

How to impersonate a user in ServiceNow

myguide.org



Log in to serviceNow as admin. Click on your profile icon.

Filter navigator									
٦	*	0							
Self-Service									
Homepage Business Applica	tions								
Dashboards									
Service Catalog									
nowledge									
lp the Help De	sk								
sual Task Boan onnect Chat	ds								
idents									
tched Inciden	ts								
Requests									
quested Items									
Ay Connecte <u>d A</u>	ops								
My Profile									
My Tagged Docu	ments								
My Tags									
\odot									



Step: 02

Click on "Impersonate User"

servi <u>ce</u>	10W . Servi <u>ce M</u> a	nagemen <u>t</u>
Filter navigator		
	*	0
Self-Service		
Homepage		
Business Appl	cations	
Dashboards		
Service Catalo		
Help the Help	Desk	
Visual Task Bo	irds	
Connect Chat		
Incidents		
Watched Incid	ents	
My Requests		
Requested Iter	ns	
Watched Requ	ested Items	
My Connected	Apps	
My Profile		
My Tagged Do	uments	
My Tags		
\odot		





"Search for user", just type in a user name

Servicenow. Service Management				📵 System Administrator 👻 🔍 다가
	Personalize Form After selections, a table, the east page will provide the ability to customize that table's for	Impersonate User X	"Search for user", just type in a	
	Table - None -	Search for user	user name	
	Next		Ģ	
Homepage				
My Requests				
Requested Items				
Watched Requested Items				
My Connected Apps				
My Tagged Documents				
My Tags				
U				





just type in a name and select from the search box

Service Management
Filter navigator After selecting a table, the next page will provide the ability to customize that table's for Table - Hone- Just type in a name and select
Table None just type in a name and select
The search box
Self-Service Kary Wooldridge Kory wooldridge ©
Homepage
Dashbaards
Service Catalog
Knowledge
Help the Help Desk
Visual Task Beards
Connect Chat
Watcheo Incoents
Requested Rems
Watched Requested Items
My Connected Apps
My Profile
My Tagged Documents
My Tags
\odot



Note, you are now logged in as an impersonated user.

Servicenow. Service Management		Note, you are now logged in as an		ርጉ (ን 🌣	
Filter navigator			impersonated user.	③ ②	
⊡ ★ ©		Self Service	¢		
Self-Service Homepage Business Applications Dashboards Service Catalog Knowledge Help the Help Desk Visual Task Boards Connect Chat Incidents Watched Incidents My Requests Requested Hems Watched Requested Hems Watched Requested Hems Watched Incidents	Can We Help You? Change Password Password Reset Enrollment Password Reset Enrollment Comment Networkedge Base No data to display No data to display	Quick Links Company policies Company portal My Requested Items Image: Second Se	Item Approval No records to display Priority State Category Assignment gr No records to display	Quantity S	itage Updated by
wy Profile My Tagged Documents My Tags	NO BAGA IO BISPIAY				



Thank You!

myguide.org

