



How to add a new user in ServiceNow Hi Portal

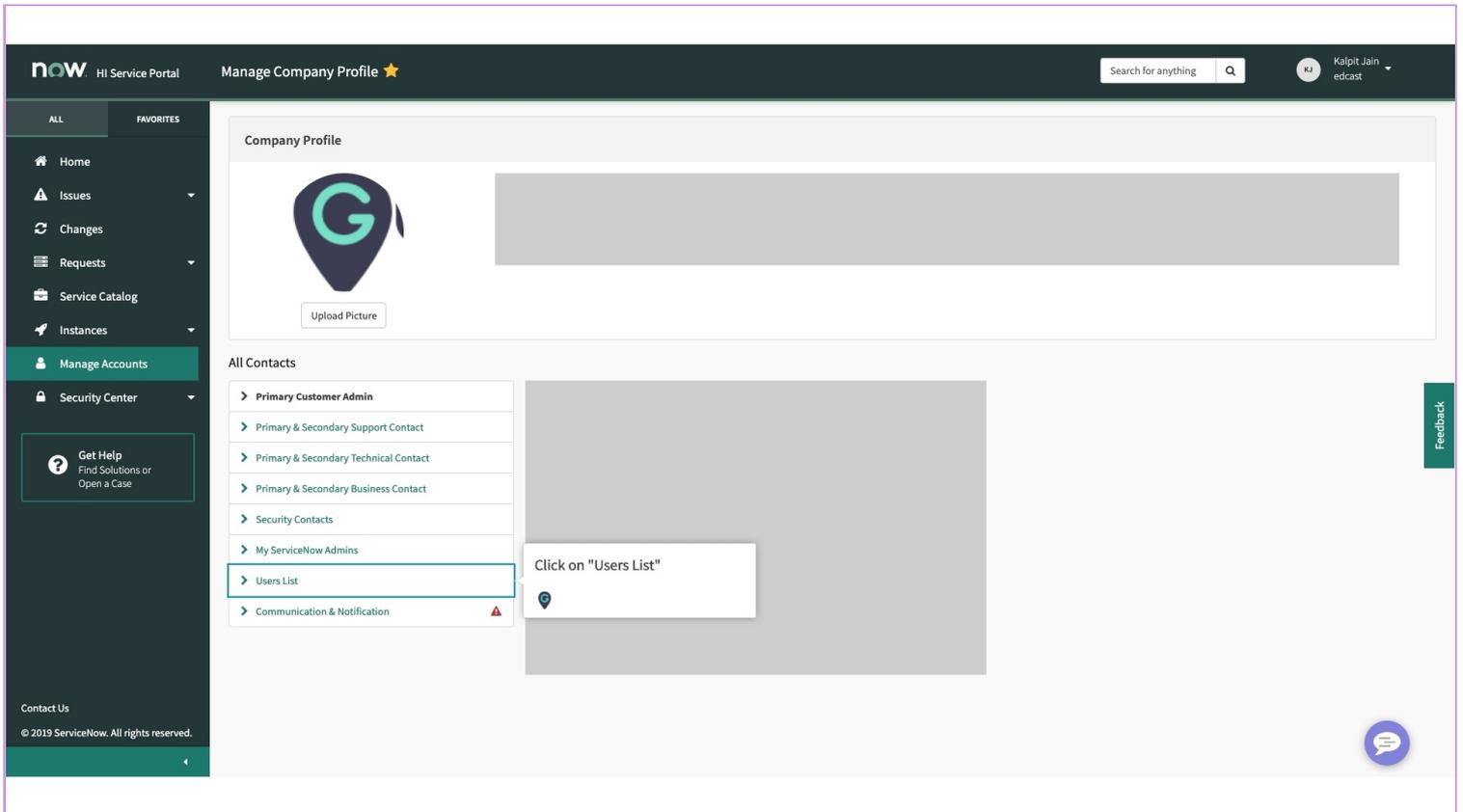
Step: 01

Log in to ServiceNow Hi portal and Click on "Manage Accounts"

The screenshot displays the ServiceNow Hi Service Portal interface. The top navigation bar includes the 'now' logo, 'Hi Service Portal', and 'Home'. The user profile 'Kalpit Jain edcast' is shown in the top right. A search bar is located below the navigation bar, with the text 'Search Documentation, Knowledge, Community, CS, PRB, CHG, FTASK'. Below the search bar, there are several sections: 'Active Cases' (No active cases), 'Active Change Requests' (Install Madrid Patch 3 Hot Fix 2 on SNC Instance - ven02611), 'Featured Catalog Requests' (Create a New HI User, Rename an Instance, Admin Password Reset, Request the ServiceNow Admin Role, zBoot Instance), and 'Remote Services' (Did you know that you can book hours with our Remote Services consultants to help you with your instance?). A callout box points to the 'Manage Accounts' menu item with the text 'Log in to ServiceNow Hi portal and Click on "Manage Accounts"'. The user profile 'Kalpit Jain edcast' is visible in the top right corner.

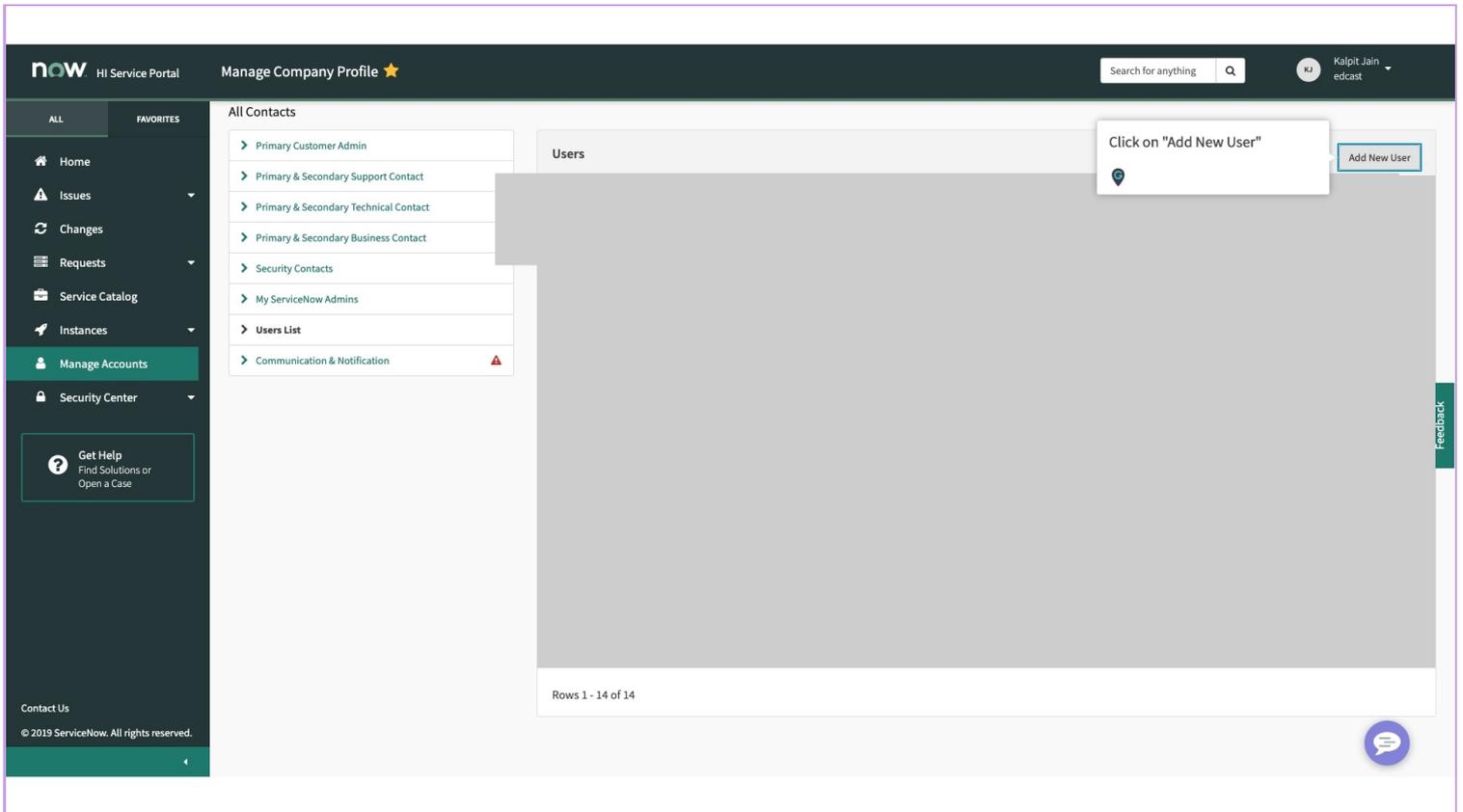
Step: 02

Click on "Users List"



Step: 03

Click on "Add New User"



Step: 04

Fill up the form and hit submit, you are all set

The screenshot displays the 'Create a New HI User' form in the ServiceNow interface. The form is titled 'Create a New HI User' and includes a note: 'An email will be generated with a random password and sent to the email address entered. The password will need to be reset upon first login.' The form fields are as follows:

- Company:** A dropdown menu with 'edcast' selected.
- First name:** A text input field.
- Last name:** A text input field.
- Email (will be used for User ID):** A text input field.
- Title:** A text input field.
- Business Phone:** A text input field.
- Mobile phone:** A text input field.
- Country:** A dropdown menu with '-- None --' selected.
- Time zone:** A dropdown menu with '-- None --' selected.
- City:** A text input field.

At the bottom of the form, there is a 'Submit' button and an 'Add attachments' link. A 'Required information' bar highlights the following fields: First name, Last name, Email (will be used for User ID), Business Phone, Country, and Time zone. A callout box on the right side of the form contains the text: 'Fill up the form and hit submit, you are all set'. The page header shows 'now HI Service Portal' and 'Service Catalog'. The user profile in the top right corner shows 'Kalpit Jain edcast'.

Thank You!

myguide.org