets that allow matching on any condition within a set.

For example, consider the following filter consisting of two condition sets.

### Sample list filter with two condition sets
In this example, set 1 requires matching all the conditions and returns 8 results. Set 2 allows matching to any condition and returns 29 results. Total results return 37 records for the combination of record results from the individual condition sets.

**View or modify a mobile list in the ServiceNow Classic app**

Modify a list on a mobile interface.

When you create a favorite list, it automatically appears on the mobile homepage. To see the details of a list or selection, tap its icon on the home page.

To modify a list:
1. Tap the list you want to modify.
2. Tap the filter.
3. To add an “And” rule, tap **Add an All Rule**. On an Android device, tap the add button and tap ‘All’ Rule.
   a) In the Add All section, click **Add New Condition**.
   b) Select a condition from the list.
   c) From the Select Operator list, select a condition qualifier.
   d) Click **Save**.

4. To add an “Or” rule, tap **Add an Any Rule**. On an Android device, tap the add button and tap ‘Any’ Rule.
   a) In the Add Any Rule section, tap **Add New Condition**.
b) Select a condition from the list.

c) From the Select Operator list, select a condition qualifier.

d) Click **Save**.

Both sets of conditions appear in the condition filter.

5. To delete a condition, tap the adjacent **x**.

6. Tap **Save**.
Search a mobile list in the ServiceNow Classic app

Search in a list on a mobile device.
1. From the mobile homepage or the navigation menu, tap the list you want to search within.
2. In the search field at the top of the screen, type your search terms. On an Android device, access the search field from the List options menu ( ).
### iPhone search field

<table>
<thead>
<tr>
<th>Incident Description</th>
<th>Status</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager can't access SAP Controlling application</td>
<td></td>
<td>Software</td>
</tr>
<tr>
<td>Can't access SFA software</td>
<td></td>
<td>Software</td>
</tr>
<tr>
<td>Please remove the latest hotfix from my PC</td>
<td></td>
<td>Software</td>
</tr>
<tr>
<td>Can't launch 64-bit Windows 7 virtual machine</td>
<td></td>
<td>Software</td>
</tr>
</tbody>
</table>

### Android search field

- **Activity Stream**
- **Search**
- **Sort**
- **Share**

### Incidents

<table>
<thead>
<tr>
<th>Incident Description</th>
<th>Status</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to get to network</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SAP Materials Management is slow or there is an outage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The SAP HR application is not accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SAP Sales app is not accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manager can't access SAP Controlling application</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. To change the sort order, tap **Sort**.

**Mobile lists for ServiceNow Classic on a tablet**

Lists appear as a single column of records on the mobile tablet UI display. Each row represents a separate record.

Tap a record in the column on the left to see item details.
Mobile lists on a tablet consist of the following elements.
Elements of the mobile UI: Lists

<table>
<thead>
<tr>
<th>Number</th>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>List name</td>
<td>Displays the name of the list favorite.</td>
</tr>
<tr>
<td>2</td>
<td>Back button</td>
<td>Navigates back to the home page.</td>
</tr>
<tr>
<td>3</td>
<td>UI actions</td>
<td>Displays buttons to display the list activity stream and add a record.</td>
</tr>
<tr>
<td>4</td>
<td>Application search</td>
<td>Displays records that match the search string.</td>
</tr>
<tr>
<td>5</td>
<td>Current filter</td>
<td>Displays the conditions filtering the list.</td>
</tr>
<tr>
<td>6</td>
<td>Records</td>
<td>Displays one row for each record in the list.</td>
</tr>
<tr>
<td>7</td>
<td>List options</td>
<td>Displays list options to add to favorites, share, and sort the list.</td>
</tr>
<tr>
<td>8</td>
<td>Record details</td>
<td>View record details in a split pane view.</td>
</tr>
<tr>
<td>9</td>
<td>Record UI actions</td>
<td>Make a particular record a favorite, share the record, add an attachment, work notes, or comments.</td>
</tr>
</tbody>
</table>
Issue with email

Spoke to customer, appears to need a new VPN token.

Joe Employee

INC0000047 • 4 mos

Issue with email

Will deliver new token tomorrow when I'm in the San Diego office.

Joe Employee

INC0000047 • 4 mos

Issue with email

Can't connect to Email from home. Webmail appears to be down.

Joe Employee

INC0000047 • 4 mos

Issue with email
Activity stream updates consist of the following elements.

**Tablet UI elements: activity stream**

<table>
<thead>
<tr>
<th>Number</th>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Back button</td>
<td>Return to the list.</td>
</tr>
<tr>
<td>2</td>
<td>User</td>
<td>Displays the user photo and name of the user who made the activity update.</td>
</tr>
<tr>
<td>3</td>
<td>Record details</td>
<td>Displays the record number and relative time since the update was made.</td>
</tr>
<tr>
<td>4</td>
<td>Activity details</td>
<td>Displays the most recent activity update.</td>
</tr>
</tbody>
</table>

Swipe up or down to see more activity stream updates.

*Filters for ServiceNow Classic on a tablet*

Construct complex filters with the ServiceNow Classic mobile app UI.
Mobile filters consist of the following elements.

**Mobile UI filters**

<table>
<thead>
<tr>
<th>Number</th>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Current set</td>
<td>Displays the current condition set and the number of records returned by the condition set.</td>
</tr>
<tr>
<td>2</td>
<td>Current rule</td>
<td>Displays the type of rule set that applies to the current filter.</td>
</tr>
<tr>
<td>3</td>
<td>Conditions</td>
<td>Displays the conditions that are part of the current condition set.</td>
</tr>
<tr>
<td>4</td>
<td>Add rule button</td>
<td>Displays a pop-up to add a rule.</td>
</tr>
<tr>
<td>5</td>
<td>New filter button</td>
<td>Creates a condition set.</td>
</tr>
<tr>
<td>6</td>
<td>Delete set</td>
<td>Deletes the current condition set.</td>
</tr>
</tbody>
</table>

Not all filters are available on the ServiceNow Classic mobile app.

**Mobile favorites in the ServiceNow Classic app**

Mobile favorites provide links to records in the system. Favorites display as icons on the homepage in the ServiceNow Classic mobile app.
Note: There are a few limitations for mobile favorites:

- You cannot disable the favorite icon on mobile lists or forms.
- Fixed Query modules are not supported and do not appear on a mobile device even when selected as a favorite.
- Favorites containing `home.do` are not supported and do not appear on mobile devices.

### Elements of the mobile UI home

<table>
<thead>
<tr>
<th>Number</th>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>User profile button</td>
<td>Displays the current profile record.</td>
</tr>
<tr>
<td>2</td>
<td>Favorites</td>
<td>Links to records in the instance, sometimes with visualizations.</td>
</tr>
<tr>
<td>3</td>
<td>Application navigator button</td>
<td>Displays the list of menus and modules available to the current user.</td>
</tr>
</tbody>
</table>

Long press a favorite to edit the following properties.

- Label
- Text and icon color
- Icon image
- Enable visualizations for some favorites

Favorites automatically synchronize between the mobile UI and the desktop UI for your instance.

### Add a mobile favorite

Make any list, record, or module a favorite to add it as an icon to the mobile favorites page.

1. Navigate to the screen that you want to add as a favorite.
2. Tap the star icon.
3. From the Customize Favorite page, give the favorite a name, tag color, and icon. Then tap **Save**.
Edit a mobile favorite

Make changes to the appearance of a favorite on a mobile favorites page.

1. On the app home page, long press a favorite icon.
2. From the icon customization screen, change the icon name, color, or icon.
3. To delete a favorite, long press the icon then on iOS tap **Delete** or on Android tap the delete icon.

Add a Visualization to a favorite

Add visualizations to mobile favorites. Visualizations are specific to your device. If you add a visualization to a list on one mobile device, it won't display the same way on another device.
Visualizations allow users on the mobile app UI to see relevant table information directly from the home page favorite icon.

1. In the mobile app homepage, long press the favorite you want to add a visualization to.
2. Tap the **Visualizations** tab.
3. Select a visualization from the available options. Visualization options vary depending on the type of favorite you select.
Visualizations tab

Favorite Widget

Count Widget

Bar Chart Widget

Number

Category

Short description

Priority

Delete
Visualization options
Use visualizations to customize the appearance of favorites on the mobile app homepage

**Favorite visualization options**

<table>
<thead>
<tr>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Favorite icons displays the number of records returned by the list filter.</td>
<td><img src="image" alt="Count" /></td>
</tr>
<tr>
<td>Favorite icons displays the number of records with a particular field value. Select the field values you want to display when you set up the visualization.</td>
<td><img src="image" alt="Bar chart" /></td>
</tr>
</tbody>
</table>

Using the ServiceNow Classic mobile app

Access an instance from the mobile interface using the ServiceNow Classic mobile app.

Download the ServiceNow Classic mobile app from the Apple App Store for devices running iOS 9 and above or from the Google Play store and for Android phones running version 4.4 (KitKat) and above.

Use the ServiceNow Classic mobile app to do the following:

- **Access lists and forms.**
- Save favorite lists and records to the app homescreen.
- Access the Service Catalog from your mobile device.
- Communicate with other users within the platform using Connect Chat for mobile.
- Share your location.

The mobile UI is configurable by your administrator.

**Manage notification settings in the ServiceNow Classic mobile app**

In the ServiceNow Classic mobile app, use Notification Settings to enable or disable your notifications and the channels for receiving them.

Role required: none

You can set additional notification preferences, such as conditions or filters that affect notification delivery, through the System Settings on a desktop instance or mobile web browser. For details, see "Setting notification preferences in UI16.

1. On your profile screen, tap Notification Settings.
2. On the Notifications Settings screen, enable or disable your notifications.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable Notifications</td>
<td>Global switch for enabling or disabling all your notifications.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The system does not disable any notifications configured as mandatory by your administrator.</td>
</tr>
<tr>
<td>Notification channels</td>
<td>Switches for enabling or disabling the notifications that you receive by device.</td>
</tr>
<tr>
<td>Notification categories</td>
<td>List of notification categories. Each category identifies and groups related notifications. To select a notification:</td>
</tr>
<tr>
<td></td>
<td>1. Tap the notification category.</td>
</tr>
<tr>
<td></td>
<td>2. Tap the notification to be updated.</td>
</tr>
<tr>
<td></td>
<td>3. Enable or disable the channels for that notification.</td>
</tr>
</tbody>
</table>

3. Tap the back button (arrow) to navigate back to your profile screen.

**Mobile Connect Chat in the ServiceNow Classic app**

Use Connect Chat to communicate with coworkers in the ServiceNow Classic mobile app.

Activate Connect before using chat in the ServiceNow Classic mobile app. Many, but not all the features supported in the desktop interface are available in the mobile app UI. Administrators can show or hide Connect Chat by configuring it by role.

Connect Chat is not supported on the mobile web although some limited functionality exists.
## Elements of the mobile UI: Connect Chat

<table>
<thead>
<tr>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back button</td>
<td>Returns to the previous screen.</td>
</tr>
<tr>
<td>Edit button</td>
<td>Turns on conversation editing mode, in which you can delete conversations or mark them as read. Deleting a conversation only removes it from the list. Chat history is preserved and you can add the conversation back to your list using the new conversation button.</td>
</tr>
<tr>
<td>New conversation</td>
<td>Opens a new conversation to which you add one or more members.</td>
</tr>
<tr>
<td>Filter</td>
<td>Enables you to filter conversations by member name.</td>
</tr>
<tr>
<td>Conversations</td>
<td>Lists your open conversations. You can view All your conversations or only conversations with Unread messages.</td>
</tr>
<tr>
<td>Application navigator button</td>
<td>Displays the list of menus and modules.</td>
</tr>
</tbody>
</table>

**Mobile Connect Chat conversations**

Have conversations with groups of people in Connect in the ServiceNow Classic mobile app.
Conversation name

ITIL, Modesto & Abel

Have you seen this?

ITIL User

System Administrator has been added to the group

System Administrator

that's not your car is it??

ITIL User

No! So glad I parked on the street today!

incident.do?

sys_id=23d487264f8c12002fa02f1e0210c746&systarm_record_target=incident&systarm_record_row=2&systarm_record_neighbors=32&systarm_record_list=active %3Dtrue%5EORDERBYDESCnumber

Parking garage flooded!
Elements of the mobile UI: Connect Chat conversation

<table>
<thead>
<tr>
<th>UI element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversation name</td>
<td>Displays the name of the conversation.</td>
</tr>
<tr>
<td>Conversation details</td>
<td>Opens the conversation details page, which displays the following information.</td>
</tr>
<tr>
<td></td>
<td>• Record details (record conversations only)</td>
</tr>
<tr>
<td></td>
<td>• Push notification preferences</td>
</tr>
<tr>
<td></td>
<td>• Conversation members</td>
</tr>
<tr>
<td></td>
<td>For group and record conversations, the conversation details page also provides capabilities to add or remove conversation members and to leave the conversation.</td>
</tr>
<tr>
<td>Avatar</td>
<td>Displays an image or initials to represent a user. Tap an avatar to view details about the user, including email address and online presence status.</td>
</tr>
<tr>
<td>Attachment button</td>
<td>Enables you to include attachments in a message, including photos and documents.</td>
</tr>
<tr>
<td>Message field</td>
<td>Enables you to enter and send messages.</td>
</tr>
</tbody>
</table>

Note: For record conversations, all messages are sent as comments. Sending a message as a worknote is not supported.

Mobile device location on the ServiceNow Classic app

Administrators can set up the ServiceNow Classic mobile app UI to request a current location for a mobile device and store GPS coordinates in a string field.

Take advantage of mobile device tracking features such as GPS location by configuring a string field to use the **current_location** dictionary attribute. This attribute causes the ServiceNow Classic mobile app UI to display a special icon to request the current location of the mobile device.
Elements of the mobile UI: current location field

GPS coordinates are stored in the string field. Administrators can assign any label they want to this field.

**Get current location** allows the app to access the current location of your mobile device.

Current location field asks for permissions to use your current location the first time you use that option.

Change the app access to location from your device Settings.

**Mobile barcode scanning on the ServiceNow Classic app**

Administrators can set up the mobile app UI to request access to a mobile device camera to scan and store barcodes in a string field.
Take advantage of mobile device barcode scanning features by configuring a string field to use the **barcode** dictionary attribute. This attribute causes the mobile app UI to display a special icon to request access to the mobile device camera.

**Elements of the mobile UI: barcode scanning field**

String field displays and stores the numeric value for the barcode. Administrators can assign any label they want to this field.

Scan barcode opens the mobile device camera to scan a barcode.

When you open the barcode scanner for the first time, the app asks your mobile device for permissions to access the camera.

The native apps for iOS and Android support scanning the following barcode types:

- **2D barcodes**: QR Code, Data Matrix, PDF-417, AZTEC
Accessing an instance on a mobile device web browser

Access an instance from anywhere using your mobile device. Connect using the mobile app or a web browser on a mobile device.

The updated mobile UI includes the new ServiceNow branding as well as an all new app. The mobile browser experience is consistent with the ServiceNow Classic mobile app.

Mobile web UI

Access an instance using the browser on your mobile device.

The mobile web UI is similar to the ServiceNow Classic mobile app. Some features are optimized more for the ServiceNow Classic app and may not perform as well on a mobile browser.

Administrators can configure home pages by role so different users may see different mobile experiences depending on their role.

Mobile web unsupported features

The following capabilities are not currently supported in mobile browsers, though they may work to varying degrees.

- Switching to the standard browser interface from the mobile interface
- HTML fields
- CODE tags to render HTML in Journal Fields
- UI Scripts
- Legacy Chat
- Field styles
- Formatters
- Form Templates
- Timeline visualizations
- Embedded lists
- Assessments, surveys, and legacy surveys
- Mobile service catalog features
  - Order guides
  - Wizards
  - Content items
- These variable types:
  - Macro With Label
  - UI Page
  - List Collector
  - HTML
  - Macro
  - Label
  - Break
- Data lookup rules
- Custom auto-complete scripts
Tablet interface

Use a tablet to access your instance either app or from a browser.

Use the native tablet app for an experience similar to the native mobile app. Applications or modules that you have favorited in a desktop instance appear as tiles on your mobile app homescreen.

The tablet web UI mimics the desktop experience in UI16. $tablet.do has been disabled in UI16 because the tablet interface is the same as the desktop.

Connect to an instance using the browser on your tablet for an experience similar to the standard desktop user interface.

Tablet features with limited support

- Editing lists: You cannot edit field values in a record from the list view. Access the record form to modify any field values.
- Dependency Views map, schema map, graphical Workflow Editor, Gantt chart, and visual dispatch tool: Graphics-based tools can be viewed but not modified from the tablet interface. Data presented by these tools is read-only when accessed through the tablet interface.
- Calendars: You can access calendar reports but scrolling around the calendar as you would on the desktop interface is not supported.
- Video and image attachment upload: Attach videos and images with both iOS 9 and Android. Other file type attachments are not allowed.

Unsupported tablet features

- Field watcher: Administrators must use the desktop version to access the Field Watcher.
- JavaScript debugger: Administrators must use the desktop version to access the JavaScript debug window.
- Language picker: Even if the internationalization plugin is enabled, the language picker does not appear in the tablet UI toolbar. Language selected through the desktop interface applies to the tablet UI.
- Domain picker: Tablet users cannot select any other domains that administrators configure for domain-specific personalizations. To select a new domain, use the desktop interface.
- Slushbucket feature: Any lists, fields, or filters that use the slushbucket feature are unsupported on a tablet device. Slushbuckets are only supported in the desktop interface.
- Suffix in the navigation filter: You can use the .list, .do, or .form shortcuts to access a list of records in a table or a new form from the desktop version only.
- Support chat: End users cannot request a chat session nor can support technicians respond to chat requests when using the tablet interface. Help desk chat is only supported in the desktop interface.
- Printer friendly view: This view, which shows the current screen in a pop-up window without frames and the application navigator, is not available from the tablet.
- Timeline sliders and the Timeline Metrics UI actions: Features that use timelines, such as the workflow timeline and the Gantt chart are not supported from the tablet.
Now Mobile app demo

Access the demo in your Now Mobile app to learn how the app can help you work from anywhere using your mobile device.

The Now Mobile demo includes demonstrations to show you how you can perform tasks such as submit incidents and requests, manage tasks, and access company resources.

Access the demo

In the Now Mobile app, tap the **Try with a demo account** button at the bottom of your login screen. Then, tap the **Launch Demo** button to start using the demo. The demo automatically logs into a ServiceNow instance with an example account.
Demo sections

The Now Mobile demo displays an applet launcher page divided into six UI sections. Tap an item in any section to open the item, or tap See All to view all items in that section. For details on how applet launchers, applets, actions work together in the mobile environment, see Mobile Hierarchy.

News

The News UI section displays information from a knowledge base. You can view knowledge article information, as well as subscribe, rate, and comment on the article.

Approvals

The Approvals section shows a list of approvals in the requested state, where you are the assigned approver. You can tap any approval record to view it. You can approve or reject approvals using the buttons on the form. You can also quickly approve or reject approvals directly from the list by swiping to the left on an approval record.

Get Help

The get help section highlights three different possible ways you can request help using the mobile app.

Take Picture

The Take Picture option uses your mobile device's camera to use a photo to determine what help you need. This feature is a smart button which directs users to a service portal page which creates a request based on the photo. The mobile app displays this service portal content seamlessly as part of the app.

White Glove Support

The White Glove Support option quickly creates an incident record based on text you enter into a field. You can enter text with a keyboard, or use your phone's voice-to-text capability.

Scan Conference Room QR Code

The Scan Conference Room QR Code option demonstrates how you can use QR codes to save time when creating requests. By scanning the QR code associated with a conference room your mobile device's camera, your facilities team has all the information they need about the room. All you have to do is scan the code and select an issue.

For more information on incident management using mobile applications, see Mobile experience for Incident Management.

Book Conference Rooms

The applets in the Book Conference Rooms section demonstrate how to use applets to automate common tasks without the need to use another app or make facilities requests. You can book a conference room by tapping an available room, then tapping the Book button. You can also quickly book a room by swiping the room on the list to the left.

The Available Now applet gives you a list of all available rooms. The Book for later applet displays a list of rooms based on information you provide through inputs in the applet. These inputs are an example of mobile parameters. For more information on how to use mobile parameters in your applets, see Mobile parameter tutorials.

Contacts

Use the Contacts section to view your contacts, and communicate with contacts using your mobile device's built in capabilities, such as phone, email, and web browser. You can call, email, or navigate to one of your contacts using field functions configured on the contact form. You can also call or email or using swipe actions on the list that appears when you tap See All.
For more information on employee directory applets, see Configure an employee directory applet.

For information on configuring functions like those used to make calls and send emails, see Functions in ServiceNow mobile.

Find Answers

The Find Answers section contains knowledge articles you have subscribed to or viewed recently to give you quick access to the information need. Tap articles within the applets to view them. You can subscribe or unsubscribe to articles using a button on the article, or through swipe actions on the list.

Chat with a Virtual Agent

Use the chat button to connect to a virtual agent. Virtual agent is an automated conversational interface that can quickly address common issues, such as password resets, or setting up an email account. The Now Mobile uses a quick action on the applet launch page. For more information on virtual agent, see Virtual Agent.

The chat button on the demo launch page is a quick action. For details on how to add a virtual agent to your mobile apps, see Enable Agent Chat in the Now Mobile app.

Learn more about the Now Mobile app

Use the following links to learn more about on how to use and configure the Now Mobile app.

- Now Mobile app
- Administer the Now Mobile app
- Use the Now Mobile app
- ServiceNow mobile app configuration

Onboarding app demo

Access the demo in your Mobile Onboarding app to learn how the app can give you a simple end-to-end new hire experience.

The Mobile Onboarding demo includes demonstrations to show you how you can perform tasks such as complete onboarding to-dos and view relevant content for new employees.

Access the demo

In the Mobile Onboarding app, tap the Try with a demo account button at the bottom of your login screen. Then, tap the Launch Demo button to start using the demo. The demo automatically logs into a ServiceNow instance with an example account.
Demo sections

The Mobile Onboarding demo displays an applet launcher page divided into four UI sections. Tap an item in any section to open the item, or tap See All to view all items in a section. For details on how applet launchers, applets, actions work together in the mobile environment, see Mobile Hierarchy.

Welcome Section

The first section of the Mobile Onboarding demo shows a short introductory video. This video is embedded in a media section within the applet launcher. For information on configuring a media section in you onboarding app, see Configure a media section for Mobile Onboarding.

Get Ready

The Get Ready section shows a list of common tasks new employees may complete as part of their onboarding process. These tasks are lifecycle activities, which are part of the Enterprise Onboarding and Transitions application. For more information on lifecycle activities, see Configure a lifecycle event activity.
Contacts

Use the Contacts section to view and connect with your contacts using your mobile device's built-in capabilities. You can call, email, or navigate to your contacts using field functions configured on the contact form. You can also call or email or using swipe actions on the contact list when you tap See All.

For more information on employee directory applets, see Configure an employee directory applet.

For information on configuring functions like those used to make calls and send emails, see Functions in ServiceNow mobile.

Get Informed

The Get Informed section contains a form applet which displays a message from the CEO, and an embedded welcome video. These two components are examples of screen fields. For more information on the available screen fields for mobile applications, see Screen fields.

Office Location

The Office Location section contains an example of a map applet. The map applet plots locations on a map, based on records provided by a data item. In this case, the data item has a single entry for the logged in user. Map applets display information on locations, and can work with your mobile device's navigation features to provide directions to locations in the map. For details on configuring map screens for mobile apps, see Configure a map applet.

Learn more about the Mobile Onboarding app

Use the following links to learn more about on how to use and configure the Mobile Onboarding app.

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