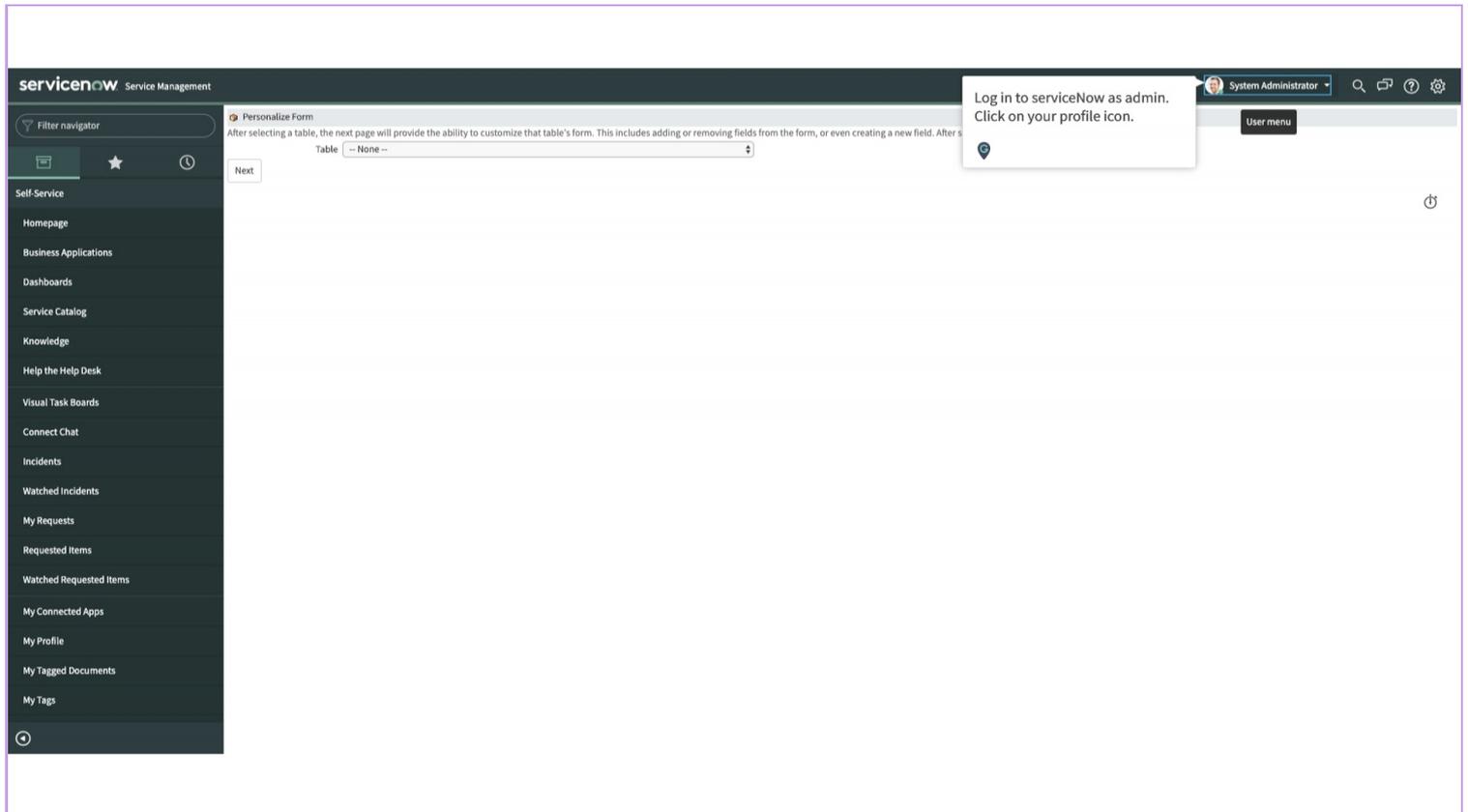




How to impersonate a user in ServiceNow

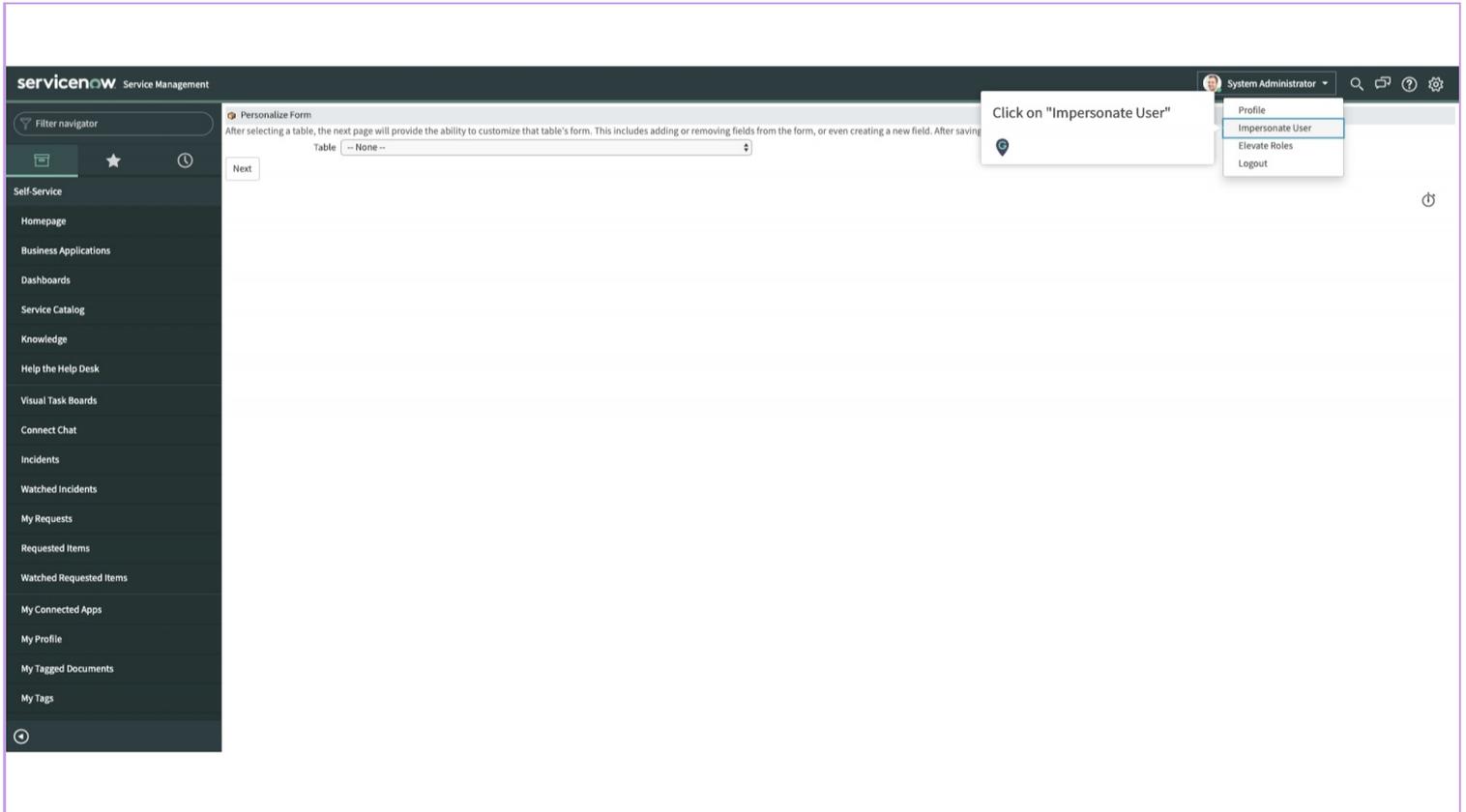
Step: 01

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



Step: 02

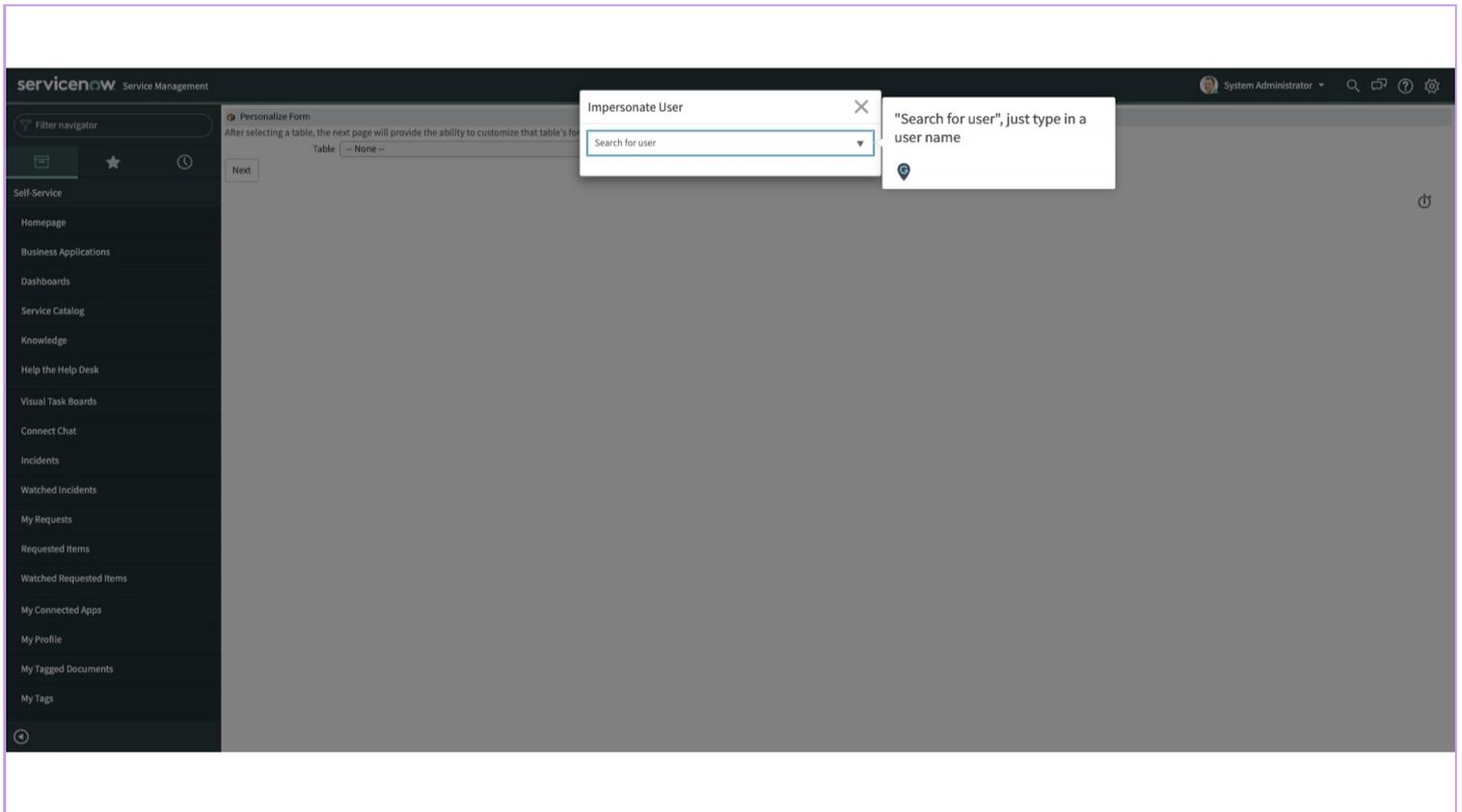
Click on "Impersonate User"



The screenshot displays the ServiceNow Service Management interface. On the left is a dark sidebar with a 'Filter navigator' and a 'Self-Service' menu containing items like 'Homepage', 'Business Applications', 'Dashboards', 'Service Catalog', 'Knowledge', 'Help the Help Desk', 'Visual Task Boards', 'Connect Chat', 'Incidents', 'Watched Incidents', 'My Requests', 'Requested Items', 'Watched Requested Items', 'My Connected Apps', 'My Profile', 'My Tagged Documents', and 'My Tags'. The main content area is titled 'Personalize Form' and includes a sub-header: 'After selecting a table, the next page will provide the ability to customize that table's form. This includes adding or removing fields from the form, or even creating a new field. After saving'. Below this is a 'Table' dropdown menu currently set to '-- None --' and a 'Next' button. In the top right corner, the user 'System Administrator' is logged in, and a dropdown menu is open, showing options: 'Profile', 'Impersonate User', 'Elevate Roles', and 'Logout'. A callout box with a blue location pin icon points to the 'Impersonate User' option, with the text 'Click on "Impersonate User"'. The top navigation bar also contains search, help, and settings icons.

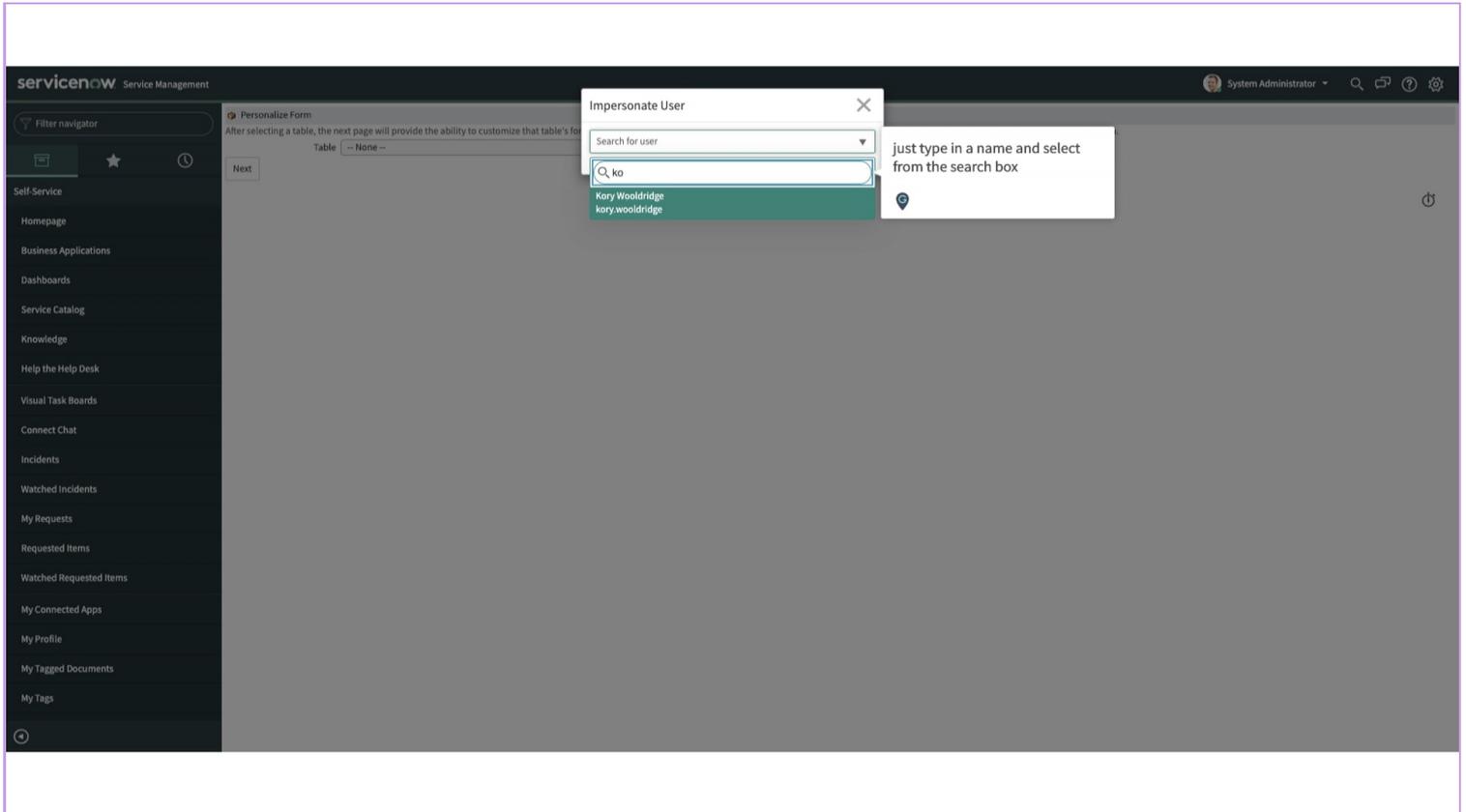
Step: 03

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



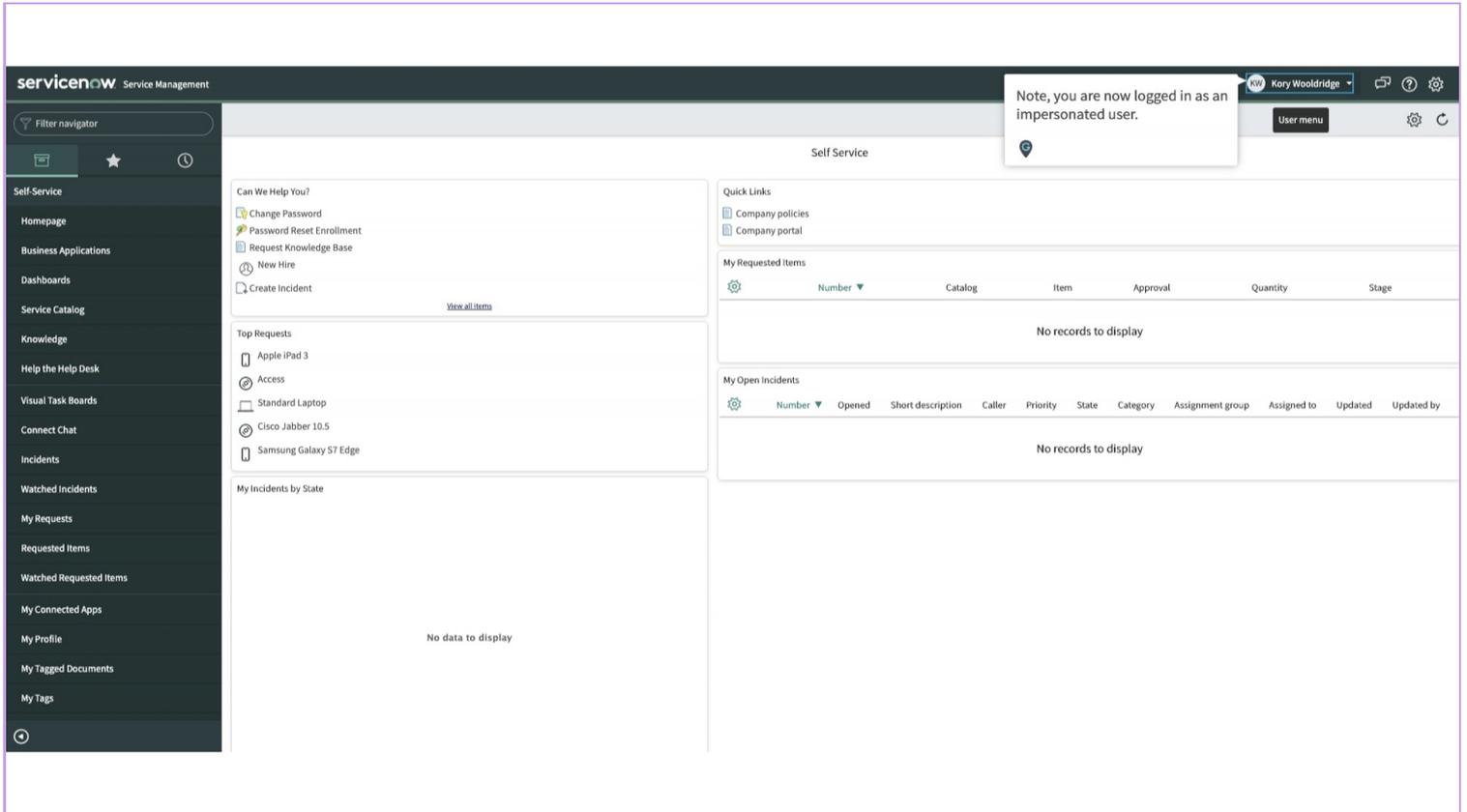
Step: 04

just type in a name and select from the search box



Step: 05

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



Thank You!

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