

Configuring ServiceNow Mobile app on a Tablet or Smartphone

KB0020819



204 views

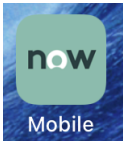
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Introduction

This document will show the process for connecting to the Now Mobile application from an Apple iPhone. The process is the same for android but the images may slightly differ. To access Now Mobile, you will need to download the Now Mobile application and have a RSA token or be set up for a soft RSA via application, and download the RSA Authenticate application.

Configuring ServiceNow's Now Mobile Client

1. Launch the Now Mobile application from your device.



2. Enter allina.service-now.com where it indicates example.service-now.com, click Save and Log in.



3. Sign into the Application Portal for Allina Health with your network ID and password.

Cancel so.allina.com AA

Allina Health

Application Portal

User ID


Password

Sign In

4. You will be prompted to Enter an Authentication code from your token or RSA application.

Cancel securid.com AA

Enter Authenticate Tokencode

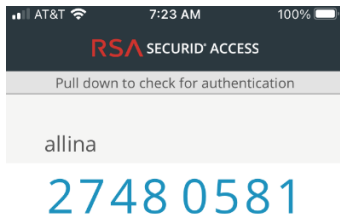


1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.

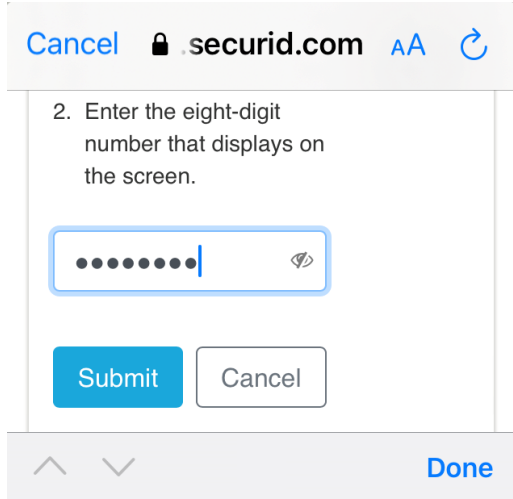
Submit **Cancel**

5. Retrieve your RSA token code or launch the RSA Authenticate application on your device.

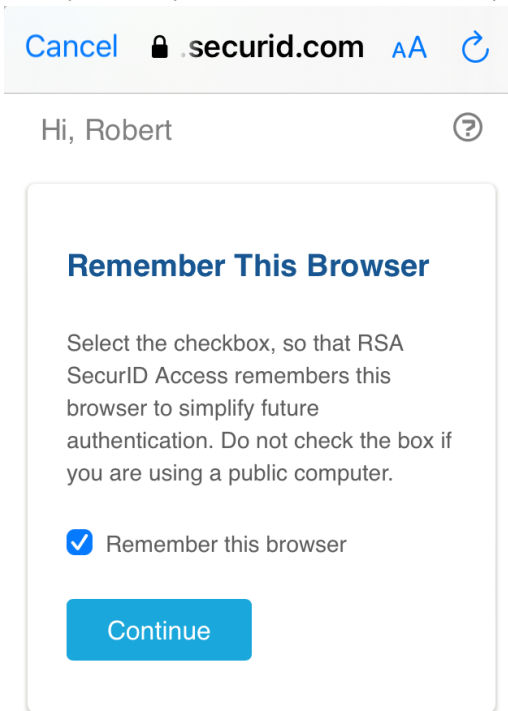




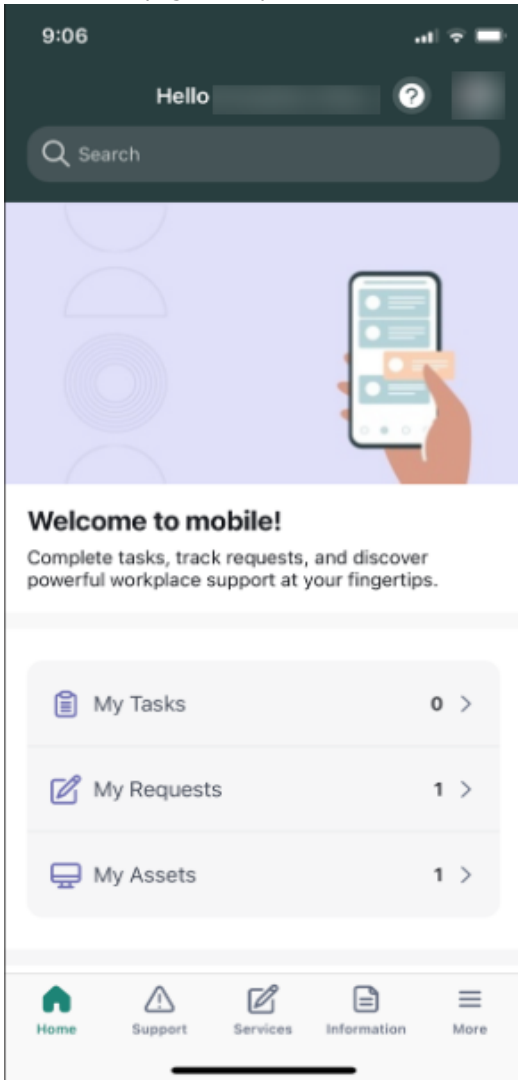
6. Enter the 8 digit number into the SecurID prompt.



7. On your own personal, non shared device, you may want to check the Remember this browser box.



8. The Home page will open.



Meta Search Data

Mobile,Now,RSA



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