Brazil Mobile Configuration and Navigation

Last updated: 10/08/2026

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Some examples and graphics depicted herein are provided for illustration only. No real association or connection to ServiceNow products or services is intended or should be inferred.

ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Please read the ServiceNow Website Terms of Use at www.servicenow.com/terms-of-use.html

Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Table of Contents

Mobile Platform **5**
Exploring the Mobile Platform 6
Now Mobile app 11
Mobile Agent app 15
Configuring the Mobile Platform 21
Base system functionality 22
Tested devices/supported versions 24
Mobile admin role 27
Encryption compliance 28
Enterprise mobility management (EMM) 30
Mobile application management (MAM) 31
Mobile instances 34
Next Experience 54
Configuration detail 54
Mobile security 280
Domain separation 296
Control app use 297
External users 301
Mobile authentication 302
Mobile impersonation 316
Mobile URLs 322
Bookmark screens & web pages 331
Custom branded apps 332
Next Experience theming 389
Legacy theming 422
Screen reader support 446
Displaying campaigns 448
Using the mobile apps 458
Working with mobile instances 459
Access instances on mobile web browser 465
Using a shared device with multiple users 467
Mobile app structure 475
Mobile app settings 481
Languages on your mobile device 503
Mobile search 510
Filtering and sorting results 515
Interacting with mobile activity stream 519
Mobile notifications 521
Handling mobile alerts 523

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Critical alerts....525
Mobile saved views....525
Using the calendar screen....529
Mobile platform dashboards....530
Mobile app feedback....542
Using the map screen....546
Indoor Wayfinding and reservations....550
Accessibility features in mobile....570
Building mobile apps....576
Terminology changes....577
Design considerations....579
Mobile SDK....579
Mobile hierarchy....580
Usage Insights....585
Building tools....586
Mobile app components....641
ServiceNow Otto for Mobile....1067
Exploring Otto....1068
Configuring Otto....1094
Using Otto....1102
Additional resources for Mobile Platform....1125

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile Platform

Access your instance from anywhere using the ServiceNow® Mobile Platform. The Mobile Platform enables you to create customized mobile experiences on the Now Mobile® and Mobile Agent® apps. Using these apps, your users access custom reports and can execute multiple tasks, enabling them to perform their work from anywhere, at any time.

https://player.vimeo.com/video/995403813?badge=0&autopause=0&player_id=0&app_id=58479

This video highlights some of the capabilities of the 2 ServiceNow® mobile apps: Mobile Agent and Now Mobile. The video defines the purpose of each app, who uses them, and how they support your workflows and ServiceNow business applications. The Mobile Agent app is designed for field service technicians and engineers to support them while they are off-site. The Now Mobile app can be used by your entire organization. Using the Now Mobile app, employees can perform tasks such as viewing their work schedules, viewing a knowledge article, or reserving a conference room.

Get started

Select one of these tiles to learn about the ServiceNow Mobile Platform. Learn how to use the mobile apps to manage incidents, collaborate with teams, access the knowledge base, and much more.

Starting with the Brazil release, Mobile Studio is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Explore

Learn about the ServiceNow mobile apps that are available on iOS and Android.

Use

Learn how to use ServiceNow mobile apps to get your work done from anywhere using your mobile device.

Configure

Configure a mobile experience for any of the ServiceNow mobile apps.

Build

Create and modify base system mobile app components for ServiceNow mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional Resources

Explore additional Mobile Platform resources to upgrade your mobile experience to the next level.

Exploring the Mobile Platform

Learn about the ServiceNow® Mobile Platform and how you can give your users the ability to access resources by using Now Mobile and Mobile Agent mobile apps.

Get started

Select one of the tiles to learn about these ServiceNow mobile apps and how you can use them in your organization.

Now Mobile

Use the Now Mobile app so employees can manage their tasks, records, incidents, and access company resources.

Mobile Agent

Use the Mobile Agent app to support agents and help them work from anywhere with purpose-built mobile workflows.

For more information, refer to the following resources:

- Getting Started with Mobile FAQ on the ServiceNow Community website.
- For design considerations and user experience general guidelines when building your mobile app, see the Native mobile section in the Horizon design system website.
- For design and layout considerations for ServiceNow mobile apps, see the Structure section in the Horizon design system website.

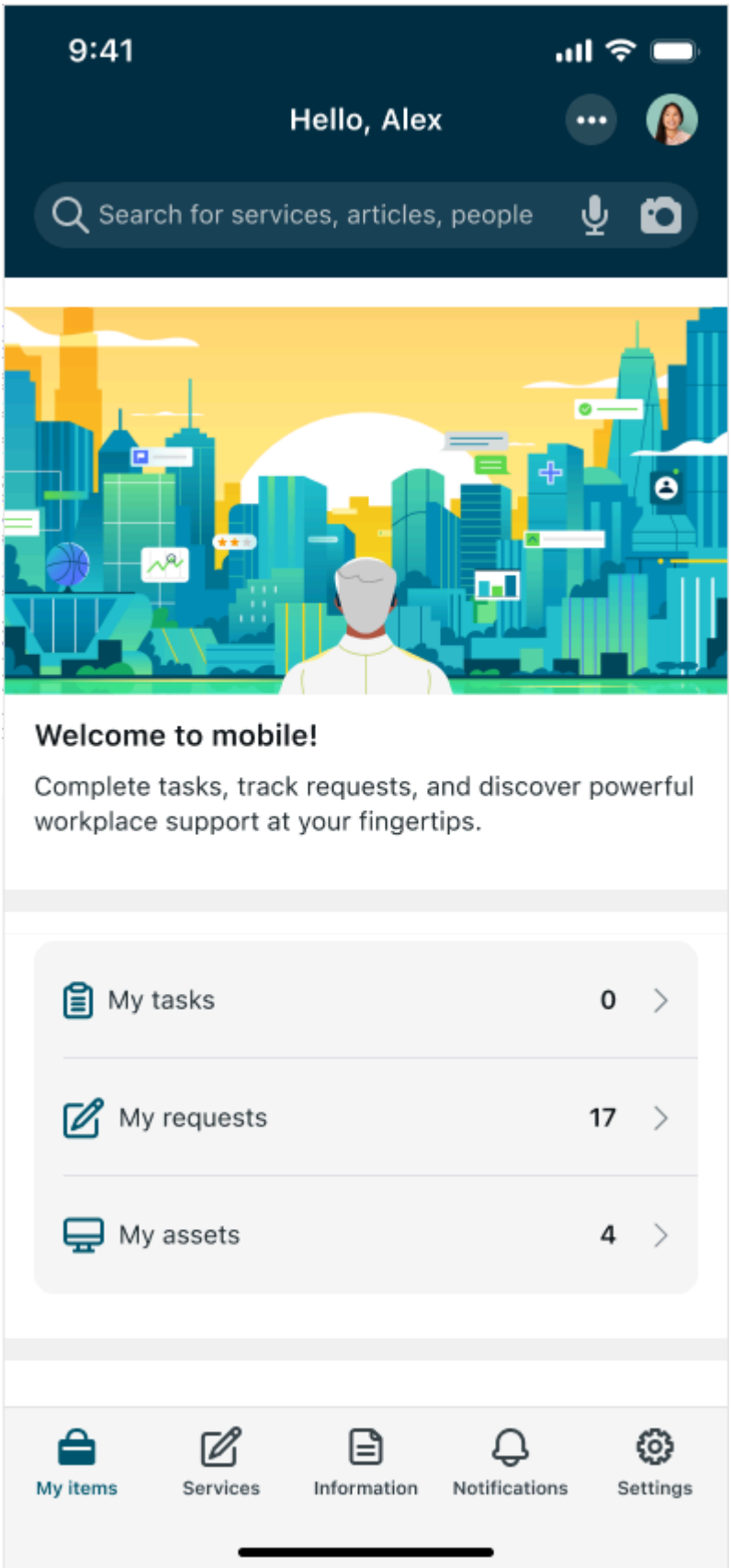
Now Mobile

Now Mobile is used by general employees or the requester persona. This app enables employees to work with requests, find information or people across the organization, and interacts with Virtual Agent.

Now Mobile includes workflows for IT Service Management, Employee Service Management, IT Asset Management, Strategic Portfolio Management, Customer Service Management, , Legal Service Delivery, and Safe Workplace. Navigate to these documentation sets for

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

information about using Now Mobile for these workflows. The Mobile Platform documentation provides information about configuring Now Mobile to use your ServiceNow instance.



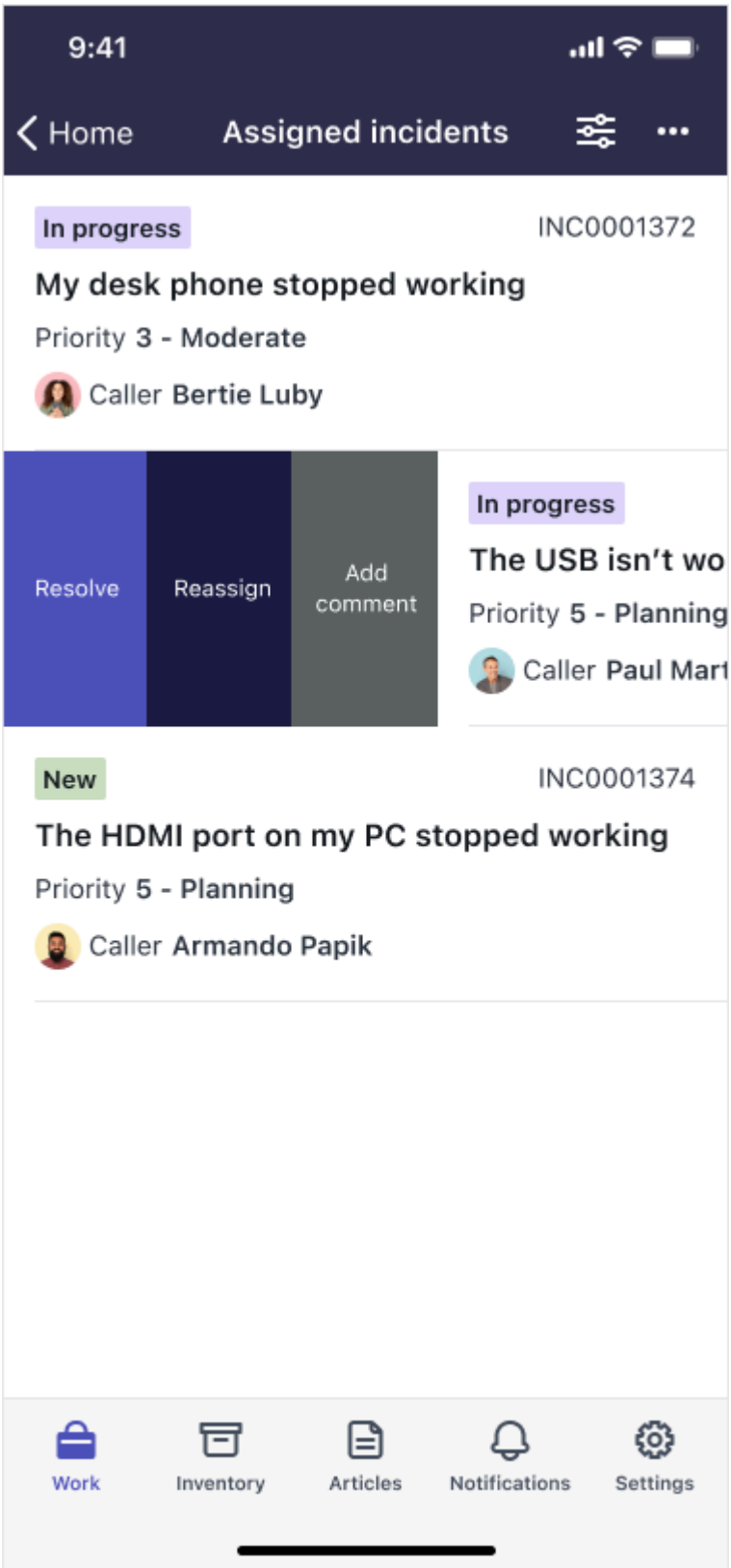
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile Agent

Mobile Agent is used by agents or the fulfiller persona. This app delivers out-of-the-box mobile experiences for the most common service desk agent workflows, which makes it easy for agents to triage, act on, and resolve requests on the go. Mobile Agent app demo offers a curated demonstration of the Mobile Agent app, with a full range of personas and the controls for each role.

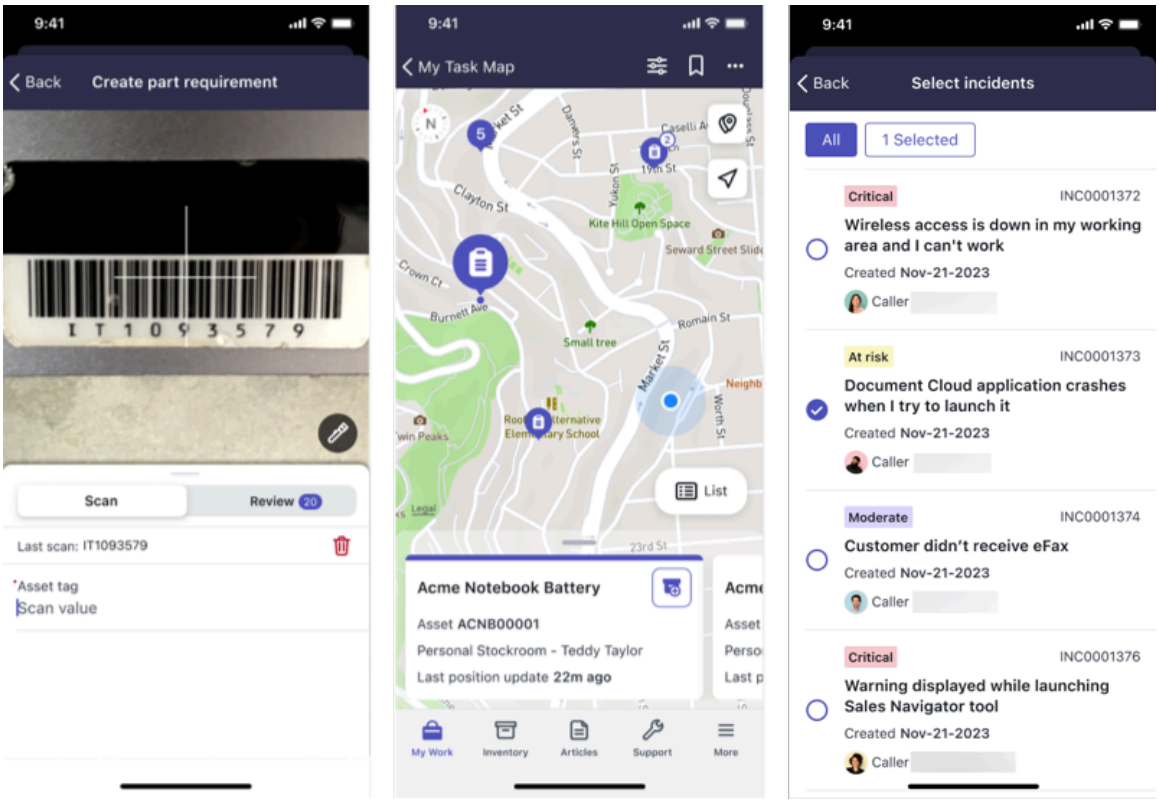
Mobile Agent includes workflows for IT Service Management, Field Service Management, Customer Service Management, IT Asset Management, IT Operations Management, Strategic Portfolio Management, Security Operations, Governance, Risk, and Compliance, Legal Service Delivery, and Procurement. Navigate to these documentation sets for information about using Mobile Agent for these workflows. The Mobile Platform documentation provides information about configuring Mobile Agent to use your ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



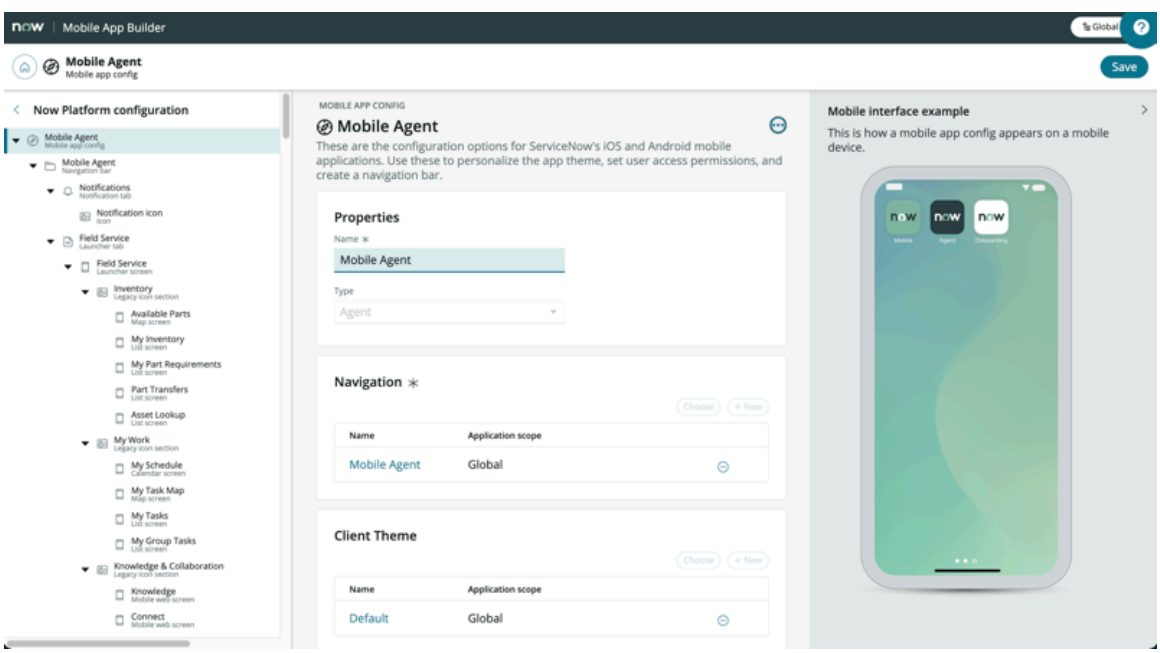
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using the mobile apps



Gain all the necessary knowledge to make mobile applications work best for your enterprise on the ServiceNow AI Platform.

Building and configuring mobile apps



Develop a mobile experience custom-built to work with your business, your staff, and your customers, using the modules available on the ServiceNow Mobile Platform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Now Mobile app

Submit incidents and requests, manage tasks, and access company resources from anywhere using the Now Mobile app.

https://player.vimeo.com/video/995403813?badge=0&autopause=0&player_id=0&app_id=58479
This video highlights some of the capabilities of ServiceNow® mobile apps.

For the full range of Now Mobile app documentation, see Now Mobile app in the Employee Service Management business unit.

Features of the Now Mobile app

The Now Mobile app is a downloadable app designed to help your employees with the following tasks:

- Get help by submitting requests and issues.
- Find answers using global search and knowledge base.
- View and report issues around your assets
- View and complete tasks
- Upload images and attachments to ServiceNow records
- Request help from Agent Chat and Virtual Agent
- Use pre-configured Siri shortcuts unique to the Now Mobile app to complete common actions.

Note: For more information, see Base system functionality for ServiceNow mobile.

Download the app

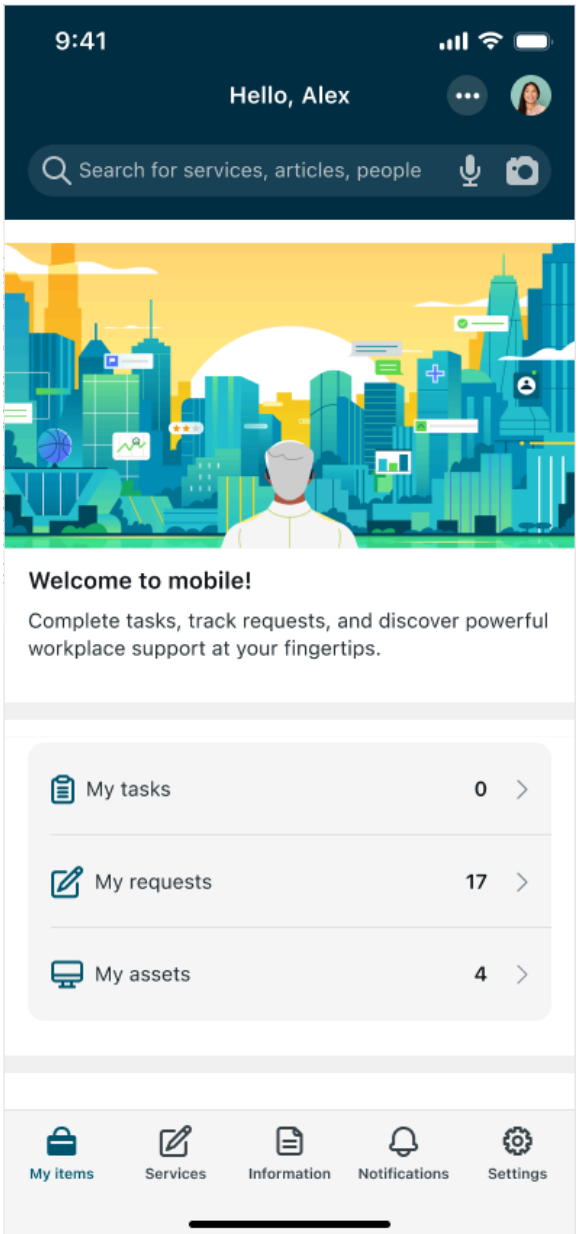
Download the Now Mobile app for either Apple iOS from the Apple App Store or Google Android from the Google Play store.

Access the demo

Try the Now Mobile app demo. The demo is a curated experience designed to show how your employees can work from anywhere. For more information on the app, see Now Mobile app demo.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system experience with the Now Mobile app



On installation, the app provides the following capabilities.

Home

Use the **Home** tab to review and update tasks, requests, assets, assessments, and surveys.

- Use **My tasks** to view, update, and, complete tasks assigned to you.
- Use **My requests** to view and update tasks that you've created.
- Use **My assets** to view information on your hardware and software assets, and report issues.
- Use **My assessments and surveys** to review and complete any assessments or surveys assigned to you.

Support

Use the **Support** tab create a knowledge base, or review topics in existing knowledge bases.

Notifications

Use the *Notifications* tab to display your notifications. These notifications are the same that you received in the web UI, and depend on your notifications configuration. You can disable notifications in the **Settings** tab under **Notifications**.

Settings

Use the **Settings** to set preferences and review information about the app. The **Settings** tab displays the current user and login time, the connected ServiceNow instance, and app version. The following are some of the options displayed in the settings page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Use the **Instance** section to view the other instances available to you.
- Use the **Location tracking** option to keep a record of your location either for a defined period of time or while performing action.
- Use the **Offline** option to work in offline and download your cache.
- Tap the **Preference** option to list additional settings. The following are some of the options displayed in the Preferences page.
  - Use the **Language** section to select a language for your mobile app.
  - Use the **Notifications** section to enabled or disable notifications from the app.
  - Use the **Security** section to create or change the PIN to access the app. If allowed by your administrator, you can also allow the app to be unlocked with your device's biometric sensors.
  - Use the **Theme** option to enable the dark theme or the default theme on your mobile app.
  - Use the **Analytics** section to enabled or disable analytics from the app. Enabling this option allows analytics tracking of your user journey. For more details, see Usage Insights.
- Use the **Legal** section review ServiceNow's privacy policy, open-source disclosure, and end user license agreement.
- Use the Give feedback option to provide feedback on your ServiceNow mobile app experience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more details on setting in your mobile apps, see Mobile app settings.

In addition to this functionality, many other ServiceNow applications add additional functionality to the Now Mobile app.

To learn more about interacting with the Now Mobile app as a user, see Using the mobile apps.

Customize the Now Mobile app

Use customization tools like Mobile App Builder to change or build on the existing functionality of the Now Mobile app.

The Now Mobile app uses configurable screen components to display record information and mobile functions to give users the ability to perform tasks. Before making customizations, learn how these and other components work together to deliver information and functionality to your users, see Mobile hierarchy.

ServiceNow has tools which you can use to configure the Now Mobile app.

Mobile App Builder

Mobile App Builder (MAB) is a configuration tool to build and manage screens and records that make up workflows within ServiceNow mobile apps. The organizational layout and navigation options in the Mobile App Builder facilitate a faster and more intuitive creation of ServiceNow mobile applications. For more information, see Mobile App Builder.

Portal configuration

The Now Mobile app is a hybrid experience that combines native mobile app functionality with features used in portal pages in the web UI.

Classic environment

Some elements of mobile configuration must take place in the classic environment. In these cases, you can update records directly to change the behavior of mobile components. Unless directed to specifically by documentation, use configuration tools such as the Mobile App Builder to reduce the risk of misconfiguration.

For more information about how to customize your mobile experience for the Now Mobile app, see Configuring the Mobile Platform.

Change theme and color in the Now Mobile app

Use Next Experience theming to give the Now Mobile app a color scheme consistent with your instance web experience. Next Experience takes advantage of color variables, which replace hard-coded colors. Use these variables to create consistent looking components. Learn more about these options in Next Experience theming for mobile.

Publish your own branded Now Mobile app

Use Mobile Publishing to create and distribute a branded version of Now Mobile app. Tailor the app with your unique company identity using a custom name, splash screen, icon, Mobile Device Management (MDM) vendor. Learn more about the process of publishing mobile apps at Publish mobile apps with custom branding.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Authentication with Now Mobile app

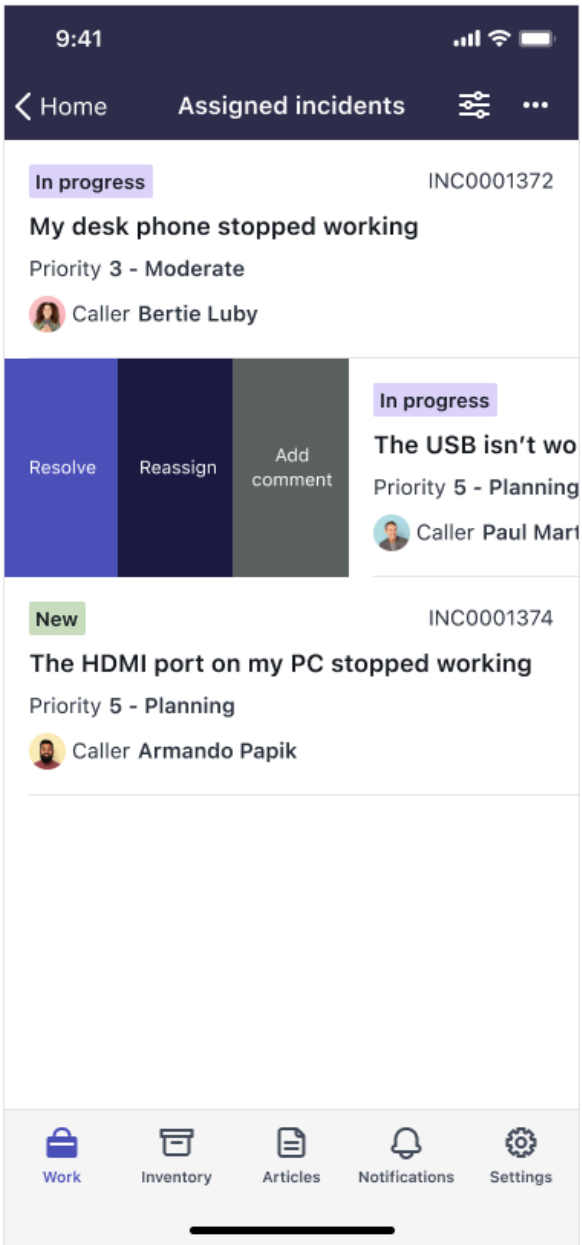
The Now Mobile app relies on the secure ServiceNow platform and its APIs to provide a seamless mobile experience to its users. For a complete overview of the security features of the ServiceNow mobile platform, see Mobile security. You can also learn more about how to secure your apps with roles and permissions at User role permissions in mobile apps.

Mobile Agent app

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

https://player.vimeo.com/video/995403813?badge=0&autopause=0&player_id=0&app_id=58479
This video highlights some of the capabilities of ServiceNow® mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Features of Mobile Agent

- Give your agents a mobile interface to triage, address, and resolve requests.
- Use the offline mode of the Mobile Agent app to work in areas without an internet connection. For details see Offline mode.
- Use the location tracking feature of the Mobile Agent app to keep a record of where an agent last worked on an instance. For more detail, see Location tracking for mobile.

Note: For more information, see Base system functionality for ServiceNow mobile.

Download the app

Download the ServiceNow Mobile Agent for Apple iOS or Google Android from the Apple App Store or the Google Play store.

Access the demo

Take a look at the Mobile Agent demo. The demo is a curated experience designed to show how your agents can complete tasks wherever they are. For more information on the app, see Mobile Agent app demo.

Mobile Agent app available on the Apple Vision Pro™ app store

A beta version of the ServiceNow Mobile Agent app (version 17.5) is available on the Apple Vision Pro App Store. For more information, contact your ServiceNow representative.

Mobile Agent app demo

Access the demo in your Mobile Agent app to learn how the app can help your agents work from anywhere using their mobile device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Mobile Agent app demo includes curated demonstrations to show how your agents can perform tasks on their mobile device. Agents can track incoming work, access important knowledge, and collaborate with teams on the go.

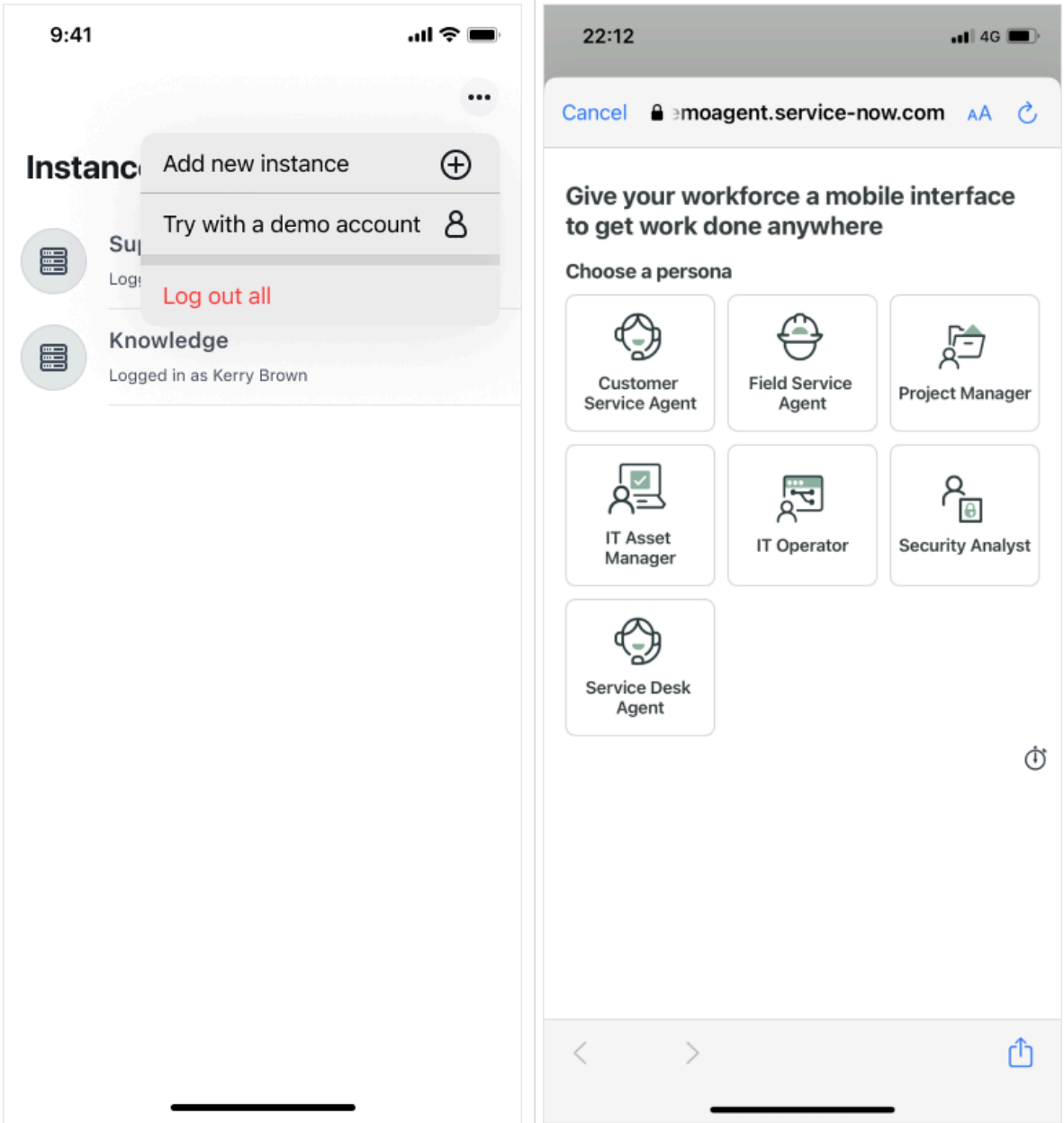
Access the demo

In the Mobile Agent app, tap **TRY WITH A DEMO ACCOUNT**. Then, select the role that matches the demo you'd like to see:

- Customer Service Agent - resolve customer issues and swiftly respond to customer's requests
- Field Service Agent – manage their schedules, access knowledge and parts inventories, and track their work for the day
- Project Manager - initial, design, execute, monitor, and control projects
- IT Asset Manager - manage IT assets and knowledge of assets whereabouts for financial and compliance purposes
- IT Operator – triage and assign alerts, research root cause, and collaborate to act and resolve issues quickly
- Security Analyst - handle security incidents and protect security operation environments
- Service Desk Agent – prioritize their tasks for the day, manage their shifts, and swiftly respond to major incidents

Finally, tap the **Launch Demo** button to start using the demo. The demo automatically logs you in to a ServiceNow instance with an example account.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Demo highlights

The Mobile Agent app demo displays a launcher screen divided into 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 launcher screens, other screens, and actions work together in the mobile environment, see Mobile hierarchy.

Customer Service Agent

Manage priority cases

Agents use **Cases that need attention** to quickly identify priority cases needing their response. These are cases where customers have responded back, or where internal blocking tasks have been completed. Agents can open cases to view the latest updates, add comments or work notes, edit case details, and propose solutions. Related lists show SLAs, tasks, child cases, and other case-related lists.

Initiate case workflows

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

From the **New cases** list, agents can swipe to accept or reject) a case. They have quick access to active critical cases. From this case list, agents view case details and can initiate standard workflows, such as proposing a major case or escalating a case.

Approve escalations and change requests

If users such as managers and supervisors have approval roles, they see their escalation approvals and change request approvals as well. They can open the approvals, view details, and either approve or reject the requests. Managers can also easily reassign cases to other teams or individual users.

Field Service Agent

Optimize my daily schedule

My Task Map displays locations for each of an agent's assigned tasks. Use the **Optimize Today's Route** option to reorder tasks and show the quickest way to get to work locations.

Access knowledge articles and parts inventories

Agents view the parts required for the tasks they're currently assigned, and also view a full inventory of on-hand and defective stock. Agents can locate needed parts and see a map of warehouses and technicians that carry the parts they need. The Mobile Agent app includes knowledge management capabilities to provide immediate access to the knowledge that's relevant to the task at hand. These capabilities include FAQs, error codes, schematics, and videos.

Manage my work order tasks

Once tasks are prioritized, your agents select their first work order and accept it. Thus acceptance provides visibility to the dispatcher and updating the agent's location. With a swipe, they can track the parts needed to fix a problem or scan a barcode to consume an asset from inventory. As part of completing certain tasks, your agents can document conformance to a safety checklist, document equipment readings, or fill out an inspection questionnaire. These actions are done using forms specific to the type of work or equipment or even customer. Then agents can close their tasks, capturing a customer signature and adding any important work notes.

For more information on Field Service Management using mobile applications, see Mobile experience for Field Service Management.

Project Manager

Monitor all your projects on the go

Quickly view key project status and details, with a tap or a swipe, all from this single, native, mobile app. Filter to view color-coded, at-a-glance status of projects by project manager, portfolio, or business unit. See Critical Projects and Projects in Red on the opening page of the app - and tap in for more actionable insights.

Raise awareness and take action

Gain mobile visibility into the number of open risks, issues decisions, actions, and changes (RIDAC) that may affect the overall project health. Enter new RIDAC items right from your mobile device throughout the project life cycle.

Collaborate with project stakeholders

Provide timely project updates anytime, anywhere. The native mobile app enables you to send emails, add work notes, or upload project documents. Team members and project stakeholders always know exactly where things stand with their projects.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IT Asset Manager

Conduct an inventory audit directly from your phone

Conduct scheduled or ad-hoc asset inventory audits of stockrooms, data centers or office locations by scanning barcodes with the Mobile Agent app. Multiple technicians can scan against a single audit at the same time.

Receive hardware assets with mobile barcode scanning

Accurately scan and receive multiple assets against open purchase orders. Create new asset records directly from the Mobile Agent app.

Easily manage hardware assets throughout the disposal process

Verify hardware assets that are ready for disposal or confirm which hardware assets will be disposed. Quickly scan hardware assets with your phone from any warehouse, datacenter, or stockroom.

Improve IT asset management accuracy

Accurately scan and receive assets for a streamlined operation with automatic updates to your asset data. Scan multiple assets in a single batch upload. Quickly resolve discrepancies between ServiceNow information and audits. Instantly lookup info about any hardware asset. For more information on Hardware Asset Management using mobile applications, see Mobile app for Hardware Asset Management .

IT Operator

Triage and assign alerts in a services context

Use the **Services** section to prioritize which services need attention to address operational alerts. View service details, then view the primary alerts grouped by machine learning. View individual alerts to see if any other services are impacted by the alert, providing insight into the scope of the issue.

Investigate root cause of alerts

Drill into the alert details, review the secondary alerts that are automatically grouped with the alert. These alerts provide key insights into the root cause of the problem. View related incidents, repeated alerts, and log files attached to a related incident. Access knowledge articles that provide more information about the problem, and suggestions actions to address it.

Collaborate and take action

With the root cause and recommended solutions, agents can add work notes to the alert and even initiate actions. Actions can include like kicking off a workflow or proposing a major incident.

For more information on Event Management using mobile applications, see Mobile experience for Event Management. .

Security Analyst

Manage security incidents anywhere

Quickly view security incidents and review details, including the incident priority, affected user, configuration item, attacker information, and more. Analysts can search by keyword, and filter by security incidents, users, and vulnerability groups, to find exactly what they are looking for.

Take action with the tap of a button

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Open IT requests, initiate orchestration tasks like firewall blocks and host isolation, and communicate with affected users, all from within the security incident on your mobile device.

Review active vulnerabilities on the go

Analysts can review vulnerability groups assigned to them to determine the next steps; view remediation status, assignment group, individual vulnerable items, and more. Then, create a Change Request and resolve the vulnerability or opt to defer until a later date.

Service Desk Agent

Manage my work

View new incidents coming in, incidents currently at risk, and even breached incidents on the **My Work** tab. Agents can easily add comments, reassign, resolve, and approve incidents and tasks. Agents can also view and manage shifts to ensure adequate support coverage. The app includes a visual calendar view that shows your schedule as well as the shifts they cover for other agents. Request shift coverage or even request time off right through the app.

Manage the team's work

Agents use the **My Team** dashboard to direct resources no matter where they are. Review unassigned work and take ownership of a critical incident. You can also assign it to a member of their team based on availability for the fastest incident response. Manage the team's shift coverage using the app to ensure that all-time slots are adequately covered. Agents can use their phone's native voice-to-text capabilities to provide the input to the Virtual Agent to see all schedules where they may have an upcoming coverage gap.

Engage in major incidents as if you're in the office

Agents use the Mobile Agent app to engage and respond to major incidents. They can see proposed major incident candidates and quickly review and promote them. Collaborate by kicking off a conference call right from the app to serve as an in-person war room for the team.

For more information on incident management using mobile applications, see Mobile experience with ITSM Mobile agent ITSM Mobile Agent.

Learn more about the Mobile Agent app

Use the following links to learn more about on how to use and configure the Mobile Agent app.

- Mobile Agent app
- Building mobile apps

Configuring the Mobile Platform

Configure a mobile experience for any of the ServiceNow® mobile apps.

Get started

Select one of the tiles to learn how to configure your ServiceNow instance to enable features on your mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Explore mobile administration Learn about the base system that supports ServiceNow mobile apps, tested devices, supported operating systems, and supported mobile application management vendors.	**Set up the ServiceNow mobile platform** Set up the mobile experience for ServiceNow mobile apps on your instance, including notifications, barcode scanning, system and mobile properties, Indoor Wayfinding, mobile playbooks, and plugin activation information.	**Configure mobile app security and access** Learn about the security features of the ServiceNow Mobile Platform and how to use them to keep your devic es and data secure.
Brand and customize app appearance Publish secure and branded mobile applications that use your unique company identity and management method.	**Configure accessibility features** Configure screen reader support.	

Base system functionality for ServiceNow mobile

Learn about the base system functionality included in with ServiceNow® mobile apps.

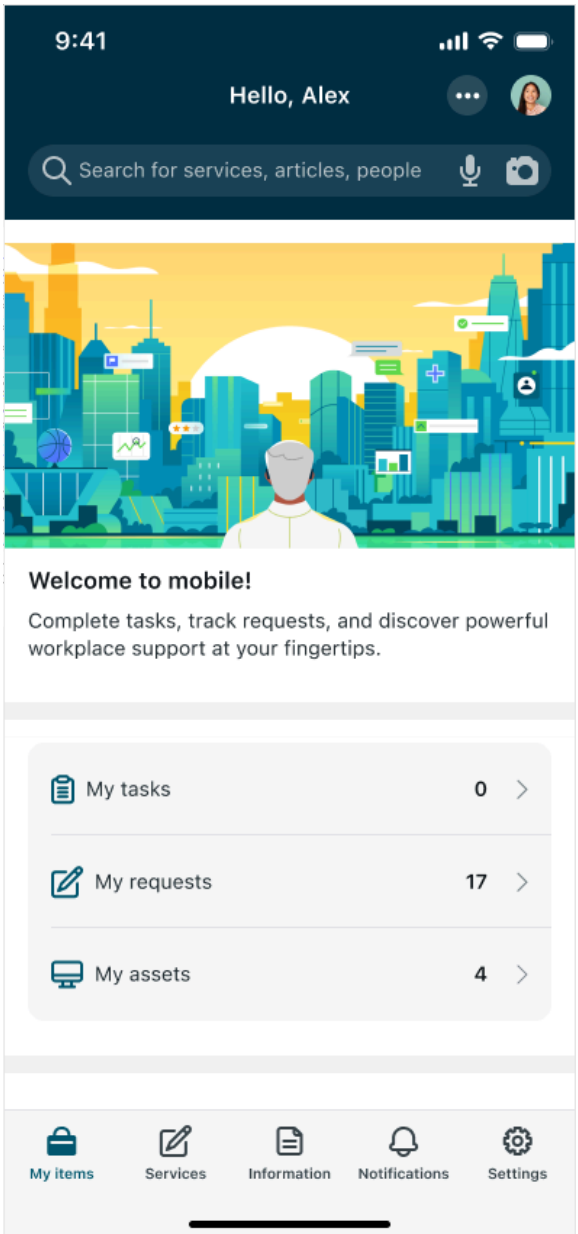
Base system functionality for Mobile Agent

Take advantage of the Mobile Agent app by activating the base system applications available from ServiceNow. For a list of plugins available for Mobile Agent, see Mobile plugins for Mobile Agent.

To use the Mobile Agent app, you must install additional plugins, which provide capability such as customer service, asset receiving, or IT service management.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system functionality for Now Mobile



Employees can use the Now Mobile app to do these tasks:

Search

Find answers using global search and knowledge base.

Popular services

View and request items from the service catalog.

Popular articles

Search and view company resources and useful articles.

For Me tab

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

Use **My To-Dos** to see if you have anything on your to-do list. For example, approve an item or finish an onboarding task.

Use **My Requests** to track the status of your requests and update request details. If one of your requests is taking longer than you expect, you can ask for an update here.

Services tab

View things you've ordered and things you own.

Use **My Locker** to 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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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.
- Browser items and services.
- Open your tasks.
- Open your requests.

Add functionality to the Now Mobile app by installing plugins. For a list of the available plugins, see Mobile plugins for Now Mobile.

Tested devices and supported versions for ServiceNow mobile apps

Use the following information to verify that your mobile devices and operating systems are ready to use ServiceNow mobile apps.

Operating system version support

ServiceNow supports the latest two versions of Apple iOS, and the latest four versions of Google Android. ServiceNow reserves the right to further re-evaluate support based on OS capabilities and the product development roadmap.

Supported operating system and instance versions

Use this table to find the minimum iOS and Android versions necessary to use ServiceNow mobile apps.

Supported operating system versions by app version

ServiceNow mobile app version	Minimum iOS version	Minimum Android version	Maximum Instance version	Minimum Instance version
12.x - 12.4	iOS 13	7.0 Nougat	Rome	Madrid
12.5 +	iOS 13	8.0 Oreo	Rome	Madrid
13.0	iOS 13	8.0 Oreo	San Diego	Madrid
13.1 - 13.x	iOS 14	8.0 Oreo	San Diego	Madrid
14.x	iOS 14	8.0 Oreo	Tokyo	Madrid
15.0 - 15.2	iOS 14	8.0 Oreo	Utah	Madrid
15.3 - 15.5	iOS 14	9.0 Pie	Utah	Madrid
15.6	iOS 15	9.0 Pie	Utah	Madrid
16.x	iOS 15	9.0 Pie	Vancouver	Madrid
17.x	iOS 16	10.0 Quince Tart	Washington DC	Rome
18.0 - 18.3	iOS 16	10.0 Quince Tart	Xanadu	Rome
18.4 +	iOS 17	10.0 Quince Tart	Xanadu	Rome

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported operating system versions by app version (continued)

ServiceNow mobile app version	Minimum iOS version	Minimum Android version	Maximum Instance version	Minimum Instance version
19.x	iOS 17	11.0 Red Velvet Cake	Yokohama	Utah
20.0 - 20.3	iOS 18	11.0 Red Velvet Cake	Zurich	Utah
20.4 +	iOS 18	12.0 Snow Cone	Zurich	Utah
21.x	iOS 18	12.0 Snow Cone	Australia	Utah
22.x	iOS 18	12.0 Snow Cone	Brazil	Utah

Note:

The latest mobile apps are backward compatible and can be connected to any instance version. However, the mobile apps are not forward compatible. For example, the 8.x client should only be used in New York and earlier instances. Avoid experience issues or crashes by following these maximum instance version guidelines.

Beginning with ServiceNow® mobile app version 20.4.0, the ServiceNow platform no longer supports the Intel® x86 and Intel® x86_64 architectures for Android devices.

Mobile tested devices

ServiceNow® mobile apps have been officially tested on the following devices, although additional devices might work as well. ServiceNow® mobile apps require the Madrid release of ServiceNow or later.

Operating system	Tested devices
Apple ® iPhone ®	• iPhone Air • iPhone 11 • iPhone 11 Pro • iPhone 11 Pro Max • iPhone 12 • iPhone 12 Pro • iPhone 12 Pro Max • iPhone 13 Pro • iPhone 13 Pro Max • iPhone SE • iPhone 14 • iPhone 14 Pro • iPhone 14 Pro Max • iPhone 14 Plus • iPhone 15 Pro • iPhone 15 Pro Max

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operating system	Tested devices
	• iPhone 16 Pro • iPhone 16 Pro Max • iPhone 17 • iPhone 17e • iPhone 17 Pro • iPhone 17 Pro Max
Apple ® iPad ®	• iPad • iPad mini (5th gen) • iPad Pro (2nd gen) • iPad Pro (4nd gen) • iPad Mini 5 • iPad Air 10.5 (3rd Generation) • iPad 7.9" (5th Generation) • iPad 9.7" • iPad 10.2" • iPad Pro 11" (2nd Generation) • iPad Pro 12.9" (4th Generation) • iPad (11th gen, A16) • iPad Air (M4, 8th gen) • iPad Pro 13" (M4) • iPad Pro 11" (M5) • iPad Pro 13" (M5)
Android ™	• OnePlus 8 Pro • Samsung S10 and S10+ • Samsung S20 and S20+ • Samsung S20 Ultra 5G • Samsung Galaxy S21 / S21+ / S21 Ultra • Samsung Galaxy S22 / S22+ / S22 Ultra • Samsung Galaxy S23 / S23+ / S23 Ultra • Samsung Galaxy S24 / S24+ / S24 Ultra • Samsung Galaxy S25 / S25+ / S25 Ultra • Samsung Galaxy S26 / S26+ / S26 Ultra • Samsung Galaxy Z Flip • Google Pixel 4 • Google Pixel 4 XL

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operating system	Tested devices
	• Google Pixel 5 • Google Pixel 6 • Google Pixel 6 Pro • Google Pixel 7 • Google Pixel 7 Pro • Pixel 8 • Pixel 8 Pro • Pixel 8a • Pixel 9 • Pixel 9a • Pixel 9 Pro • Pixel 9 Pro XL • Pixel 10 • Pixel 10a • Pixel 10 Pro • Pixel 10 Pro XL • Zebra TC51 **Important:** • Android tablet is not officially tested. • The minimum recommended RAM for Android devices is 8GB.
Apple Vision Pro™	A beta version of the ServiceNow Mobile Agent (version 17.5) is available on the Apple Vision Pro App Store. For more information, contact your ServiceNow representative.

Mobile admin role

Administrators can assign roles that grant specific permissions, which govern what users and groups with that role can do within the ServiceNow Mobile Platform.

The administrative role available to administrators of the ServiceNow Mobile Platform is *mobile_admin*.

Note: While the *admin* role provides full system access, it grants unrestricted permissions that may pose security risks. For users who only need to perform mobile-related tasks, assign the *mobile_admin* role, as it provides access to only what is necessary.

For more generic information on roles, see Managing roles.

The mobile_admin role grants administrators the precise permissions needed to configure mobile applications. Unlike the broader admin role, the mobile_admin role enhances security by providing more controlled access to your ServiceNow account, reducing unnecessary privileges.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What the mobile_admin role includes

The mobile_admin role includes the following permissions:

- Provides access (read, write, create, and delete) to all mobile-related tables. This coverage includes all products and features that are built on or connected to the mobile platform.
- Grants view and edit access to mobile-relevant system properties without the need for the general sys_properties access.
- Enables use of publishing and builder tools including Mobile App Builder, Mobile Card Builder, and Mobile Publishing (if purchased from the ServiceNow Store).

Note: The mobile_admin role doesn't automatically grant access to individual application scopes. For example, if you want to configure Field Service Mobile in Mobile App Builder, you need the appropriate permissions for that scope.

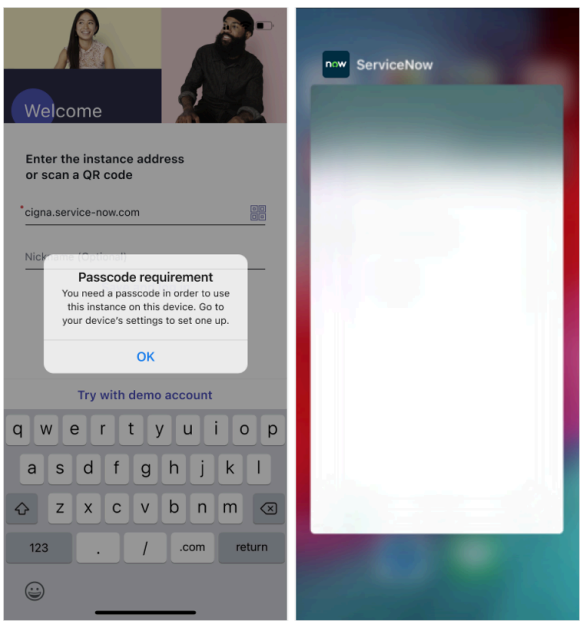
Resources for working with roles

Learn about roles and how to work with them in the following topics:

- Managing roles
- Assign a role to a user
- Assign a role to a group

Mobile encryption security compliance

Learn about how ServiceNow mobile apps comply with encryption security standards for the FedRAMP and DISA environments.



ServiceNow GovCommunityCloud (GCC) compliance is designed for U.S. Federal, State, and local government customers. This environment is FedRAMP High and DoD Impact Level 4 authorized and compliant. Each ServiceNow mobile app (Now Mobile, Mobile Agent, and Mobile Onboarding) use FIPS 140-2 validated encryption modules.

As part of using these validated modules, ServiceNow mobile apps include the following:

Encryption

ServiceNow uses FIPS 140-2 validated encryption when connecting to FedRAMP and DISA instances.

Enforced security feature enablement

Enforced device PIN or biometric enablement when connecting to FedRAMP and DISA instances.

Encryption for locally stored data

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	Locally stored app data such as user preferences and offline data are encrypted.
	Blur feature The blur feature is automatically enabled when the app is in the background.

iOS FIPS 140-2 Compliance

- On iOS devices, ServiceNow mobile apps use the Apple validated cryptographic modules. These modules are available on all devices using iOS 11 and up.
- To enforce iOS FIPS 140-2 encryption, the ServiceNow mobile apps require that a user's device has a pass code enabled when connecting to a FedRAMP or DISA instance.
- All locally stored mobile app data such as user preferences and offline data use FIPS 140-2 validated encryption when pass code enablement is confirmed.

For more information on the Apple validated cryptographic modules, see Apple Platform Certifications

Android FIPS 140-2 Compliance

- On Android devices, ServiceNow mobile apps are integrated with a third party SDK that uses a FIPS 140-2 validated module.
- With this SDK, Android versions of ServiceNow mobile apps are FIPS 140-2 compliant for data at rest. All locally stored app data such as user preferences and offline data use the same level of encryption.
- ServiceNow mobile apps also require that a device pass code is enabled when a user connects to a FedRAMP or DISA instance.

Note: This feature requires Android version 7.0 Nougat and up.

For more information on the certificate used with the third party SDK, see https://csrc.nist.gov/projects/cryptographic-module-validation-program/certificate/3220

Mobile system properties related to compliance

Enforcing FIPS 140-2 Encryption

Use the *`glide.sg.device_encryption_enabled`* system property to enforce encryption and require that a device pass code is configured. This system property is automatically added and defaults to `true` for FedRAMP and DISA instances.

For non-FedRAMP and non-DISA instances, this property defaults to `false`. Enable this property on these instances to take advantage of encryption and device pass code enablement.

Disabling offline mode

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

On FedRAMP and DISA instances, offline mode is disabled by default when the offline mode plugin is installed. To enable offline mode on a FedRAMP or DISA instance, an administrator must create the *`glide.sg.offline.enabled`* system property on the [sys_properties] table, and set the value of this property to `true`.

For commercial instances, offline mode is enabled by default when the offline mode plugin is installed. To disable offline mode on a commercial instance, an administrator must create the *`glide.sg.offline.enabled`* system property on the [sys_properties] table, and set the value of this property to `false`.

For more information on offline mode, see Offline mode.

Screen blur on background

Use the *`glide.sg.blur_ui_when_backgrounded`* system property to blur the app screen when in background. This property was introduced in the Madrid release.

Important:

- The *`glide.sg.blur_ui_when_backgrounded`* system property is supported on both iOS and Android devices.
- By default, the value for this property is set to `false`, which turns it off.
- For Android devices, when this property is enabled by setting the value to `true`, the following restrictions apply:
  - The screen share feature isn't supported and the shared app screen appears black.
  - Users are prevented from taking screenshots.

  These restrictions don't apply to iOS devices when the *`glide.sg.blur_ui_when_backgrounded`* property is enabled.

This property is not overridden for existing customers who upgrade to the Paris release.

FedRAMP

The Federal Risk and Authorization Management Program (FedRAMP) creates a set of processes to ensure cloud security for the government. For more detail on this program, see https://www.fedramp.gov/.

Enterprise mobility management (EMM)

Use an EMM suite to distribute ServiceNow mobile apps or the ServiceNow Classic mobile app.

Enterprise mobility management (EMM)

Apply your corporate app protection policies to ServiceNow mobile apps by either using your EMM suite, or, with an embedded mobile application management (MAM) SDK for personal devices. ServiceNow only supports Intune SDKs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AppConfig

AppConfig is a standard approach for configuring mobile apps using key-value pairs. AppConfig was created by leading EMM providers like MobileIron, SAP, IBM, and VMWare. For more information on application configuration, please read your MDM product documentation. ServiceNow supports two app configurations:

- Pre-configure the default instance
- Change the default browser

For details on these configurations, see AppConfig for Mobile Apps.

Mobile application management (MAM) integration

Use Microsoft Intune to secure and protect sensitive information in mobile applications, even in cases where customers use their own mobile devices. For more detail on MAM integration, see Mobile application management (MAM) integration.

Unsupported MDM/MAM features

The following MDM and MAM features are not supported by ServiceNow.

- Application distribution
- App protection policies
- GA (general availability) binary files (ipa and apk) will not be distributed.
- App wrapping and/or resigning are not allowed.
- Troubleshooting mobile gateway or proxy rules.
- App Config is supported for on-prem MDM but creating plist file is not supported.

Mobile application management (MAM) integration

Use Microsoft Intune to secure and protect sensitive information in mobile applications, even in cases where customers use their own mobile devices.

Use Microsoft Intune to control, secure, and enforce policies for ServiceNow mobile apps. These tools provide a central point of control for securing your data on mobile apps, even in scenarios where you are not the owner of the mobile device.

These apps are available in the Apple App store, and Google Play marketplace stores. Get started right away using these publicly available apps, or request custom branded versions of these apps with your unique company identity.

Available apps by version

MAM Platform	Mobile Agent Availability	Now Mobile Availability
Microsoft Intune	Available in Madrid and later releases.	Available in New York and later releases.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Microsoft Intune

Important:

Microsoft requires iOS Intune apps to be registered with Microsoft Entra ID (formerly Microsoft Entra ID) in the second half of the calendar year 2024. Apps that are not registered will fail the Microsoft Intune login flow.

What this means for publicly distributed and privately distributed iOS Intune apps:

- Publicly distributed iOS apps must be registered in your Microsoft tenant after the build is created and before distribution of the app.
- Privately distributed iOS apps must get your Microsoft Entra ID administrator's consent. This can be done at any point in the app build process, but must be done before distribution of the app.

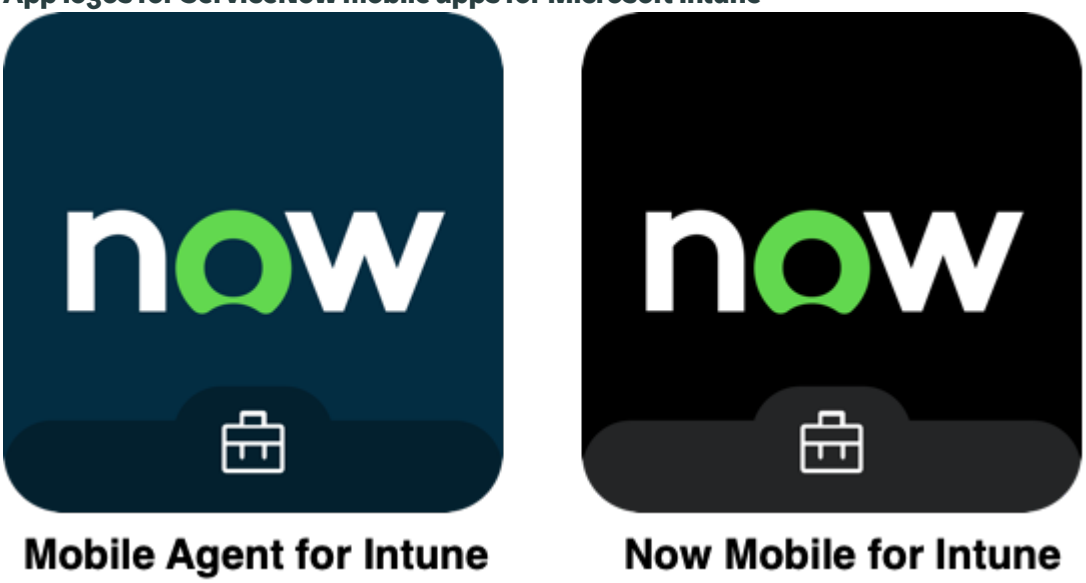
For more information, see the following resources:

- Microsoft website explaining the requirement and the timeline.
- Microsoft Entra ID App Registration Mandate for iOS Intune Mobile Apps - Mobile Publishing (KB1640759). (You must have an account and log in to view this ServiceNow KB.)

Take advantage of the policy enforcement and management features of Microsoft Intune for your ServiceNow mobile apps.

ServiceNow provides versions of the Mobile Agent and Now Mobile apps designed to integrate with your Microsoft Intune mobility management tools.

App logos for ServiceNow mobile apps for Microsoft Intune



Using these apps, you can set and manage policies for each app using your organizations Intune administration portal. The following mobile application management features are supported:

- App protection without device enrollment
- Restrict copy/paste
- Attachment Control

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Remote wipe
- MSFT conditional access

Package and Bundle IDs

To enforce app policies your mobile application management software may require the bundle or package ID associated with the mobile apps. For information on these IDs see Bundle and Package IDs for ServiceNow mobile apps.

Bundle and Package IDs for ServiceNow mobile apps

To enforce app policies your mobile application management software may require the bundle or package ID associated with the mobile app. See the following reference for these IDs.

Non-MAM-integrated ServiceNow® mobile apps

iOS Bundle IDs

App	Bundle ID
ServiceNow Agent	com.servicenow.fulfiller
Now Mobile	com.servicenow.requestor
ServiceNow Onboarding	com.servicenow.onboarding
NowSupport	com.servicenow.support

Android Package IDs

App	Package IDs
ServiceNow Agent	com.servicenow.fulfiller
Now Mobile	com.servicenow.requestor
ServiceNow Onboarding	com.servicenow.onboarding
NowSupport	com.servicenow.support

Mobile app bundle and package IDs for Microsoft Intune and Entra ID

iOS bundle IDs

App	Bundle ID
ServiceNow® Agent - Intune	com.servicenow.intune.fulfiller
Now® Mobile - Intune	com.servicenow.intune.requestor
ServiceNow® Onboarding - Intune	com.servicenow.intune.onboarding

Android package IDs

App	Package ID
ServiceNow® Agent - Intune	com.servicenow.fulfiller.mam.intune
Now® Mobile - Intune	com.servicenow.requestor.mam.intune

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Android package IDs (continued)

App	Package ID
ServiceNow® Onboarding - Intune	com.servicenow.onboarding.mam.intune

Mobile instances

Instances available on your ServiceNow mobile apps correspond to at least one instance on your ServiceNow platform web-based UI. According to your setup, the mobile instance contains some of the data and capabilities found on the web-based UI.

A ServiceNow platform configuration can contain one or more instances. Each ServiceNow mobile app must be connected to at least one of these instances. If only one instance is added to a mobile app, this is known as a single instance. Whereas if more than one instance is added, this is known as either multiple instance or multi-instance.

For information on user-side documentation regarding instances, see Working with mobile instances.

Single instance

Users with a single instance are directly navigated to the login screen, bypassing the instance management page. This process shortens the login process. You can configure a branded landing page, which is a web page displayed to the user that contains a link to log in to a ServiceNow mobile app. For more information, see Branded landing page for a single instance.

Note: The auto-login behavior for single instances is not supported for Microsoft Intune MDM builds using the iOS operating system. For more information regarding Microsoft Intune, see Intune mobile device management (MDM).

Multiple instances

Users can add multiple instances from the instance management page. Users can switch from their current instance to other instances, without the need to log out of the current instance. The switch between instances occurs either through deep links, push notifications or by manually selecting an existing instance.

Considerations for users when using multiple instances

- Notifications: Notifications are received from all instances which the user is logged in to. This includes instances which the user is not currently interacting with.
- PIN code: Users must enter a PIN code when switching from an instance that doesn’t require a PIN to an instance that requires a PIN.
- Offline behavior: Users can't change instances while offline. To work with multiple instances, users must turn off the offline option.

Branded landing page for a single instance

A branded landing page is a public web page displayed to users before they log in to their #ServiceNow mobile app. This pre-login page contains a login button in the header or a deep link that navigates users to a specified area of a#ServiceNow mobile app, bypassing the need to select an instance. The login button can be in the header of the mobile app, an integral part of the web page or both. The login button can either be in the header of the mobile app or an integral part of the web page.

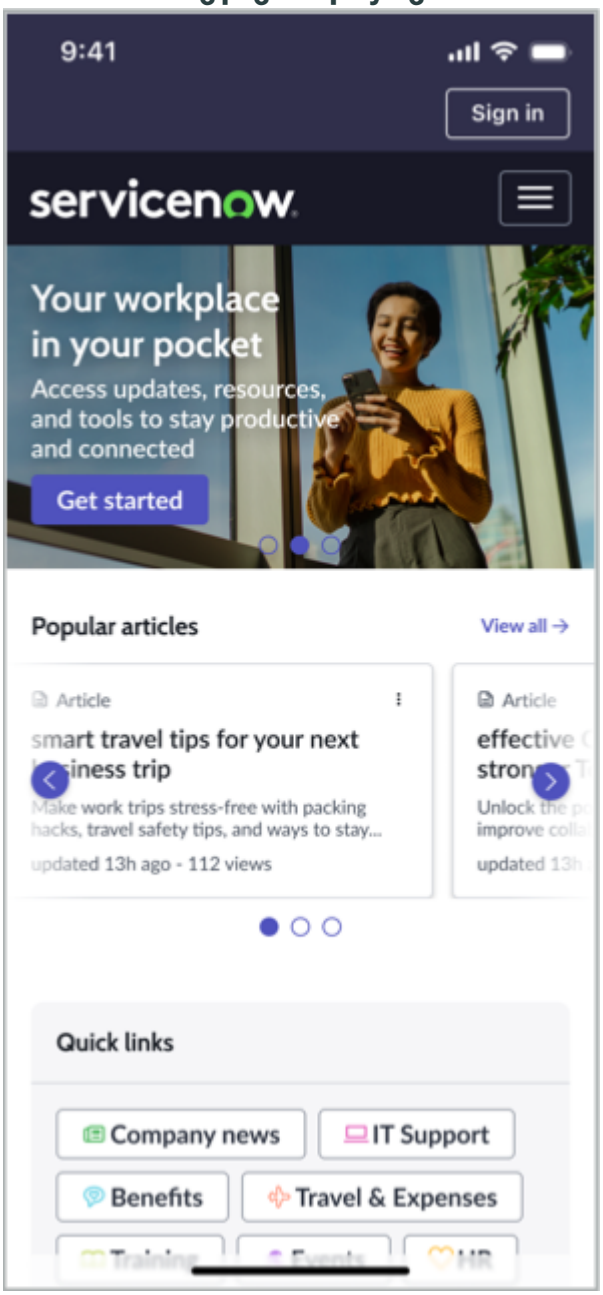
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Branded landing pages are available only when working with a single instance.

The auto-login behavior for single instances is not supported for Microsoft Intune MDM builds using the iOS operating system. For more information regarding Microsoft Intune, see Intune mobile device management (MDM).

Branded landing pages enable you to create a customized page that provides navigation to the user to specific areas on your Now Mobile and Mobile Agent apps. Select whether to have the same or different landing pages for each of the mobile apps, based on the specific needs of your users.

Branded landing page displaying the customized Sign in button in the header



Use case

A municipality home page contains a button to create a ticket, which navigates the user to complete a record in the#Now Mobile app. As this feature only works with a single instance, the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

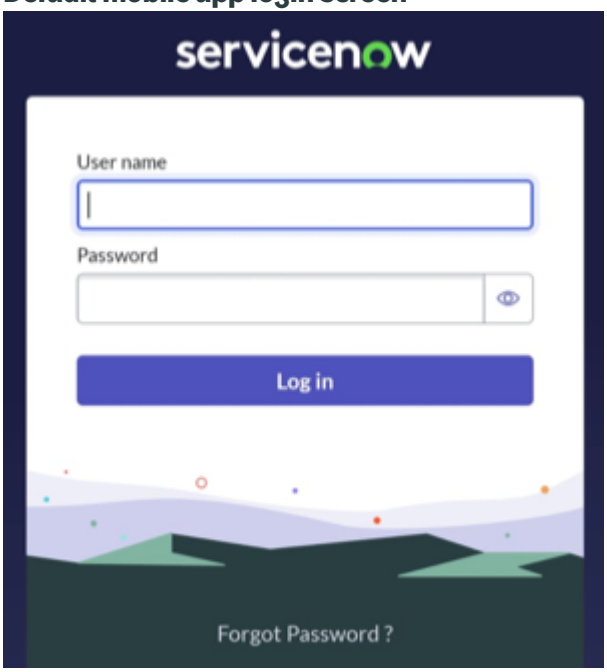
system bypasses the need to select an instance and navigates the user directly to the login page. After logging in, the page to create a ticket displays.

Other examples of actions users can take after logging in include: sending a request, accessing personal information, or viewing a specific screen.

Customize your mobile app login screen

By default, when a user logs in to a ServiceNow mobile app, the standard mobile app login screen displays. This login screen can be customized by using mobile publishing and mobile theming. For more information, see Publish mobile apps with custom branding and Next Experience theming for mobile.

Default mobile app login screen



Create a branded landing page for single instances

Create a branded pre-login landing page with a ServiceNow mobile login button or mobile deep links. These elements redirect users either to a specific area within the ServiceNow mobile app or to the login screen.

Before you begin

Role required: admin

About this task

A branded landing page is a public web page displayed to users before they log in to their ServiceNow mobile app. This pre-login page contains a login button or a deep link that navigates users to a specified area of a ServiceNow mobile app, bypassing the need to select an instance. The login button can be configured as part of the header in the mobile app or as an integral element embedded directly within the web page itself.

The default is for the login button to be contained within the header, however you can override this option by adding a line within the JSON script. In this case, you must create a button that will be an integral part of your web page. For more information, see Deep linking for mobile.

Note: This feature is supported from ServiceNow mobile app version 19.0 and earlier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For the Xanadu version and earlier, this functionality is supported using the property *sys_extension_point* with the API name *global.CustomPreAuthProperties*. From Yokohama, you can use the *preLoginLandingPage* property and remove the property *sys_extension_point* with the API name *global.CustomPreAuthProperties* from the existing script.

The *sys_extension_point* with the API name *global.CustomPreAuthProperties* still works in the Yokohama version, even if the *preLoginLandingPage* property isn't defined. However, if both properties are defined, the property *preLoginLandingPage* takes precedence. For more information about creating a branded landing page in the Xanadu version and earlier, see Configure advanced app allowance with links to permitted apps.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list displays.
2. Select **New** to create a mobile property record.
3. Enter the name `preLoginLandingPage` in the **Name** field.
4. Select **JSON** in the **Type** field.
5. In the **Value** field, enter the URL to be displayed to the user.
   Enter the following script, `{"url":"<URL>"}`

   For example, the script would look as follows when using the ServiceNow home page:
   `{"url":"https://www.servicenow.com/"}`

   Note: The URL must be a publicly accessible web page. These URLs include both ServiceNow and non-ServiceNow domains.

6. **Optional:** To configure a different button label name other than the default name, Log in, do the following.
   a. In the **Value** field, enter the following script after the landing page URL,
   `"loginLabelTranslationKey":"<button label key>"`
   b. Copy one of the following predefined button label keys:

   Note: The predefined button key is translated according to the users preferred language settings on the app.

Predefined button label key	Displayed button label name
`login_label_txt`	Log in
`sign_in_label_txt`	Sign in
`enter_label_txt`	Enter
`access_account_label_txt`	Access account
`continue_label_txt`	Continue
`get_started_label_txt`	Get started
`proceed_label_txt`	Proceed

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For example, the script would look as follows when using the ServiceNow home page with a button labeled Access account: `{"url":" https://www.servicenow.com/ ","loginLabelTranslationKey":"access_account_label_txt"}`

7. **Optional:** To override the option to display the login button in the header enter the following text `"hideHeaderLoginButton":true`, as shown in the example.

```
{
"url": "https://url.com",
"loginLabelTranslationKey":
"login_label_txt", "hideHeaderLoginButton": "true"
 }
```

Note: As the login button is not displayed in the header, you must create a login button to be an integral part of your webpage. For more information, see Deep linking for mobile.

8. Select the **Active** field if you want this mobile property to be active.
9. Select the **Is Public** check box to make the web page available for public access.

Note: The **Mobile App Config** field disappears when you select the **Is Public** option.

10. In the **Mobile Application** field, select which mobile apps are to display the branded landing page.
Enter either `Agent`, `Request`, or the name of a custom app type created by users of Mobile Publishing. Leave the field empty to display the same branded landing page for all supported app types or variants.

Note: You can define the *`preLoginLandingPage`* property for different mobile apps, by creating additional mobile property records for each of the mobile apps. In each of these different *`preLoginLandingPage`* property records, you define specific values according to the requirement of each app.

11. Select **Submit**.

What to do next

You may want to change the login page to be compatible with the style of the branded landing page. For more information, see Publish mobile apps with custom branding and Next Experience theming for mobile.

For more information on using deep links, see Navigation links within a branded landing page and Deep linking for mobile.

Navigation links within a branded landing page

Learn about the different behavior of trusted or untrusted links on your branded landing page.

There are two types of links that you can use on a pre-login branded landing page, trusted and untrusted.

Trusted links

Trusted links are ServiceNow supported links, which must contain one of the following:

- A URL path ending with `*.servicenow.com`
- A URL path ending with `*.service-now.com`
- Domain and sub-domains of the branded landing page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When using these path types, a dialog box does not display. These trusted links can be general hyperlinks to another web page within the trusted domains or mobile deep links. For more information, see Deep linking for mobile.

Untrusted links

Users selecting an untrusted link within a ServiceNow mobile app opens a dialog box with the following options:

- Accept: Informs the user that they're loading content from outside the mobile app and it might contain security risks.
- Use External Browser: Opens the content in an external browser outside of the ServiceNow mobile app.
- Cancel: Closes the pop-up and does not open the link.

Cabrillo JS support within a branded landing page

Use#Cabrillo JS to build custom mobile experiences inside of native mobile apps. Certain Cabrillo JS functions are available for the pre-login branded landing page.

For more information on Cabrillo JS, see Client mobile API reference.

The following table lists supported Cabrillo JS functionality on the pre-login branded landing page.

Link to Cabrillo JS client	Supported Cabrillo JS functions for a branded landing page
cabrillo.viewLayout - Client	• setTitle • getTitle • setNavigationBarButtons • setBottomButtons • showBackButton • hideBackButton • hideSpinner • showSpinner
cabrillo.message - Client	showMessage
cabrillo.navigation - Client	goBack

Enable multiple users to work on a shared device

Enable multiple users to log in to a ServiceNow mobile account from a single mobile device. This is beneficial in environments where devices are shared, as it offers secure and personalized access. The configuration varies when working at an app level compared to working at a device level.

App level and device level configuration

Refer to the following links for configuration at the app level and device level:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configure shared device mode at app level
- Configure shared device mode at device level

At the device level, Microsoft Entra shared device mode, managed through Microsoft Intune, gives users access across every Microsoft Entra-enabled app on the device. The device-level configuration differs between iOS and Android.

- Configure shared device mode at the device level for Android devices
- Configure shared device mode at the device level for iOS devices

Related links

Overview of shared device mode - Microsoft Entra ID feature

Configure shared device mode at app level

Learn how to configure multi-user login at the app level to enable multiple users to securely access a single ServiceNow mobile account from the same shared device.

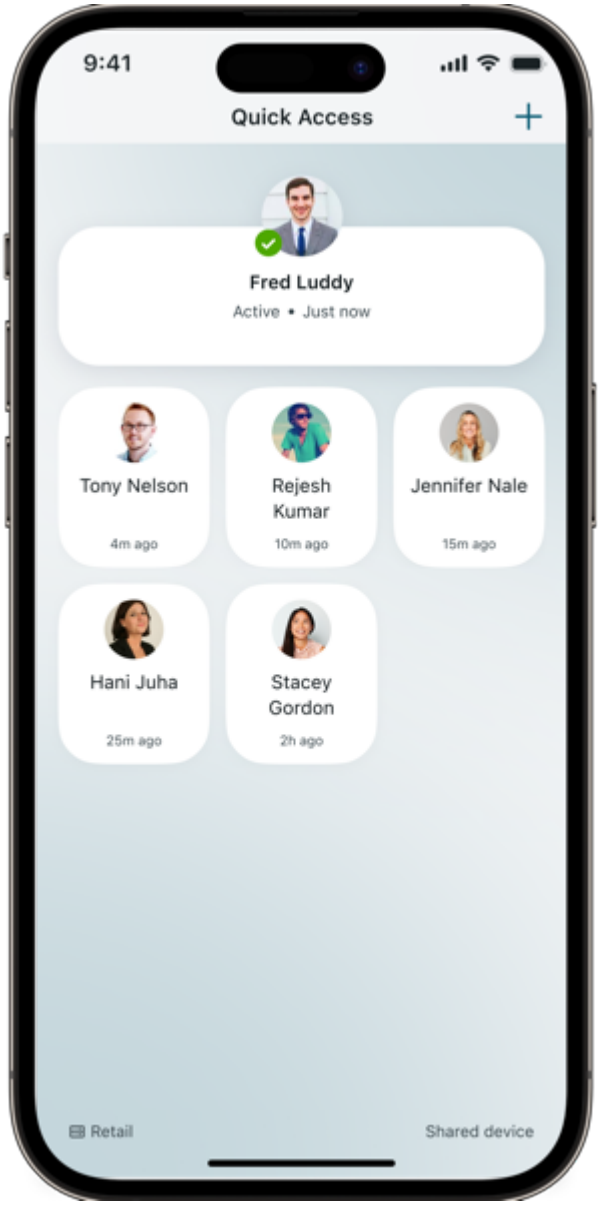
This feature lets users re-authenticate quickly with a personal PIN instead of repeatedly logging out and back in with full credentials. This is especially valuable in environments where workers can't carry personal devices, such as manufacturing, healthcare, and retail. In these environments shared devices are the norm and quick account switching is essential.

Process workflow

The Multi-user login feature enables multiple users to securely access a single ServiceNow mobile account from the same shared device. After an initial login, each user configures a personal PIN for quick re-authentication, eliminating the need to repeatedly log out and back in with full credentials. This feature is especially valuable in environments where workers cannot carry personal devices. For example, in industries such as manufacturing, healthcare, and retail, where shared devices are the norm and quick account switching is essential.

Note: For more information on how users interact with this feature, see Using a shared device with multiple users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configuration requirements

To enable multiple users to securely log into a single account on a ServiceNow app, the following mandatory considerations must be met:

- The feature only works when a single account is configured on a mobile device. If the device has more than one account added, they need to be removed in order for the shared devices feature to work.
- The mobile property *`SupportSharedDevice`* must be added and set to **True**.
- The role *`mobile_shared_device_mode_enabler`* must be added to each user who needs to have the ability to change a device into one with a shared multi-user mode.

The instructions for each of these configurations are listed in the topic Configure multiple users to use a shared device.

Note: When using SSO login with a shared device, you must set the SingleLogoutRequest service URL. For more information, see Set the SingleLogoutRequest service URL.

The following optional properties can also be used with this feature:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The mobile property *EnablePushNotificationinSharedDeviceMode* is not available by default when the device is in shared mode. This is to ensure that notification of privacy and session separation are maintained. There is an option to override this configuration. In this situation, only the active user receives notifications.
- *MaxUsersPerSharedDevice* which limits the number of users on a shared device. The default is 15. The maximum number of users allowed per device is 30.
- PINIdleTimeout defines the length of time users are allowed to remain inactive before being required to reenter their PIN. For more information, see PIN timeout.

The instructions for each of these configurations are listed in the topic Optional settings for multi-user configuration

General Guidelines for multiple users using a shared device

When configuring the setup for multiple users using a shared device, keep these general guidelines in mind for usability and a good user experience.

Single account requirement

This feature only works on a single account. If there is more than one account on the device, the user must remove all other accounts they are not working with from the device.

Assigning shared device enabler mode

The *mobile_shared_device_mode_enabler* role is available from the base system, however, it must be applied to selected users who can turn a device into a shared device.

Enabling the shared device option

The Device sharing option in the **Settings** screen only displays if you add the mobile property *SupportSharedDevice* and set it to **True**. In addition, the user must be allocated the *mobile_shared_device_mode_enabler* role.

Pre-loginand device sharing compatibility

The shared device and pre-login (branded landing page) features are designed for different personas and cannot work in parallel. If the pre-login feature is configured, the device sharing option is hidden. For more information, see Branded landing page for a single instance.

If the pre-login feature is configured on an instance after a device is already in shared mode, existing shared devices are not impacted. However, any new devices connecting to that instance cannot be used in shared mode.

Syncing property changes to shared devices

The changes to following properties *PINIdleTimeout*, *SupportSharedDevice*, and *MaxUsersPerSharedDevice* on the server are updated on the device account when one of the following actions occur:

- An active user entered their PIN.
- An inactive user on the device logs back in.
- A new user is added.
- A pull-to-refresh has taken place while a user is logged in.

Push notifications

Push notifications are disabled by default in shared device mode. When enabling push notifications on a shared device, be aware that other users on the device

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

may be able to see each others notifications. Depending on the context of use, this could raise privacy or security concerns.

Updating push notification properties

The property *EnablePushNotificationinSharedDeviceMode* on an instance is updated on the device account when one of the following actions occur:

- The app is restarted with an active user who has a valid login session.
- An inactive user on the device logs back in.
- A new user is added.

Deep linking

Deep links that navigate the user to another account do not work, as you can only use a single account on a shared device. If the user taps such a link to be navigated to another account, they receive a message stating that the link cannot be opened on a shared device.

MAM app configuration

Changes to either the *SNDefaultInstanceURL* or *SNDefaultInstanceName* properties in the MAM app configuration will not take effect once the application is converted to shared device mode. For more information, see AppConfig for Mobile Apps.

> **Note:** When using MAM/MDM with the multi-user feature, only the policies of the user who first authenticates into MAM/MDM are applied, even after the app is converted to shared mode.

SSO and shared devices

When using SSO login with a shared device, you must set the *SingleLogoutRequest* service URL. For more information, see Set the SingleLogoutRequest service URL.

Reverting to non-shared mode

To revert an app that is in shared mode back to non-shared mode, you must uninstall and reinstall the app.

Unavailable features in shared mode

The following features are not available in shared mode:

- Mobile impersonation
- Biometric login
- Location tracking
- The ability to work in offline mode

Configure multiple users to use a shared device

Learn how to setup a device to allow multiple users to log in and enter data on a single device.

Before you begin

Role required: mobile_admin, admin

About this task

The following configurations are listed in this topic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The *SupportSharedDevice* property enables a mobile device to be used as a shared device.
- The *mobile_shared_device_mode_enabler* role enables authorized users to set up a ServiceNow mobile app to operate in shared device mode.

Note: The configuration instructions in this topic detail the required fields for the configuration of this feature. For a full explanation of all the mobile property fields listed in the table, see the various configurations in the section Mobile properties.

Procedure

1. Add the *SupportSharedDevice* property for users to share a mobile device.
   a. Navigate to **All** > **All#>#sys_sg_properties.list**. The Mobile Properties form displays.
   b. In the Mobile Properties list, select#**New**. The Mobile Properties form appears.
   c. Type the mobile property name *SupportSharedDevice* in the **Name** field.
   d. Select **True/False** in the **Type** field.
   e. Enter `true` in the **Value** field.
   f. Search and select **Mobile Agent** in the **Mobile App Config** field.
   g. Search and select **Agent** in the **Mobile Application** field.
   h. Select **Update**.
2. Add the *mobile_shared_device_mode_enabler* role to enable authorized users to set up a device as a shared device.
   a. Navigate to **All** > **All#>#sys_user.list**. The Users form displays.
   b. Select the User ID of the user who can grant the ability to set a device as a shared device.
   c. Select the **Roles** tab in the **Related Links** section.
   d. Select the **Edit** button.
   e. In the **Collection** field, search for the name *mobile_shared_device_mode_enabler*.
   f. Move *mobile_shared_device_mode_enabler* to the roles list.
   g. Select **Save**.

Optional settings for multi-user configuration

Use optional settings on a shared device to define how long users are allowed to remain inactive before being required to reenter their PIN. The default is 300 seconds. You also have the option define the maximum number of users permitted on a shared device. The default is 15 users.

Before you begin

Role required: mobile_admin, admin

About this task

There are three optional settings that can be used when working with the multi-user configuration on a shared device.

- Set the maximum number of users on a shared device. The default is 15 users the maximum is 30 users.

  Note: If the maximum number of users has been reached and an additional user tries to add themselves, they are given the option to remove the user who has been inactive on the device the longest.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Enable the *EnablePushNotificationinSharedDeviceMode* property. By default, push notifications in a shared device are not enabled. Only use this property and set to true if you want to display push notifications to the active user.

  Note: Enabling push notifications on a shared device shows full message content in notifications and banners, risking exposure of other users' sensitive information. For this reason, push notifications are turned off by default.

- Set the maximum idle time before users are prompted to re-enter their PIN. The default is 300 seconds. This feature is described in the topic PIN timeout.

Procedure

1. Set the number of users on a shared device.
   a. Navigate to **All** > **All#>#sys_sg_properties.list**. The Mobile Properties form displays.
   b. In the Mobile Properties list, select **New**.
   c. Type the mobile property name *MaxUsersPerSharedDevice* in the name field.
   d. Select **Integer** in the **Type** field.
   e. Enter a number between 2 and 30 in the **Value** field.

      Note: The value must be between 2 and 30. Any entry outside of this range defaults to 15.

   f. Select **Update**.
2. Set *EnablePushNotificationinSharedDeviceMode* to `true` to allow notifications and banners to be displayed to the active user on the shared device.
   a. Navigate to **All** > **All#>#sys_sg_properties.list**. The Mobile Properties form displays.
   b. Search for the property **EnablePushNotificationinSharedDeviceMode** and select it or add the property if it does not already exist.
   c. Select **True/False** is in the **Type** field and enter `true` in the **Value** field.

      Note: If this parameter is set to `true` and the device is in shared mode, push notifications are only sent to the currently active user. This means that another user may receive notifications that were not intended for them.

   d. Select **Update**.

Configure shared device mode at device level

Enable secure multi-user device sharing with Microsoft Entra ID Shared Device Mode. Users authenticate once at the device level to enable access across all Microsoft Entra-enabled apps. The configuration varies for Android and iOS devices.

Shared device mode at a device level means one authentication unlocks every Microsoft Entra Shared Device Mode-enabled app. Signing out fully clears data across those apps to prepare the device for the next user. Shared-device and shift-based deployments serve multiple users on the same device. Microsoft Intune applies each user's app protection and configuration policies automatically based on who is currently signed in.

The following applies for shared device mode at a device level:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Signing in to any Microsoft Entra Shared Device Mode-enabled app on the device signs the user in to the ServiceNow app as well, and the reverse also applies.
- Signing out of any Microsoft Entra Shared Device Mode-enabled app signs the user out of the ServiceNow app and clears ServiceNow data, so the next user starts fresh.
- The device-level sign-in covers Microsoft Entra authentication only. Users still sign in to their ServiceNow instance separately, unless the instance uses single sign-on with Microsoft Entra through Microsoft Edge. In such a case the sign-in also completes automatically.

Configure shared device mode at the device level for Android devices

Configure shared device mode at the device level for Android devices using Microsoft Intune.

Before you begin

Role required: Intune Administrator or a custom role with enrollment program and device configuration rights.

About this task

Note: Shared device mode for devices is supported starting from client version 22.1. However, it is not supported in Mobile Publishing builds on Android.

Shared device mode allows multiple users to securely sign in and out of a single Android device while keeping ServiceNow apps and data isolated per session. Configuring shared device mode for Android devices involves the following steps:

- Set up Intune enrollment of Android Enterprise dedicated devices to configure and manage corporate-owned devices for use as a shared device.

  Note: The configuration of this step is listed in the following Microsoft documentation. The set up step in this topic, highlights specific areas where changes are required when working with ServiceNow apps.

- Assign the ServiceNow apps as required to the enrollment group.
- Enroll the device, after which the ServiceNow apps install automatically.

Related links

Overview of shared device mode - Microsoft Entra ID feature

Procedure

1. Follow all the instructions in the following Microsoft webpage, Set up Intune enrollment of Android Enterprise dedicated devices.
   When working through these instructions, you must apply the following specific configurations when working with ServiceNow apps:
   - In the section Create an enrollment profile, select the token type in Step 6, to be **Corporate-owned dedicated device with Microsoft Entra ID shared mode**.
   - In the section Create an enrollment profile, you must complete Step 8 (even though it's listed as optional) to select where to group devices at enrollment time.
2. Follow all the instructions in the following Microsoft webpage, Assign Apps to Groups With Microsoft Intune.
   When working through the instructions select **Required** as the assignment type in Step 7 of the Assign an app section.
3. Follow all the instructions in the following Microsoft webpage, Enroll your Android Enterprise dedicated, fully managed, or corporate-owned with work profile devices.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

After you enroll the device, the apps deployed in the previous steps install automatically. This process is can take time before the apps display.

Configure shared device mode at the device level for iOS devices

Configure shared device mode at the device level for iOS/iPadOS devices using Microsoft Intune so front-line workers can share a single device securely.

Before you begin

Role required: Intune Administrator, or a custom role with enrollment program and device configuration rights.

Verify that the following prerequisites are in place before completing this configuration:

Devices

- New or wiped iOS/iPadOS devices purchased through Apple Business Manager or Apple School Manager. Devices already in use must be factory reset.
- iOS/iPadOS 13.0 or later.

Tenant

- Access to the Apple Business Manager or Apple School Manager portal, an active Apple automated device enrollment token (.p7m), and an Apple MDM push certificate in Intune.
- An Apple Business Manager location token (VPP token) uploaded to Intune. Microsoft Authenticator must be purchased through an Apple volume-purchase program. The App Store version doesn't work for this deployment.
- ServiceNow mobile apps available for deployment, either volume-purchased or as line-of-business apps.

Permissions

- Intune Administrator, or a custom role with enrollment program and device configuration rights.

  Note: To use enrollment-time device grouping, the enrollment time device membership assignment permission under Enrollment programs in a custom RBAC role.

About this task

Configuring shared device mode for iOS/iPadOS devices links Apple Business Manager with Microsoft Intune so devices enroll, receive policies, and sign in without a dedicated user. After setup is complete, front-line workers can log in with Microsoft Authenticator to access all supported apps, including ServiceNow. Users can then log out at the end of a shift to leave the device ready for the next user.

The configuration involves the following steps:

- Part 1: Add Intune within Apple Business Manager
- Part 2: Upload the token to Intune
- Part 3: Create the Apple enrollment policy
- Part 4: Set up a device group to target the SSO configuration profile
- Part 5: Create an assignment filter to target devices assigned to your enrollment policy
- Part 6: Configure the SSO app extension to turn on shared device mode on the device

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Part 7: Deploy the Microsoft Authenticator
- Part 8: Deploy the Company Portal through Intune
- Part 9: Provision and distribute

Related links

Overview of shared device mode — Microsoft Entra

Set up enrollment for devices in shared device mode — Microsoft Intune

Set up automated device enrollment for iOS/iPadOS — Microsoft Intune

Set up an automated device enrollment token — Microsoft Intune

Supporting shared device mode for iOS — MSAL

Procedure

1. Add Intune within the Apple Business Manager

a. Download the Intune public key

i. In the Microsoft Intune admin center, go to **Devices** > **Enrollment** > **Apple mobile**.

ii. Under **Bulk Enrollment Methods**, select **Enrollment program tokens** > **Add**.

iii. Select **I agree**, then **Download the Intune public key certificate required to create the token**. A *.pem* file is saved locally.

Note: Keep this browser tab open. Closing it invalidates the downloaded certificate and you must start over.

b. Add Intune as an MDM server in Apple Business Manager

i. From the Intune pane, select **Create a token via Apple Business**. The Apple portal opens in a new tab.

ii. Sign in with your organizational Apple ID, not a personal one. The same Apple ID is required to renew and manage the token going forward.

iii. Go to your account profile **Preferences** > **MDM server assignments**.

iv. Add an MDM server and give it a name. The name is for reference in Apple Business Manager only and does not need to match anything in Intune.

v. Upload the *.pem* public key from Step 1, subsection (iii) and save.

vi. Download the server token (.p7m).

c. Assign devices to the MDM server.

i. In Apple Business Manager, go to **Devices**.

ii. Select the devices intended for shared use. Sort by serial number to multi-select.

iii. Select **Edit device management** and choose the MDM server you created.

d. Obtain Microsoft Authenticator

In **Apps and Books**, purchase Microsoft Authenticator (free) with enough licenses for your device fleet, assigned to the location whose token is uploaded to Intune. Do the same for the ServiceNow mobile apps if you're deploying them through the volume purchase program.

2. Upload the token to Intune

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Return to the Intune tab.

b. In **Apple ID**, enter the Apple ID used to download the server token. Save it to a memorable location, as it is required for annual renewal.

c. In **Apple token**, browse to the .p7m file, then select **Create**.

Intune connects to Apple Business Manager and syncs your device inventory.

Note: Renew the token yearly. Also renew it if the Apple ID password changes for the person who set it up, or if that person leaves the organization.

3. Create the Apple enrollment policy.

a. In the admin center, go to **Devices**, expand **Device onboarding**, and select **Enrollment**.

b. Select the tab **Apple mobile** > **Enrollment program tokens**.

c. Choose your token, then select **Enrollment policies** > **Create policy** > **iOS/iPadOS**.

Note: Use the new experience. Create policies under **Enrollment program tokens** > **Enrollment policies**, not the older **Profiles** path. The older experience doesn't receive new features and is scheduled for retirement.

d. Enter a policy name and description in the **Basics** area.

These details are for administrative purposes only and aren't shown to users. Choose a name for you to reuse verbatim in the group rule and assignment filter later, for example iOS Shared device mode.

e. Select a static Entra security group for enrollment-time grouping in the **Device group** area.

The group maps directly to this enrollment policy and can be edited after creation. You can only select static Entra security groups in this area.

f. Apply the following values in the **Configuration settings** area.

Configuration settings

Setting	Value	Notes
User affinity	Enroll with Microsoft Entra ID shared mode	The setting that makes this a shared device
Supervised	Yes	Required for full management control
Locked enrollment	Yes	Required for Entra ID shared mode; prevents removal of the management profile
Await final configuration	Yes	Holds the device at the end of Setup Assistant until critical policies land
Apply device name template	Yes (suggested)	Suggested format: {{DEVICETYPE}}-{{SERIAL}}
Setup Assistant screens	Yes (suggested)	Speeds up provisioning; there is no user present to walk through them

g. Select **Next**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: You must know these constraints before you commit:

- You can't change the user affinity setting on an existing enrollment policy. To change it, create a new policy.
- Changes to an existing enrollment policy don't take effect on already-assigned devices until those devices are factory reset and reactivated. The device name template is the only exception which applies at the next check-in.

h. Select **Create**.

i. Assign the policy to devices.

i. Return to **Enrollment program tokens** > **Your token** > **Devices**.

ii. Select the target devices and choose **Assign policy**.

iii. Pick the shared device mode policy and select **Assign**.

iv. Set a default policy for the token: from the token blade, select **Set default policy** and choose your shared device mode policy. If a device syncs from Apple without an assigned enrollment policy and someone turns it on, enrollment fails.

4. Set up a device group to target the SSO configuration profile, using one of following options:

Device grouping option	Description and process
Dynamic grouping	Grouping suitable for larger organizations. Create a dynamic Entra group using the *`enrollmentProfileName`* property to automatically group devices that enroll with a specific policy: ○ **Group type**: Security ○ **Membership type**: Dynamic Device ○ **Rule**: property enrollmentProfileName, operator Equals, value equal to the exact name of your enrollment policy
Static grouping	Static group via enrollment-time grouping. Create an assigned (static) security group and attach it to the enrollment policy created in Step 3, subsection (e). Intune adds devices to the group as they enroll. This avoids dynamic group evaluation lag but requires the RBAC permission noted in the prerequisites. The enrolled device appears in Microsoft Entra ID as a Microsoft Entra registered device with no owner and no user principal name. This is expected behavior for a userless shared device.

5. Create an assignment filter to target devices assigned to your enrollment policy.

a. Go to **Devices** > **Assignment filters** > **Create**.

b. Platform: **iOS/iPadOS**.

c. Enter the rule syntax:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(device.enrollmentProfileName -eq "<your enrollment policy
 name>")
```

Note: The name in the filter must match the enrollment policy name exactly, including spaces and capitalization. A mismatch is the most common reason the configuration profile never reaches the device.

6. Configure the SSO app extension to turn on shared device mode on the device.
   a. Go to **Devices** > **Configuration** > **Create** > **New policy**.
   b. **Platform**: iOS/iPadOS. **Profile type**: **Templates** > **Device features**.
   c. Name the profile, for example iOS shared device SSO policy.
   d. Expand **Single sign-on app extension** and configure the settings as described in the table.

Single sign-on app extension settings

Setting	Value
SSO app extension type	Microsoft Entra ID
Enable shared device mode	Yes
App bundle IDs	See step (e) after this table
Additional configuration: Key	device_registration
Additional configuration: Type	String
Additional configuration: Value	{{DEVICEREGISTRATION}}

Note: You must configure the device_registration key with the {{DEVICEREGISTRATION}} variable. This setting allows the device to complete Entra device registration with no user present.

   e. Add the bundle ID of every app that should participate in single sign-on. For a ServiceNow deployment:

```
com.servicenow.intune.fulfiller
com.servicenow.intune.requestor
```

   Include only the variants you actually deploy. The intune.* identifiers are the Intune-wrapped builds. If your organization publishes a branded or custom ServiceNow mobile app, add its bundle ID here as well.

      i. In the **Assignments** area, assign to All devices, then apply the assignment filter from Step 5 in Include mode.
      ii. Review and create.

7. Deploy the Microsoft Authenticator and ServiceNow mobile apps.
   Both the Microsoft Authenticator app and the ServiceNow mobile apps follow the same assignment pattern: required, targeted at all devices, narrowed by the filter from Step 5, and licensed to the device rather than a user. Authenticator has to be configured correctly first, since it is the broker that puts the device into shared mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Assign the Microsoft Authenticator app as required to **All devices**, then apply the assignment filter from Step 5. The app must have been purchased through an Apple volume-purchase program.

   i. Go to **Apps** > **iOS/iPadOS** and select the volume-purchased **Microsoft Authenticator**.

   ii. Select **Properties** > **Assignments** > **Edit**.

   iii. Under **Required**, add **All devices** and apply the filter in **Include** mode.

   iv. Check the license type is **Device licensing**. User licensing fails on userless devices.

b. Apply an assignment pattern for your ServiceNow mobile app. Repeat the same assignment pattern for each ServiceNow mobile app you're deploying.

   i. Go to **Apps** > **iOS/iPadOS** and select the ServiceNow app, either the volume-purchased listing or your line-of-business upload.

   ii. Select **Properties** > **Assignments** > **Edit**.

   iii. Under Required, add All devices and apply the filter in Include mode.

   iv. For volume-purchased apps, check the license type is Device licensing.

   Note: Deploy the same build you listed in Step 6. The bundle IDs in the SSO app extension must match the apps actually installed on the device.

8. Deploy the Company Portal through Intune.
   Deploy the Company Portal as a required volume-purchased app with device licensing. To enable automatic updates, set **Automatic app updates** to **Yes** in your app token settings.

   Note: When using automated device enrollment, deploy Company Portal through Intune rather than the App Store. That method makes sure that all enrolled devices receive the app and get automatic updates. The App Store version is not compatible with automated device enrollment.

9. Provision and distribute.

   a. Unbox or wipe the device and power it on.

   b. Setup Assistant runs and the device enrolls automatically. With **Await final configuration** set to Yes, the device pauses before the home screen while policies install. Waiting time scales with the number of assigned policies and apps; in Microsoft's validation testing most devices reached the home screen within 15 minutes.

   c. On receiving the device, the front line worker opens the Microsoft Authenticator app to confirm the device is in shared device mode and logs in with their Entra credentials.

   d. The user is now logged in across all supported apps, including the ServiceNow apps configured in Step 6.

   e. At the end of the shift, the user logs out from Authenticator or any supported app, which logs them out globally.

Verification checklist

Use this table to check the enrollment status, device grouping, policy assignment, and single sign-on across Microsoft Entra and ServiceNow mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enrollment and single sign-on verification checklist

Check	Where can this occur	Expected behavior
Token health	Enrollment program tokens	Status Active, last sync status Success
Device assigned	Token > Devices > device properties	Assigned profile is your shared device mode policy; state = Enrolled; supervised = Yes
Device grouped	Entra ID > group > Members	Device listed as a Device-type member
Configuration applied	Configuration profile > device and user check-in status	Succeeded count matches device count; zero errors and conflicts
Filter matching	Device > Monitor > Filter evaluation	Device evaluates as matched
No primary user	Device > Overview	Primary user: None, ownership Corporate
Shared mode live	Microsoft Authenticator on the device	Shared device mode indicated in the app
Single sign-on working	ServiceNow mobile app	Opens signed in with no second credential prompt

Troubleshoot iOS device-level configuration

Review common symptoms, causes, and resolutions for iOS device-level configuration problems.

Troubleshooting guide for iOS device-level configuration

Symptom	Cause and resolution
Device shows "Invalid Profile"	No enrollment policy is assigned, or Device Type Restrictions under Enrollment Restrictions has the default All Users policy blocking the iOS/iPadOS platform. Block only personally owned devices rather than the whole platform.
Shared device mode not active in Authenticator	• Check that the SSO app extension profile reports **Succeeded** for the device and that **Enable shared device mode** is set to **Yes**. • Check that the device_registration additional configuration is present and spelled correctly, and that **Authenticator** is installed as a device-licensed, volume-purchased app.
ServiceNow app still prompts for credentials	The app's bundle ID is missing from the SSO app extension list, or a different build variant was deployed than the identifier listed. Check the installed app's bundle ID and add it.
Configuration profile never reaches the device	Check filter evaluation on the device object. The usual cause is a mismatch between the enrollment policy name and the string in the filter rule or dynamic group rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Troubleshooting guide for iOS device-level configuration (continued)

Symptom	Cause and resolution
Policy changes aren't taking effect	Expected behavior. Enrollment policy changes require a factory reset and reactivation; only the device name template applies at the next check-in.
Enrollment blocked	Devices are blocked from enrolling if there aren't enough Company Portal volume-purchase licenses or if the token has expired.

Next Experience in Mobile

Learn about the ServiceNow Next Experience user interface and how to enable it on your instance.

The Next Experience user interface (UI) unifies the apps in your instance. Unified Navigation enables you to access content across your instance in a single pane, simplifying access to the items you need to get working. Access the Core UI, which is the user interface you are already familiar with, in the same pane as your Workspace. Contextual navigation shows you where you are while you're working.

For more information, see Working in the Next Experience UI. For information about activating the Next Experience UI, see Considerations for activating Next Experience.

ServiceNow Mobile Platform configuration detail

Learn about configuration details for the ServiceNow Mobile platform.

Get started

Select a tile to get more information about all the configuration options that are available on your ServiceNow instance to enable and fine-tune features on your mobile apps.

Send messages and notifications to users

Configure push notifications and send messages to users.

Turn on location tracking

Track agent activity and ensure they are safe and can be easily located.

Explore localization on mobile devices

ServiceNow mobile apps are localized in 20 languages. Learn about localization on mobile apps and how to configure it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Turn on Siri shortcuts Configure Siri shortcuts to common app functions.	**Enable barcode scanning** Configure your mobile devices to scan barcodes with their cameras.	**Configure offline mode** Enable your users to continue working without an internet connection by configuring offline mode.
Select mobile plugins and upgrades Learn how to download and activate plugins you need and how to upgrade your instance.	**Configure managed mobile apps** Configure integration with mobile device management vendors.	**Configure system and mobile properties** Set system properties on your instance and turn on or off features in ServiceNow mobile app without upgrading the instance.
Configure Indoor Wayfinding Configure maps to guide your users to specified locations at your site.	**Configure web screens with Mobile App Bridge** Access events and operations that you want end users to use on their mobile devices.	

Considerations before implementation

Use these guidelines and considerations when implementing ServiceNow® mobile on your instance.

Mobile push notifications

Mobile push notifications are configurable pushed messages that appear directly in a mobile app. These push notifications are non-actionable or actionable, and are configured by administrators to meet the needs of their users.

Non-actionable notifications are created by configuring a mobile push notification and then using the mobile deep link generator to generate links that navigate users into any screen type

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

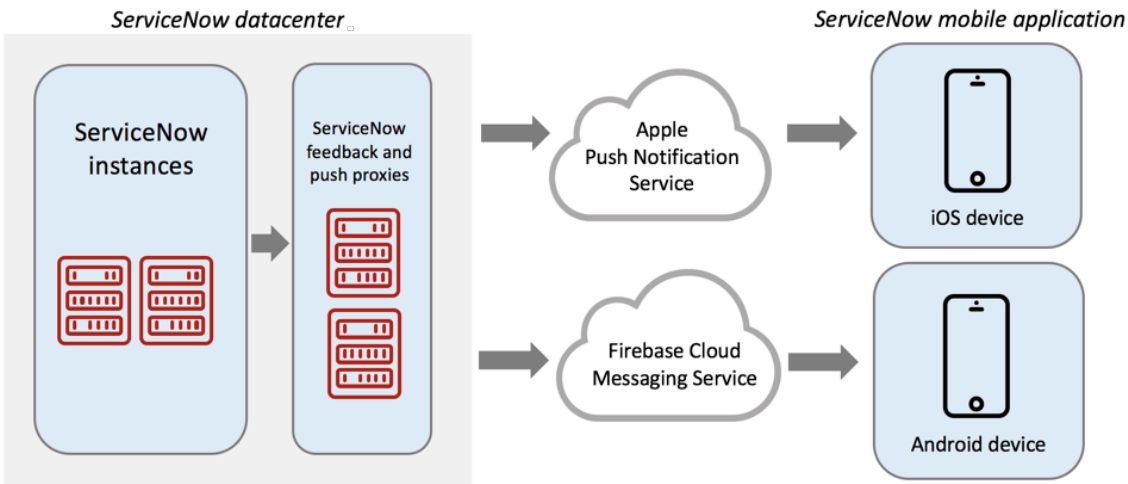
within a mobile app. To learn more about the mobile deep link generator, see Deep linking for mobile.

Actionable push notifications require you to perform additional steps, such as mapping functions for each push action. For more information about actionable notifications, see Configure actionable push notifications.

Define push notifications as critical when you require users to be immediately alerted to an event. Critical alerts override Do Not Disturb or Silent mode settings on your users' mobile device. For more information, see Create mobile critical alerts.

You can target mobile push notifications for any of the specific ServiceNow Mobile Platform mobile apps.

Push notifications structure overview

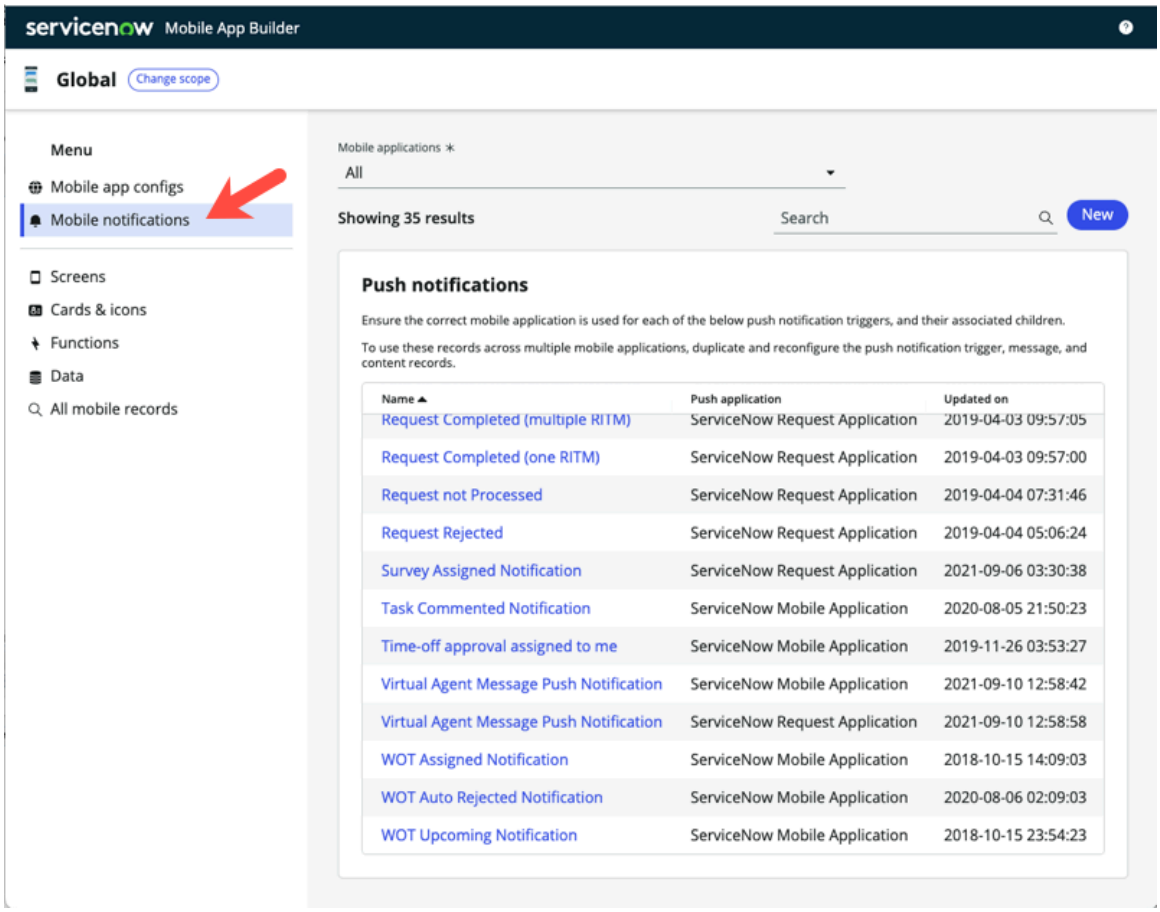


You must configure mobile push notifications in your ServiceNow instance before they can be sent to users on their mobile devices.

Add push notifications to mobile apps with Mobile App Builder

In the Washington DC family release and later, you can now add push notifications to your mobile apps with Mobile App Builder:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Select **Mobile notifications** in the menu and then select the push notification you want to use. For more information about Mobile App Builder, see Mobile App Builder.

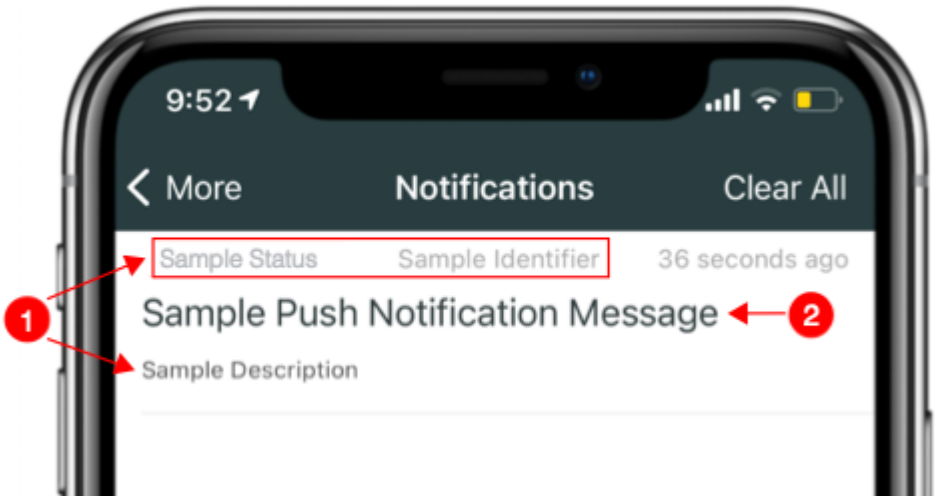
Mobile push notification components

Configure mobile push notifications to target a specific screen in one of the ServiceNow Mobile Platform applications.

This configuration determines the structure of the notification, the text the user receives, who should receive the message, and what triggers the delivery of a notification. Users tap the notification and the associated deep link then directs the user to the desired screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example push notification content and message



1. Push notification message content
2. Push notification message

Configure each component of the push notification because each component is dependent on the other. For example, you must configure push notification content to create a push notification message. Likewise, a push notification event requires a push notification message.

Mobile push notification components

Notification component	Description
Push notification message content	The push notification message content contains the location users are directed to when they tap on the notification, as well as the appearance and layout of the notification. For more information on content configuration, see Configure push notification message content. Optionally, you can display up to three additional fields in a notification. These fields are visible within the **Notifications** navigation bar tab in a mobile app. **Note:** Mobile UI styles are available for these additional fields. For more information around styling, see Mobile UI styles.
Push notification message	The push notification message contains the text that users see when they receive a notification. The message displays in the notification center on the device based on your configuration for the user and in the **Notifications** tab. For more information on message configuration, see Configure a push notification message.
Push notification event	The push notification event determines when the mobile push notification is sent and to whom it should be sent to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile push notification components (continued)

Notification component	Description
	For more information on event configuration, see Configure a push notification event.

Configure push notification message content

Configure push notification message content and select which mobile application receives notifications. You can configure critical alert notifications, customize the message appearance, and determine the deep link used when users tap the notification.

Before you begin

To configure push notification message content, you must generate a deep link using the mobile deep link generator. For more information, see Deep linking for mobile.

Role required: admin

About this task

Complete the Push Message Content form to:

- Name the notification
- Select the mobile app that the notification is sent to
- Optionally customize the appearance of the notification message
- Determine the deep link used when users tap the notification

Push notification message content supports up to three additional fields. If these fields are used as optional text slots, the slots can display fields from the source record.

Note: The text slots are fixed on the mobile app, so you cannot change their location or size. Each slot maps to a `Status`, `Identifier`, and `Description` within the JSON object in the push notification message content script.

Mobile UI styles are also available for additional fields. For more information around styling, see Mobile UI styles.

Procedure

1. Navigate to **All** > **System Notification** > **Push** > **Push Message Content**.
2. Select **New**.
3. In the Push Message Content form, fill in the following fields:

Push Message Content form

Field	Description
Name	String value for this record. **Note:** This name is not visible in the notification, it is only a reference for use during configuration.
Push app	References the mobile app you want to send a notification to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Use ServiceNow mobile Application for Mobile Agent. ○ Use ServiceNow Request Application for Now Mobile app.
Push Message Generation	The script block that contains the notification link. In the script block, the JSON object must return a link and a `Link` key must exist. The key should have a corresponding deep link value generated through the mobile deep link generator.

Example

This example shows the completed form and a JSON object with the appropriate `Link` key and a corresponding deep link value.

4. **Optional:** Add additional fields to the notification content, such as a text slot.

   (Optional) In the **Push Message Generation** script block, create a layout field object for each field.

   a. Instantiate a notification layout object.

   Example

   ```
   var layoutGen = new
    global.NotificationLayoutFieldGenerator();
   ```

   b. Use the notification layout script and include the global application scope to generate layout fields.
   To learn more about script includes, see Script Includes.

   Note: Do not modify the notification layout generator script include.

   c. Create the layout field.
   Each layout field requires a `Table`, `Sys_Id`, and a `Column`.

   Note: The `Table` and `Sys_Id` values should come directly from the current record using `current.getTableName()` and `current.sys_id`. The `Column` value must exist for the desired table and match the dictionary column name exactly.

   ```
   var text_01 = layoutGen.layoutField(current.getTableName(),
    current.sys_id, "priority");
   ```

   d. Pass the layout fields into the original JSON object as another object.

   (Optional) The mobile applications listen for the optional `Layout` key, which is an object that contains the desired additional fields. In the `Layout` object, associate each additional field with the `Status`, `Identifier`, or `Description` keys. The following example is available as a reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example

```
(function buildJSON( /*GlideRecord*/ current, /*String*/
 message, /*Object*/ attributes) {

    var layoutGen = new
 global.NotificationLayoutFieldGenerator();
    var text_01 =
 layoutGen.layoutField(current.getTableName(),
 current.sys_id, "priority");
    var text_02 =
 layoutGen.layoutField(current.getTableName(),
 current.sys_id, "state");
    var text_03 =
 layoutGen.layoutField(current.getTableName(),
 current.sys_id, "short_description");

    var deepLinkGenerator = new
 global.MobileDeepLinkGenerator("Request");
    var link =
 deepLinkGenerator.getFormScreenLink("b71040b1533a33007bc2ddeeff7b1
221", current.getTableName(), current.getValue("sys_id"));

    var json = {

        "Link": link,

        "Layout": {

            "Status": text_01,

            "Identifier": text_02,

            "Description": text_03

        }

    };

    return json;

})(current, message, attributes);
```

5. **Optional:** Add a customized notification title.

   If you don't add a customized notification title, the notification displays the default mobile app name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In the **Push Message Generation** script block, add the following example code in the `json` section:

```
var json= {};
var msg_title  = "System updates!";
json= {
  "android_title" : msg_title,
  "aps": {
    "alert": {
      "title": msg_title,
    }
  }
```

The elements in the sample JSON code are as follows:

- The *`msg_title`* variable called `System updates!` is the notification title name that applies to both iOS and Android.
- The node`json["android_title"]` is the variable for Android.
- The node `json["aps"]["alert"]["title"]` is the variable for iOS.

6. Add the following code to activate Android devices to wake up, so that notifications can be triggered.

   As users use both iOS and Android devices you must add this code. The JSON entry in the code is a returned dictionary name value from the scripting.

   Android specific fields that control message delivery are supported under *`sncGoogleKeys`*. For more information, see Firebase Cloud Messaging HTTP Protocol.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The *priority* parameter is set to `high` to wake up Android devices, if a device is in sleep mode. This parameter helps to deliver critical alerts to end users.

```
json["sncGoogleKeys"] = {
    "priority": "high",
    "android": {
      "priority": "high"
    }
}
```

7. Select **Update**.

Result
You created a push notification message content record that contains a deep link.

What to do next
After configuring push notification message content, it must be paired with a push notification message record. For more information on configuring a push notification message, see Configure a push notification message.

Configure a push notification message

Configure the message displayed to users when they receive their push notification.

Before you begin
To create a push notification message, you must first configure the push notification message content. For more information, see Configure push notification message content.

Role required: admin

Procedure

1. Navigate to **All** > **System Notification** > **Push** > **Push Messages**.
2. Click **New**.
3. In the Push Message form, fill in the following fields:

Push Message form

Field	Description
Name	The string value for this record. **Note:** This name is not visible in the notification, it is only a reference for use during configuration.
Push app	References the mobile app you want to send a notification to. ○ Use ServiceNow mobile Application for Mobile Agent. ○ Use ServiceNow Request Application for Now Mobile app.
Push message	References the push message content record.
Table	Table selector to choose the table the message originates from. For example, if you want to send notifications when new incidents are created, select the Incident [incident] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Message	The string value used as the message. This field can contain a simple string, but also supports displaying field values from the source table. **Note:** To use a field value, wrap the desired column name with `${}`, such as "Change `${number}` has been assigned to you."

4. Click **Submit** to create the record.

Result
You configured a push notification message and paired it with a push notification message content record.

What to do next
To complete the notification, an event is required to determine when the push notification is sent and who receives it. For more information, see Configure a push notification event.

Configure a push notification event

Configure when a push notification event is triggered and sends a mobile push notification to users.

Before you begin
To create a push notification event and complete the mobile push notification, a push notification message is required. For more information, see Configure a push notification message.

Role required: admin

Procedure
1. Navigate to **All** > **System Notification** > **Push** > **Create Push Notification**.
2. In the Push Notification form, complete the following fields:

Push Notification form

Field	Description
Name	The string value for this record. **Note:** This name is visible to users when they are managing their notification preferences in their personal user settings.
Table	Table selector to choose the table the message originates from. For example, if you want to send notifications when new incidents are created, select the Incident [incident] table.
Category	Select where to store notification records if a user manages their platform notification preferences in their personal user settings.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the **When to send** tab, complete the following fields:

When to send tab

Field	Description
Inserted	When set to **true**, the notification is sent when a record is inserted into the specified table.
Updated	When set to **true**, the notification is sent when a record is updated.
Conditions	Condition builder for the specified table. When conditions are added, they must be set **true** for the notification to send. These conditions work with the **Inserted** and **Updated** fields. **Note:** If the **Inserted** field is set to **true**, the condition must also be set to **true** for the notification to send.

4. In the **Who will receive** tab, complete the following fields:

Who will receive tab

Field	Description
Users	List of users from the User [sys_user] table who should receive this notification.
Users/Groups in fields	Users or Groups from one of the fields on the specified table who should receive this notification
Groups	List of groups from the Group [sys_user_group] table who should receive this notification.

5. In the **What to send** tab, select the desired **Push Message**.
6. Click **Submit** to save the configuration record.

Result

A push notification event is configured and paired with the push notification message. The mobile push notification is available to send to users.

What to do next

You can add a push registration so that mobile users can receive this notification without requiring them to opt in. For more information, see Register the standard push notification.

Configure sounds for push notifications

Add sounds and tones to push notifications to indicate to users if a message is urgent or just requires the users' attention.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example JSON for adding sound to push notifications

The following JSON is an example of how to add a tone to your push notification. The name of the tone used in the example is NotificationAlert-2".

```
json["aps"]["sound"] = "NotificationAlert-2.caf";
```

The table at the end of this topic list all the available tones. To listen to the tone of each sound, you must configure a notification with the target sound parameter.

Note: For each tone, you have the option to shorten the length of the ring by adding the suffix `-Short`. You can shorten all tones except `NotificationAlert-5.caf`.

Example JSON for critical alerts including sound

The following JSON is an example of how the sound parameter is defined for critical alerts. For more information about critical alerts, see Create mobile critical alerts.

```
json["aps"]["sound"] = {
 "critical": 1,
 "name": "NotificationAlert-3-Short.caf",
 "volume": 1.0
     };
```

The parameters in the sample JSON code are as follows:

- The *`critical`* parameter defines the notification as a critical alert. `1` means that the critical alert is active, `0` means that the critical alert is inactive.
- The *`volume`* parameter defines the volume of the notification sound. The range is from `0.1` as the quietest to `1.0` as the loudest.
- The *`name`* parameter is the name of the tone that is activated when a push notification is sent. For critical alerts, considering user rhythms with a dramatic tone.

  Note: If a *`name`* value isn't defined, the system uses the application's default ringtone. If an application doesn't have a defined ringtone, then the system uses the device's default ringtone.

  To listen to the tone of each sound, you must configure a notification with the target sound parameter.

  Accepted values are listed in the table.

  Note: For each tone, you have the option to shorten the length of the ring by adding the suffix `-Short`. You can shorten all tones except `NotificationAlert-5.caf`.

Accepted file name values	Tone rhythm
`NotificationAlert-1.caf`	Mellow, Relaxing, Slow
`NotificationAlert-1-Short.caf`	Mellow, Relaxing, Slow
`NotificationAlert-2.caf`	Dramatic
`NotificationAlert-2-Short.caf`	Dramatic
`NotificationAlert-3.caf`	Dramatic
`NotificationAlert-3-Short.caf`	Dramatic

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accepted file name values	Tone rhythm
`NotificationAlert-4.caf`	Mellow, Relaxing, Slow
`NotificationAlert-4-Short.caf`	Mellow, Relaxing, Slow
`NotificationAlert-5.caf`	Mellow, Relaxing, Slow
`NotificationAlert-6.caf`	Festive, Happy
`NotificationAlert-6-Short.caf`	Festive, Happy
`NotificationAlert-7.caf`	Festive, Happy
`NotificationAlert-7-Short.caf`	Festive, Happy
`NotificationAlert-8.caf`	Festive, Happy
`NotificationAlert-8-Short.caf`	Festive, Happy
`NotificationAlert-9.caf`	Dramatic, Powerful
`NotificationAlert-9-Short.caf`	Dramatic, Powerful
`NotificationAlert-10.caf`	Dramatic, Suspenseful
`NotificationAlert-10-Short.caf`	Dramatic, Suspenseful
`NotificationAlert-11.caf`	Dramatic
`NotificationAlert-11-Short.caf`	Dramatic
`NotificationAlert-12.caf`	Dramatic
`NotificationAlert-12-Short.caf`	Dramatic
`NotificationAlert-13.caf`	Dramatic
`NotificationAlert-13-Short.caf`	Dramatic
`NotificationAlert-14.caf`	Dramatic
`NotificationAlert-14-Short.caf`	Dramatic

Note: If a name value isn't defined, the system uses the application's default ringtone. If an application doesn't have a defined ringtone, then the system uses the device's default ringtone.

Register the standard push notification

Register your standard push notification in a push application to use it in your mobile apps.

Before you begin

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.

Procedure

1. Switch to the **Global** scope.
2. Navigate to **System Notification** > **Push Application**.
3. Open the record for the push application you want to modify.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Open **ServiceNow Mobile Application** for the Mobile Agent app.
- Open **ServiceNow Request Application** for the Now Mobile app.
- Open **ServiceNow Onboarding Mobile Application** for the Mobile Onboarding app.

If you are using a branded mobile application, select the record for the branded app. For example, select **ServiceNow Onboarding Intune Mobile Application** if you are using the Microsoft Intune branded application.

4. Right-click the record header and choose **Configure** > **Related Lists** from the menu.
5. Add **Push Default Registration** > **Push Application** to the list on the right, and then select **Save**.
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**.
   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.

Reuse push notifications across mobile apps

Reuse push notifications across mobile apps with Mobile App Builder (MAB). Push notifications are configurable pushed messages that appear directly in mobile apps. Using MAB to manage push notifications streamlines your mobile application development into one tool.

Before you begin

Role required: admin

About this task

This task describes how to reuse a push notification from one mobile app to another using MAB. For more information about MAB, see Mobile App Builder.

To create a push notification from scratch, see Mobile push notifications.

In MAB, mobile notifications aren't tied to a specific application scope and don't change based on the application scope you're using. You can reuse push notifications that contain workflows from other ServiceNow® mobile applications and then use MAB to update records so they point to the correct app.

For example, if you have a push notification configured for Now Mobile, the standard ServiceNow Request Application, you can reuse this push notification with another mobile app. To reuse it, select the push notification record and configure it to point to your new mobile app as described in the following steps.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Mobile notifications** from the menu.
4. From the **Mobile Applications** list, select the mobile app that contains the push notification you want to reuse in another app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. From the **Push notification** events list, select the push notification event that contains the push notification you want to reuse.
   If you see the message **Edit in original scope** at the top of the page, select it to switch to the correct application scope.
6. Make sure that the **Push notification event** is selected in the menu and do the following:
   a. Scroll down to the **Mobile push application** section and select **Choose**.
   b. In the **Choose an item** dialog box, select the mobile app where you want to reuse the push notification.
   c. Select **Apply** and then select **Save**.

   Doing this step adds your mobile app to the list of mobile apps where this event applies.

   Important:

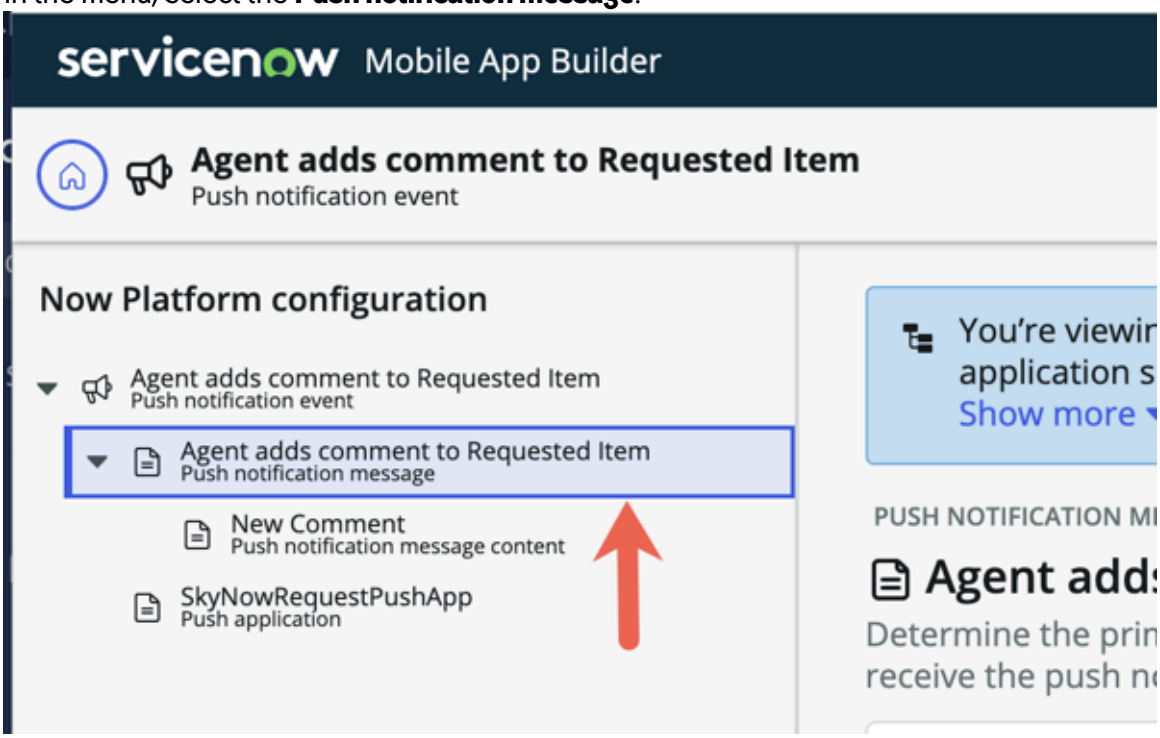
   You must still create or modify two records to apply this change:

   - The push notification message.
   - The message content records that must point to the same mobile application you just added to the event.

   If you don't want to remove the push notification from the original app, but want to reuse the push notification in your mobile app, you must do the following:

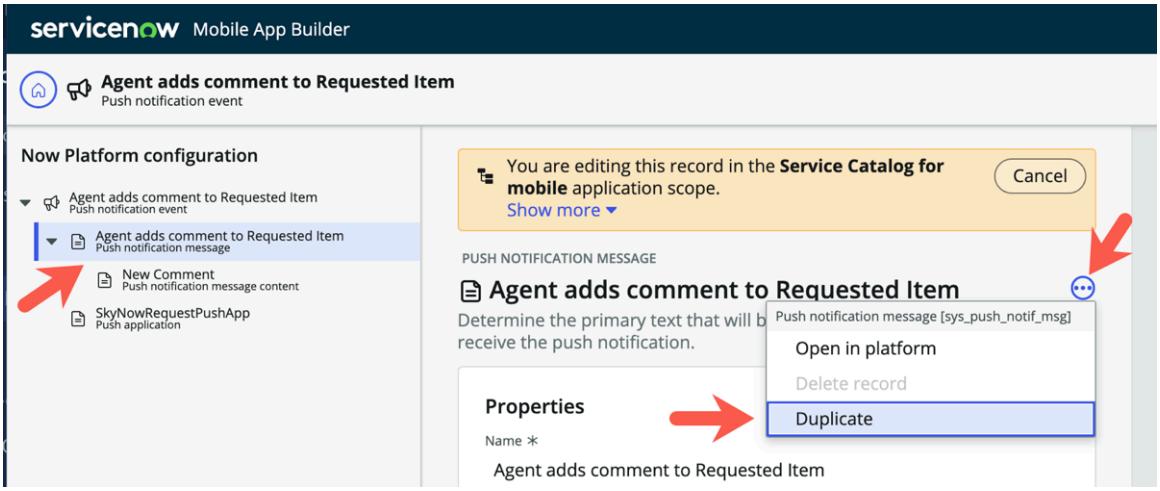
   - Duplicate the **Push notification message** and message content records.
   - Then target them to the matching mobile push application you just added to this event.

7. In the menu, select the **Push notification message**.



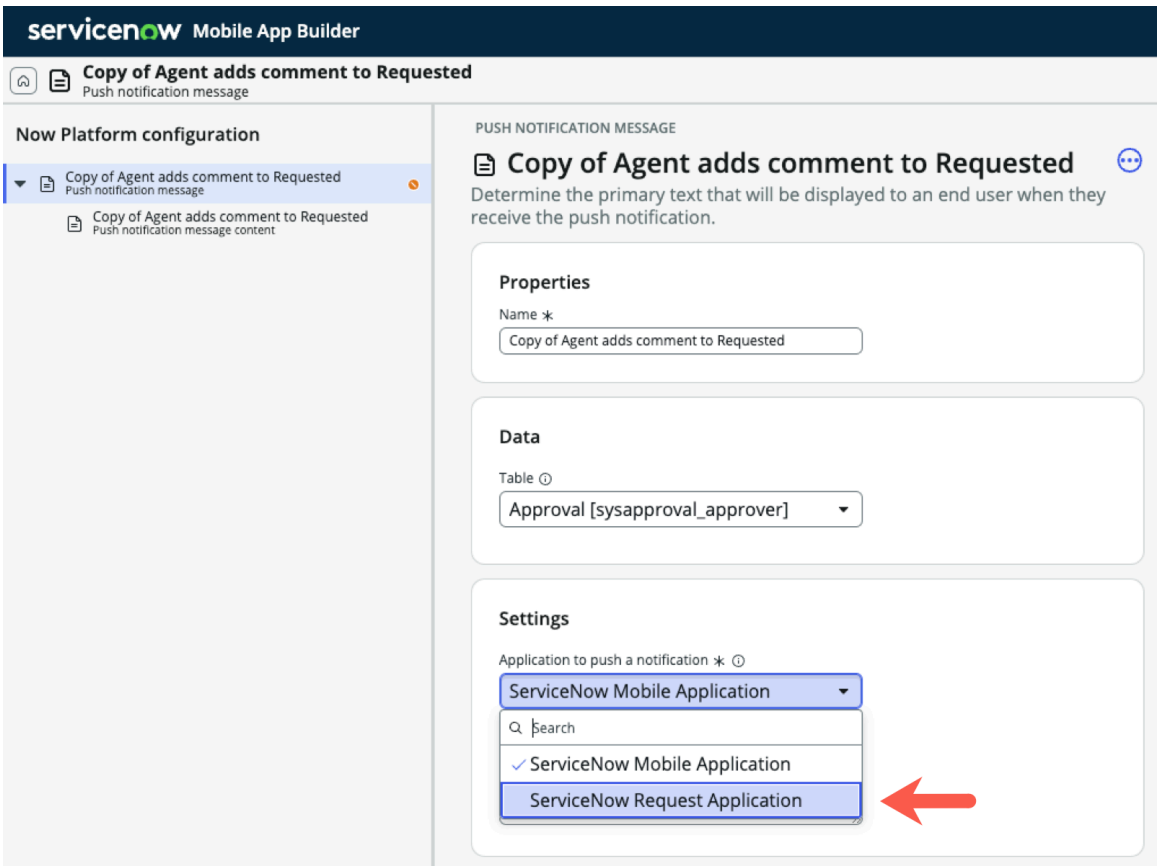
8. With **Push notification message** selected in the navigation menu, do the following:
   a. **Optional:** If necessary, select **Edit in original scope** at the top of the form.
   b. Select the more options menu (•••).
   c. Then select **Duplicate**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. In the Create a push notification message dialog box, select **Create**, and then select **Go to Record** in the Success! pop-up window.
10. In the copy of the PUSH NOTIFICATION MESSAGE form Settings section, you must change the value of **Application to push a notification** to point to your application.

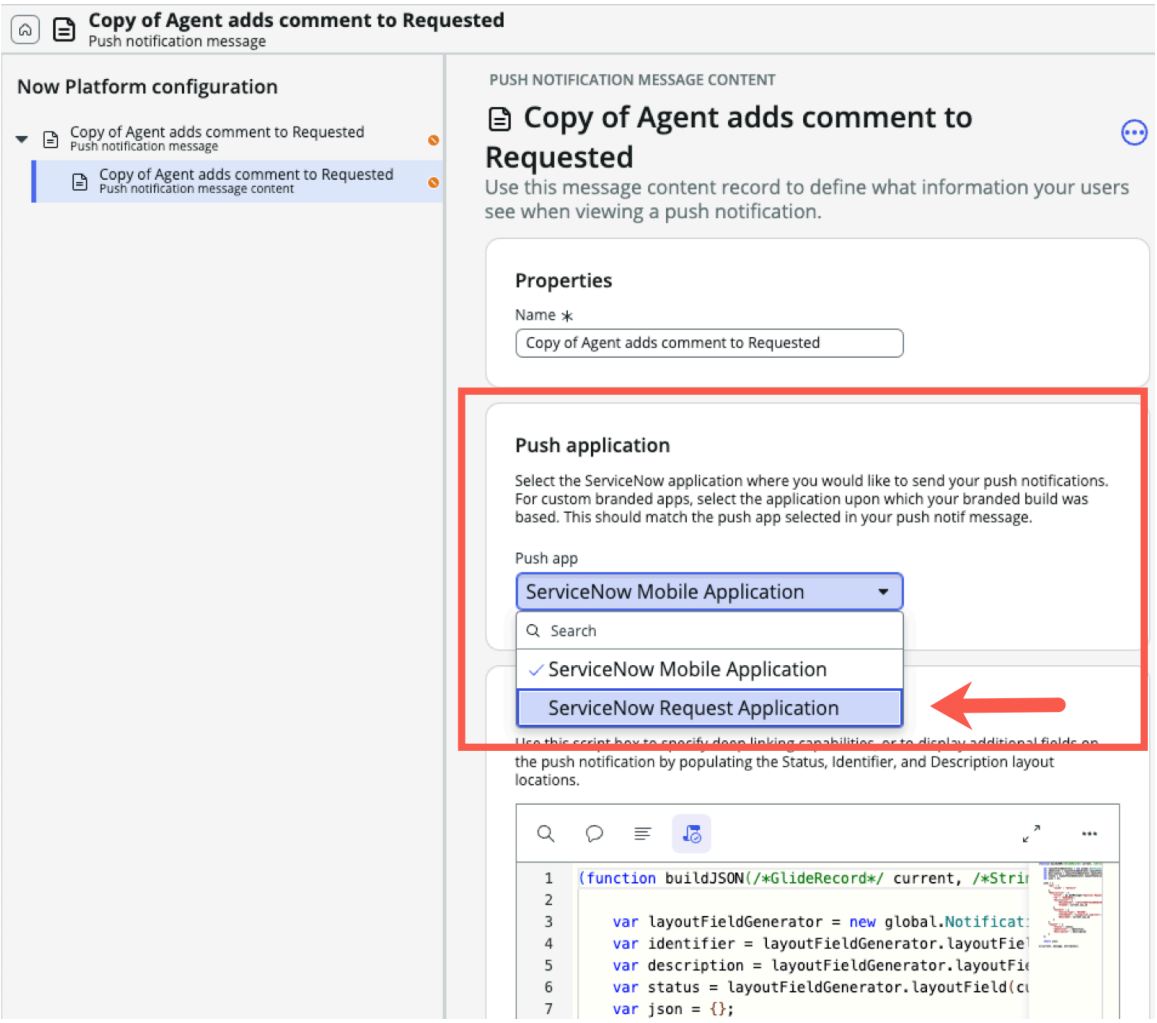
    For example, if you want to reuse the push notification from the ServiceNow Agent mobile app (ServiceNow Mobile Application) in the Now Mobile app (ServiceNow Request Application), select that value in the list as shown in the following:



11. Select **Save**.
12. Select the **Push notification message content** record in the navigation menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

13. On the PUSH NOTIFICATION MESSAGE CONTENT record, in the **Push application** section, select the application that you chose in the Push notification message record:



Important: If you have any deep links in the **Push message content** script, the mobile app call used by the deep link generator must be changed to point to the application that you specified in the **Push app** field. For more information, see Deep linking for mobile.

14. Select **Save**.

15. Finally, navigate back to the push notification event record from Step 5 (by navigating back to the **Mobile notifications** tab from the categories menu) and do the following:
Add your new push notification message record in the **What push message to send** section.

Note: If necessary, select **Edit in original scope** at the top of the form to add your new message record.

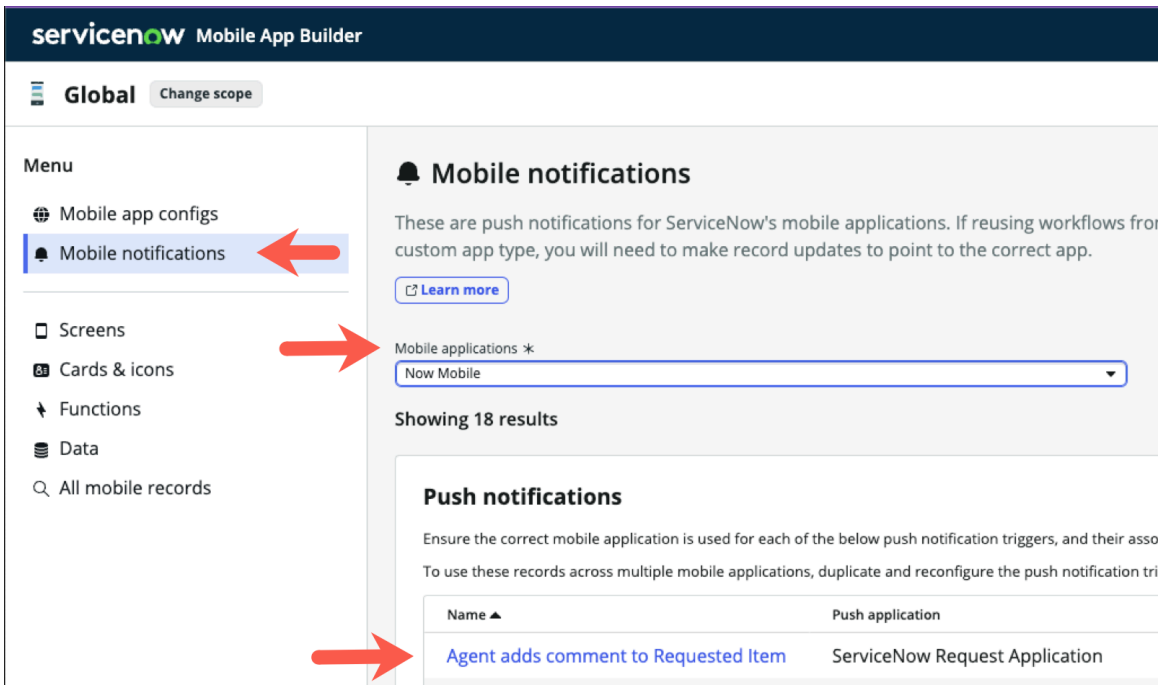
What to do next

To verify that you have added this push notification to your mobile app, do the following:

1. Navigate to the home screen in MAB.
2. Select **Mobile notifications**.
3. From the **Mobile applications** list, select the mobile app that you added the push notification to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you have successfully added the event to your mobile app, you can see it in the **Push notifications** list.



If this event record's mobile push application matches that of an associated according to the chart below, you have completed the configuration.

Mobile application	Mobile Push application	Push application name	Mobile app call for deeplinks
Now Mobile®	ServiceNow Request Application	SkyNowRequestPushApp	Requestor
Mobile Agent	ServiceNow Mobile Application	SkyNowPushApp	Agent

Configure push applications for iOS branded apps using certificate based authentication

Install an iOS push certificate to use push notifications on your branded ServiceNow mobile apps for iOS.

Before you begin

Role required: admin

To use push notifications on your branded ServiceNow mobile apps for iOS, you must upload your Apple certificates p12 file, and enter your key store password into your instance.

Note: These steps are not necessary if you are not using a custom branded mobile apps. For more detail on custom branding, see Request, test, and publish a branded mobile app.

Procedure

1. Navigate to **All** > **System Notification** > **Push** > **Push Application**.
2. Open the record for the push application you want to modify.
   - Open **ServiceNow Mobile Application** for the Mobile Agent app.
   - Open **ServiceNow Request Application** for the Now Mobile app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you are using a branded mobile application, select the record for the branded app. For example, select **ServiceNow Intune Mobile Application** if you are using the Microsoft Intune branded application.

3. In the **Push** field, change the value from **REST API** to **Direct**.
4. In the *Apple-Certificate Based Authentication* tab, click the reference icon ( ) next to the **Certificate** field.
5. In the X.509 Certificates list pop-up, click **New**.
6. In the X.509 Certificates form, fill in the fields.

X.509 Certificate form

Field	Value
Name	Name for your certificate.
Notify on expiration	User to receive a notification when the certificate expires.
Type	Certificate type. Enter **PKCS12 Key Store** in this field.
Key store password	Your Apple key store password.
Warn in days to expire	Number of days before certificate expiration to receive an expiration warning.
Short Description	Description for your certificate.

7. Click the attachment icon ( ).
8. Upload your .p12 certificates file.

   Note: Due to an Apple internal policy, all iOS push certificates (.p12 files) expire after 13 months. To continue using push notifications without disruption, you should request an updated build within 60 days of your certificate expiration date to receive a new .p12 file. New .p12 files cannot be generated without an updated or new build.

9. Click **Save**.
10. **Optional:** Re-open your X.509 Certificates record and click the **Validate Stores/Certificates** link at the bottom of the form to validate your certificates and stores.
11. On the push application form, click **Update**.

Configure push applications for iOS branded apps using a token

Use push notifications on your branded ServiceNow mobile apps for iOS using token-based authentication.

Before you begin

Create an Apple developer account.

Ensure you have your Team ID, Key ID, and signing key from Apple. For more information, see the Apple developer documentation topic Obtain an Encryption Key and Key ID from Apple.

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Notification** > **Push** > **Push Application**.
2. Open the record for the push application that you want to modify.
   - For the Mobile Agent app, select **ServiceNow Mobile Application**.
   - For the Now Mobile app, select **ServiceNow Request Application**.

   If you are using a branded mobile application, select the record for the branded app. For example, select **ServiceNow Intune Mobile Application** if you are using the Microsoft Intune branded application.
3. In the **Push** field, change the value to **Direct**.
4. In **Apple Authentication Type** field, select **Token Based**.
5. In the *Apple-Token Based Authentication* tab, select the reference icon ( ) next to the **Push Token Auth** field.
6. In the Push Token Based Authentication list, select **New**.
7. On the form, fill in the fields.

Push Token Based Authentication form

Field	Value
Name	Name for your token.
Team Id	Unique identification code provided by Apple.
Key Id	The 10-character Key ID you obtained from your developer account.
Signing Key	An authentication token signing key, consisting of the content of the . p8 text file.

Note:

For each Apple developer account using the Team ID and Key ID, you can generate two signing keys. Apps created are mapped to the same Team ID and Key ID.

One combination can be used for one instance only. For example, the combination used for a test instance can't be used for a production instance and vice versa.

8. Select **Submit**.
9. On the push application form, select **Update**.

Configure push applications for Android branded apps using HTTP v1

Enter your Google Firebase Cloud Messaging push token authentication in your push application record to use push notifications on your branded ServiceNow mobile apps for Google Android.

Before you begin

To use push notifications on your branded ServiceNow mobile apps for Android, you must enter your Google Firebase Cloud Messaging HTTP v1 API in your push application record. For information about generating the service account JSON in your Firebase console, see ServiceNow knowledge base article KB1639289. You must be logged in to your ServiceNow support account to access this information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: These steps are only necessary if you're using a custom branded mobile app. For more detail on custom branding, see Request, test, and publish a branded mobile app.

Role required: admin

Procedure

1. Navigate to **All** > **System Notification** > **Push** > **Push Application**.
2. Open the record for the push application you want to modify.
   - Open **ServiceNow Mobile Application** for the Mobile Agent app.
   - Open **ServiceNow Request Application** for the Now Mobile app.

   If you are using a branded mobile application, select the record for the branded app. For example, select **ServiceNow Intune Mobile Application** if you are using the Microsoft Intune branded application.
3. In the **Push** field, change the value to **Direct**.
4. In the **Google Authentication Type** field, change the value to **HTTP V1 Oauth**.
5. On the **Google-HTTP V1 API** tab, copy the JSON content from your private key file obtained from the service account.
6. Select **Submit**.

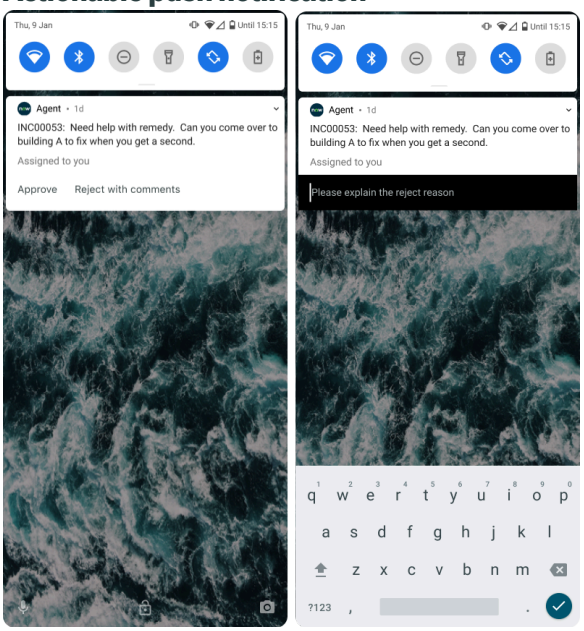
Configure actionable push notifications

Include actions with your push notifications. Users can perform push notification actions without opening the app.

Up to three actions can be associated with a push notification. These actions must refer to an existing mobile function. The following function types of actions are supported:

- Action item
- Navigation
- URL
- Chat launcher

Actionable push notification



Creating actionable push notifications

Create actionable push notifications using the following process:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Create a push notification that your users will see on their mobile devices.
2. Add a push action category to determine what actions your users can take in a notification.
3. Create functions for each push action in the selected action category. These actions perform tasks on your instance based on what the user selects in the notification.
4. Map functions with push actions on the actionable push notification. Associate functions to the actions in your notification so the instance uses the correct function for each action.
5. Create push message content by creating a record to determine what information the notification displays to your users.
6. Create a standard notification on your instance using the platform notifications.

Create an actionable push notification

Create a push notification your users will see on their mobile devices.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Push Notifications** > **Push Notifications**.
2. Click **New**.
3. In the push notification form, fill in the fields.

Push notification form

Field	Description
Name	The name of your push notification. **Note:** This name does not appear to users viewing the notification.
Application	The scoped application for your notification. This field automatically uses the current application scope.
Actionable	Whether the push notification is actionable. Click to enable this field.
Screen	An optional screen associated with your notification. The notification uses this screen. This screen displays to a user when they tap on the notification.
Category	Category of your notification. This field is visible only when the **Actionable** field is enabled. This category defines which actions are available in the push notification. You will fill in this field in later steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Click **Save**.
   Your notification record is created. After saving, the **Push Action Instances** related list appears on the form.

Actionable push notification script example

You can use this JSON script example to configure an actionable push notification for ServiceNow® mobile apps.

Example script

The following example script creates a push notification that your users can see on their mobile devices.

> **Important:** The globally unique identifier in the following script (`"70bbc19c87f901101ae365b83cbb3559"`) is the sys_id of the push notification record found on the push notification table [sys_sg_push_notification]. Make sure that the identifier in the script your system generates matches the sys_id of your push notification.

```
(function buildJSON(/*GlideRecord*/ current, /*String*/
 message, /*Object*/ attributes) {

     var layoutFields = {"Identifier" : "number",
 "Description" : "short_description", "Status" : "state" };
       return new global.ActionablePushPayloadBuilder(current,
 "70bbc19c87f901101ae365b83cbb3559", layoutFields).buildJSON();

})(current, message, attributes);
```

Add a push action category

Select a push category to determine what actions your users can take in a notification. This category defines which actions your users can take when viewing a notification.

Before you begin

Role required: admin

Procedure

1. In the **Push Notification** record, select a category in the **Category** field.

   There are 12 base system categories to choose from on your instance.

Push action categories

Action	Description
accept-reject-back	Displays **Accept** and **Reject** buttons. Users can select an option without opening the app.
Accept-Reject-fore	Displays **Accept** and **Reject** buttons. The app opens when the user selects an action.
accept-rejectwcomments-back	Displays **Accept** and **Reject** buttons. Users see a text field to enter comments when they select the **Reject** option. Users can select an option without opening the app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action	Description
ack-escalate-ignore-back	Displays **Acknowledge**, **Escalate** and **Ignore** buttons. Users can select an option without opening the app.
approve-reject-back	Displays **Approve** and **Reject** buttons. Users can select an option without opening the app.
approve-rejectwcomments-back	Displays **Approve** and **Reject** buttons. Users see a text field to enter comments when they select the **Reject** option. Users can select an option without opening the app.
confirm-reschedule-cancel-back	Displays **Confirm**, **Reschedule** and **Cancel** buttons. Users can select an option without opening the app.
joinbridge-fore	Displays a **Join Meeting** button. tapping this button opens the app.
PromoteWComments-RejectWComments-fore	Displays **Promote** and **Reject** buttons. Users see a text field to enter comments when they select either option.
queuerejoin-openincident-back	Displays **Online Check-in** and **Open Incident** buttons. Users can select an option without opening the app.
queuestay-queueleave-back	Displays **Stay in Queue** and **Leave Queue** buttons. Users can select an option without opening the app.
yes-no-back	Displays **Yes** and **No** buttons. Users can select an option without opening the app.

If the base system push action categories do not meet your requirements, you can create new action categories for use in your push notifications. See the section below for details on this process.
Your push notification displays buttons to your user in addition to the message content. In the next steps, you create functions that determine what happens when a users taps these actions.

2. Right-click the form header and click **Save**.

Create a push action

Create push actions to suit your needs, when the base system actions do not meet your requirements.

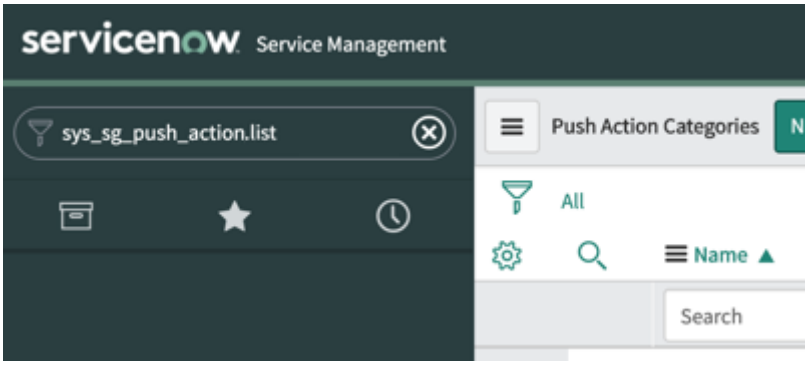
Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In the web-based UI, enter `sys_sg_push_action.list` in the filter navigator to open the push action categories list.



2. In the push action categories list, click **New**.
3. On the push action form, fill in the fields.

Push action fields

Field	Description
Label	Label for the push action. This is the text your users will see in the notification for this action.
Application	The scoped application for this record. This field automatically populates.
Name	Name of the push action
Foreground	When enabled, the app will open when your users select this action.
Response Type	Select **Simple** or **Text response**. Actions using **Text response** prompt your users to enter text before completing the action.
Placeholder Text	Text displays as a placeholder text to your users when they initiate the actionable push.

4. Click **Save**.

Create functions for each push action

Create mobile function for each function in the selected action category. These actions perform tasks on your instance based on what the user selects in the notification.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Functions**.
2. Click **New** to create a new function record.
3. Create a new function for one of your push actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When selecting a function type in the **Type** field, you must select one of the type supported for actionable push notifications.

- Action item
- Navigation
- URL
- Chat launcher

For information on function types, and detailed steps for creating functions, see Mobile functions.

4. Create additional functions for each push action.
   For example, if you have selected `ack-escalate-ignore-back` as your push notification category, your notification displays **Acknowledge**, **Escalate** and **Ignore** buttons. You need to create a function to determine the behavior of each of these buttons.

Result

You have functions to perform actions for each of the buttons that display in your push notification. In the next steps, you will associate these functions to the notification actions so your functions trigger when users tap the buttons.

Map functions with push actions on the actionable push notification

Associate functions to the actions in your notification so the instance uses the correct function for each action.

Before you begin

Role required: admin

Procedure

1. **System Mobile** > **Mobile Push Notifications** > **Push Notifications**, and open the notification you created in previous steps.
2. In the **Push Action Instances** related list, click **New**.
3. In the Push action instance form, fill in the fields.

Push action instance form

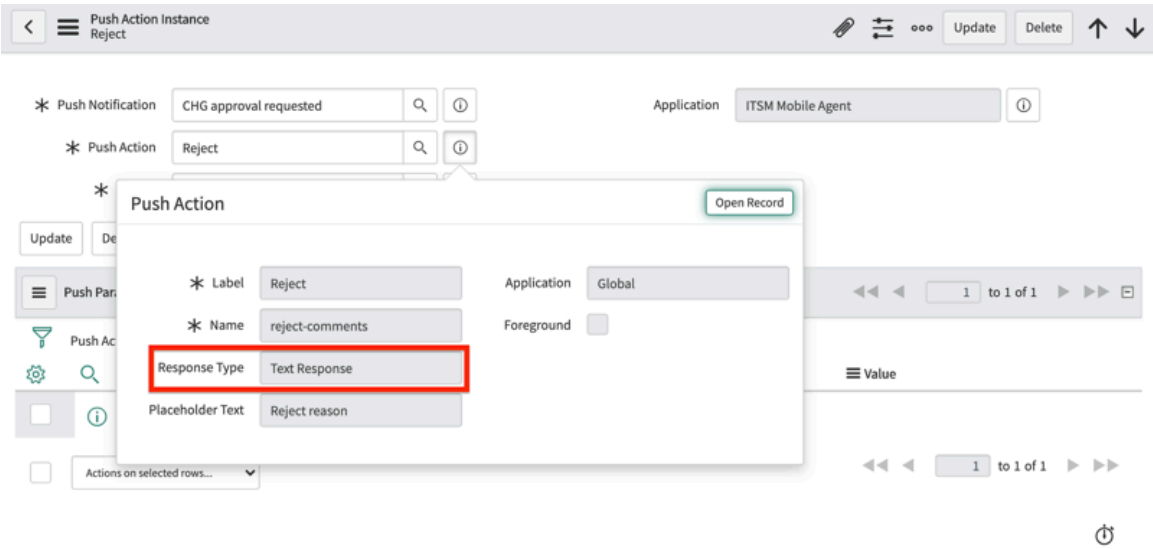
Field	Description
Push Notification	Push notification associated with this push action instance. This is automatically filled in with your push notification.
Application	Scoped application associated with this record. This is automatically filled in with the current application.
Push Action	Push action from your push notification record. Select one of the available actions.
Button	Function to associate with the push action. Select an action you created in previous steps. This action will trigger when a user uses the action listed in the **Push Action** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. **Optional:** Add a push parameter to your push action instance.
   If your push action receives a value from your user, you need to configure a push parameter to pass this value to your record. For example, if you create a reject action that requires your user to enter a reason for the rejection, the action must have a parameter to pass that text value to your approval record.

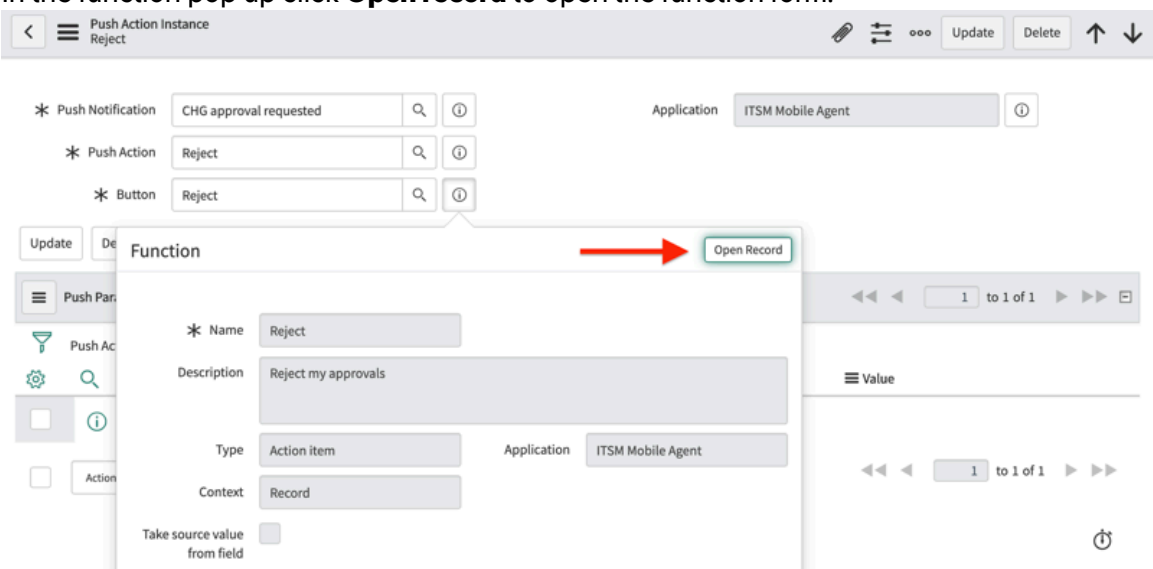
   a. Verify that your push action requires a parameter.

   (Optional) In the push action instance form, click the preview icon ( ) next to the **Push action** field. If the push action has a value of `Text Response` in the **Response type** field, you must create a push parameter.



   b. Find the button parameter by clicking the preview icon ( ) next to the **Button** field.

   c. In the function pop up click **Open record** to open the function form.



   d. In the function form, note the parameter that appears in the **UI Parameters** related list at the bottom on the form.
   You will need this value in later steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

e. Click the back button to return to the push action instance form.

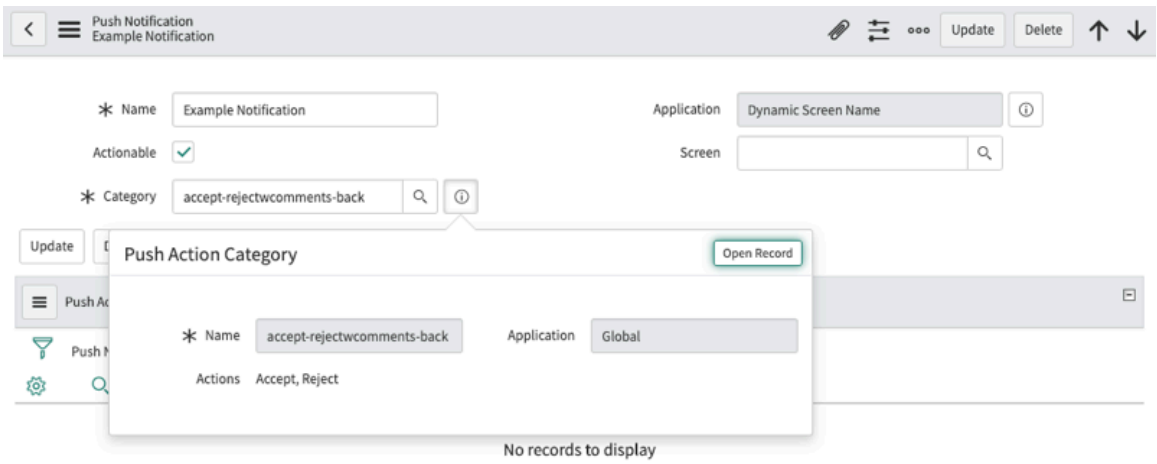
f. In the **Push Parameter Values** related list, click **New**.

g. In the push parameter value form, select your parameter in the **Parameter** field. This is the parameter you noted from the function form in step d.

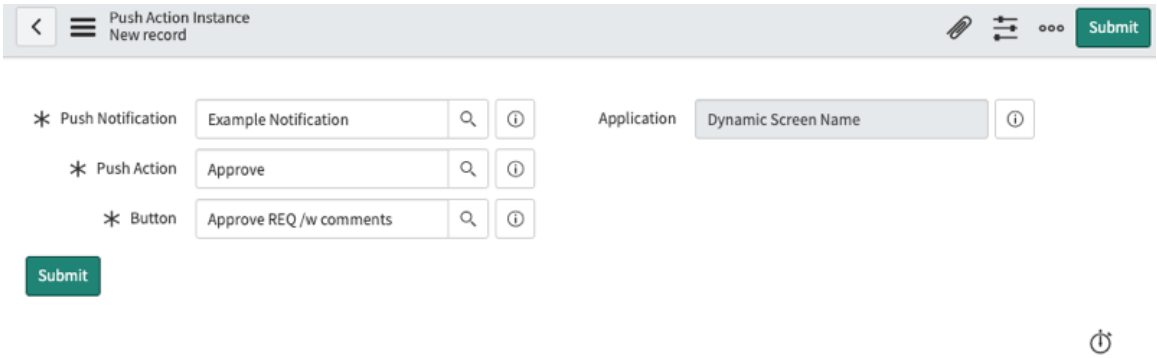
h. Click **Submit** to save your push parameter value.

5. In the push action instance form, click **Submit**.

Example:
This example notification uses **accept-rejectwcomments-back** in the **Category** field. If you click the preview icon (), you can see that this category uses two actions: **Accept** and **Reject**.



In the push action instance shown here, the `Approve` push action is selected in the **Push Action** field, and the `Approve REQ /w comments` function is selected in the **Button** field. The instance executes this function when a user taps the **Approve** button in their notification.



Create push message content

Create a record to determine what information the notification displays to your users.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. In your push notification record, click **Create Push Message Content** in the **Related Links** section.
   If you are not already in this record, Navigate to **System Mobile** > **Mobile Push Notifications** > **Push Notifications**, and open the notification you created in previous steps.
2. In the **Push Notification Message Content** form, fill in the fields.

Push Notification Message Content form

Field	Description
Name	Name of your push message content record. This name is not visible to your users.
Application	Scoped application associated with this record. This is automatically filled in with the current application.
Push app	Mobile app that uses your push notification.
Push Message Generation	Script that generates the push notification. When you create message content using these steps, this script is automatically generated.

3. Click **Submit**.

Create a standard notification

Create a standard notification on your instance using the platform notifications.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Notification** > **Push** > **Create Push Notification**.
2. In the notification form, fill in the fields.

Push notification form

Field	Description
Name	Name of your Notification. This name is not visible to your users.
Active	Whether the notification is active. The instance does not send inactive notifications to your users.
Table	The table containing the records relating to your notification. For example, notifications about new incidents would use the Incident [incident] table.
Push Message Only	Whether the notification is a push message only. This field is read-only by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Category	The category for your notification. This field value is **Uncategorized** by default.

3. Right-click the form header and select **Save**.
4. Configure the push message for your standard notification.

   a. Click to display the **What to Send** tab.

   b. Click the lock icon ( ) next to the **Push Messages** field.

   c. Click the reference icon ( ) to display the **Push Notification Messages** list.

   d. Click **New**.

   e. In the push notification message form, fill in the fields.

   Push notification message form

Field	Description
Name	Name of your push notification message record. This name is not visible to your users.
Application	Scoped application associated with this record. This field defaults to the current application.
Push App	Mobile app that uses your push notification.
Table	The table containing the records relating to your notification. For example, a notification about new incidents would use the Incident [incident] table.
Push Message Content	Select the record for the push message content you created in the previous section.
Message	Text the user sees in the push notification. For example, `An incident has been assigned to you`.

   f. Click **Submit**.

5. In the **Notification** form, click **Update**.

Configure notifications for mobile activity stream mentions

Configure your instance to send an email notification or a push notification when a user mentions a contact's name within a mobile activity stream record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure push notifications for mobile activity stream mentions

Enable users to alert their contacts, through the use push notifications, that they are mentioned in a thread. The user enters the `@` character followed by the contact's name in a record's activity stream, for their contact to be alerted.

Before you begin

Role required: admin

Procedure

1. Create the push notification message content, which defines where you are pushing the notification to.

   a. Navigate to **System Notification** > **Push** > **Push Message Content** in the filter navigator.

   b. In the Push Notification Message Content form, select **New**.

   c. On the form, fill in the fields.

   Push Notification Message Content form

Name	Name of your push message content record. This name is not visible to your users.
Application	Scoped application associated with this record. This field defaults to the current application.
Push app	Mobile app that uses your push notification. ▪ Enter **ServiceNow Mobile Application** for the Mobile Agent app. ▪ Enter **ServiceNow Request Application** for the Now Mobile app.

   d. In the **Push Message Generation** field, copy the following sample JSON code and paste it in the field.

```
(function buildJSON(/*GlideRecord*/ current, /*String*/
 message, /*Object*/ attributes) {

    var layoutFieldGenerator = new
 global.NotificationLayoutFieldGenerator();
    var json = {};
 var deepLinkGenerator = new
 global.MobileDeepLinkGenerator("<client type>");

    var link =
 deepLinkGenerator.getFormScreenLink('<form_screen_sys_id>',
 current.getValue("table"), current.getValue("document"));
    json = {
        "aps" : {
            "sound" : "default"
        },
        "Link": link
    };
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    return json;

})(current, message, attributes);
```

Customize the values in the code:

i. Locate the sys_id of the record screen by right-clicking on the screen name and selecting **Copy sys_id**.

ii. Replace the `<form_screen_sys_id>` portion of the code with the sys_id.

iii. Define a client type in the variable `global.MobileDeepLinkGenerator` Possible values are:

- agent
- request
- onboarding

e. Select **Submit**.

2. Create a message for the user's contacts to receive when they are mentioned in a record's activity stream.

a. Navigate to **System Notification** > **Push** > **Push Messages**.

b. In the Push Notification Message form, select **New**.

c. On the form, fill in the fields.

Push Notification Message form

Name	Name of your push message content record. This name is not visible to your users.
Application	Scoped application associated with this record. This field defaults to the current application.
Push app	Mobile app that uses your push notification. **Note:** Make sure to enter the same mobile app entered in the **Push app** field in the Push Notification Message Content form.
Push Message Content	Select the push message content you created.
Table	Table containing the records relating to your notification. Select `live_notification`.
Message	Message that appears to the user's contacts, informing them they are mentioned.

d. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Create the push notification and define when to send it, who receives it, and what it contains.

   a. Navigate to **System Notification** > **Push** > **Push Notifications**.

   b. In the Push Notification view form, select **New**.

   c. On the form, fill in the fields.

   Push notification view form

Field	Description
Name	Name of your push notification. This name is not visible to your users.
Active	Option for determining whether the push notification is active. Select this option.
Table	Table containing the records relating to your notification. Select the same table as the push notification view form, `live_notification`.
Push Message Only	Option that determines whether to send a push notification to a mobile device. This field is automatically selected and is read-only by default.
Category	Category to which this notification belongs. A category identifies and groups related notifications. This category defines which actions are available in the push notification.

   d. Select the **When to send** tab and then select **Inserted**.

   e. Select the **Who will receive** tab and then select the lock icon ( ) in the **Users/Groups in fields**.

   f. Move **User** to the selected list.

   Note: If the notification is addressed to a user with an inactive record in the User [sys_user] table, the notification is not sent.

   g. Select the **What to send** tab and select the lock icon ( ) next to the **Push Messages** field.

   h. Select the reference lookup icon ( ) to open the Push Notification Messages page.

   i. Select the push notification message you created.
   The push notification is listed as one of the available messages in the **What to send** tab.

   j. Select **Submit**.

4. Enable your mobile app settings for notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the Settings icon ( ) and select the **Notifications** tab.

b. Verify that **Allow Notifications** is enabled.

c. Verify that the mobile app you selected to receive notifications is enabled by noting the setting of either the **ServiceNow Mobile Application** or **ServiceNow Request application** field.

Customize email notifications for mobile activity stream mentions

Enable users to alert their contacts by email that they are mentioned in a thread. The user enters the @ character followed by the contact's name in a record's activity stream, for their contact to be alerted. This feature is enabled by default.

Before you begin

Role required: admin

About this task

Configure your instance to send an email notification when a user mentions a contact within the activity stream. You can either use the default notification record or create a new notification record. For information about creating a new notification record, see Create an email notification .

Procedure

1. Navigate to **All** > **System Notification** > **Email** > **Notifications** in the filter navigator.
2. Search for the notification record named **Activity Stream @Mention Email**, then select the record to open it.
3. Verify that **Active** is selected.
4. **Optional:** Customize the email notification fields.
5. Select **Update**.
6. Select the Settings icon ( ) and select the **Notifications** tab.
7. Verify that **Allow Notifications** is enabled.

Mobile critical alerts

Send your users critical alerts, even if they set their mobile device to Do Not Disturb or Silent mode. Configure these visual and audio alerts to be sent when an issue needs immediate attention. Example scenarios can be to inform the user of an essential update, or to publicize a major incident that requires a speedy response.

For users to receive critical alerts, the feature must be enabled on the user's mobile device. If the feature is not enabled, the critical alert is delivered as a regular push notification, however it is labeled as critical in the notifications area.

- For more information on enabling critical alerts, see Enable critical alerts to override do not disturb setting.
- For the user-related topic, see Critical alerts.

Enable critical alerts to override do not disturb setting

Enable the Override do not disturb setting to receive critical push notifications. Managers and admins can reach out to their on-call members even when their phones are set to Do Not Disturb mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

The Override Do Not Disturb feature allows agents to receive critical push notifications even when their devices are set to Do Not Disturb mode. To enable the feature, configure the prompt and reprompt properties. The prompt asks the agent to enable the required device setting, while the reprompt displays the message again if the agent does not enable it initially.

- **critical_alerts_request_prompt**: Enables the feature and controls whether the user is prompted. If this feature is off, the user is never asked, and the reprompt property has no effect regardless of its value.
- **critical_alerts_request_reprompt** Controls whether the user is asked again after an earlier decline or after disabling the permission later.

Property behavior options

Property request_prompt	Property request_reprompt	Result
Off	Off	Feature is inactive. The user is never asked for critical-alert permission.
Off	On	Feature is inactive. The reprompt property only applies when the prompt property is enabled.
On	Off	The first time the user is eligible, they are prompted about critical alert settings. If they decline, or later turn the permission off, they aren't asked again.
On	On	The user is asked once, the first time they are eligible. If they decline, or later turn the permission off, they will be asked again on a subsequent visit to the app. • For Android: The user is prompted one additional time. • For iOS: The user is continuously prompted until they change the settings.

Before you begin

Role required: mobile_admin, admin

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
2. On the mobile properties page, switch to **Global scope**.
3. Select **New** and create a new property with the following details:
   - Name: *critical_alerts_request_prompt*
   - Type: **True/False**
   - Value: `true`
   - Mobile Application: Select either **Agent** or **Request**.
4. Select the **Active** option.
5. Verify that the value is **True** and select **Submit** to create and apply the property.

> **Note:** After creating this property, users must log out and then log back in for the change to take effect.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Select **Open Settings**, when prompted to `Enable Override Do Not Disturb To Receive Critical Alerts`.
7. On the Do Not Disturb access settings page, select the relevant application from the list.
8. Select the **Allow Do Not Disturb** toggle button.
9. Confirm by selecting **Allow**.
   The user starts to receive the critical alerts in Do Not Disturb mode.
10. **Optional:** Configure the following reprompt property if you want to resend the **Override do not disturb to receive critical alerts** pop-up for the agents who initially declined or dismissed the original prompt.
    a. Enter `sys_sg_properties` in the navigation filter.
    b. On the mobile properties page, select **New** and create a property with the following details:
       i. Name: *`critical_alerts_request_reprompt`*
       ii. Type: **True/False**
       iii. Value: `true`
       iv. Mobile Application: **Agent**
    c. Select the **Active** option.
    d. Verify that the value is **True** and select **Update** to create and apply the property.

    Note: If an agent dismisses or declines both the original prompt and the reprompt, you can't trigger any further prompts for that agent.

Create mobile critical alerts

Create a critical alert from an existing push notification.

Before you begin

Role required: mobile_admin, admin

About this task

Learn how to create a critical alert from an existing push notification. To create a push notification from scratch, see Mobile push notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

- For users to receive critical alerts, the feature must be enabled on the user's mobile device. If the feature is not enabled, the critical alert is delivered as a regular push notification, however it is labeled as critical in the notifications area. For more information, see the user-related topic, Critical alerts.

- On the Android platform, when a user receives a critical alert on certain phone types, they may experience the following device behavior:

  OnePlus devices with hardware-controlled ringer mode:

  On devices like OnePlus where the ringer mode is controlled by a physical switch, the app might not be able to override the notification sound volume if the device is set to silent or vibrate mode.

  OnePlus or Oppo device Do Not Disturb mode behavior:

  On certain devices, like Oppo and OnePlus, if Do Not Disturb (DND) mode is enabled, the DND setting might be temporarily turned off until the critical notification sound has finished playing.

- On Android clients, version 20.0.0 and later, critical alerts don't work on the following:
  - The Android Private Space feature that was introduced in Android 15.
  - Android devices that are managed by Mobile Device Management (MDM) software. For example, Microsoft Intune.

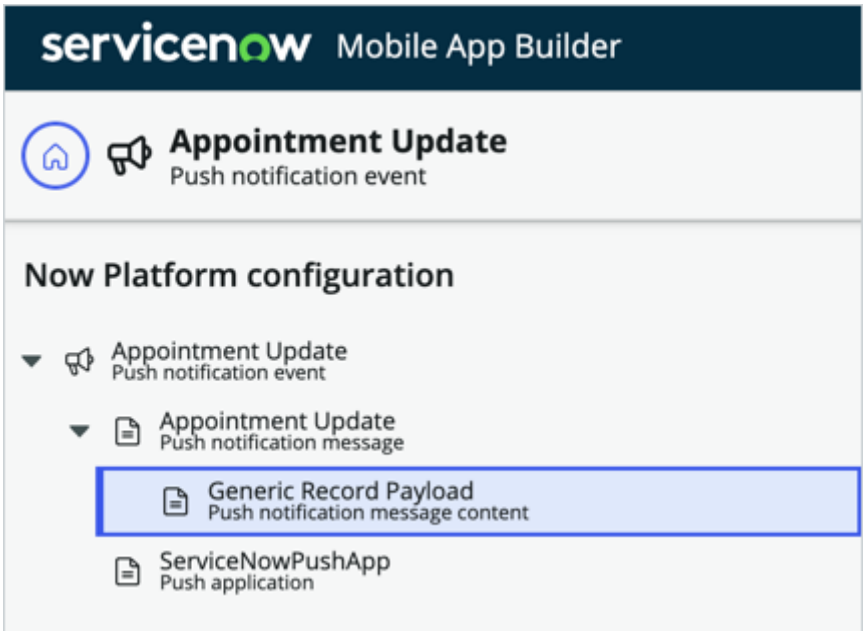
Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select Notification [sysevent_email_action] and then select an existing push notification event.
   This is the notification record that you define with a critical status.

   Note: If you want to create a push notification from scratch, refer to Mobile push notifications. You then must follow these subsequent steps to define the push notification as critical.

5. Select the Push notification message content record within the Push notification event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Within the **Push message content** area, define and configure your critical alert.
   For information on how to configure a critical alert, see Critical alerts from push notifications using JSON code.
7. Select **Save**.
8. **Optional:** Complete these steps if you need the same push notification to be pushed to different mobile applications.
   a. Select the Push notification message you want to duplicate.
   b. Select the more button ( ) and select **Duplicate**.

      The Create a push notification message window displays.
   c. Rename the name of the copied notification in the **Push notification message name** field, and select **Create**.
   d. Select the **Go to record** button in the Success window.

      A duplicate of both the push notification message record and the push notification message content record are created.
   e. Select the push notification message record, and in the **Application to push notification** field in the **Settings** section, select which other application you want the critical notification message sent to.
   f. Select the push notification message content record.
   g. In the **Push app** field in the Push application area, select the same application you selected for the push notification message record.
   h. In the Pull message content area, you have the option to edit the critical alert parameters.

      Note: If the push message content contains a mobile deep link in the code, then you must change the application this alert is used for, either `Request` or `Agent`. Mobile deep links are written in the code as `MobileDeepLinkGenerator('<application type>')`. For more information, see Mobile deep link structure.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

i. Select **Save**.

j. Repeat these steps for each mobile application where you want to add a critical notification.

Critical alerts from push notifications using JSON code

You can make a push notification into a critical alert with the addition of some JSON code. Different JSON code is used for iOS and Android operating systems and for the ITSM business unit.

Critical alert notifications require two code elements: the push notification message structure and the JSON code that defines the notification as a critical alert. Add this code in the Push message content area. For more information, see Create mobile critical alerts.

Important:

On the Android platform, when a user receives a critical alert on certain phone types, they may experience the following device behavior:

OnePlus devices with hardware-controlled ringer mode:

On devices like OnePlus where the ringer mode is controlled by a physical switch, the app might not be able to override the notification sound volume if the device is set to silent or vibrate mode.

OnePlus or Oppo device Do Not Disturb mode behavior:

On certain devices, like Oppo and OnePlus, if Do Not Disturb (DND) mode is enabled, the DND setting might be temporarily turned off until the critical notification sound has finished playing.

On Android clients, version 20.0.0 and later, critical alerts don't work on the following:

- The Android Private Space feature that was introduced in Android 15.
- Android devices that are managed by Mobile Device Management (MDM) software. For example, Microsoft Intune.

Critical alert JSON to activate Android operating systems

The following code must be added to the JSON code because it activates Android devices to wake up so that a critical alert can be triggered.

Note: Because users use both iOS and Android devices you must add this code. The JSON entry in the code is a returned dictionary name value from the scripting.

```
json["sncGoogleKeys"] = {
 "android": {
 "priority": "high"
        },
 "priority": "high"
     };
```

Critical alert JSON for all operating systems

The following JSON must be added so that a notification behaves as a critical alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var json = {};
json["aps"] = {
"sound": {
 "critical": 1,
 "name": "NotificationAlert-1.caf",
 "volume": 1.0
}
      };
```

The parameters in the sample JSON code are as follows:

- The *critical* parameter defines the notification as a critical alert. `1` means the critical alert is active, `0` means the critical alert is inactive.
- The *name* parameter is the name of the tone that is activated when a critical alert is sent. Some tones for critical alerts are listed in the table. For a complete list, see Configure sounds for push notifications.

Accepted file name values	Tone rhythm
`NotificationAlert-2.caf`	Dramatic
`NotificationAlert-2-Short.caf`	Dramatic
`NotificationAlert-9.caf`	Dramatic, Powerful
`NotificationAlert-9-Short.caf`	Dramatic, Powerful
`NotificationAlert-10.caf`	Dramatic, Suspenseful
`NotificationAlert-10-Short.caf`	Dramatic, Suspenseful

Note: If a *name* value isn't defined, the system uses the application's default ringtone. If an application doesn't have a defined ringtone, then the system uses the device's default ringtone.

- The *volume* parameter defines the volume of the critical alert sound. The range is from `0.1` as the quietest to `1.0` as the loudest.

Example JSON code block for critical alert

The following is a complete example block of JSON code that you must add and configure to activate a critical alert for Android and iOS devices.

```
json["sncGoogleKeys"] = {
          "android": {
              "priority": "high"
          },
          "priority": "high"
      };

json["aps"]["sound"] = {
          "critical": 1,
          "name": "NotificationAlert-1.caf",
          "volume": 1.0
      };
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

IT Service Management (ITSM) CriticalPushPayloader script include

The **Push message content** area may contain previously configured code including the script include `CriticalPushPayLoadBuilder`, created by the ITSM business unit. If so, then no additional configuration is required for critical alerts. Script includes are reusable server-side script logic that define a function or class. `CriticalPushPayLoadBuilder` is a script include that contains functions to support critical alerts. The call of the script includes looks like this: `CriticalPushPayloadBuilder (current, json, attributes).buildJSON()`

Note: If you're required change the values of the `Volume` or `Name` parameters, or change the alert from critical to non-critical, you must access the function parameters that the script include is getting as inputs.

Changing the value of the critical alert script include affects all ITSM implementations of the script include. Similarly, an ITSM plugin upgrade could override your changes to your script include.

Location tracking for mobile

Location tracking enables you to track the activity and positioning of agents while they perform tasks. You can also use the feature to make sure your agents are safe and can be easily located.

Location tracking options

There are two options available for location tracking. You can either select one option for users or you can make both options available to users who then must select a location tracking option. The location tracking option that you select applies to the instance.

The two location tracking options are:

- Manual tracking – This option enables users to select whether to start location tracking for a defined period or for users to be continuously tracked. This type of location tracking is only supported on the Mobile Agent app. For information about the manual tracking option, see Configuring manual location tracking.
- Action-based tracking – You can use this option to configure functions to start or stop location tracking, based on actions a user performs. This type of location tracking is supported on both the Mobile Agent app and the Now Mobile app. For information about the action-based tracking option, see Configuring action-based location tracking.

Activating plugins

As an administrator, you must activate geolocation tracking for your users by installing the Geolocation plugin (com.snc.geolocation). This plugin enables the manual tracking option. To enable action-based location tracking, the Mobile Location Tracking plugin (com.glide.sg.location.tracking) must be installed.

Note: To install the Mobile Location Tracking plugin (com.glide.sg.location.tracking), you must first install the Geolocation plugin (com.snc.geolocation).

For details on plugin activation, see Activate a plugin.

Location tracking and your users

After activating the plugins and performing the various configurations, you must enable location tracking for users. For more information, see Enabling location tracking for users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

On the users-side, after configuring the location tracking options, users will see the geolocation location tracking settings in the#**Settings**#tab of their mobile devices. Users can enable or disable location tracking on their device. For more information, see Using location tracking for mobile.

Location tracking in offline

Location tracking is supported in offline. While offline, the user's location and activity is collected and stored in the device. When the user goes back online, all the collected tracking data is synchronized to their instance.

Enabling and selecting location tracking options

Learn how to enable location tracking for the Mobile Agent and select the location tracking option best suited for your users.

Before you begin

Enable geolocation features on your instance by activating the Geolocation plugin [com.snc.geolocation]. The Geolocation plugin gives you access to the manual tracking option. You must purchase a subscription before activating the plugin. For details on plugin activation, see Activate a plugin. For more details, see ServiceNow plugins.

To enable the action-based location tracking option, ensure that you have the Mobile Location Tracking plugin [com.glide.sg.location.tracking] installed. For more information about action-based location tracking and its settings, see Configuring action-based location tracking.

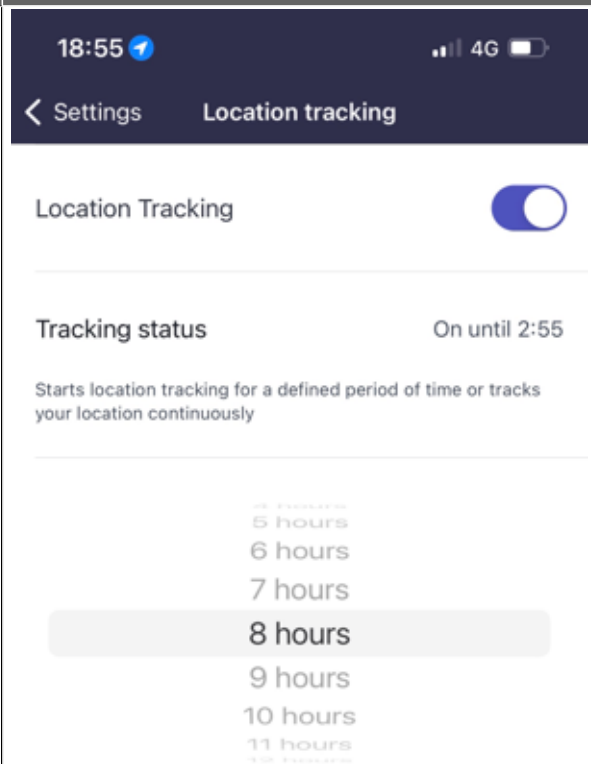
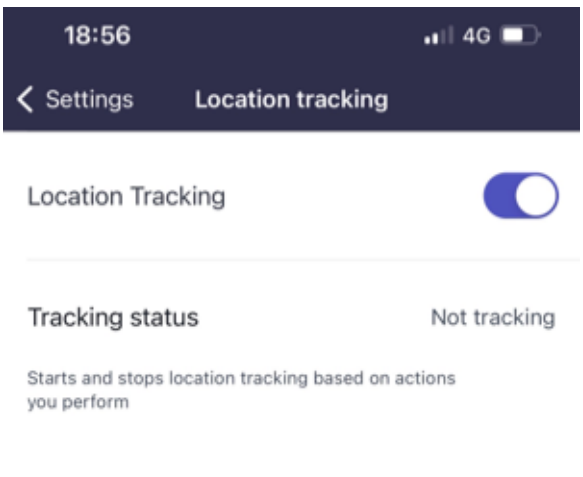
Role required: admin

Procedure

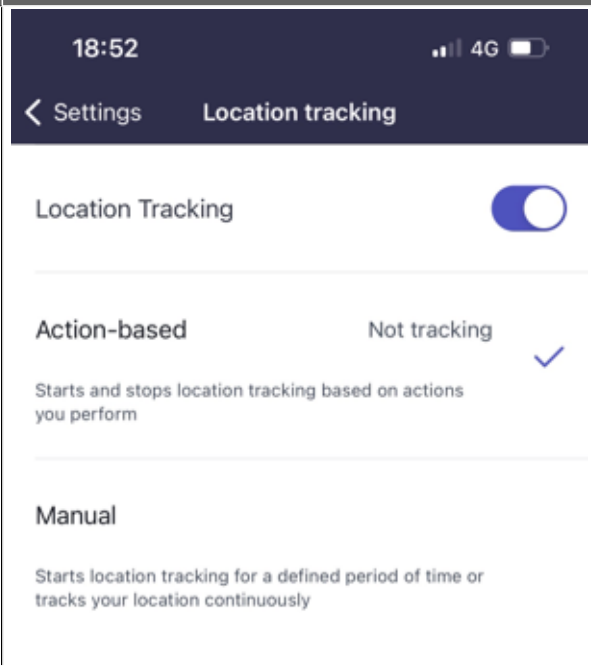
1. Navigate to **All** > **System Mobile** > **Mobile Branding** > **Mobile App Configs**.
2. Select Mobile Agent.
3. In the Mobile app config form, under the Location Tracking area, select the **Geolocation enabled** field.
4. Select the lock icon ( ) in the **Location Tracking Options** field to edit the field, and select from the following location tracking options.

Tracking options	Behavior in the Mobile Agent
Manual tracking	Displays the manual location tracking option to the user. **Note:** Manual location tracking con tains configurable properties. For more information, see Configuring manual lo cation tracking.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tracking options	Behavior in the Mobile Agent
	
Action-based tracking	Displays the action-based location tracking option. **Note:** Action-based location tracking contains configurable properties. For more information, see Configuring action-based location tracking. 
Action-based and manual tracking option	Displays both the manual and action-based tracking options in the Agent Mobile app. The user selects which option to use.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tracking options	Behavior in the Mobile Agent
	

5. Select the unlock icon ( ) in the **Location Tracking Options** field to save the location tracking option.
6. Right-click in the header and select **Save**.

Configuring manual location tracking

Configure manual location tracking system properties to control how location tracking registers the activity of your users, while performing their tasks.

Before you begin

Role required: admin

About this task

There are two system properties which control how location tracking registers user activity in manual tracking mode. The values of both the conditions must be met to record a new location:

- `glide.geolocation.proximity` – This system property measures the minimum distance in meters that a user must move to be considered a new location. The default is 500 meters.
- `glide.geolocation.tracking.frequency` – This system property measures the amount of time in seconds when an update of the user's location is recorded. The default is 300 seconds.

Note:

- Manual location tracking is only supported on the Mobile Agent app.
- Consider that the higher the frequency or proximity value the more drain on the battery of the user's device. These higher settings may also affect data protection and privacy of the user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** and then enter `sys_properties.list` in the navigation filter.
2. Select the location tracking mobile properties that you want to configure.

System property	Procedure
glide.geolocation.tracking.frequency	**a.** In the **System Properties** field, search for the name *`glide.geolocation.tracking.frequency`*. **b.** In the **Value** field for the selected system property, select the value and change it to your desired amount.
glide.geolocation.proximity	**a.** In the **System Properties** field, search for the name *`glide.geolocation.proximity`*. **b.** In the **Value** field for the system property, select the value and change it to your de sired amount.

3. Right-click in the header and select **Save**.

Configuring action-based location tracking

Configure action-based tracking location properties. This tracking option starts and stops tracking based on the actions a user performs.

Before you begin

Enable geolocation features on your instance by activating the Geolocation plugin [com.snc.geolocation]. The Geolocation plugin gives you access to the manual tracking option. You must purchase a subscription before activating the plugin. For details on plugin activation, see Activate a plugin.

To enable the action-based location tracking option, ensure that you have the Mobile Location Tracking plugin [com.glide.sg.location.tracking] installed.

You must have a preconfigured action item before you can configure the action-based tracking option. For more information, see Configure an action item.

You need preconfigured action functions for users to tap within their mobile device. For more information, see Configure an action function.

Note:

- Action-based location tracking is supported on both the Mobile Agent app and the Now Mobile app.
- Only a start action function is needed in a scenario where you want tracking to start for a defined number of hours, after the user taps a button.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Functions**.
2. Select a preconfigured action function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select Action item in the **Type** field.
4. In the **Action item** field, select the search icon ( ) and from the list, select the action item you want to trigger.
5. In the **Location tracking action** field, select one of the following options of the action item.

Location tracking action	Description
None	This option does not affect any location track ing functionality.
Stop	Ends a location tracking session.
Start	Starts a location tracking session. **Note:** If you select the Start option, the **Tracking properties** field displays and is a required field.

6. Define the location tracking settings that happen after a user initiates the action function. This option displays only when you select Start in the **Location tracking action** field.
   a. In the **Tracking properties** field, select the search icon to open the Location Tracking list.
   b. Select the **New** button.
   c. Enter a name for the location tracking settings.
   d. In the **Duration** field, enter the amount of time the action-based tracking should be active after the user selects the start action item. The range is 1 minute to 24 hours.
   e. In the **Accuracy** field, define the accuracy of the user's action location in real time. The approximate settings are:
      i. High is within about 10 meters of the desired location.
      ii. Medium is within about 100 meters of the desired location.
      iii. Low is within about 1000 meters of the desired location.

      Note: Consider that the higher the accuracy the more drain on the battery of the users' device. Also, higher accuracy values can affect data protection and data privacy for users.

   f. In the **Proximity** field, define the number of meters that a user moves before a new tracking report is recorded. The range is from 1 meter and above.
   g. In the **Frequency** field, define how often a new tracking report is recorded. The range is 1 minute to 24 hours.
   h. Select **Submit**, to save your location tracking record.
   The **Tracking Properties** field is populated with the location tracking record setting that you define.
7. Right-click in the header and select **Save**, to save your action function settings.

Enabling location tracking for users

Enable location tracking for specified users. The same tracking location settings apply to all the selected users on the instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

Procedure

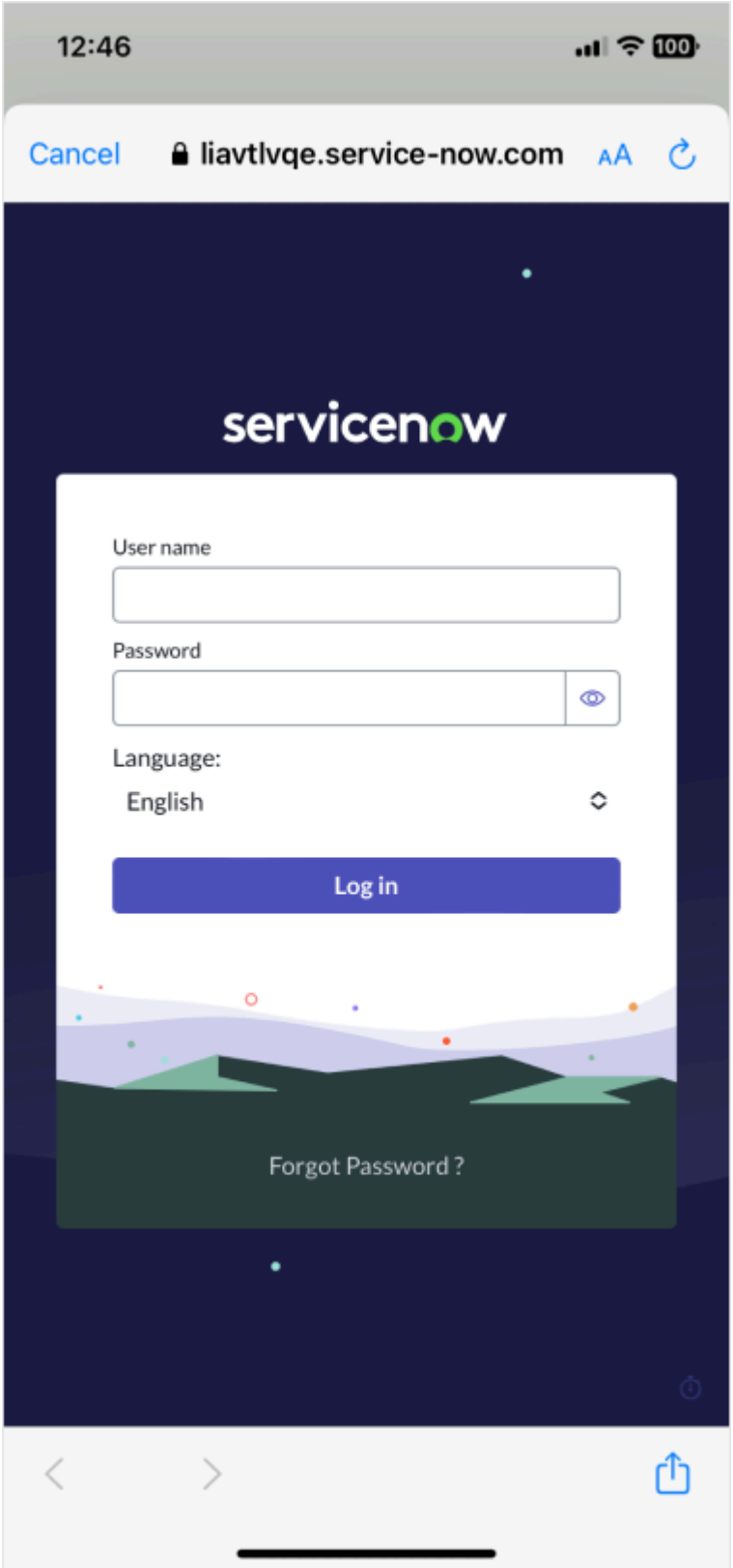
1. Navigate to **All** > **Users**.
   A list of all your users on your current instance displays.
2. Select the user who requires location tracking.
3. In the User form, select the **Geolocation** tracked field.
4. Select **Update**.
5. **Optional:** Repeat these steps for each user who needs location tracking.

Localization on mobile devices

ServiceNow mobile apps are localized in many languages, including both left-to-right and right-to-left languages. Additionally, you can customize non-default languages on the client-side. These features verify that your translations remain consistent across your mobile applications.

Note: For new customers on client version 22.2, only one language option is displayed to the user in the Settings menu. After users select Language in the menu they are navigated to the language accounts page. The single language option is displayed if you configure the property glide.sg.unify_language_settings and mark it as `true`. For more information, see .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



ServiceNow mobile applications draw localized texts from multiple sources, which means that native apps may display a mix of localization methods.

Native localization

Native localization uses the device's language settings to automatically localize built-in elements such as screen titles and button labels. For more information, see Native localization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Server-side localization

Server-side localization is controlled in a similar way to desktop web localization, using the server system language or user preference. This option enables you to customize translations for components like field labels and web content. For more information, see Server-side localization.

Client-side localization

Client-side localization uses the device's UI to localize app-rendered elements such as screens, lists, and buttons. You can include languages beyond those natively supported by the ServiceNow AI Platform base system. For more information, see Client-side localization.

Native localization

Native (on device) localization is 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 filter screen.

The on-device localization supports the following languages:

- I18N: Arabic Translations
- I18N: Brazilian Portuguese Translations
- I18N: Bulgarian Translations
- I18N: Croatian Translations
- I18N: Czech Translations
- I18N: Dutch Translations
- I18N: Finnish Translations
- I18N: French Canada Translations
- I18N: French Translations
- I18N: German Translations
- I18N: Hebrew Translations
- I18N: Hungarian Translations
- I18N: Italian Translations
- I18N: Japanese Translations
- I18N: Korean Translations
- I18N: Norwegian Translations
- I18N: Polish Translations
- I18N: Portuguese Translations
- I18N: Romanian Translations
- I18N: Russian Translations
- I18N: Simplified Chinese Translations
- I18N: Slovak Translations
- I18N: Spanish Translations
- I18N: Swedish Translations
- I18N: Thai Translations

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- I18N: Traditional Chinese Translations
- I18N: Turkish Translations

Note: Bulgarian, Croatian, Romanian, and Slovak translations are available in version 20.3.0 or higher.

These translations can't be customized because they're built into the app and automatically translated based on your device's language settings.

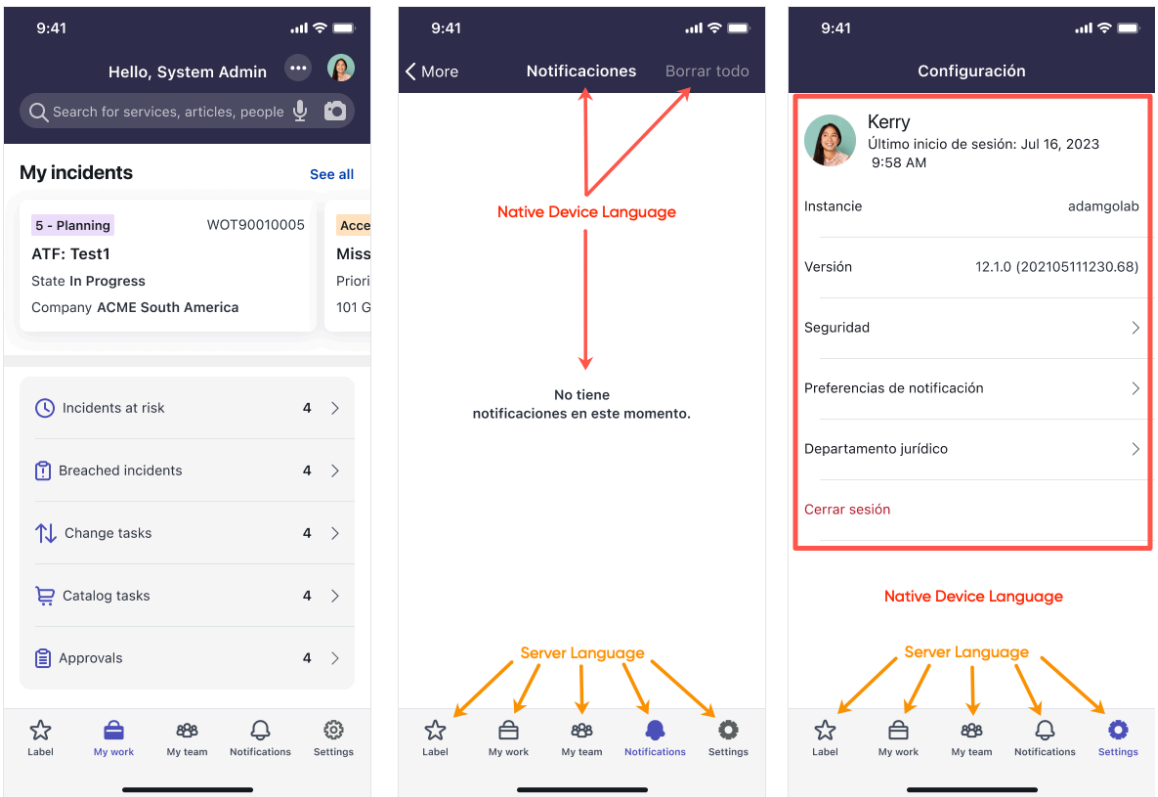
Server-side localization

Server-side localization works the same way as desktop web localization, using either the server system language or user preferences set on the 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. Translate these elements using the translated name/field table on your instance. For more details on this table, see Translated Name/Fields table

This series of screenshots shows a mobile app on a mobile device with Spanish set as its native language. The device is connected to a ServiceNow instance where the instance language is set to English. The user's mobile device translates the Spanish portions of the text according to the device's user preferences.

The English portions aren't translated by the mobile device. The English text can be translated using your instances localization settings. As an admin you have control over how these elements are translated.



Create translation records for mobile

Create records on the Translated Name / Field table to translate elements of your mobile app that aren't natively translated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

Use these steps to add translations for your mobile device that aren't already translated by your mobile device's native translation settings. To see which elements must be manually translated, switch your mobile device's native language to the language you're working on. Then view your mobile apps to see which values remain in English. To translate the remaining values, follow the procedural steps in the next section.

Procedure

1. Navigate to **All** > **System Localization** > **Translated Name / Fields**
2. Select **New** to create a Translated Name / Fields record.
3. On the form, fill in the fields.

UI elements form

Field	Description
Label (translate)	Translated text that users see on the translated item.
Language	Two-character ISO language code for this translated text.
Value	Original English value that causes this translated text to be displayed.
Table	Select a table depending on the element to be translated: ○ For Screen names, use **sys_sg_screen** ○ For Launcher names, use **sys_sg_applet_launcher** ○ For Function names, use **sys_sg_button_instance** ○ For global search placeholder text, use **sys_sg_global_search** ○ For search source names, use **sys_search_source**
Element	The element on the table to be translated. Refer to Translation values for mobile element for the element names of each translatable element.

4. Select **Submit**.
5. Repeat the steps to create a record for each language you want to support on your instance.

Translation values for mobile element

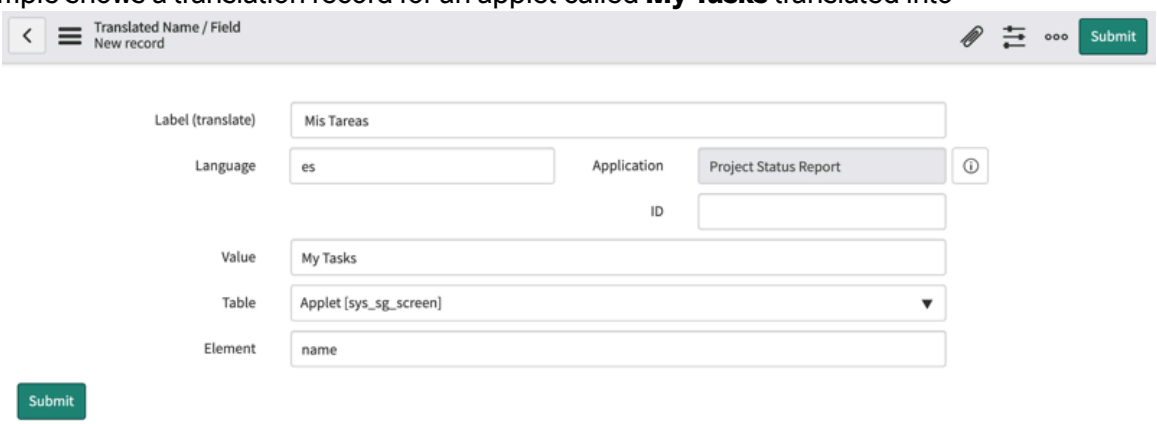
Use this reference to find which values to use to translate your mobile elements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Translation values

Mobile Element	Table name	Element name
Screen	sys_sg_screen	name
Launcher screen	sys_sg_applet_launcher	title
Function instance	sys_sg_button_instance	label
Function cancel button	sys_sg_button	cancel_label
Function confirms button	sys_sg_button	confirm_label
Global search placeholder text	sys_sg_global_search	placeholder
Media section headline	sys_sg_section	headline
Media section text	sys_sg_section	text
Mobile section	sys_sg_section	title
Navigation tab	sys_sg_navigation_tab	label
UI parameter name	sys_sg_ui_parameter	name
UI parameter placeholder text	sys_sg_ui_parameter	placeholder

This example shows a translation record for an applet called **My Tasks** translated into



Spanish.

Client-side localization

Add customized client-side translations to extend language support on your mobile device. You can include languages beyond those natively supported by the ServiceNow AI Platform base system.

The ServiceNow AI Platform provides translations for multiple languages on your mobile device. These supported languages are listed in the topic Native localization. You can add and customize additional client-side languages using the Mobile Custom Localization ServiceNow Store app.

Note: The Mobile Custom Localization app is available from the 20.6.0 mobile client release.

To implement client-side translations for custom languages, you need the Mobile Custom Localization ServiceNow Store app. The ServiceNow Store app contains a set of mobile strings that automatically populates the instance with translatable strings required for localization. Access is granted to the Mobile Translated UI Elements [sys_sg_translated] table, which

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

automatically populates the Translated Names/Fields table [sys_translated.list]. Translated values can then be displayed on your users' mobile devices.

Translations are provided by the administrators who must configure the required artifacts and use the ServiceNow Localization Framework.

For more information, refer to the following topics:

- Client-side translations within your mobile app (ServiceNow Community article)
- System Localization
- Localization Workspace
- Translated Name / Field table
- Artifact configurations
- Create and configure a custom artifact
- Localization Framework artifact examples (ServiceNow Community article)

Licensing

The Mobile Custom Localization app is available from the#ServiceNow Store and can be added to your#ServiceNow#subscription. Navigate to the#ServiceNow Store, log in with your credentials, and then search for#Mobile Custom Localization.

For more information, refer to the following topics:

- ServiceNow Store
-

General Guidelines for client-side localization

Consider these general guidelines when customizing client-side translations.

#Custom language support

- Custom languages are supported only if the language is recognized by the mobile operating system.
- If a custom language isn't supported by the operating system, certain elements, such as days of the week, calendars or text direction, may display incorrectly or default to English.
- If the operating system can't render the characters of the custom language, for example, if a required font is missing, translated text may not display correctly.

Switch instance language

- The translated values only apply to the instance that you're configuring.
- For Single sign-on (SSO) users, the instance language can't be selected during login. To access the full app translation, users must log in with the app language. They can then switch the instance language in the settings, provided they have the necessary permissions to select an alternative language.

Initial user login

Client-side custom translations aren't applied before the user's first login, for example, during the initial setup or authentication processes. However, if a user is using custom language translations when they log out, the language setting persists until they log in to a different instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Translation accuracy

Verify that all strings are accurately translated and present in the custom translation. If any strings are missing or contain incorrect placeholders, the app may fall back to the default language, potentially resulting in a mixed-language display.

Plural support

When creating custom translations, keep in mind that plural variants aren't supported. To accommodate this scenario, provide generic translations that make sense for all cases, such as "events: {number}" instead of "{number} event".

Screen readers

- VoiceOver feature for iOS
  - VoiceOver for iOS pronounces on-screen text using the device's preferred language. For more accurate VoiceOver pronunciation, match the application's language with the device's preferred language.
  - For languages not supported by the operating system, VoiceOver may pronounce strings inaccurately or not at all, depending on the user's device language settings.
  - The way UI translated elements, like buttons and links, are pronounced is determined by the operating system and follows the device’s language.
- TalkBack feature for Android: For an effective TalkBack experience, set both the system default language and "TalkBack text-to-speech" language to match the app language.

System and permission dialogs

System and permission dialogs are controlled by the operating system and may be displayed in various languages, including the device language, preferred language, or instance language.

Operating system specific

- For iOS: Certain areas such as the app name, App Intents, shortcuts, and Siri rely on translations contained within the bundle and can't be translated at runtime.
- For Android: Languages included in the device’s base setup use their own date and time formats. For custom languages, the app falls back to a default format.

Offline mode

Configure offline mode to enable your users who have no internet connection to continue working from a mobile device.

Configure specific applications, screens, or functions for users to use offline in your mobile apps. For a description of how offline mode features enhance end users' experience, see Offline mode for mobile.

Plan an offline mode strategy

Offline mode involves a series of configuration and planning decisions. These range from which apps, screens, and functions to enable, to how much data to store on a device. Every item included in the offline payload must be explicitly enabled by an administrator, meaning each configuration choice directly shapes what gets cached. Planning your offline mode strategy helps verify that what you configure is relevant and maintainable.

Before making configuration decisions, identify your target users, the screens they need access to, expected data size, and connectivity patterns such as field versus office use. This gives you

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

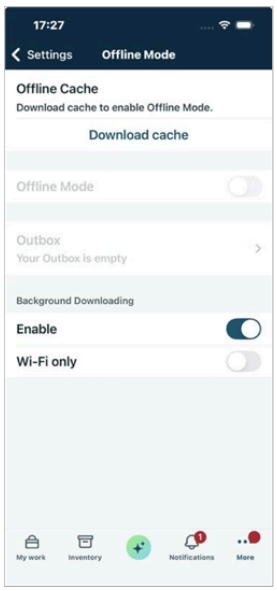
the context to make the right choices at each level of the app, screen, and function hierarchy, keeping your offline mode lightweight and aligned with your users' needs.

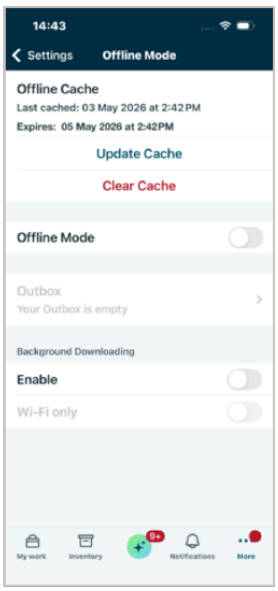
The offline mode setup options walk you through the key decisions involved in planning your offline configuration. Review each option to help you determine which approach best fits yours and your users' needs and working patterns, when constructing your offline mode strategy. For more information, see Offline mode setup options.

Offline mode process

Offline mode works by creating a cache of records on your mobile device that your users can view and update while offline. This cache is a limited set of data based on the applications your users can access. By default, this cache expires 48 hours after it is downloaded to a mobile device. Any changes your users make to the cache that aren't synchronized within 48 hours are moved to the outbox, where they can be synced to your instance at the user's next log out.

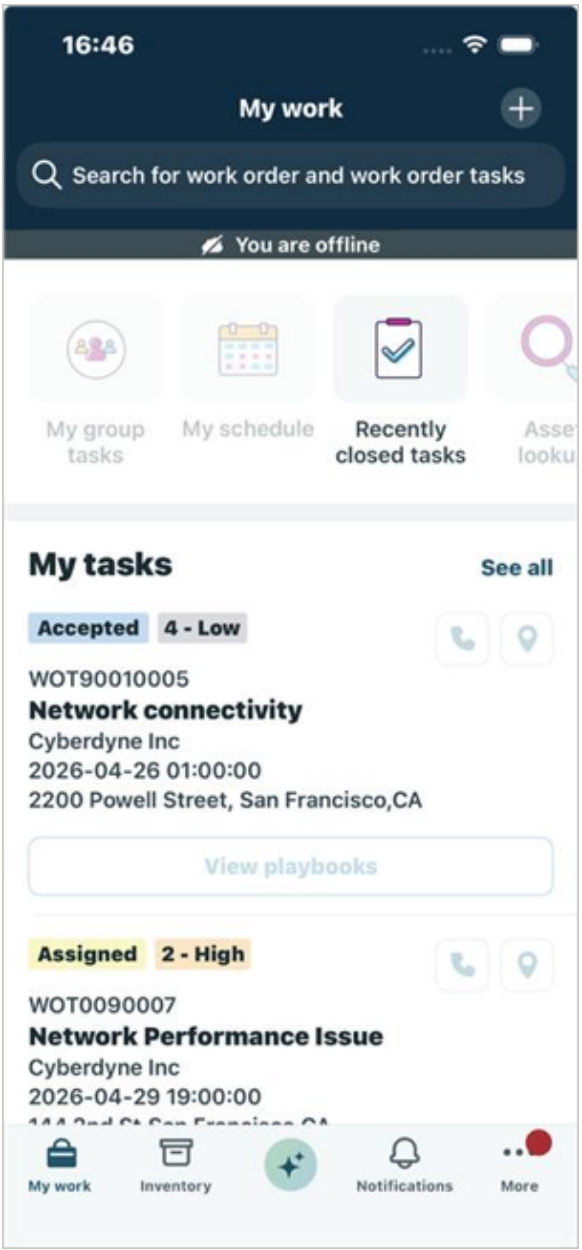
Note: There is a difference in how operating systems display cache expiry time. iOS displays cache expiry time via the **Expires** field. Android displays the cache size and last cached time with no expiry indication.





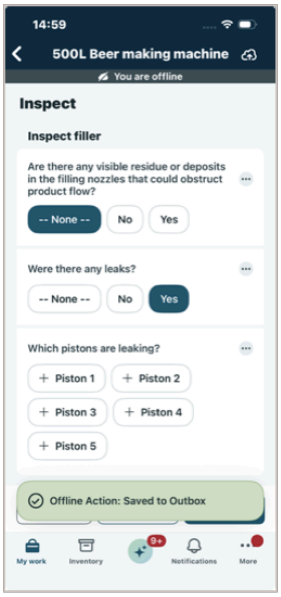
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

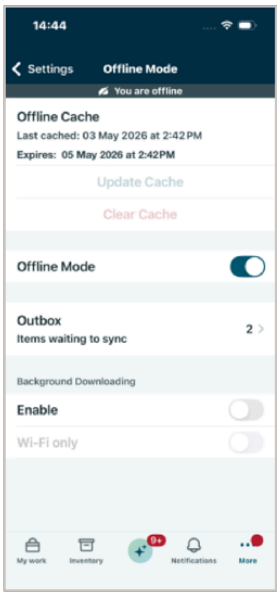
While in offline mode, only the parts of the app with cached data are accessible. This depends on which screens are configured to be available offline. For example, if offline mode is enabled only for Tasks and Inventory, all other areas of the mobile app are unavailable while the device is offline.



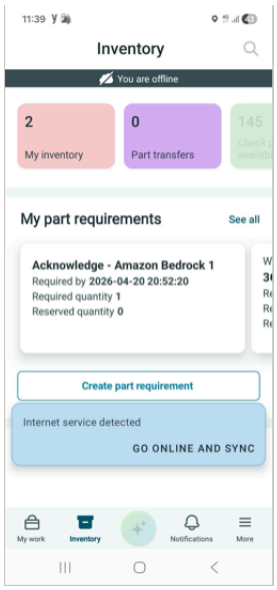
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

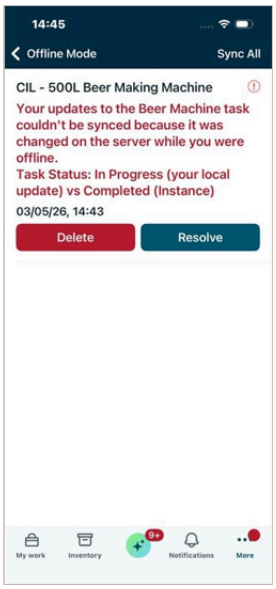
While in offline mode, users can create, update, or delete cached records directly from their mobile device. Each action performed is automatically added to the Outbox, which stores all pending operations until the user is back online.





When your users have network access again, they can disable offline mode and synchronize their data stored in the outbox on their device with the data on the instance. Updates between the mobile and the instance are automatic, unless there is a conflict. Users can resolve conflicts in their outbox.





Mobile experience components available in offline mode

Use the tables to view the various components and features that are either fully, partially or not supported in offline mode.

The three table listed are categorized as follows:

- Component is fully supported, and the behavior is the same for both online and offline.
- Component is partially supported in offline with certain limitations.
- Component is not supported in offline.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported offline components

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
Mobile application	*Now Mobile app*, *Mobile Agent* app, Custom app, and Mobile Publishing	Set the application to support offline mode. **Note:** Enabling the mobile app as offline is not sufficient, as every screen and function involved must also be configured for offline use.	n/a	n/a	*Mobile Agent* app: Used by employees such as technicians or support agents to view, update, and complete assigned tasks, incidents, or work orders while on the go. *Now Mobile app*: Used by employees to submit requests, report issues, and track the status of their tickets or service requests.
Navigation tab	Launcher screen / screen	The launcher screen or screen configured for the tab must be set as available offline.	n/a	n/a	Mobile home screen, navigation to different screens.
UI section	Record UI section, icon UI section, legacy UI icon section, content UI section	For the icon UI section and legacy icon UI section, the screen or function must be set as available offline.	n/a	Record UI section displays only cached records.	My tasks, recent records, quick navigation tiles.
Record screen	Related list segment, record sections segment, activity stream segment	Related records must be cached.	n/a	Limited to cached records.	Child records, task history.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
Screen	List screen, calendar screen	Screen must be set as available offline.	n/a	Limited to 1000 records.	Scheduled tasks
Mobile cards	UI rules	n/a	n/a	n/a	n/a
Execution	Function instance	n/a	By default, all button instance locations are available offline; a specific location can be inactive.	n/a	The location of the button within the screen, for example the footer area, top menu, or a specific field.
Execution of operations on records while offline	Action items such as write-back actions and write-back action steps	n/a	• An offline step must be configured to support offline local database modifications that affect button conditions, displayed list records, or similar logic. • If an offline step is configured, an online step must also be configured to apply local database changes to the instance once the device returns online.	• Scripted write-back action step is not supported. • The offline step supports declarative configuration only and can modify only the record currently used as context by the write-back action.	When a user performs an action offline, changes are marked for later sync with the instance. To confirm these changes are immediately reflected in app workflows such as list filtering and conditional button visibility, the admin must define logic for handling insert, update, or delete operations, keeping the local database consistent with the expected flow.
Input form	Data source	n/a	n/a	n/a	Enables the download of input form data for elements such as descriptive fields, input

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
					values, and values of input actions such as comments and attachments.
Input form	Input actions	Scripted write-back action required.	n/a	n/a	Add attachments, add a comment, navigate to another screen in the context of the input.
Input form	Descriptive element	n/a	n/a	n/a	Used to provide instructions to the user on how to respond to a question when completing questionnaires.
Input form	String input, number input, Boolean input, date/ datetime input, barcode input	n/a	n/a	n/a	n/a
Input form	Attachment input	Scripted write-back action required.	n/a	n/a	n/a
Input form	Auto-fill inputs and input actions	Dependent data cached.	n/a	May fail if reference data is missing.	Forms pre-populated with data downloaded from the instance.
Input form	Save progress	Local save write-back action step is required.	n/a	n/a	n/a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Partially supported offline components

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
UI section	Media UI section	Media assets must be available locally.n/a	n/a	Remote media assets, for example YouTube videos, aren't available offline.	Campaigns with banners and images.
Record screen	Details segment	Record data must exist locally.	n/a	Checklist field type not supported. Video field type not supported.	Fields that represent the record, such as description, assignment group, and attached files.
Screen	Map screen	Screen must be set as available offline.	n/a	List view only is supported. Limited to 1000 records.	Task location view.
Screen	Input forms	The screen and function that triggers the form must be set as available offline.	Enable merge of any consecutive outbox items.	Client scripts not supported. Dependent inputs may fail if reference data is not cached.	Create or edit records while offline.
Screen	Data item	Configured for offline caching.	Dedicated offline data item, pre-cached before device download.	• Query limitations of 1000 records per screen segment. • Parameterized data item not supported. • Scripted data item conditions are evaluated only when the offline cache is generated. Once the data is downloaded and the user is offline, the script no longer runs. The app uses the pre-generated	Record data retrieval

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
				query string to filter the data as it was prepared at download time.	
Screen	Mobile cards	n/a	n/a	Videos not supported.	UI components used to display a compact summary of a record or information block in a visually structured way inside mobile screens. Mobile cards are commonly implemented in list screen and home tab sections.
Execution	Function	Function must be set as available offline.	Offline conditions for button visibility.	Supported types: navigation, action item (create, update, delete record), upload attachment.	Used across different screens to define the action performed when the button is tapped.
Input form	UI rules	n/a	n/a	Client scripts not supported.	n/a
Input form	Reference input	n/a	Specific offline attributes for the control can be configured.	1000 records can be cached.	Assign a user to a task.

Non-supported offline components

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
UI section	Analytics section	n/a	n/a	n/a	KPI dashboards

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Component	Sub-component	Conditions requited for offline flows to work	Optional dedicated offline configuration	Design considerations	Use case
Launcher screen	Search bar	n/a	n/a	n/a	n/a
Screen	Chart screen, mobile web screen	n/a	n/a	Performance analytics and embedded web content such as catalog items or knowledge articles aren't supported. Use a record screen with HTML content instead.	n/a
Input form	Signature input type, screen input type, custom map input type	n/a	n/a	n/a	n/a
Input form	AI summarization	n/a	n/a	AI capabilities not supported offline.	AI text summarization for resolution notes.
Action dialog	Mobile pop-ups	n/a	n/a	n/a	Warning message that prompts the user to choose whether to proceed with the flow or cancel it. For example, notifying the user that their shift is about to end when they attempt to accept a task.
Chat	Virtual agent (VA)	n/a	n/a	n/a	Self-service chat for employees or customers.
Chat	Sidebar	n/a	n/a	n/a	ServiceNow Sidebar is a real-time, record-based collaboration tool that allows agents to privately chat and share knowledge with subject matter experts to quickly resolve tasks, cases, and incidents.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

System properties in offline mode

Use the table to view system properties related to offline mode.

This page lists all system properties related to offline mode. Refer to the individual offline mode topics to learn how each property influences different aspects of the offline experience and how they can be used to customize user behavior and performance.

Create system properties to customize the offline mode behavior of the mobile application

Note: Install or request installation of the SG Offline support plugin (com.glide.sg.offline).

1. Navigate to **All** > **sys_properties.list**
2. Verify that the property does not exist by searching for the property name in the System Properties table.
3. Select **New**.
4. Complete the System Property form using the property names listed in this table. Use the information in the description to determine a value for the property.

Note: For more information on creating system properties, see Mobile system property configurations.

System properties used for offline configuration

Topic	Sub topic	Property name
Activation and deactivation of offline mode	Deactivation	`glide.sg.offline.enabled`
Control what data is available in offline	Attachments	`glide.sg.offline.attachment.allowed_content_types`
Control what data is available in offline	Attachments in offline	`glide.sg.offline.attachment.max_size`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Topic	Sub topic	Property name
Control what data is available in offline	Attachments in offline	`glide.sg.offline.attachment.max_total_bytes`
Security & compliance	Security	`glide.sg.offline.roles`
Security & compliance	Security	`glide.sg.offline.expiration`
Control when data is being downloaded for offline usage	Incremental updates	`glide.sg.offline.incremental.enabled`
Control when data is being downloaded for offline usage	Incremental updates	`glide.sg.offline.incremental.client_polling_interval`
Control when data is being downloaded for offline usage	Incremental updates	`glide.sg.offline.incremental.record_watcher_expiration`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Topic	Sub topic	Property name
Control when data is being downloaded for offline usage	Incremental updates	`glide.sg.offline.incremental.silent_push.max_pushes_per_h`
When data is downloaded for offline usage	Incremental updates	`glide.sg.offline.incremental.silent_push.min_wait_time`
Control when data is being downloaded for offline usage	Scheduled jobs	`glide.sg.offline.scheduled_download.enabled`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Topic	Sub topic	Property name
Control when data is being downloaded for offline usage	Scheduled jobs	`glide.sg.offline.scheduled_download.cachesync_offset`
Control when data is being downloaded for offline usage	Scheduled jobs	`glide.sg.offline.scheduled_download.reminder_offset`
Control when data is being downloaded for offline usage	Scheduled jobs	`glide.sg.offline_payload.refresh_frequency`
Control when data is being downloaded for offline usage	Manual download / Scheduled jobs / Incremental updates	`glide.sg.offline.job.maxRuntime`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Topic	Sub topic	Property name

Offline mode setup options

Review the setup options to determine which configurations apply to your offline mode requirements. Each option explains what to configure and why, helping you make informed decisions. Before configuring, identify your target users, the screens they need, expected data size, and connectivity patterns such as field versus office use.

Performance and download time

A large offline setup increases download time and bandwidth consumption, which can slow cache load for users. Keeping the offline setup minimal allows for quicker setup and faster access to data. When configuring cache refresh timing, consider the following parameters.

- Payload generation time limit: Define the time limit between 0 to 20 minutes using the parameter `glide.sg.offline.job.maxRuntime`. The default is 10 minutes.
- Payload size limit: Payload size is unlimited, except for a maximum total size limit on attachments. For more information, see Attachment behavior in offline mode.
- Download time limit: Download time is not controlled by the application but is governed by standard OS and network HTTP timeouts at the device, browser, or infrastructure level.

Device efficiency

Smaller caches use less storage, memory, and battery, helping the app remain stable and responsive. Overloading the cache can slow performance and background syncs.

Data freshness

Limiting offline content helps maintain data accuracy and relevance, helping users work with up-to-date information.

User-focused experience

A focused offline configuration delivers only the data users need to stay productive without connectivity. A streamlined configuration improves usability and sync speed while reducing maintenance.

Offline mode and strategy

When planning your offline mode strategy, review these setup options to learn about the various flows available for structuring your offline configuration for ServiceNow mobile apps. The setup options cover a range of considerations, from which screens and functions to display, to how the cache and data are managed while offline.

1. Install and enable offline capabilities

For more information, see Install and enable offline capabilities.

2. Set up and align the app, screen, and function hierarchy

For more information, see Set up and align the app, screen, and function hierarchy for offline mode.

3. Configure action items and action item steps, to create, edit, and delete records while working offline

For more information, see Using action items and action item steps in offline mode.

4. Configure the offline cache refresh timing on user's device

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information, see Configure offline cache downloads to user devices.

5. **Understand and configure mobile input forms for offline use**

   For more information, see Input forms in offline.

6. **Manage attachment storage to optimize offline device space**

   For more information, see Attachment behavior in offline mode.

7. **Configure offline security rules to match your organization's data policies**

   For more information, see Security and compliance in offline mode.

Install and enable offline capabilities

Configure the offline mode for your mobile app to control how and when users access data without connectivity. Users can download the cache manually, or receive it automatically based on schedules you configure.

This mandatory setup option step describes how to request and install the offline mode plugin. Installing the plugin makes available for flags, properties, jobs, and UI elements used throughout the rest of this setup.

Activation of mobile offline

To activate offline mode, the following actions and outcomes occur:

1. Request and install the Offline Mode plugin (`com.glide.sg.offline`). For more information, see, Request offline mode.

   Note: This plugin is automatically included when the Field Service Mobile plugin is installed.

2. Once the plugin is installed, the following occurs:
   a. Offline capabilities are enabled by default for all users.
   b. Configure which mobile apps and flows within the mobile app are available for use in offline mode. For more information, see Offline mode setup options.
3. An **Offline mode** section displays in the **Settings** tab of the *`ServiceNow mobile`* apps. From this section, users can download the offline cache when required.

   Note: After the cache is successfully downloaded, the app automatically switches to offline mode when connectivity is lost, or users can manually switch to offline mode before entering areas with limited or no network access.

4. Deactivation of mobile offline: If offline mode is no longer required for your mobile applications, you can disable it. This will turn off all offline mode functionality across your instance for all the users.

Request offline mode

Activate offline mode for mobile by requesting the activation of the SG Offline support plugin (com.glide.sg.offline).

Before you begin

Note: Offline mode is supported on on-premise instances.

Role required: mobile_admin, admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Applications** > **All Available Applications** > **All**.
2. Select **Request plugin** to open the **Activate Plugin** form on Now Support.
3. On the **Activate Plugin** form, provide the following information.

Activate Plugin form

Field	Description
What is your target instance	Select the instance that you want to activate the plugin on.
Which plugin would you like to activate	Select the name of the plugin to activate. **Note:** If the system doesn't list the plugin you want or if you're activating the plugin on an OEM or on-premise instance, select the **Plugin I'm looking for is not listed** check box and then enter the name of the plugin.
Select Maintenance Date and Time	Select the date and time to activate the plugin.

Example

For example, see the following form to activate the Event Management plugin on an instance named SNC Instance.

4. Select **Submit**.
   After the maintenance window, the system installs the plugin on your instance. To confirm the installation, go to the Installed tab in the Application Manager.

Related topics

List of plugins (Brazil)

Deactivate offline mode on your instance

Deactivate the offline mode by creating the property glide.sg.offline.enabled and setting the property to false.

Before you begin

Role required: mobile_admin, admin

Procedure

1. Navigate to **All** > **sys_properties.list**.
2. Select **New** in the System Properties table.
3. Enter `glide.sg.offline.enabled` in the **Name** field.
4. Select **True/False** in the **Type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Set the **Value** field to **False**.
6. Select **Submit**.

Set up and align the app, screen, and function hierarchy for offline mode

ServiceNow mobile apps are organized into three hierarchical levels, apps, screens, and functions that work together to define the mobile experience for each user role. You can configure offline mode at each level, controlling what users can access and work on without network connectivity.

ServiceNow mobile apps are structured at three levels: the app type, its screens and its functions.

App level

The app level defines the overall mobile experience: who can use the app, its navigation tabs and their inner sections, themes, and whether it supports offline mode. For more information, see ServiceNow mobile applications for offline mode.

Screen level

Multiple screens are contained within each app, which represent what users see and interact with, for example, lists, forms, and record views. For more information, see Supported screens for offline mode.

Function level

Functions are contained within each screen. Functions define writeback actions, such as submitting a form, adding an attachment, or navigating to another screen. For more information, see Supported functions for offline mode.

Together, these elements create a complete and tailored mobile experience for every user role, both online and offline. You can enable or disable offline mode at the application, screen and function configuration level, determining what users can work on without network connectivity.

ServiceNow mobile applications for offline mode

Consider which native applications are available in offline mode. The available apps are Mobile Agent app, Now Mobile app or a custom branded app created through the Mobile Publishing plugin.

Deciding which mobile apps support offline mode determines the foundation from which screens and functions inherit their offline behavior. Supporting offline mode at the app level allows for a consistent user experience.

Note:

- Offline mode must be enabled at the app level for any screens or functions configured as offline to be available to users without network connectivity.
- Setting the app as available offline does not automatically enable all offline flows, as every screen and function involved must also be configured as available offline.

The *`ServiceNow Mobile Platform`* suite includes two mobile apps, *`Mobile Agent`* and *`Now Mobile`*, as well as the ability to create custom app types tailored to specific business needs. This is known as Mobile Branding or *`Mobile Publishing`*. For more information, see Publish mobile apps with custom branding.

At the app level, administrators define how the mobile app (also known as native client) behaves, including its navigation structure, user access rules, theme and branding, and other core settings. One key configuration at this level determines whether the entire app experience is available for offline use.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

How applications (native clients) relate to mobile apps and offline mode

The offline capability defined at the app (native client) level determines whether the app type *Mobile Agent*, *Now Mobile*, or custom, can function without network connectivity. All screens and functions configured as available offline within this app inherit these settings, ensuring a seamless and consistent experience across both online and offline modes, including shared navigation tabs, layouts, and UI sections.

Set up offline mode for mobile apps

Setup offline mode for your mobile applications so that users can work without an internet connection.

Before you begin

Role required: mobile_admin, admin

About this task

Decide which mobile apps support offline mode to set the foundation for the entire offline experience. The offline capability defined at the app level, whether for the Mobile Agent app, Now Mobile app, or a custom apps, determine whether that app can function without network connectivity. All screens and functions configured as offline within the app inherit this setting, ensuring a consistent experience across navigation tabs, layouts, and UI sections.

Note: Offline mode must be enabled at the app level for any screens or functions configured as offline to be available to users without network connectivity.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Mobile app configs**, and then select the mobile app record you wish to configure offline mode in.
4. **Optional:** Under **Mobile push application**, select which app type the offline scheduled download should be associated with.
   For more information, see Configure scheduled offline caching.
5. Under **Settings**, select **Offline enabled**.
6. Select **Save**.

Supported screens for offline mode

Consider which screen types to use in offline mode.

Consider which screen types to use in offline mode

Screens are the building blocks of your mobile experience. Each screen defines what information is shown, what actions are available, and how users navigate between tasks. Screen types are designed for different kinds of action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Screen type	Description
List screen	Browse through a list of records, such as incidents, work orders, or approvals. Tap any record to open its details.
Record screen	Shows the details of a single record, like a specific work order or task. Read information, view related tasks, add attachments, or post comments from this screen.
Input form screen	Fill in information, answer questions, or submit data through input fields, checkboxes, sliders, and more.
Launcher screen	Displays shortcuts, quick actions, or grouped sections of information.

How screens relate to mobile apps and offline mode

Each mobile app has its own configuration. Within that configuration, you decide which screens to include in the app.

Offline mode is supported in the following screens. For more information about screen types in mobile, see Mobile screen types.

- Input form screen
- List screen
- Map screen
- Calendar screen
- Record screen

  The following screen segments are available within the record screen:

  - Sections screen
  - Related list screen
  - Details screen
  - Activity stream screen

Setup screens for offline mode

Setup offline mode for your mobile screen so that users can work without an internet connection.

Before you begin

Role required: mobile_admin, admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Screens**, and then select the screen you wish to configure offline mode in.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Under the **Settings** section, and then select **Available offline**.
5. Select **Save**.

Configure data items in offline mode

Define a separate data item for offline mode, giving you the flexibility to define the amount of data to display when a user is offline.

Before you begin

Role required: mobile_admin, admin

About this task

Configure a dedicated offline data item for every screen you want to be available offline. Each offline data item defines which tables, fields, and filters are stored on the user's device. Data Items for offline define which records are downloaded and stored on the device for offline use.

Use data items to confirm the offline cache reflects only what users need, such as their open tasks, assigned incidents, or work orders. Every data item replaces the online data item when building the cache, defining which specific data criteria is stored on the device. Data Items control which records are downloaded, refreshed, and displayed offline. Well-defined filters result in faster sync times and a smaller cache.

Note: Offline mode for data configuration is intended to support brief periods without connectivity; the cache isn't designed for long-term data retention.

Use the Mobile Offline properties area to specify the type and amount of information to display to a user when they are in offline mode. For example, you can display a month's worth of tasks in online mode and only three days' worth in offline mode. In both online and offline modes, the data item type is always the same, and the information is extracted from the same table. For more information, see Data items.

Note: If a data item is not created for offline mode, then the standard data item is used for both offline and online modes.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select **Data Item [sys_sg_data_item]** and then either select **New** or an existing record.
5. In the Offline Properties area, define offline mode query conditions for the data item to conform to.

   Create conditions using the Condition builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: *Declarative* and *Scripts* are supported conditional types.

Scripted data item conditions are evaluated only when the offline cache is generated. Once the data is downloaded and the user is offline, the script no longer runs. Instead, the app uses the pre-generated query string to filter the data as it was prepared at download time. For more information, see Mobile experience components available in offline mode.

6. Select **Save**.

General guidelines for working with data items in offline mode

When working with data items keep these general guidelines in mind for usability and a good user experience.

Understand how data usage differs between online and offline modes

Consider the following differences when configuring data items.

- Online mode: Queries run against the entire instance, allowing users to search and access larger datasets.
- Offline mode: The app relies only on what was cached through data items. This is a more condense, filtered subset that you configure to verify performance, storage efficiency, and relevance.

When configuring data items, you have control to broaden queries for online use but can restrict and fine-tune queries for offline use.

Recognize cached data storage locations

When configuring offline mode, be aware that offline record data, user preferences (such as favorites), and related attachments are stored on the device's filesystem.

Understand how offline data supports the application

Offline data keeps the app operational when the instance is unreachable. Configure offline data to support the following functionality.

- Display lists and record details.
- Enable form completion or task updates.
- Run business rules (such as validations) using cached values.
- Confirm the user's workflow continues seamlessly until sync resumes.

Account for offline record limits in screen segments

Each screen segment is backed by a data item. Data items in offline mode can store up to 1,000 records. Any segment that relies on a data item only has access to the first 1,000 records that match its filter when the device is offline.

Limit offline data to optimize performance and security

Limit the data downloaded to devices to achieve faster sync performance, reduce device storage consumption, and prevent exposure of irrelevant or sensitive records.

Control downloaded data using conditions

Control what data is downloaded to the device by configuring data items with either declarative or scripted conditions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Declarative conditions: Configure simple field-based filters, such as restricting downloads to active records or records of a certain type. For example, open incidents assigned to me.
- Scripted conditions: Write logic for advanced rules that provide more flexibility, including querying multiple tables and plugins. For example, urgent work orders updated in the last 48 hours within my region.

Define the number of displayed records in offline mode

Define the number of records to display to users in offline mode. Choose between 0 through 1000 records. This range gives you the flexibility to display different amounts to the user in online and offline modes.

Before you begin

Role required: mobile_admin, admin

About this task

Define the number of records to display in offline mode, up to a maximum of 1000 records per segment of a screen. For example, you can display the top 200 most relevant records. Limiting the number of displayed records can help prevent oversized local databases and slow device performance.

This is an example of how the number of records is calculated:

- One record is equivalent to one row: Each top-level record counts as one row.##For example, a record from the main table used in the list.
- Child/related records:
  - If child records are embedded in the main record through an association, they may contribute to the payload size. However, they don’t count as additional rows toward the 1,000-record limit.
  - Child records fetched separately through another data item are displayed independently, for example, as a nested list or detail view, and subject to their own caching logic and limits. They aren't counted as part of the parent screen's 1,000-record limit.

Example

A list screen can show 1,000 work orders (parent) with five embedded Work Order Tasks (child) each within the 1000-record limit. In this scenario, the child tasks don’t count towards the row total. However, if the Work Order Tasks are configured as separate data items, they are subject to their own 1,000-record limit.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select **Screen Segment [sys_sg_item_stream_segment]** and then either select **New** or an existing record.
5. In the **Max Offline Rows** field, enter a number from 0 through 1000 to be the number of displayed rows displayed in offline mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: When this field is empty, the default value of 1000 rows is used.

6. Select **Save**.

Supported functions for offline mode

Functions define the actions users can perform from a screen, such as tapping a button, icon, or menu option. In offline mode, only functions configured as available on offline are accessible to users without network connectivity.

Functions are the action layer of your mobile experience. Each function type performs a different kind of task, such as:

- Create or update records. For example, submit a form, add a new incident, or update a work order.
- Navigate to a list of records or a specific record. For example, navigate to another area of the app, or open a related record, list, or a specific form.
- Add attachments to records. For example, to add, or view attachments related to a record.

Functions appear as buttons, icons, or quick actions within screens or mobile cards. Each function is configured to define what it does, when it's visible, and which users can use it.

How functions relate to mobile apps and offline mode

For each screen configured as available offline, enable only the functions that are relevant to offline workflows, such as creating a task, scanning a barcode, or navigating a record. This prevents users from tapping actions that require network connectivity or not required for the offline flow. Each mobile app configuration, whether for Now Mobile, Mobile Agent, or a custom app, can include its own set of screens and functions, allowing you to tailor the available actions for each app type. When defining functions, you control whether each function is available offline or restricted to online use only.

Here are some examples:

- An Add Comment or Update Record function can be available offline; storing changes locally until the device reconnects.
- A navigation function that opens a list screen for tasks assigned to the current user can be designated as offline, since those records are relevant and typically included in the offline payload. However, a navigation function that opens all tasks assigned to an entire group may not be suitable for offline use. Loading group-wide data would significantly increase the cache size and download data that is not relevant to the individual user.
- Similarly, a function that navigates to a website, for example, opening a company portal or knowledge article in a browser, should not be available offline, as the website itself requires internet connectivity to load.

Note: For function instances, a function is available offline only when both the button instance and the button itself are configured to be available offline.

Display and hide functions in offline mode

Define whether to show or hide buttons while users are in offline mode on their Mobile Agent app.

Before you begin

Role required: mobile_admin, admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** and in the filter enter `sys_sg_button.list`.
2. Select an existing action function or select **New**.
   The Function screen displays. For more information on how to configure an action function, see Action functions.
3. Select the **Offline Properties** tab.
4. Select the **Offline** check box to display all the fields relevant for an offline function configuration.
5. Complete the action function offline mode property fields as required, see Configure offline mode properties for action functions.
6. From the **Offline Condition Type** field, select whether the condition style is **Declarative** or **Script**.
7. From the **Table** field, select a table that is the source of the fields used in the **Offline Condition** field, and from where the conditions are evaluated.
8. Depending on the selection made from the **Offline Condition Type** field, either do one of the following in the **Offline Condition** field:
   - For **Declarative**, create declarative conditions to be performed in offline mode.
   - For **Script**, enter a script in the text window that contains query conditions that are evaluated in offline mode.
9. Select **Submit** to save your display and hide button configurations.
10. **Optional:** Complete the action function offline mode property fields as required, see Configure offline mode properties for function instances.

Configure offline mode properties for action functions

Determine which fields and functions are available to users when working in offline mode.

Before you begin

Role required: mobile_admin, admin

Procedure

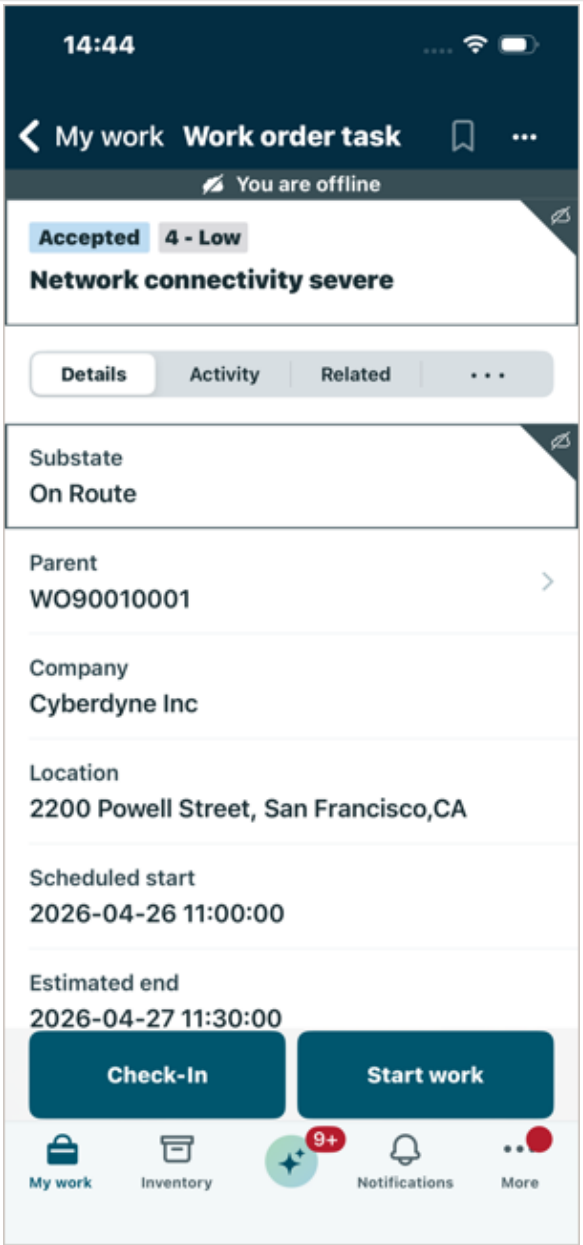
1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu.
4. Either select **New** or an existing record.
5. In the **Properties** area, select **Available offline**.
   The Offline settings area displays further down the page.
6. Select the **Choose** button on any of the following fields to determine which fields and functions are available to users when working in offline mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Offline properties fields of the action function form

Field	Description
Hide fields	This configuration applies to the record screen. Details screen segment: Use this field to determine which fields are not available after the user performs an action in offline mode. For example, after a user assigns a task to themselves, you could hide the **Assigned to** field.
Show fields	This configuration applies to the record screen. Details screen segment: Use this field to determine which fields are available after the user performs an action in offline mode. For example, after a user assigns a task to themselves, you could show the **Work notes** field.
Hide functions	Use this field to determine which functions are not available after the user performs an action in offline mode. For example, after a user taps the Start Work function in offline mode that action function is hidden. Use the **Select target record** field to select the functions you want to hide.
Show functions	Use this field to determine which functions are available after the user performs an action in offline mode. For example, after a user taps the Start Work function in offline mode, the Close Incomplete function displays instead. Use the **Select target record** field to select the functions you want to show.
Disable after online edit	This setting controls which screens should visually reflect that a record was modified while the user was online and is no longer applicable once they go offline. When a user performs an action on a record while online, that record can be marked as “not available” for offline use. As soon as the user goes offline, the record appears with a strikethrough effect to indicate that it is no longer active or interactable. Use the **Select target record** field to select where the "not available" state should display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	

7. Select **Save**.

Configure offline mode properties for function instances

Determine if the function instance available to users in online mode is also available in offline mode. This option gives you more control over how users manage their offline tasks.

Before you begin

Role required: mobile-admin, admin

About this task

Function instances define the location of the function within the screen. For example: the footer area, top menu, or on a specific field. Define whether a function instance is available in offline mode. By default, all button instances are available offline, but you can disable specific ones if needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select one of the following methods to access a function instance.

Method	Procedure
From an existing screen	**a.** Select the **Screens** category and select the screen that contains your function in stances. **b.** In the configuration tree, navigate to an ex isting function instance. **c.** In the Settings area, select the Disable Of fline field if you do not want this function in stance to display in offline mode. **Note:** The default value of the **Dis able Offline** field is turned off.
From the function instance table	**a.** Select **All mobile records** from the menu. **b.** From the **Record type** field, select Func tion instance [sys_sg_button_instance] and then either select **New** or an existing record. **c.** In the Settings area, select the Disable Of fline field if you do not want this function in stance to display in offline mode. **Note:** The default value of the **Dis able Offline** field is turned off.

4. Select **Save**.

Using action items and action item steps in offline mode

Action items or writeback actions are user-initiated actions that send data changes to the ServiceNow instance. While offline, writeback actions are queued and automatically synced back, once connectivity is restored.

What are writeback actions

Writeback actions can appear across various screens, including input forms, record views, and lists, and perform create, update, or delete operations on records in the database.

Examples of writeback actions:

From an input form

Save or submit the form by creating or updating a record, add a work note or comment, or attach a photo or file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

From a recprd screen

Accept a work order task, assign or reassign a record, or record the start or end of a shift.

Online and offline behavior

Online

Writeback actions execute immediately and update the instance in real time.

Offline

Writeback actions are queued in the Outbox in the order that they were triggered. Once connectivity is restored, the Outbox syncs them back to the instance. Failed actions remain in the Outbox for review and retry.

Multistep writeback actions

A multistep writeback action is configured once but can include steps that run in different modes, such as online, offline, or both.

The writeback action serves as the parent, containing one or more steps that can run offline, online, or both. Offline steps only affect the local database on the user's device, so any offline step that modifies local data must have a corresponding online step to update the instance database.

Multistep writeback actions in online and offline

- Online behavior:
  - Executed against the live instance.
  - Supports both declarative configurations and scripted logic.
  - Examples: Validate a form, update a record, check related tables, and trigger a workflow.
- Offline behavior:
  - Executed locally on the device against cached data.
  - Supports only declarative configurations.
  - Example: Update the cached version of a record and mark it for synchronization.

What does the multistep action affect?

- Online step affects:
  - Updates instance data immediately.
  - Triggers server-side logic, business rules, and workflows.
  - Ability to run complex scripted rules across multiple tables and plugins.
- Offline step affects:
  - Updates cached data only.
  - Marks changes for later sync to the instance but reflects the changes for the user within the app and affecting workflows where this data is used while offline. For example, for filtering data in lists which show/hide buttons according to conditions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Limited to simple, rule-based validations (no advanced scripting).
- Final updates and server logic occur only after the device reconnects.

What to use an offline multistep

You should consider using offline multistep when users need to continue working without connectivity and immediate feedback of their actions that affect workflows within the app is important also in Offline. Offline steps are used for:

- Showing users the look and feel of their changes while offline.
- Applying basic record updates that don't require complex scripting.
- Selecting the Save progress button in input forms stores the data locally on the user's device.
- Ensuring business-critical actions remain available even in areas with poor or no network coverage.

General guidelines for action items synchronization behavior

When working with action items keep these general guidelines in mind for usability and a good user experience.

Turning off offline mode and syncing the outbox

To turn off offline mode and sync pending actions, use one of the following options:

- Navigate to **Settings** > **Offline** in the mobile app and toggle **Offline Mode** to off. Alternatively, tap **Sync all** from the outbox items list.
- When prompted in a pop-up, select **Go Online and Sync** to upload any pending changes from the outbox.

Action sequencing in the outbox

Write-back actions performed while offline are queued in the outbox in the order they were triggered. Once connectivity is restored, actions sync to the instance in the same sequence, ensuring consistency with the order in which they were performed.

Failed sync actions

If a specific action fails during sync, it is marked with an error and is not retried automatically. Other queued actions continue to sync in the order they were performed.

Conflict resolution for offline updates

Conflict handling is not managed automatically by the mobile app. The administrator is responsible for detecting and resolving conflicts on the server side. When a user performs actions offline, the mobile client sends both the changes and the timestamp of the action to the instance.

For actions such as input forms, if server validation fails or additional input is required, the business rule error message is surfaced in the **Outbox**, allowing users to review and correct the issue directly on their device.

Simultaneous offline and desktop use

Records aren't locked out when using offline mode. The mobile app follows the same business rules as the desktop experience and does not introduce any additional restrictions. For example, users can still add comments or work notes to an incident that has been resolved, unless a business rule explicitly prevents it. In

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

such cases, offline mode respects those rules, ensuring consistent behavior across platforms.

Timestamp handling for offline updates

When a user performs updates offline, each action is queued in the **Outbox** and synced to the instance in the original order once connectivity is restored, preserving the sequence and uniqueness of each status update. The timestamp of each offline action is captured and stored as a parameter of the action. During writeback action processing, this timestamp can be written into any desired field, allowing the system to reflect the actual time the action occurred offline.

Take account of the following behavior for system fields:

- Custom fields can be configured to store the original offline action timestamp.
- Out-of-box system fields, such as `sys_created_on` and `sys_updated_on`, always reflect the integration timestamp, which is the moment the record was synced to the instance, not the original offline action time.

Configure action items and action steps in offline mode

Configure action items to execute actions like create, edit and delete records while in offline mode. For an action item to perform multiple processes you must define separate action steps.

Before you begin

Role required: mobile_admin, admin

About this task

For an action item to work in offline mode, you must define the action item type to be multi-step and at least one action step to have an offline mode option and at least one online mode option. Offline steps only affect the local database on the user's device, so any offline step that modifies local data must have a corresponding online step to update the instance database.

Procedure

1. Navigate to **All** and in the filter enter `sys_sg_write_back_action_item.list`.
2. Either select an existing action item or select **New** to create a new action item.
3. In the **Type** field select **MultiStep**.
4. Complete the rest of the form as required.
5. Select **Submit**.
6. Navigate to **All** and in the filter enter `sys_sg_write_back_action_step.list`.
7. Either select an existing action step or select **New** to create a new action step.
8. In the **Writeback Action Item** field, select the action item you created in the earlier steps.
9. In the **Applicable for** field, select either **Offline** or **Both**.
10. In the **Type** field, select either **New**, **Update**, **Delete** or **Local Save**.

    Note: The **Local Save** option relates only to offline steps. The option is used to save input form data locally on the user's device when users perform either a Save or Submit action.

11. **Optional:** Select the associated attachments to current record field and choose the relevant attachment inputs.
    Attachments added in the input form are linked to the record when the write-back action step is triggered by a Save or Submit action. For more information, see Associate input form attachments to the activity stream in offline.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

12. Complete the rest of the form as required.
13. Select **Submit**.

Offline record reconciliation

Configure offline mode to include associated records in the offline cache when users perform an action in online mode.

An offline step may create a record locally on the device. When connectivity is restored, the online step runs and creates the corresponding record on the instance. Use the `addRecordForSync()` method in the online step to register the server-side record so that the mobile platform can reconcile it with the record created locally on the device. This method verifies that the locally created record and the server record represent the same entity after synchronization.

How record IDs are handled in offline mode

When a record is created offline, it is stored in the device's local database and assigned a temporary `sys_id`, as the record does not yet exist on the instance. The record is marked with a yellow indicator to distinguish it from records that have been synced to the instance. The temporary `sys_id` allows the mobile app to reference and update the record while the device remains offline.

When the device reconnects and synchronization occurs, the following process takes place:

1. The record is stored in the device's local database is sent to the instance.
2. The instance creates the corresponding record.
3. The instance assigns the permanent `sys_id` for that record.
4. The permanent `sys_id` replaces the temporary `sys_id` in the device's local database during synchronization.

After synchronization completes, the record on the device and the record on the instance share the same `sys_id`. This process verifies that the record is no longer treated as a temporary or locally created record.

If the user loses connectivity again before the offline cache is refreshed, the record on the device already contains the permanent `sys_id` from the instance and is treated as a regular synchronized record rather than a temporary offline record. This prevents duplicate records from being created and confirms that any further updates continue to reference the correct instance record.

When write-back actions create records during offline execution, the `addRecordForSync()` method verifies that the record created on the instance during the online step is properly associated with the record created locally on the device. During synchronization, the platform updates the local record with the permanent `sys_id` and reconciles the two records so that they represent the same entity.

Register associated records in the offline cache

Configure a write-back action step by adding an execution script that registers newly created instance records for synchronization. Local and server-side records are then reconciled when connectivity is restored, preventing duplicate records.

Before you begin

Role required: mobile_admin, admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

When a record is created offline, it is assigned a temporary ID that needs to be matched with the permanent ID created on the server once connectivity is restored. You add the addRecordForSync() method to your write-back action step so that the offline and server records are automatically linked during synchronization, preventing duplicate records.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select **Action item [sys_sg_write_back_action_item]**, and then select the action item you created.
5. In the **Type** field, select **Script**.
6. In the **Execution Script** field, add the execution script,
   `actionResult.addRecordForSync([tableName], [sysId]);`
   For example, in the following script the write-back action creates a new time worked entry on the task_time_worked table. It retrieves the time worked value from the form input, creates a new record linked to the relevant task using its sys_id, and inserts it into the instance. The addRecordForSync() method is then called to associate the newly created instance record with the corresponding local record on the device, ensuring they are reconciled during the offline synchronization.

```
(function
 WriteBackAction(parm_input,parm_variable,actionResult) {

var timeWorked = parm_input[“time_worked”];

var gr = new GlideRecord("task_time_worked");
gr.initialize();
gr.task = parm_variable.task_sys_id;
gr.time_worked = timeWorked;
var newId = gr.insert();
actionResult.addRecordForSync("task_time_worked", newId);

})(parm_input,parm_variable,actionResult);
```

   Where:

   - task_time_worked is the `tableName` that contains the record created on the instance.
   - `newId`is the `sysId`of the record created on the instance.
   - `actionResult` is the object on which the `addRecordForSync()`method is called.
7. Select **Save**.

Result

When the device reconnects and synchronization occurs:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The server creates the record during the online step.
- The addRecordForSync() method registers the server record as part of the action result.
- The mobile platform reconciles the locally created record with the server-side record. The device and instance remain consistent without creating duplicate records.

Note: The addRecordForSync() method can be called multiple times to register multiple records on different tables or on the same table.

Configure offline cache downloads to user devices

Control when and how the offline cache is refreshed on user devices to maintain relevance, performance, and bandwidth efficiency.

ServiceNow mobile supports four refresh options, which can be used individually or in combination. Combine incremental updates, scheduled refreshed, triggered downloads, and manual on-demand update refreshes, for a balance of data relevance and preservation of battery life.

Scheduled offline caching

- Downloads data automatically at defined intervals, such as once a day at midnight.
- Verify devices have current data without requiring user action.

This method provides a predictable, admin-controlled refresh cycle. For more information, see Scheduled offline caching.

Incremental automatic download

- Automatically downloads only the changes since the last sync, rather than the full dataset. Changes include the addition, deletion, or updates of records.
- Runs in the background more frequently without heavy data loads.

This method keeps data current with minimal bandwidth and faster syncs. For more information, see Incremental offline caching.

Button-triggered download

- Buttons can be configured to initiate a cache refresh after it is tapped. The flow is when the user taps the button, the action completes, and the app automatically updates the offline data cache.
- Useful in offline-first environments where stale cached data could lead to invalid operations, helping keep the offline cache current and reliable.

This method reduces the risk of errors such as referencing outdated records by ensuring the cache is updated before the transition to offline mode. For more information, see Cache updates triggered by user actions.

On-demand manual download

- The user manually triggers a cache download or refresh as needed.
- Useful when users need control over when data is updated, for example before entering an area without connectivity.

This method saves bandwidth by updating data only when the user chooses. For more information, see Manual offline caching.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

General guidelines for handling cache downloads

When working with cache downloads keep these general guidelines in mind for usability and a good user experience.

Cache payload generation and downloaded time limits

- Payload generation time limit: Define the time limit, between 0 to 20 minutes using the parameter `glide.sg.offline.job.maxRuntime`. The default is 10 minutes.
- Download time limit: Download time is not controlled by the application but is governed by standard OS and network HTTP timeouts at the device, browser, or infrastructure level.

Payload size limits

- Payload size is unlimited, except for a maximum total size limit on attachments, where a maximum total size can be configured by the admin. For more information, see, Attachment behavior in offline mode.
- Where possible, keep the offline dataset as a subset of the online data to facilitate faster download times and improved device performance.

Download cache option in the Settings menu

When users tap the **Download cache** option in the **Offline** area of the **Settings** menu, the device begins downloading the latest data defined for offline use. A banner indicates that the download is in progress, and the app remains usable throughout. Once complete, offline mode is not enabled automatically. Users must select the option in the **Offline** settings.

While in offline mode, note the following behavior:

- Changes made to cached records are logged in the Outbox.
- Once reconnected, tap **Go Online and Sync** to push the changes to the instance.
- The local cache then updates to reflect the synced changes.

Enabling background downloading for users

Two system properties control whether the Background downloading option appears in the mobile app's Offline settings:

- `glide.sg.offline.scheduled_download.enabled`: This is the admin switch for the scheduled downloads feature, which rebuilds the cache at a set time, such as overnight.
- `glide.sg.offline.incremental.enabled`: This is the admin switch for the incremental updates feature, which refreshes the cache in small deltas while the app is open.

Both default to false. The option appears in the app when at least one of these properties are set to true.

Note: Enabling either property does not automatically enroll users. Each user must enable Background downloading in their Offline settings.

Understand how the offline cache updates while online

Once the cache has been downloaded (either through a manual download, scheduled job, or incremental sync), the app continuously updates it while you're

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

online, regardless of how the initial download was triggered. This means the most current data is available if connectivity is later lost.

Scheduled offline caching

Schedule automatic cache downloads at defined intervals, to keep offline data current and consistent. This approach prepares users for working offline at specific times without requiring them to manually download the cache.

Benefits of using scheduled offline caching

- Downloads data automatically at defined intervals, such as once a day at midnight.
- Verifies that devices have current data without requiring user action.

Configure scheduled offline caching

Configure offline caching so your field technicians can receive scheduled updates to their offline data cache. Scheduled downloads are based on the user's work schedule.

Activate the Agent Schedule plugin

To enable and configure scheduled offline caching, the Agent Schedule plugin [com.snc.agent_schedule] must be activated. For details on plugin activation, see Activate a plugin.

Create work schedules for offline caching

For mobile clients other than Mobile Agent, verify that an entry in offline download schedule (sys_sg_offline_download_schedule) exists for the client type, for example, Request. This entry specifies the table that has the offline download schedules for the agents or technicians. Mobile uses the schedule from this table for scheduling offline cache generation. To populate schedules for each user, a scheduler script can be used like in Field Service Mobile.

For the Mobile Agent app, the entry is created when the plugin is activated. After activating the plugin, you must create work schedules for the agents or technicians to enable users to automatically receive scheduled offline caches. This can be done directly through the Agent Work Schedules [agent_work_schedule] table. For more information on how to create schedules through this table, see Create a work schedule for an agent or technician.

Based on the records from the Agent Work Schedules table, your instance runs background scheduled jobs that create schedules in the Agent Daily Schedules [agent_daily_schedule] table. Within these schedules, agents will receive a silent push sometime throughout their scheduled day.

The offline payloads that your instance generates are based on the times recorded in the Agent Daily Schedules. These can be found in the Events [sysevent] table. Use the records in the Event table to track these payloads, and info about when they are created and when they are sent to the agents.

Scheduled Jobs associated with offline caching

These scheduled jobs are automatically scheduled for only users who enable background downloading on their app. For information on how users can enable this feature, see Offline mode for mobile.

Populate Agents Daily Schedule Table

This job runs once daily for all users with background downloading set to **true**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scheduled Download of Offline Payload

This job creates an event for the first payload of the day in the [mobile_offline_payload_gen_queue] table.

Offline scheduling system properties

Use the following properties on the System Properties [sys_properties] table to configure scheduled offline caching.

Offline scheduling system properties

Property	Description
glide.sg.offline.scheduled_download.enabled	Enables scheduled downloading for all Mobile Agent app users.
glide.sg.offline.scheduled_download.cachesync_offset	Defines the number of minutes before the user's scheduled time that the instance begins generating the offline payload.
glide.sg.offline.scheduled_download.reminder_offset	Define the number of minutes before the user's scheduled offline time that a reminder is sent to download the cache manually.
glide.sg.offline_payload.refresh_frequency	Define a fixed interval between the initial scheduled cache download and when the cache should be refreshed.
glide.sg.offline.attachment.max_total_bytes	Defines the total amount of storage the offline cache can use for attachments in bytes.

For information on other related offline system properties, see System properties in offline mode.

General guidelines for scheduling offline caching

When scheduling offline caches keep these general guidelines in mind for usability and a good user experience.

Understand scheduled jobs for offline data refresh

A scheduled job automatically refreshes offline data on the device at predefined intervals, such as before the start of a shift

Enable scheduled cache downloads

Enable scheduled cache downloads using `glide.sg.offline.scheduled_download.enabled`. Once enabled, configure the following properties.

- `glide.sg.offline.scheduled_download.cachesync_offset`: Start preparing data a defined number of minutes before a shift.
- `glide.sg.offline.scheduled_download.reminder_offset`: Send users a reminder to download the cache if it has expired.

These settings verify that users begin their shift with current offline data, even in low-connectivity areas.

Note: After scheduled download is enabled, the user must opt in by selecting the **Background downloading** option in the **Offline settings** on their device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure scheduled job frequency

Scheduled jobs can run at any interval configured by the admin, such as hourly or daily. There is no built-in default interval. Consider scheduling jobs to run once per day, as shorter intervals may negatively impact instance performance.

Background refresh behavior

Data refreshes automatically without user intervention, provided the device has connectivity.

Scheduled job behavior when offline

If the device is offline during a scheduled job, the job is skipped and runs the next time the device has connectivity.

Customize scheduled jobs by user role

Scheduled jobs can be tailored to specific user roles or groups by the admin.

User-initiated sync options

Scheduled jobs can't be triggered manually by users, but users can run a manual sync at any time.

Scheduled job failure behavior

If a scheduled job fails, the app retries at the next scheduled interval. Users can run a manual sync if an immediate update is needed.

Benefits of scheduled jobs over manual syncs

Scheduled jobs keep offline data consistently current without relying on user action, allowing users to focus on their work with the latest data available when needed.

Control cache refresh frequency

Set `glide.sg.offline_payload.refresh_frequency` to define how often cached records are refreshed with the latest scheduled job payload, helping users verify that they don't see outdated data. If not configured, the cache refreshes every 8 hours, provided the user has an existing cache, a scheduled job is set up, and the user remains logged in.

Use this property to balance data currency with bandwidth, where shorter intervals provide more current data and longer intervals reduce network usage.

Incremental offline caching

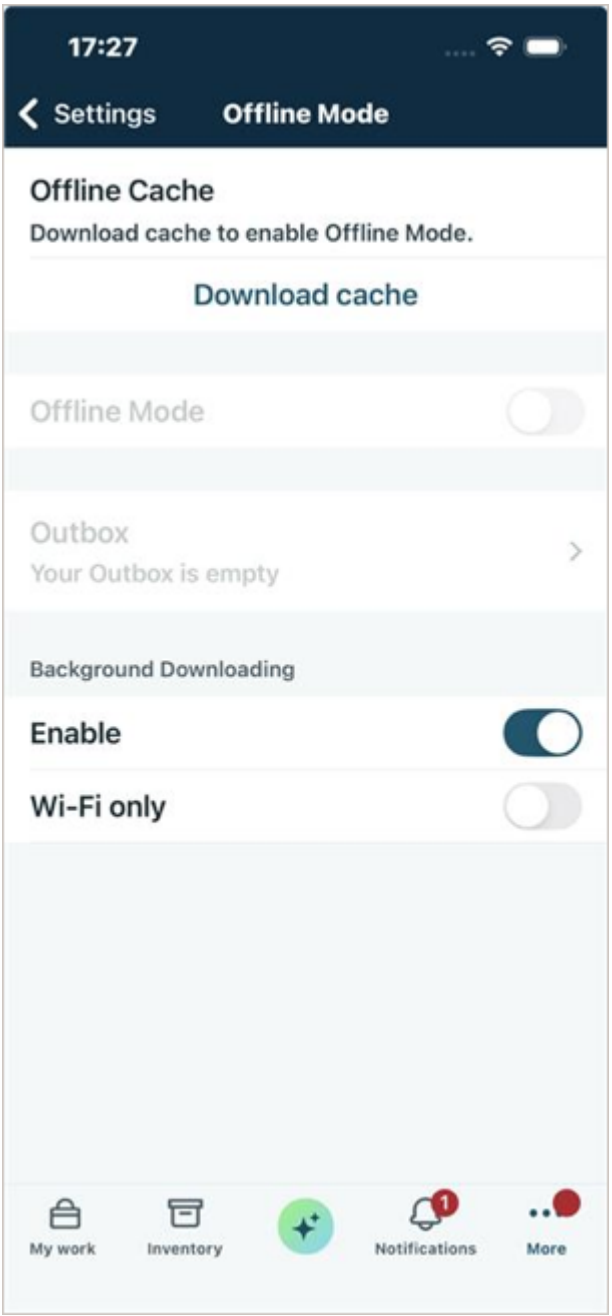
Incremental offline synchronization downloads only the changes to records, rather than the full dataset. This approach keeps offline data current while reducing network and battery usage.

Instead of downloading a full dataset, incremental offline synchronization only changes records that are retrieved, including any additions, updates, and deletions. The system tracks changes only in the specific records defined by the admin through data items, so the device receives targeted updates rather than a full download. This method keeps the offline cache consistent without placing unnecessary load on the network or device.

This method periodically compares the data on your instance with the data cached on the mobile device. When a difference is detected, only the changed records are downloaded, removing the need for users to manually update the entire cache or follow a fixed schedule. This makes incremental sync particularly useful in environments where users frequently or unexpectedly lose network connectivity.

After you enable the incremental updates feature, the user must turn on Background downloading on their device to begin receiving updates. Once enabled, a “Background downloading” section appears under the app’s Offline settings. The user can decide to Enable Wi-Fi only, if they prefer downloads to occur when connected to a Wi-Fi network.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following system properties are available when managing incremental offline caching.

Incremental offline caching system properties

Property	Description
glide.sg.offline.incremental.enabled	Enable the incremental offline update option for all users.
glide.sg.offline.incremental.client_polling_interval	Defines the interval at which the polling mechanism checks the server for missed changes.
glide.sg.offline.incremental.record_watcher_expiration	Specifies how long the record watcher remains active when no changes have occurred to trigger an incremental update.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Incremental offline caching system properties (continued)

Property	Description
glide.sg.offline.incremental.silent_push.max_pushes_per_hour	The number of incremental updates a user can receive in an hour.
glide.sg.offline.incremental.silent_push.min_wait_time	Specifies the minimum interval between consecutive incremental updates sent to the user's device.
glide.sg.offline.job.maxRuntime	Controls how long the server can spend generating the offline cache payload for a user.

For information on other related offline system properties, see System properties in offline mode.

General guidelines for incremental offline caching

When working with incremental offline caching keep these general guidelines in mind for usability and a good user experience.

Enable incremental sync for offline mode

Incremental synchronization allows the mobile app to fetch only the changes since the last sync, such as new, updated, or deleted records, without requiring a full cache refresh. Incremental updates are disabled by default and can be enabled by setting the following system property: `glide.sg.offline.incremental.enabled = true`.

For large datasets, this saves time and reduces bandwidth. For example, if 500 incidents are cached and only 5 changes during the day, incremental sync delivers just those 5 updates rather than re-downloading all 500 incidents.

Note: After a scheduled download is enabled, the user must opt in by turning on the Background downloading toggle in the Offline settings on their device.

Understand the background downloading setting

Once an administrator enables incremental updates, a **Background downloading** section displays in the offline settings. Users must select this option to retrieve incremental updates silently in the background and keep the offline cache refreshed with the latest changes from the instance.

Understand incremental sync frequency and limitations

Incremental sync uses silent push notifications to keep offline data updated. Two system properties control how frequently updates are delivered.

System property	Description
`glide.sg.offline.incremental.silent_pushes_per_hour`	Sets the maximum number of silent pushes a user can receive per hour. If more updates occur than this limit allows, the extra changes are deferred to the next hour.
`glide.sg.offline.incremental.silent_push.min_wait_time`	Defines the minimum number of minutes between

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

System property	Description
	consecutive pushes. The app does not send another push until this wait time has passed, even if updates are ready.

During periods of frequent changes, users may experience slight delays in receiving the latest data, as the system balances sync responsiveness with device and network performance. For example, if `max_pushes_per_hour` is set to `10` and `min_wait_time` is set to `6` minutes:

- The earliest the system can deliver all 10 pushes is over 60 minutes.
- Any updates beyond 10 in that hour are deferred to the next hour.
- If changes occur in quick succession, the push schedule follows the minimum wait constraint, even if fewer than the maximum pushes have been used.

Cache updates triggered by user actions

Use action-triggered cache updates to define specific user actions that automatically refresh the offline cache in the background. This process reduces reliance on manual cache updates and helps to verify that users have current data when its needed.

When a user performs a defined action, such as tapping a button, the app automatically initiates a cache download or update upon successful completion of the assigned write-back action. This behavior is controlled by an optional button attribute (sys_sg_button_attribute_name), which can be configured to trigger an offline cache refresh after the write-back action completes successfully, with no additional user input required.

Configure offline caching upon writeback actions

`Trigger offline cache download` is an optional button attribute (**sys_sg_button_atribute_name**) that will generate an offline cache after a successful completion of the assigned writeback action.

Before you begin

Role required: mobile_admin, admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu and then select the function to which you want to add this behavior.
4. Verify that the **Type** field is set to **Action item**.
5. In the **Button attributes** section, select an existing button attribute record or select **New** to create one.
6. In the Button attribute form, complete the following fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Button attribute form

Field	Description
Button	Select the action that will trigger the offline cache download. Only buttons with their **Type** set to **Action item** can be associated with this attribute.
Name	The attribute name. Select *`trigger_offline_cache_download`*.
Value	Enter one of the following values: ○ Enter `true` to enable the offline cache download. ○ Enter `false` to disable the offline cache download. ○ Leave the value empty to use the default value. **Note:** By default, the *`Trigger offline cache download`* value is empty.

7. Select **Save**.

Manual offline caching

Users can manually download or refresh the offline cache at any time. This option gives users control over when their device data is updated, before working without connectivity.

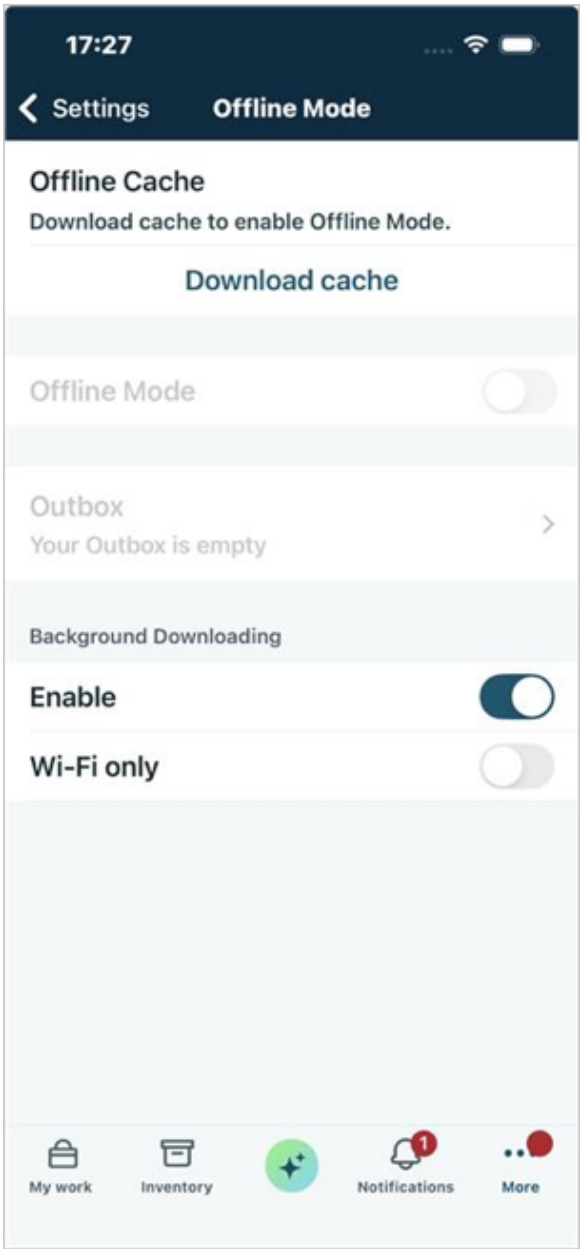
The manual download option allows users to initiate or refresh the offline cache directly from their device. This is particularly useful when users know in advance that they will be working in an area without network connectivity and want to prepare their device with the latest available data.

General guideline

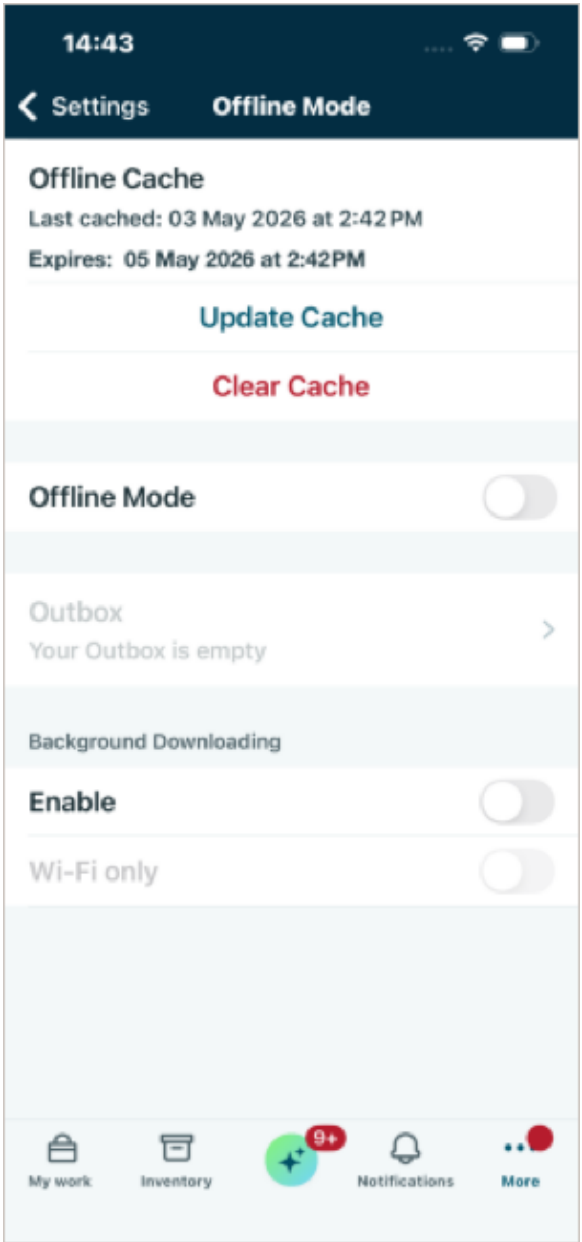
Manual cache downloads should not be used regularly by the user, as frequent downloads can place unnecessary load on the server. Consider setting up scheduled and incremental updates that align with your users' workflows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User performance of manual caching

Description of process	Mobile screen view
Initial download The Download Cache option initiates a full on-demand download of the offline cache. Use this option when no cache exists on the device. When selected, the mobile app: • Downloads all data and resources configured for offline use. • Stores the data securely on the device for use without connectivity. • Displays a progress indicator while downloading. The mobile app can still be used at this time. • Does not affect existing local drafts, saved forms, or outbox items.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Description of process	Mobile screen view
Update cache Once an offline cache already exists, the Update Cache option allows users to refresh the data manually. Use this option to update cached content with the latest data from the ServiceNow instance.	

Input forms in offline

Input form screens in offline mode support viewing, editing, and creating records without network connectivity. The ServiceNow apps use locally cached data to display forms, populate fields, and apply form logic, so users can continue working without interruption. Well-designed offline input forms, reduce rework and minimize sync conflicts.

Input forms opened while offline can load data captured online if it is included in the offline cache. Users can modify cached data while offline, and their changes are stored locally until synchronization. Offline forms support save progress, input actions, and descriptive elements. All operations, creating, editing, and deleting are queued in the outbox and automatically synced with the instance once connectivity is restored.

For information about input forms, see Input form screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supported input types

Offline input forms support a predefined set of input types that rely on locally cached data. Supported types include

- String
- Number
- Boolean
- Date / Time
- Choice
- Reference
- Attachment
- Barcode

Certain input types, such as custom map, signature, and screen aren't supported offline. Unsupported fields remain visible in a read-only or inactive state depending on configuration.

Reference input behavior

Reference inputs in offline mode display and resolve data from the local cache, enabling users to select and view reference values without connectivity. Users can search and choose from locally available records. When the required data is not cached, the reference field returns no results.

The number of available reference choices is limited to 1,000 records, with administrators determining which records are downloaded and made available offline. This allows for fine control over which references are preloaded based on business needs, such as user roles, assigned location, or active status.

For more information, see Reference field attributes for input form screens in offline mode.

Note:

Dynamic reference qualifiers or filters that depend on real-time server queries aren't supported offline.

The 1,000-record cap applies per reference input, not per screen. If multiple reference inputs point to the same table across one or more screens, each input contributes its own slice of up to 1,000 records. These slices are merged and deduplicated on the device, meaning the total records stored for a single table can significantly exceed 1,000. Plan for increased device storage and longer initial sync times when multiple inputs share the same target table.

Auto-fill form inputs and input actions

Input form fields and input actions can be automatically populated with data downloaded from the instance using data sources configured in the mobile app. The same data source configuration applies to both online and offline modes. For more information, see Data sources.

When the device is online, the data source retrieves information directly from the instance. When the device is offline, the same data source continues to function using locally cached data downloaded as part of the offline payload. This allows fields to auto-fill with relevant values even without network connectivity.

Example

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If a form uses a data source to populate the Location field based on the selected work order, the same data source logic is applied in offline mode, provided that the work order and location tables were included in the offline payload.

If a form uses a data source to populate the **Location** field based on the selected work order, the same data source logic is applied in offline mode, provided that the work order and location tables were included in the offline payload.

Save progress in offline mode

Users can manually save in-progress forms while offline using the **Save** button in the top navigation bar. This action stores the current state of the input form locally on the device without submitting it to the server. Saved forms can later be resumed, edited, or submitted once connectivity is restored. For more information, see Configure input form screen actions.

The same button configuration used for saving progress in online mode also applies in offline mode, and no additional configuration is required. When the form is offline, the Save button performs a local save instead of a server submission, ensuring that user input is preserved. To support this behavior, the local save for the offline step type is part of the writeback action steps. This step type defines how the platform handles local persistence of form data in offline mode. For more information, see Configure action items and action steps in offline mode.

Whether online or offline, the Save button behaves according to the same definition, with the platform determining where data is stored, either locally or on the server, based on connectivity state.

Save and submit actions sync behavior

When users create, update, or delete a record offline, each action generates an outbox item. The outbox acts as a temporary queue that holds pending changes until connectivity is restored. Once online, the system automatically synchronizes outbox items to the instance in the order they were performed. If conflicts occur during synchronization, the system marks the item as failed, allowing users to retry or resolve the issue. For example, when the record was modified on the server while the user was offline.

Consolidation of outbox items

By default, when users perform multiple actions while offline,such as tapping Save or Submit, each function of type action item generates its own dedicated outbox item. Each action is stored separately in the outbox and synchronized individually when connectivity is restored. For more information, see Configure an action function.

Mobile apps can be configured to consolidate consecutive outbox items created by the same form or screen into a single, merged entry. This configuration applies to both the Save and Submit buttons and helps reduce duplication, optimize synchronization, and maintains a cleaner outbox.

When consolidation is enabled, the following takes place:

- Multiple consecutive actions of the same button and record context are merged into one outbox item. For example, multiple saves of the same form for the same record.
- The most recent state of the record is retained, ensuring that only the final user input is synced.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attachments in offline mobile forms

Offline mobile forms support attachments added through both the attachment input type and attachment input actions while offline. This allows users to capture and manage files such as images, documents, or videos without connectivity. Attachments previously added while online can also be preloaded into the form when included in the offline payload, as defined in the data source configuration, enabling users to view or reference existing attachments even when working offline.

Attachments added while offline are stored locally on the device and automatically queued in the outbox for synchronization once connectivity is restored.

Note: By default, attachments queued in the outbox aren't reflected in the activity stream of the record while the user is offline. For example, when working on a mobile form whose context is *INC123456*, submitting the form will not immediately display the newly added attachment in the activity stream tab of that record. To add attachments to the activity stream of the record while offline, configure the writeback action offline step to reflect added attachments in the record activity stream. This conforms that the attachment appears in the activity stream immediately, even before the device reconnects and synchronizes with the instance.

For more information, see Using action items and action item steps in offline mode.

Descriptive elements in offline mobile forms

Descriptive elements provide instructional or contextual information within an input form screen, helping users understand what is expected of them. Offline input forms support descriptive elements such as images, rich text, and plain text. These elements can be automatically populated with data downloaded from the instance through data sources configured in the mobile app. The same data source configuration is used for both online and offline modes, so no separate data source for offline use is required. For more information, see Configure descriptive elements for input form screens.

Configure reference inputs for input form screens in offline mode

Configure reference inputs so that users can see a list of records in offline mode on their Mobile Agent.

Before you begin

Role required: mobile_admin, admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select **Input form screen [sys_sg_parameter_screen]** and then either select **New** or an existing record.
5. **Optional:** If you're creating a new input form screen, enter a name for the input form screen and complete the fields as required.
6. In the Settings area, select the **Available offline** to true.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. In the Inputs area, select **New** and configure the input fields that your users use to enter information.
   For an explanation of the fields, see Configure input form screen inputs.
8. In the Settings area, select the **Input type** for users to use within the input form screen.
9. In the Input attributes area of the Input form, select **New** to open the Input Attribute form.
10. Select the name and value of the input attributes you want to use in offline mode.
    The options available in these fields correspond to the selection made in the **Input type** field from the Input form.

    Note: For a list of the attributes to use in offline mode, see Reference field attributes for input form screens in offline mode.

11. Select **Save**.

Associate input form attachments to the activity stream in offline

Attachments added through input forms aren't displayed in the record activity stream by default, when working offline. Configure the write-back action step to associate attachments with the activity stream, so they appear immediately alongside other record updates.

Input forms create and update records, while inheriting the context of the record from which they are opened. When working offline, form changes and attachments are stored locally and queued in the Outbox, then synced automatically once connectivity is restored. By default, attachments added offline aren't shown in the record activity stream while the user is offline.

To display attachments immediately in the activity stream, configure the write-back-action step field **Associate attachments to current record** to include any relevant attachment inputs in the input form. This verifies that attachments added offline are also reflected in the record's activity stream. This configuration is applicable when the offline step is set to apply to offline only or both offline and online.

Reference field attributes for input form screens in offline mode

Configure the fields that you want to use and the data you want to display in offline mode by using various input attributes.

Note: You must create an input form screen before you create variables and attributes. For information about creating an input form screen, see Configure an input form screen.

Reference inputs

Use reference inputs for inputs that reference a field on a table. These inputs work like reference fields in the forms on your instance. You can configure your reference input with conditions, reference qualifiers, and a search option to help your users find what they need quickly.

You can use these attributes with reference inputs.

Note: All attributes are case-sensitive.

Required attributes

Attribute	Description
SourceTable	The source table for your reference qualifier.
SourceFieldName	The field name of the referenced field in the source table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Required attributes (continued)

Attribute	Description
TargetTable	The table you want to target for your reference qualifier.

The following additional attributes are optional:

Additional attributes

Attribute	Description
OfflineMobileViewId	Define the mobile card used to display reference field data in offline mode. The **OfflineMobileViewId** attribute takes precedence over the **MobileViewId** attribute.
EnableSearch	Option to determine whether the search bar displays. The value must be **true** or **false**.
OfflineConditions	Encoded query condition used to query the reference data. The **OfflineConditions** attribute takes precedence over the **Conditions** attribute. **Note:** This attribute can also be used when the **Conditions** attribute has a condition that can't be supported in offline.
SearchType	Defines the query used for search. The value can be `starts_with` or `contains`. If this attribute is not configured, the instance uses `starts_with` by default on the display label column.
OfflineFetchScript	Use to specify a list of Sys IDs for reference records. Using this attribute, you can define what records to cache while in offline mode. Reference fields can return many thousands of records, but only 1,000 records are supported to cache for offline mode. Use this attribute to define the specific records (1,000 or less) that you want to cache for use while offline. If this attribute is not used, then the first 1,000 records returned are cached. An example script is shown in the next section.
OfflineMaxNumRecords	Defines the number of records that you can cache in offline mode. The maximum number is 1000. You can set a different value for each reference input.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

OfflineFetchScript implementation example

This example shows how the system dynamically retrieves users who share the logged-in user's location for the **Assigned To**field in the input form.

1. Create a Script Include to return active users in the same location as the logged-in user, plus the user themself.

```
var MobileOfflineUserFetch = Class.create();
MobileOfflineUserFetch.prototype = {
    initialize: function() {},

    getUsersByMyLocation: function() {
        var ids = [];
        var myId = gs.getUserID();
        var myLoc = gs.getUser().getLocation();

        ids.push(myId); // include myself

        if (!myLoc)
            return ids.join(',');

        var gr = new GlideRecord('sys_user');
        gr.addActiveQuery();
        gr.addQuery('location', myLoc);
        gr.setLimit(1000); // Reference field limitation
        gr.query();

        while (gr.next()) {
            ids.push(gr.getUniqueValue());
        }
        return ids.join(',');
    },

    type: 'MobileOfflineUserFetch'
};
```

2. Add the OfflineFetchScript input attribute to the **Assigned To** input field and set the value to the following:

```
javascript: new MobileOfflineUserFetch().getUsersByMyLocation()
```

Attachment behavior in offline mode

Learn about the size and type limits applied to attachments in the offline cache.

Attachments can be added to input forms, record screens, activity streams, and details views. Applying size and type limits to attachments keep the offline cache small, preventing unnecessary or oversized files from overloading the device. The total storage allocated for attachments on a user's device is limited to 2,048 MB.

The following system properties are available when managing attachments in offline mode.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attachments system properties for offline

Property	Description
glide.sg.offline.attachment.allowed_content_types	A comma-separated list of allowed file types for attachments in offline mode.
glide.sg.offline.attachment.max_size	Set the Maximum size per downloaded attachment.
glide.sg.offline.attachment.max_total_bytes	Total attachment storage limit.

For information on these and other related offline system properties, see System properties in offline mode.

General guidelines for using attachments in offline mode

When working with attachments in offline mode, keep these general guidelines in mind for usability and a good user experience.

Note: Many of the issues discussed can be resolved using system properties. For more information, see System properties in offline mode.

Controlling offline attachment file types

Define which file types can be downloaded offline using the `glide.sg.offline.attachment.allowed_content_types` system property, for example, `image/png` or `image/jpg`. This property prevents irrelevant or unsafe files from being downloaded, keeping offline storage lean.

Limiting attachment file size for offline use

Use the `glide.sg.offline.attachment.max_size` system property to set the maximum size in bytes for a single attachment downloaded offline. Files exceeding this limit aren't downloaded and display as a placeholder, preventing large attachments, such as long videos, from causing performance issues or filling device storage.

Total attachment storage limit

Use the `glide.sg.offline.attachment.max_total_bytes` system property to cap the total storage space allocated for offline attachments. The default is 50 MB with a maximum of 2 GB, ensuring attachments don't fill up a user's device storage.

Image attachment handling in offline mode

Image handling when taking pictures in the activity stream differs by platform:

- Android: Images are automatically compressed to approximately 75% quality and converted to JPEG format, regardless of the original file type.
- iOS: Images are uploaded as is, with no compression or format conversion applied.

Security and compliance in offline mode

Learn how to manage offline mode access and determine which users can use it, helping to secure sensitive data.

Offline mode stores data locally on the device. Configure offline rules to align data access with your security requirements. Use the glide.sg.offline.roles system property to restrict offline access to users who require it, limiting the amount of sensitive data stored on devices in the field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following system properties are available when managing attachments in offline mode:

Security and compliance system properties for offline

Property	Description
glide.sg.offline.roles	A comma-separated list of role names that are allowed to work in offline mode.
glide.sg.offline.expiration	Defines how long an offline cache remains valid on the device.

For more information on these and other related offline system properties, see System properties in offline mode.

General guidelines for offline mode security and compliance

When working offline mode, keep these security and compliance general guidelines in mind for usability and a good user experience.

Note: Many of the issues discussed can be resolved using system properties. See the Perry system property file for more information.

Offline data encryption

Offline data is encrypted if the user has a passcode enabled on their device. On *Android*, all data is encrypted regardless of whether a passcode is set.

Restricting offline mode by role

Use the `glide.sg.offline.roles` system property to define which roles can access offline mode, such as field agents. If left empty, all users can use offline mode.

PII protection and security compliance

ServiceNow supports the protection of personally identifiable information (PII) and is designed to align with organizational and regulatory security requirements.

The following are examples of this policy:

- Data security policies: *ServiceNow*'s data security framework governs the handling of PII across all mobile and platform experiences. These policies cover data at rest, data in transit, and offline access configurations.
- Data at REST: *ServiceNow mobile* apps do not store record data such as incidents and problems on the device unless your organization has specifically enabled offline syncing. Record data is encrypted using *AES*-256.
- Data in transit: All data transmitted between the mobile app and the *ServiceNow* instance is secured via SSL/TLS and encrypted using HTTPS.
- Offline access and cache configuration: Administrators can configure offline access by enabling cache downloads for designated workflows. Offline cached data is encrypted using native encryption and expires after a set period, typically 48 hours or upon user sign-out.
- Local protection: Offline data supports additional protection through local authentication and optional app-level PIN enforcement, helping to reduce unauthorized access to cached content.

Data loss prevention

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow helps support data loss prevention through a combination of content restrictions, secure data transmission, and encryption protocols.

Content restrictions:

- Copy/paste controls: Prevents unauthorized copying of sensitive information via MAM policy.
- PIN password enforcement: Strengthens access security on mobile devices.
- Attachment blocking: Allows administrators to block file attachments from mobile apps.

Secure mobile traffic:

- All mobile data is transmitted over a#secure SSL/TLS channel#and encrypted using#HTTPS, ensuring protection during transit.
- Data encryption:
  - Local storage: Only non-sensitive app preference data are cached locally. For example, favorites, home screen layouts, and navigator items.
  - Offline mode: When enabled, record data and related mobile tables, like screens, are encrypted using#AES-256, providing protection for data at rest.

Offline cache expiration

Set the `glide.sg.offline.expiration` system property to define how long cached data remains on the device. The default is 48 hours, after which data is automatically deleted, reducing risk if a device is lost or stolen and ensuring data stays fresh.

Conditions for cached data deletion

Cached data is only deleted under the following conditions:

- Expiration: The cache automatically clears when it reaches its expiration time.
- Manual deletion: The user manually deletes the cache.
- Logout: The user logs out of the app.

Note: A new cache download only updates the existing cache.

Siri shortcuts

Configure Siri shortcuts to give your users quick access to common app functions app using their iOS devices.

By default, your iOS users can use the following pre-configured shortcuts in the Now Mobile app:

- Open a chat window (see below note)
- Browser items and services
- Open my tasks
- Open my requests
- Search in the ServiceNow instance (see below note)

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

- To open a chat window in the Mobile Agent app, users can access Agent Chat if the following conditions are met:
  - The Agent Chat plugin (com.glide.interaction.awa) must be installed on your instance. For details on configuration, see Setting up Agent Chat.
  - The mobile app must have a chat launcher quick action enabled. For details on enabling chat launcher, see Enable Live Agent in the Now Mobile app.
- To search in the ServiceNow instance, the following conditions must be met:
  - The instance must have global search set up. For details on configuration, see Global search for mobile.
  - The global search must be configured on the first tab in the mobile app.

For details about configuring a Siri shortcut on your instance, see Configure a Siri shortcut.

Configure a Siri shortcut

Change the destination screen of your Siri shortcuts to direct your users to a different screen than the default.

Before you begin

Role required: admin

As an admin, you can change the destination screen of the three of default Siri shortcuts listed below. Creating new Siri shortcuts is currently not supported.

Procedure

1. In the web-based UI, enter `sys_sg_screen_shortcut.list` in the filter navigator.
2. Open the record for the shortcut you want to modify.

Siri shortcuts

Shortcut	Definition
com.servicenow.requestor.sc	Browse items and services
com.servicenow.requestor.tasks	Open my tasks
com.servicenow.requestor.request	Open my requests

Important:

- You can update the screen your user will navigate to when using a shortcut, however you cannot change the text of the shortcut.
- Open the record by clicking on the **Shortcut** field. Clicking on the **Screen** field will open the screen record rather than the shortcut record.

3. In the screen shortcut record, update the **Screen** field by clicking the reference icon (🔍) and selecting a screen. This screen displays to your users when they access the associated Siri shortcut.

Mobile barcode scanning

Use the camera on your mobile device to scan barcodes into your instance using mobile applications.

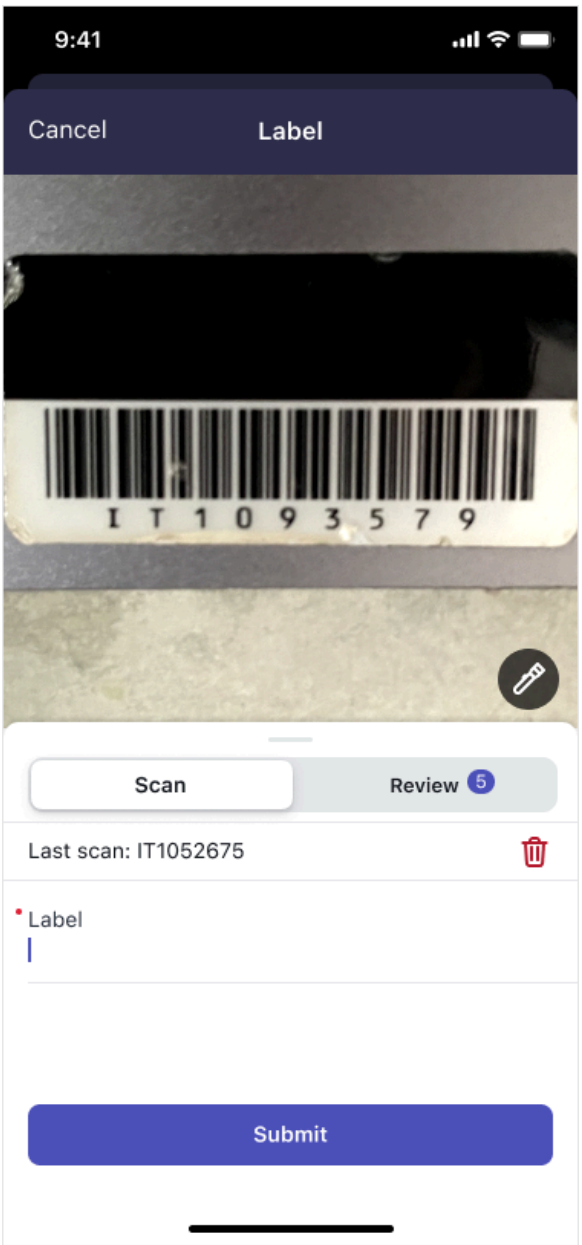
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Multi-scan barcode scanning

To scan barcodes as accurately as possible, make sure that you:

- Scan in a well-lit environment. Both Android and iOS mobile devices have flashlight apps that you can use to make sure your device's camera has adequate light to scan barcodes accurately.
- Keep the device camera in a steady position while scanning. If the camera is shaking, barcode scans will become blurred and inaccurate.

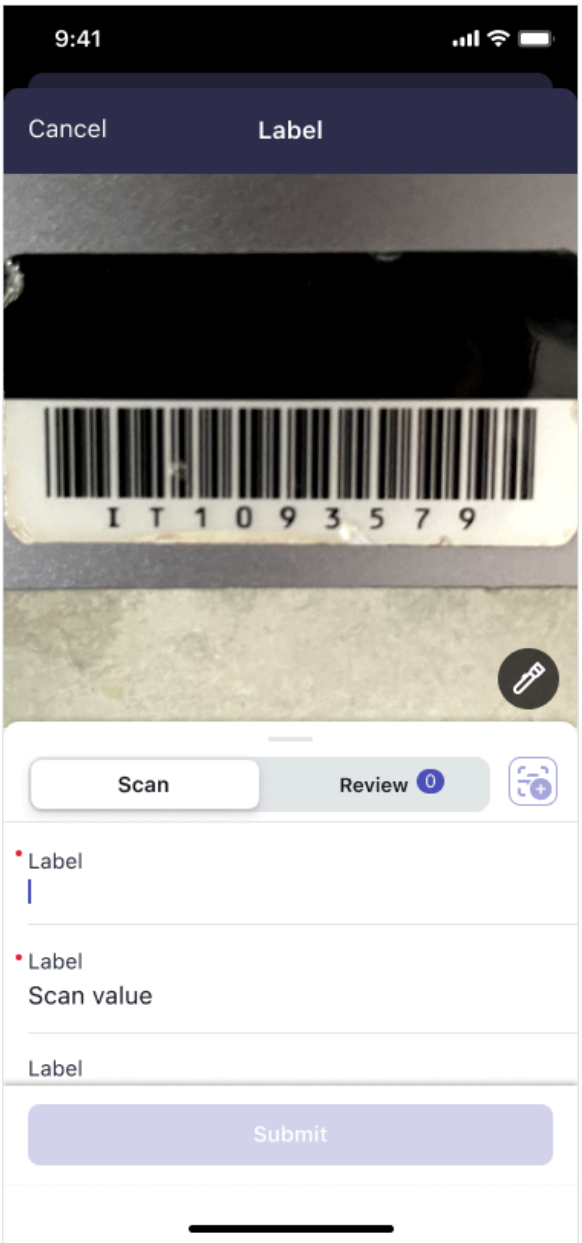
Use multi-scan to scan multiple barcodes sequentially without leaving the scanning interface. Enter information for your assets faster than manual entry or individual scans. After scanning in multiple barcodes, end users can review a list of their scanned items.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped barcode scanning

Use grouped barcode scanning to scan multiple barcodes and group them into a set. For example, a single item that has an asset number, serial number, and model number. You can configure a button to use grouped entries to accept multiple barcode scans.



Supported barcode types

The ServiceNow mobile apps for iOS and Android support scanning the following barcode types:

Note:

- Code-128 and Code-39 barcode scanning isn't consistent on Android devices due to a known open issue with Android libraries. Incorrect scanned values might be intermittently returned. For more accurate barcode scanning, see Enable enhanced barcode scanning.
- Starting with version 18.3 of ServiceNow iOS apps, the barcode scanner uses a new framework that improves its reliability, ease of use, and enables scanning a wider variety of barcode types. However, the new barcode scanner framework isn't compatible with some older iOS devices. See KB1702599 on the ServiceNow Support website for details. You must be logged in to the website to view this content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- 1D barcodes:
  - Both iOS and Android: EAN-13, EAN-8, UPC-A, UPC-E, Code-39, Code-93, Code-128, ITF, Codabar
  - iOS only: Code 39 Full ASCII, Code 93i, GS1 DataBar, GS1 DataBar Expanded, GS1 DataBar Limited, MSI
- 2D barcodes:
  - Both iOS and Android: QR Code, Data Matrix, PDF-417, AZTEC
  - iOS only: MicroPDF417, MicroQR

Zebra scanning devices

The Android version of ServiceNow mobile apps can be used with most Zebra scanning devices. The scanner only works when permissions for the Zebra device camera have been denied for the ServiceNow mobile app. If you have already granted permissions to the Zebra device camera, you can turn them off in the settings for the Zebra device. In the ServiceNow app, when the cursor is in a QR/Barcode input field, the scanner outputs the results. End users can modify the barcode output to include a return/enter string at the end of each scan with other apps, such as DataWedge.

For more information, see Enable barcode scanning with an external scanner. Also refer to Add a Tab Key after Scanning a Barcode in the Zebra documentation. This article explains how to add a tab key which automatically moves the scanner cursor when scanning multiple barcodes.

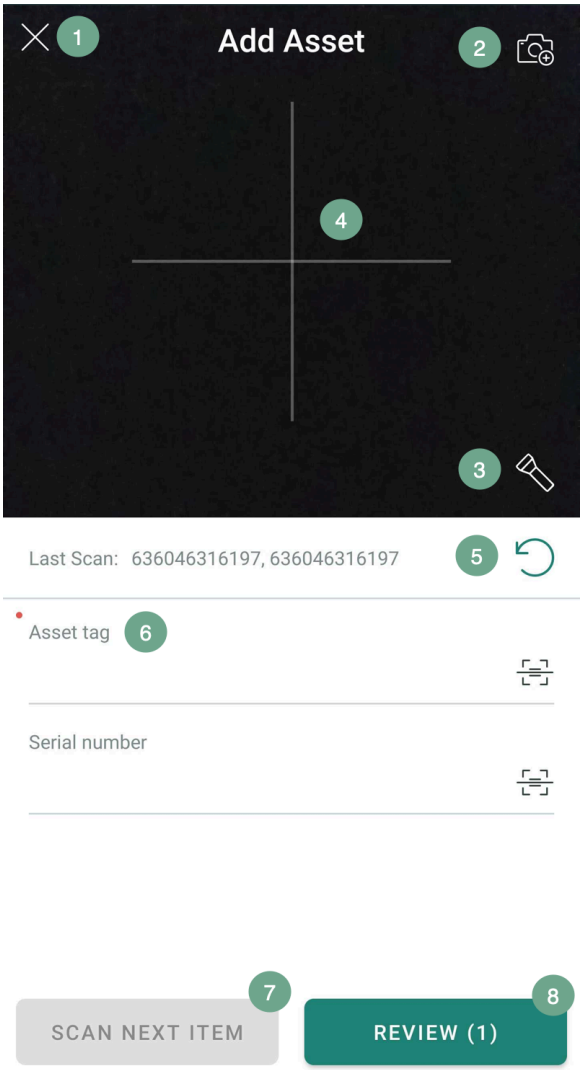
Multi-scan for mobile applications

Use multi-scan to quickly scan multiple barcodes or groups of codes. With multi-scan, you can input information for your assets faster than manual entry or individual scans.

Use the scan screen to scan items into your instance by using your mobile device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scan screen



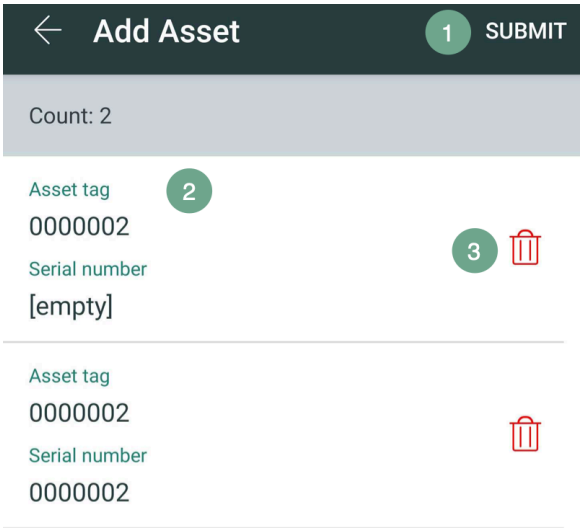
Use the scan screen to scan in your barcode items. You see this screen when you access a function that your administrator configured for barcode scanning.

Mobile scan features

- Close (1): Tap **Close** to leave the scan screen.
- Disable camera (2): Tap **Disable camera** to disable the camera on your mobile device. This button is available only on Android. Disable your camera to scan using a non-phone scanner.
- Enable flashlight (3): Tap **Enable flashlight** to enable the flashlight feature on your mobile device.
- Scan crosshair (4): Center a barcode to be scanned using the cross-hair icon in the center of the screen.
- Last Scan (5): See the last three entries that you scanned. Press the **Rescan** ( ) button to discard the scanned values.
- Inputs (6): See the UI parameters that are used in the scanned input. Scanning a barcode adds a value to the top parameter. Further scans add values to the next parameters in the display order. You can tap any entry to manually enter a value.
- Scan next item (7): Tap **Scan next item** to accept the current scanned values and continue to a new item. If all fields in the Inputs (6) section have values, the scan screen automatically continues to the next item. If there are any mandatory fields without values, you can't tap **Scan next item**.
- Review (8): Tap the review button to review your scanned items. See the next section for details on the review screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Review screen



After scanning your items, use the review screen to review, delete, and submit scanned items.

Mobile review screen features

- Submit (1): Tap **Submit** to save your scanned items.
- Scanned items (2): See your scanned items in this section. Each item displays the UI parameter name and its scanned value.
- Delete item (3): Tap the **delete** icon ( ) next to a scanned item to remove that item.

Configure a grouped input for multiple scans

Enable your users to scan several barcodes sequentially. Users can scan barcodes without leaving the scanning interface when you configure a grouped input. You can configure grouped inputs on buttons to accept multiple barcode scans.

Before you begin

Role required: admin

Procedure

1. In the application navigator, enter `sys_sg_button` to open a list of mobile functions.
2. Open the record for the button where you want to include multi-scan functionality.
3. Click the **Grouped Inputs** tab on the form to display the grouped inputs list.
4. Click **New**.
5. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped input form

Field	Description
Name	Name of your grouped input. Because this name is used in scripts, do not include spaces in names.
Label	Label to describe your grouped input. You may use spaces in your label.
Source	Source for the grouped input. Select **Button**.
Button	Button used for the grouped input. The **Button** field appears after you select **Button** in the **Source** field.
Order	Order value for your grouped input.
Mandatory	Field that you enable to require that at least one value is entered for this input.
Multiple entries	Ability to scan multiple entries.
Max entries	Maximum number of entries for this input. Enter 0 for an unlimited number of entries. This field is visible only when the **Multiple entries** field is enabled.

Create UI parameters for your grouped input

Create UI parameters to contain the values that your users scan in with your grouped input.

Before you begin

Role required: admin

Procedure

1. In the **UI Parameters** field, click the lookup icon ( ) to display the UI parameters list.
2. Click **New**.
3. On the form, fill in the fields.

UI parameter form

Field	Description
Name	Descriptive name of your UI parameter
Parameter type	Type of parameter. Select **None**
Input type	Type of entry for the parameter value. Select **QR/Barcode**

4. Click **Submit**.
5. **Optional:** Repeat steps 1 through 4 to add additional parameters.
   For example, if you are creating a record to track hardware, you may include UI parameters for a serial number and a model number.
6. Click **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure your action item to use your grouped input UI parameters

Configure the action item on your button so that you can use the values that your users scan in.

Before you begin

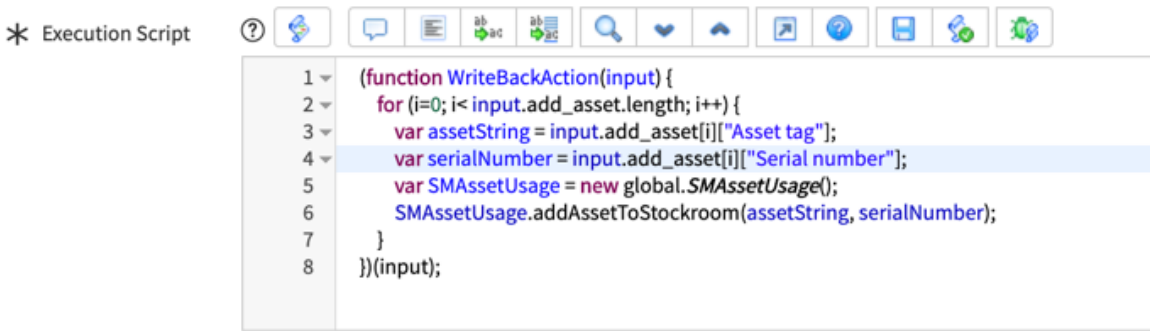
Role required: admin

Procedure

1. From your grouped input record, click the reference icon ( ) next to the **Button** field, and then click **Open record** to open your function record.
2. From your function record, click the reference icon ( ) next to the **Action item** field, and then click **Open record** to open your action item record.
3. Modify the **Execution Script** field to use your grouped input UI parameters.

   These parameters are contained within the *input* object. You can access the parameters by using this format: `input.grouped_input_name[input index]["UI Parameter Name"]`. For example, if you have a grouped input called `add_asset` that has a UI parameter named `Serial number`, you would use `input.add_asset[0]["Serial number"]` to access the first serial number asset.

   In this example, the script checks the length of *input.add_asset* to see how many items were scanned. It then adds an asset for each scanned item using the scanned-in serial number and asset tag.



Note:

- The action item type must be set to **Script** to display this **Execution Script** field.
- In the above script example, the *addAssetToStockroom()* function is a custom function that has been created by the user. For more information, see Configure an action function.

What to do next

Your button is configured for multi-scan, and your users can begin creating records. For information on using the mobile scanning interface, see Multi-scan for mobile applications.

Mobile plugins and upgrades

Learn about upgrading to ServiceNow mobile, and how to install plugins to get your users started with the ServiceNow mobile platform.

Mobile plugins

Learn about the plugins used to enable ServiceNow mobile on your instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Core plugins

The following mobile plugins include the core functionality of ServiceNow mobile and the ability to interact with ServiceNow mobile apps. Plugins marked as base system plugins are automatically installed on your instance.

Core plugins

Name	ID	Description	Base System
Mobile App Builder	sn_mab	Enables the editing of mobile configurations via the Mobile App Builder.	Yes
Mobile App Builder API	sn_mab_api	API to enable the editing of mobile configurations via the Mobile App Builder.	Yes
Mobile Card Builder	sn_mobile_card_bui	Enables the editing of mobile cards via the Mobile Card Builder.	Yes
ServiceNow Now Mobile app screens and launcher screens	sn_me	Application and configurations required to setup the Now Mobile app.	No

Supporting plugins

These plugins are not required for ServiceNow mobile, but include extended functionality, such as offline mode, geolocation, and access to Virtual Agent.

Supporting plugins

Name	ID	Description	Base System
SG Offline support	com.glide.sg.offline	Provides offline support for ServiceNow mobile.	No (This plugin is automatically installed with the **Field Service Mobile** plugin)
Service Management Geolocation	com.snc.service_management.geolocation	Enables geolocation capabilities for Service Management	No (This plugin is automatically installed with the **Field Service Mobile** plugin)
Geolocation	com.snc.geolocation	Core geolocation capabilities	Yes
Glide Virtual Agent	com.glide.cs.chatbot	Virtual Agent platform and other necessary plugins	No
Mobile Publishing	com.glide.sn-mobile-whitelab	Enables you to publish secure and branded mobile applications that use your unique	No

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Supporting plugins (continued)

Name	ID	Description	Base System
		company identity and management method.	

Activating plugins on your instance

Install a plugin by searching for the plugin name in you plugins list. For information on the plugin activation process, see Activate a plugin

Request apps on the Store

Visit the ServiceNow Store to view all the available apps, and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Mobile plugins for Mobile Agent

Use these plugins to extend functionality for the Mobile Agent app.

Base system applications for Mobile Agent

Application	Description	Availability	Paid
ITSM Mobile Agent	Delivers mobile-first experiences designed for agents to triage, act on, and resolve incidents. Agents can also view schedules, check who is on-call, respond to major incidents, and more.	Store **Note:** The latest ITSM Mobile Agent is available in the store. The previous version was available on the instance.	No
Asset Receiving Mobile	Provides the capabilities for receiving personnel to receive purchased assets in Mobile Agent.	Instance	Yes
PPM Mobile	Project Portfolio Suite Mobile user experience. This provides access to project status and project status report in Mobile Agent.	Instance	Yes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system applications for Mobile Agent (continued)

Application	Description	Availability	Paid
Customer Service Mobile	Customer service mobile user experience.	Instance	Yes
Field Service Mobile	Manages the Field Service mobile components on an iOS or an Android mobile device. Field service agents and dispatchers can execute work order tasks, manage assets, and close work order tasks on their mobile device in online or offline mode.	Instance	Yes
GRC: Mobile	Task assignments, requests, approvals, and other follow-up actions for GRC applications directly from Mobile Agent. Receive timely notifications for current alerts, as well as risk and compliance status for your critical assets, vendors, and impacted essential business services.	Store	Yes
Project Status Report	Project status report app delivers out of the box mobile experience for project managers, program managers, and portfolio managers to track their projects on the go. Use this app to track and update the factors that impact the health of the project such as risks, issues,	Store	No

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system applications for Mobile Agent (continued)

Application	Description	Availability	Paid
	decisions, actions, and request changes.		
Security Incident Response Mobile	Receive notifications when security incidents or security response tasks are assigned to you or to your assignment groups and begin remediation using the Mobile Agent app. Monitor the security incidents the Security Operations Center (SOC) or your assignment groups are responding to with search criteria that you enter.	Store	Yes
Vulnerability Response Mobile	Receive notifications when vulnerability groups or vulnerability items are assigned to you or to your assignment group. Begin remediation on your most critical vulnerabilities using the Mobile Agent app.	Store	Yes

Mobile plugins for Now Mobile

Use these plugins to extend functionality for the Now Mobile app.

Base system applications for Now Mobile

Application	Description	Availability	Paid
Human Resources Scoped App: Mobile Employee Onboarding	Mobile Onboarding module for HR. Combined with Mobile Employee Experience Native Application plugin, items related to HR Onboarding will be shown in the Now Mobile app.	Instance	Yes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system applications for Now Mobile (continued)

Application	Description	Availability	Paid
Safe Workplace suite	The ServiceNow Safe Workplace suite application allows customers to easily download all Safe Workplace applications at once, eliminating the need install the them individually.	Store	Yes
Emergency Response Management for Now Mobile	The Emergency Response Management for Now Mobile application provides a mobile experience for the Emergency Response apps. In the initial version, users will be able to report on their health status. Managers will also be able to view the health status of their employees, report status on behalf of their employees as well as the ability to reassign tasks which are currently assigned to their direct reports.	Store	No
Mobile Time Sheets	Create, submit, edit, and approve time sheets on the go with the new Mobile time sheets app. Time sheet users will be able to create and submit timecards and time sheets from their mobile device. Managers will be able to approve, reject, and recall timecards and time sheets from their mobile device. The app is supported on both iOS and Android devices.	Store	Yes
Walk-up Experience	Walk-up Experience for pre-built tech	Instance	Yes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Base system applications for Now Mobile (continued)

Application	Description	Availability	Paid
	lounges. This plugin enables your IT organization to set up a walk-up contact channel to support online and on-site check in.		

Migrate from the ServiceNow Classic mobile app to the ServiceNow Mobile Platform

Migrate from the Mobile Classic app to the Mobile Platform to take advantage of features such as rapid development, offline capabilities, and native mobile device feature integrations.

Understand the benefits of migration to ServiceNow® mobile

ServiceNow Mobile Platform is a native, mobile-first design that introduces new capabilities that were not available in the ServiceNow Classic mobile app. For more information about the deprecation of the ServiceNow Classic mobile app and migration resources, see the ServiceNow Community website article Mobile Classic Deprecation Effective September 2022.

Note: You must have an account and password to access the above link to the ServiceNow Community website.

- Rapid, low code application development using Mobile Platform and Mobile App Builder.
- Base system applications including, but not limited to Customer Service Management, IT Service Management, and others as listed later in the topic.
- 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.

For more detail on ServiceNow® mobile, see Mobile Configuration and Navigation.

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 the ServiceNow Classic mobile app components into the Mobile Platform. 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. ServiceNow offers many base system store applications or plugins, some of which include experiences for:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Customer Service Management
- Employee Experience Suite
- Field Service Management
- Incident Management
- IT Operations Management
- IT Asset Management
- IT Service Management
- Security Operations
- Risk
- HR
- Finance

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

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 Employee Experience Suite

Approve catalog requests, requested items, or change requests from anywhere using the ITSM Mobile Agent app. For more detail, see ITSM Mobile agent.

Mobile experience for Field Service Management

Manage your field service tasks anywhere using the Field Service Management 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.

Create your own applications

Use Mobile App Builder to make new applications, and give your users the ability 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 Configuring the Mobile Platform and Building mobile apps.

Understand the current limitations for ServiceNow® mobile

General

- Limited support for client scripts. Basic functionality can be addressed with Mobile UI Rules. See, Mobile UI Rules.
- Geolocation and Offline mode is not supported in the Now Mobile app.

Offline mode

Mobile apps do not automatically go into offline mode when internet connection is lost.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile migration from Madrid to New York and later releases

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

Changes made during your upgrade

During the upgrade from Madrid to New York or later releases, 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; Mobile Agent, Now Mobile, and Mobile Onboarding.

Navigation bar

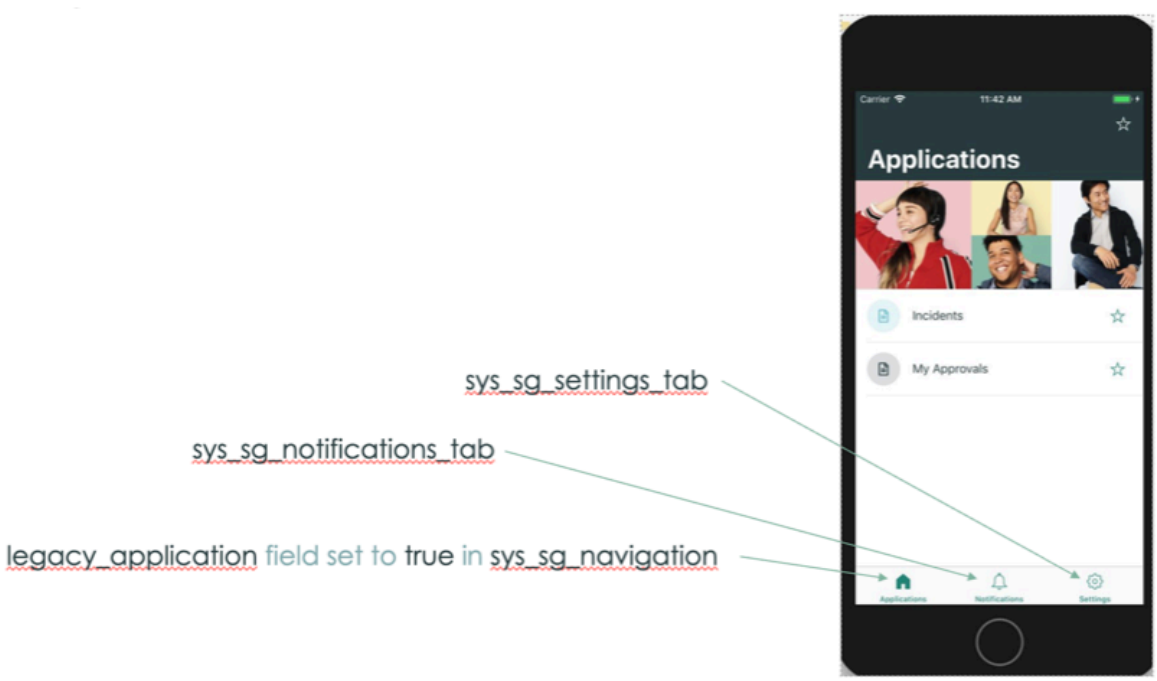
Adds the navigations [sys_sg_navigation] table. Records on this table represent a navigation bar for each of the native clients. Records on this table during the migration have their **Legacy application** [legacy_application] field enabled.

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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Post-upgrade considerations

After an upgrade, consider the following information to confirm that your mobile implementation is working as expected, and ensure that mobile migration script runs.

Modified base system applications

Document any changes you have made to mobile applications provided by ServiceNow, as well as any applications you have created. Test each of these applications to ensure that they continue to function as you expect.

Use the Debug Upgrade feature

The debug upgrade feature can help you to quickly diagnose upgrade issues. For information on this feature, see Debug upgrade.

A video training course on this tool is available. To view this course, see Using Debug Upgrade

Review skipped records

To prevent overriding your customizations, the upgrade process does not update records that you have modified. Instead, the upgrade process notes this skipped record in the upgrade logs.

A video training course on resolving skipped records is available. To view this course, see Upgrade Skipped Records.

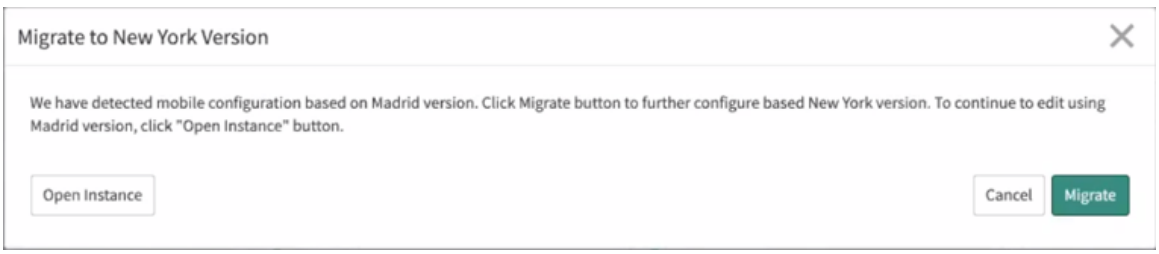
Review functionality after upgrade

Once you have upgraded your instance and run the migration script, regression testing can help ensure that your users can continue to work as expected after an upgrade. A regression test is a review of your applets, screen ui policies, and functions to make sure that they are working as intended.

Running Mobile migration script

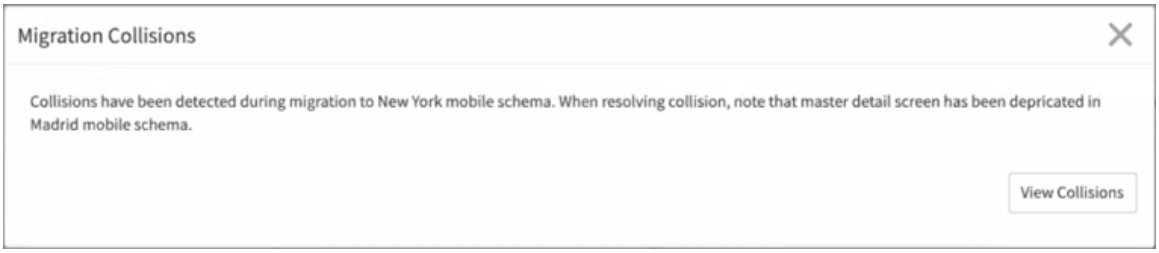
This script converts your custom applications and any modified base system application to the new mobile schema available in the New York release. The script only changes the current scope when it runs. If you have more than one scoped mobile application, you must run the script for each scope.

After an upgrade, the option to run the migration script appears when you first access a custom application, or a base system application that you have modified. For example, when opening a modified or custom applet record. You can also see the migration prompt when accessing the applet picker in Studio by browsing to **Mobile Studio** > **Applets** and clicking the pop-out icon ( ). The migration prompt displays if any of the applets shown the picker require migration.



After the script completes, you may be prompted to resolve collisions detected by the migration process. Collisions are records created by ServiceNow that you have modified, and are not automatically upgraded. Collisions can only occur when you have modified a base system application before your upgrade to New York or later releases.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Click the **View Collisions** to resolve these collisions. For detail on this process, see Resolve common issues in mobile migration script results.

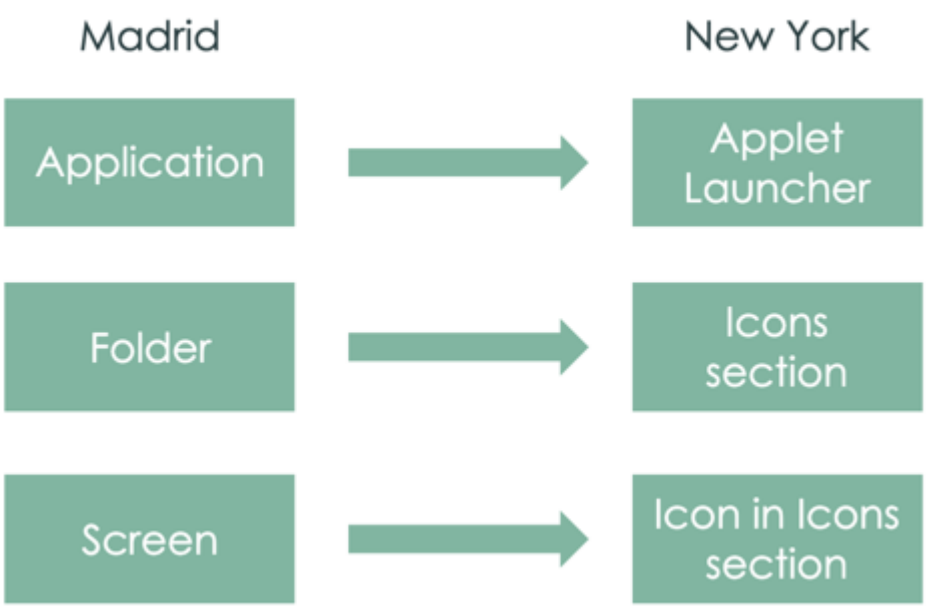
Changes made by the mobile migration script

Click **Migrate** to start the migration script for the current scope. The migration script migrates all records within the scope, not just the applet you have opened.

Applications and folders transition to applet launchers

The legacy Madrid schema used mobile applications and folders to organize your applets. The Now Mobile schema, 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.

Changes to applications in the New York schema



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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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 Launcher screens.

Form migration

The Form applet replaces the root 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 main detail screen. Any button [sys_sg_button] records associated to the original main detail screen change to associate with the new form applet.

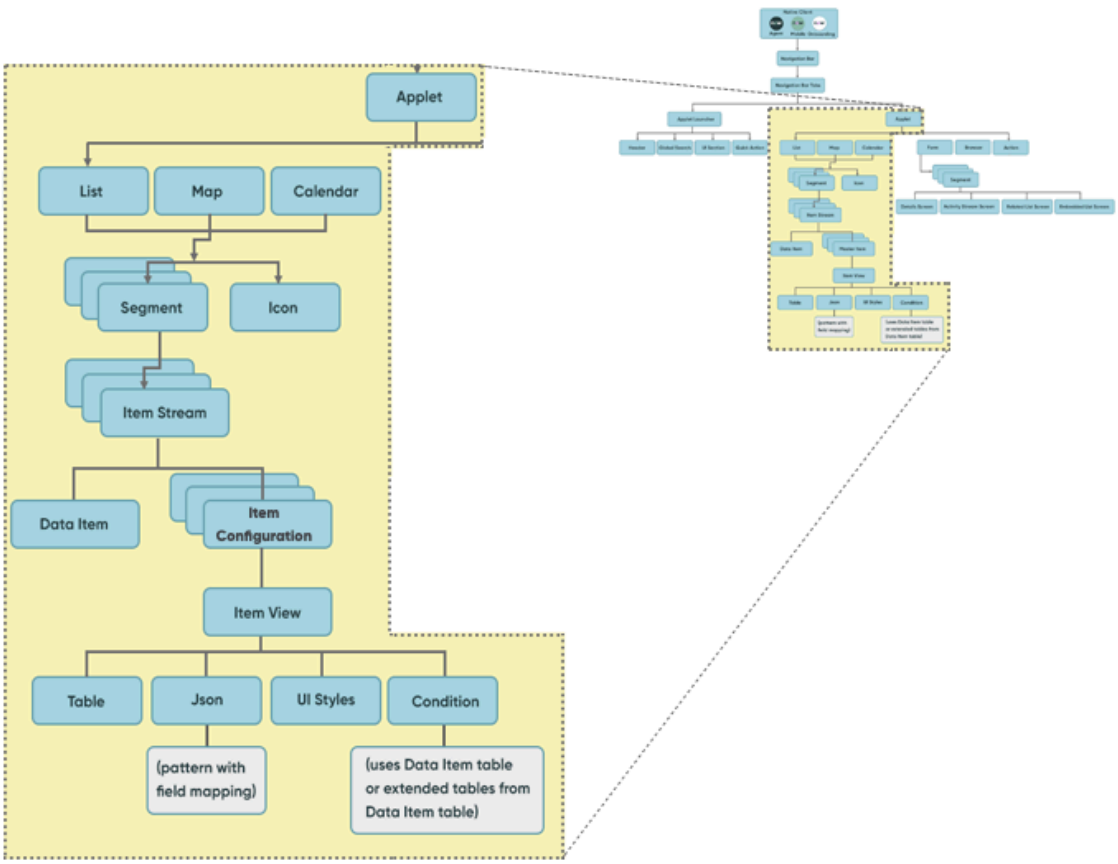
Map migration

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 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 form applet [sys_sg_form_screen] record, and migrates the buttons from the calendars original embedded screen to the new form.

Item streams and Item configurations



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The migration script creates an item stream [sys_sg_item_stream] record for each screen in the scoped application. The original data item record associated with the legacy application changes to associate with the new item stream record. The script creates time span item stream [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 Item configuration [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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The script removes the value in the Data Item [data_item] field of Item View [item_view] records.

More Resources

For more information on the migration process, see the Mobile Migration Guide for New York on the ServiceNow community site. https://community.servicenow.com/community?id=community_article&sys_id=f5121a33dba7f788fff8a345ca961957

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.

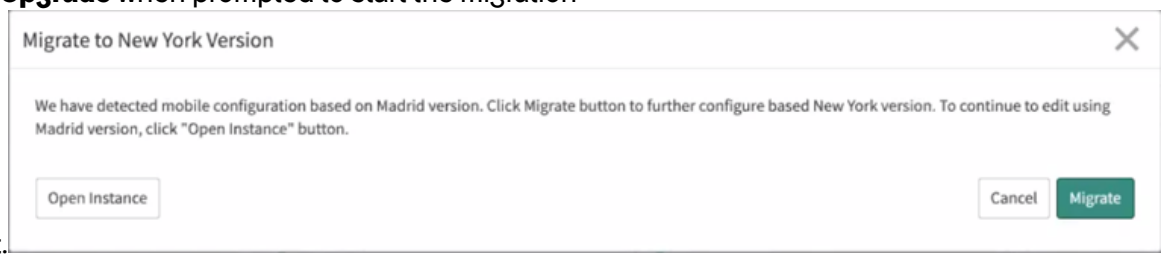
Before you begin

Role required: admin

Mobile applications created in the Madrid release still work in the Brazil release, but cannot be edited in Studio. To continue editing in Studio, and to take advantage of new features available in the Brazil release, run the mobile migration script.

Procedure

1. Navigate to **All** > **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 script.



Resolve common issues in 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 an error. You can review these logs by navigating to **System Logs** > **System Log** > **All**. Listed here are errors the mobile migration script may add to the logs.

Error Messages

Error Message	Resolution
Invalid instance scope provided	If you see this message, the migration script was aborted. Run the migration script again to complete the migration. You can do rerun the migration script by reopening Studio and selecting the scope.
Please activate com.glide.mobile-employee first before migration.	The ServiceNow NowMobile App Screens and Applet Launcher [com.glide.mobile-employee] plugin must be active to run the migration

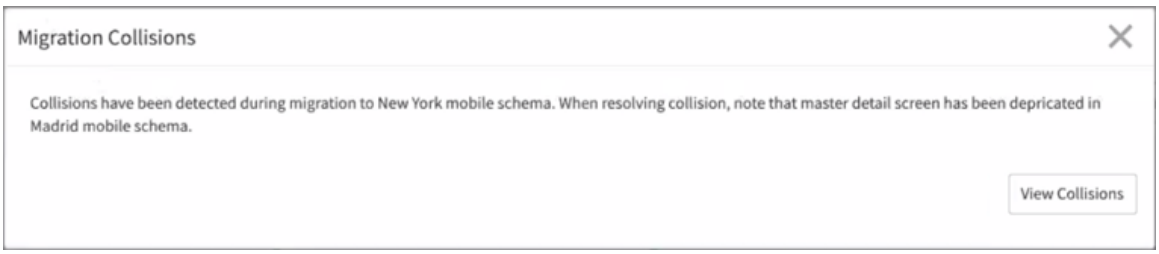
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Error Messages (continued)

Error Message	Resolution
	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.
Cannot perform migration task on customized record.	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.

Collisions

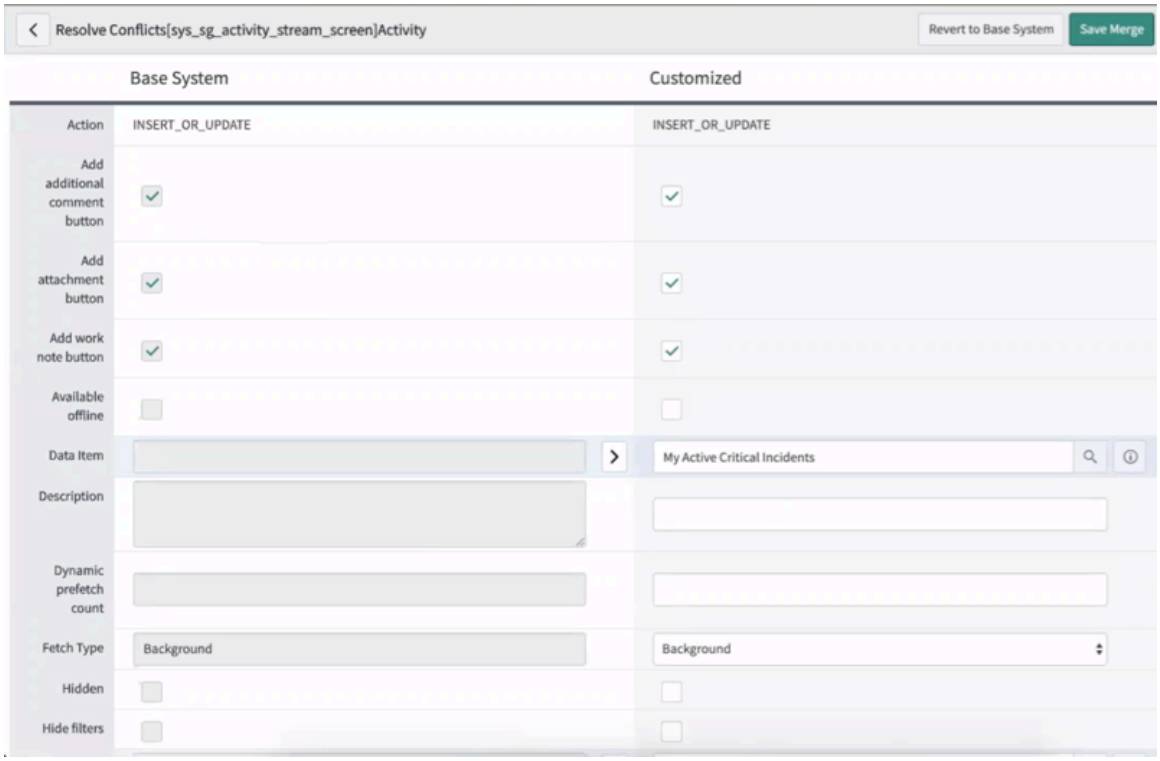
Collisions can occur in base system applications that you have customized before the upgrade to New York or later versions. If the migration script detects any collisions, it prompts you to review them after the script execution completes.



Click the **View Collisions** button to view a filtered list of upgrade details [sys_upgrade_history_log] records. This list shows the records within the current scope that the upgrade process has skipped. To resolve a conflict, click a record on this list to open the record, then click the **Resolve Conflicts** button.

The **Resolve Conflicts** form shows the base system version of the record alongside the customized version Fields that are different between versions are highlighted with a darker background.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Use the arrow buttons ( ) to move values from one version to the other. After making your changes, click the **Save Merge** button to save your changes. You can also click the **Revert to Base System** button to discard your customizations and use the unmodified version of the record.

A common collision issue is master detail [sys_sg_master_detail_screen] records. Master details records are no longer a part of the mobile schema as of the New York release. These records are replaced with new list [sys_sg_list_screen] and form [sys_sg_form_screen] screen records. They are normally deleted as part of the upgrade process, but if they have been customized, the script does not automatically delete them. If you have, for example, renamed a base system application, this kind of collision can occur.

To resolve the issue, check Mobile Studio to make sure that your applet is still available and working as expected. Once you have confirmed that the applet is available, you can delete the main detail record.

Common migration issues

An applet is missing

After migration, your applets should be visible in the **Applications** tab in the navigation bar. If the applets do not appear, you can manually migrate these applets.

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 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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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 issue may be the result of an outdated reference on the related lists mapping [sys_sg_related_list_map] table. You can re-associate the **Destination Screen** for your related list to resolve the issue.

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 prompt 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 field appears empty, it may be pointing to a 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 field appears empty, it may be pointing to an 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.

Migration from New York and later releases

Learn about migration from the New York to later releases.

Upgrading from the New York release to later releases of ServiceNow mobile does not require any special configuration steps. The upgrade process will have no impact on your existing mobile applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

AppConfig for Mobile Apps

Use AppConfig to define a default instance and browser for your managed mobile apps.

Important:

- Keys are case-sensitive.
- AppConfig key values are still supported for non-managed devices if the user installs a ServiceNow® app with a MAM SDK.

Pre-configure the default instance

When you distribute ServiceNow mobile apps through an EMM suite or an embedded MAM SDK app, you can use AppConfig to pre-configure the default instance URL and the default instance name.

Key	Value
SNDefaultInstanceURL	URL for your instance (ex: https://instancename.service-now.com)
SNDefaultInstanceName	Use this key to define a user-friendly name for your instance. For example, "[My company name]" where your instance is named for your company.

Prevent end users from creating connections to new instances

You can use the following AppConfig key/value pair to prevent end users from creating connections to new instances for managed mobile apps. When the following key is set to `true`, end users do not see the plus sign ( ) on the instance list page of their mobile app. Without the plus sign, end users cannot add instances that they are not authorized to add.

Key	Value
SNBlockInstanceCreate	"true" | "false"

Prevent end users from logging in to more than one instance at a time

You can use the following AppConfig key/value pair to prevent end users from logging in to multiple instances simultaneously. When the following key is set to `true`, end users cannot access the instance management screen from within a logged-in instance. For users to change instances, they need to log out of their current instance and log in to the relevant instance.

Key	Value
SNBlockMultiInstance	"true" | "false"

Change the default browser

Because ServiceNow uses AppAuth for authentication, the mobile apps use the default browser on the mobile device. iOS uses the default in-app browser, while Android uses the default operating system browser. You may have browser security requirements where the app protection policy only allows the MDM-managed browser or a specific browser. A common use case is the support for per-app VPN.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Platform	Key	Value	Browser
iOS	SNAuthenticationBrowserIOS	Safari	Apple Safari
		Chrome	Google Chrome
		Firefox	Mozilla Firefox
		Edge	Microsoft
		WorkspaceONE	AirWatch VMWare Workspace ONE
		WebAtWork	MobileIron Web@Work
		BlackBerry Access	BlackBerry Access
		MaaS360	IBM MaaS360
		Citrix	Citrix Secure
Android	SNAuthenticationBrowserAndroid	Chrome	Google Chrome
		Firefox	Mozilla Firefox
		Samsung	Samsung Internet Browser
		WorkspaceONE	AirWatch VMWare Workspace ONE
		Edge	Microsoft
		BlackBerry Access	BlackBerry Access
		MaaS360	IBM MaaS360
		Citrix	Citrix Secure

Define the browser for external links

External links are any links that are non-relative to the ServiceNow instance that the mobile app is logged in to. These links can be accessed from:

- an Activity stream
- a URL button
- a Virtual Agent conversation
- a mobile web view of the Catalog or a knowledge article

When you don't configure this AppConfig key, Android apps default to the Google Chrome browser and iOS apps default to Apple Safari.

Use the following configuration keys with one of the following values to define which type of browser is used when external links are opened from ServiceNow mobile app.

Platform	Key	Value	Browser
Android	SNExternalBrowserAndroid	Chrome	Google Chrome
		Firefox	Mozilla Firefox

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Platform	Key	Value	Browser
		WorkspaceONE	AirWatch VMware Workspace ONE
		WebAtWork	MobileIron Web@Work
		Blackberry Access	Blackberry Access
		MaasS360	IBM MAAS360
		Citrix	Citrix Secure
iOS	SNExternalBrowseriOS	Safari	Apple Safari
		Chrome	Google Chrome
		Firefox	Mozilla Firefox
		Edge	Microsoft Edge
		WorkspaceONE	AirWatch VMware Workspace ONE
		WebAtWork	MobileIron Web@Work
		Blackberry Access	Blackberry Access
		MaasS360	IBM MAAS360
		Citrix	Citrix Secure

Supported mobile device management vendors

Learn how to configure mobile device management software from supported vendors to distribute ServiceNow mobile apps.

For more information, select one of the listed supported vendors.

Workspace ONE UEM Mobile Device Management (MDM)

Use VMware Workspace ONE UEM to distribute and manage the ServiceNow mobile apps on user devices.

Visit the following sections to view the steps to configure the ServiceNow mobile app for iOS and Android.

You should have access to Workspace ONE UEM before attempting any configuration.

Add the ServiceNow app for iOS to Workspace ONE UEM

Configure the ServiceNow app for iOS for Workspace ONE UEM distribution.

Before you begin

Role required: admin

Procedure

1. Sign in to the Workspace ONE UEM portal.
2. Navigate to **Apps & Books** > **Applications** > **Native** > **Public**.
3. Click **Add Application**.
4. In the Platform field, select **Apple iOS**.

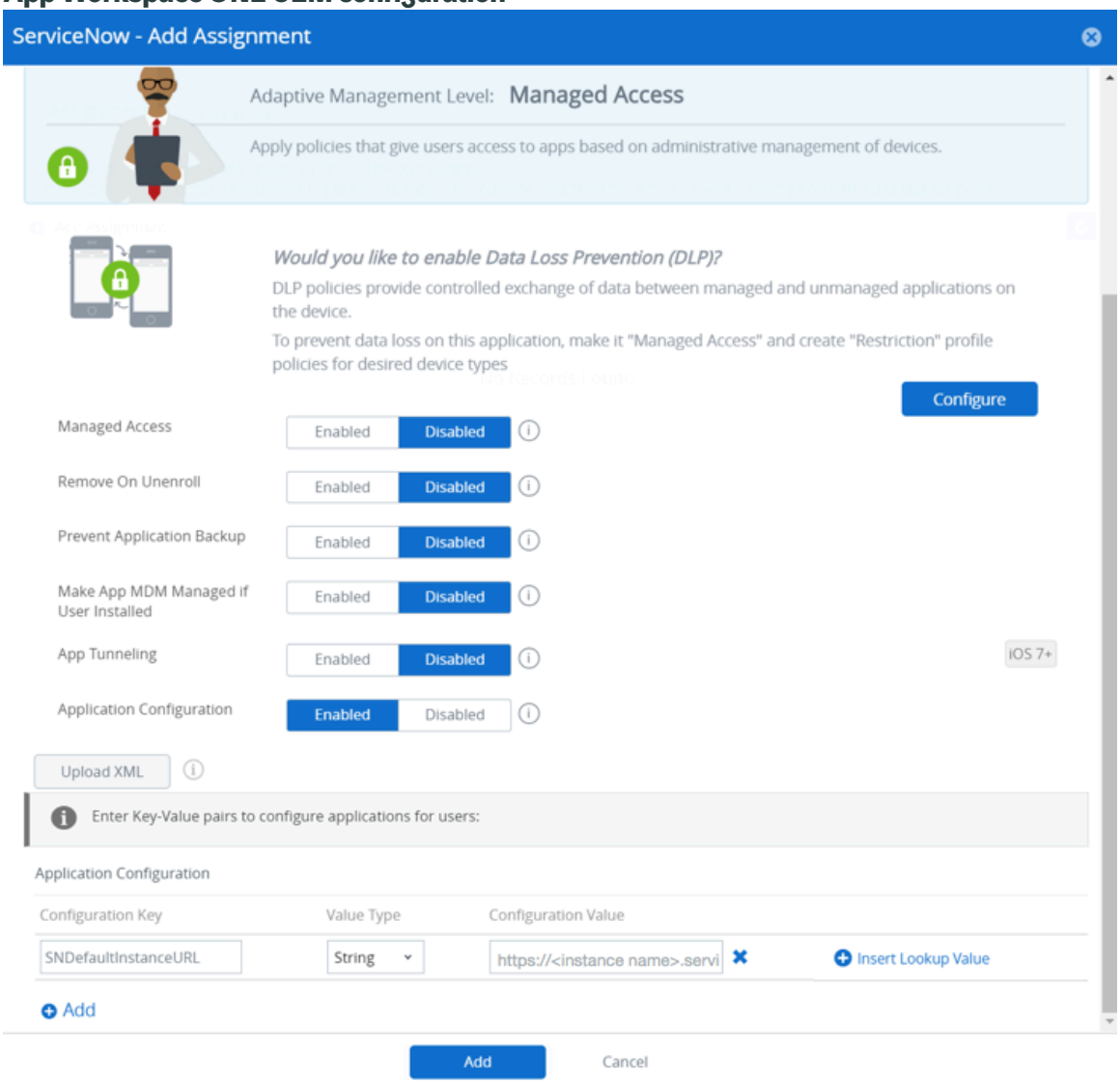
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

Field	Description
Configuration key	SNDefaultInstanceURL
Value type	String
Configuration value	`https://<instance name>.service-now.com/`

App Workspace ONE UEM configuration



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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

Result

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

Add the ServiceNow app for Android to Workspace ONE UEM

Configure the ServiceNow app for Android for Workspace ONE UEM distribution.

Before you begin

Role required: admin

Procedure

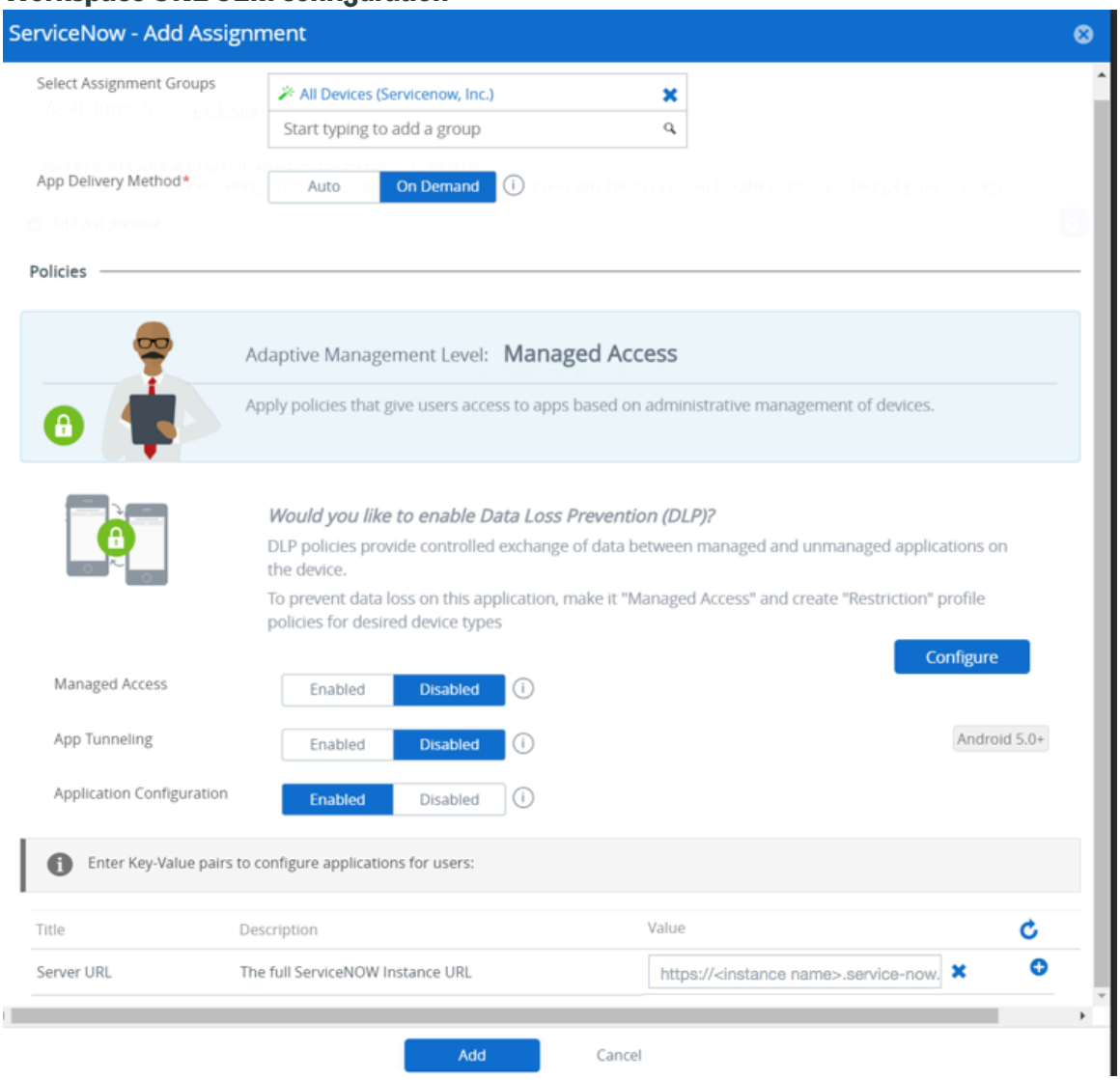
1. Sign in to the Workspace ONE UEM portal.
2. Navigate to **Apps & Books** > **Applications** > **Native** > **Public**.
3. Click **Add Application**.
4. In the Platform field, select **Android**.
5. In the Source field, select **Search App Store** then search for **ServiceNow**.
   If the search cannot 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.

Application Configuration fields

Field	Description
Title	Server URL
Description	The full ServiceNow instance URL
Value	`https://<instance name>.service-now.com/`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Workspace ONE UEM configuration



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

Result

After adding the app to Workspace ONE UEM, it appears in the **Apps & Books** > **Applications** > **Native** > **Public** section of the Workspace ONE UEM portal. Mobile users can download the app from the Workspace ONE UEM 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 Workspace ONE UEM documentation on Configure Tunnel Profile for Android.

For more information on app distribution with Workspace ONE UEM, see the official Workspace ONE UEM documentation.

BlackBerry Unified Endpoint Management (UEM)

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Managing ServiceNow mobile apps with BlackBerry UEM

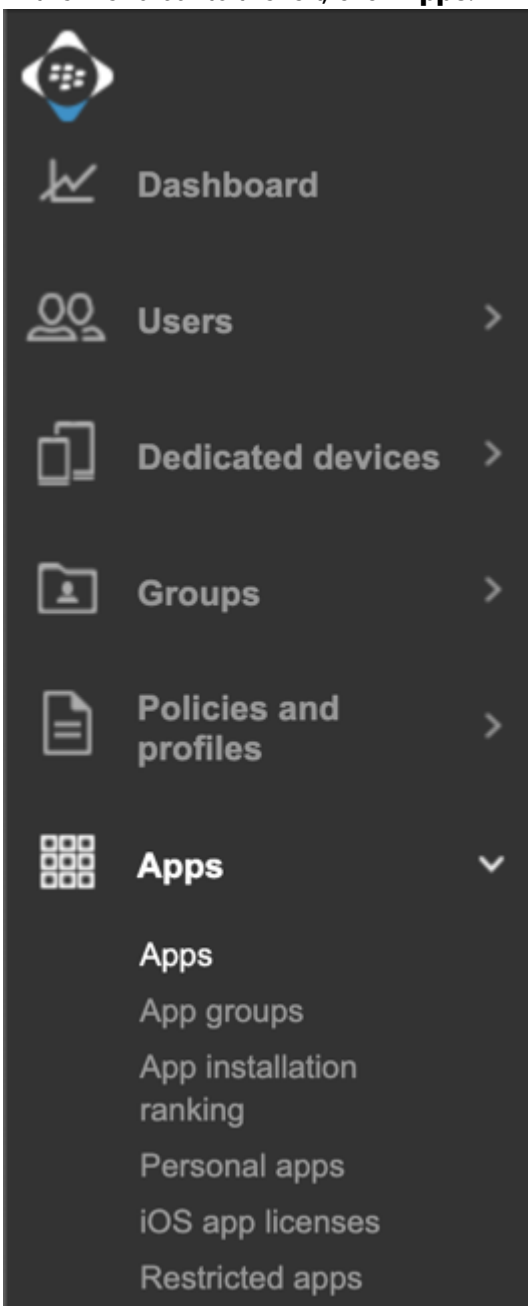
Learn how to manage ServiceNow mobile applications in the BlackBerry UEM (Unified Endpoint Management).

Before you begin

Role required: admin

Procedure

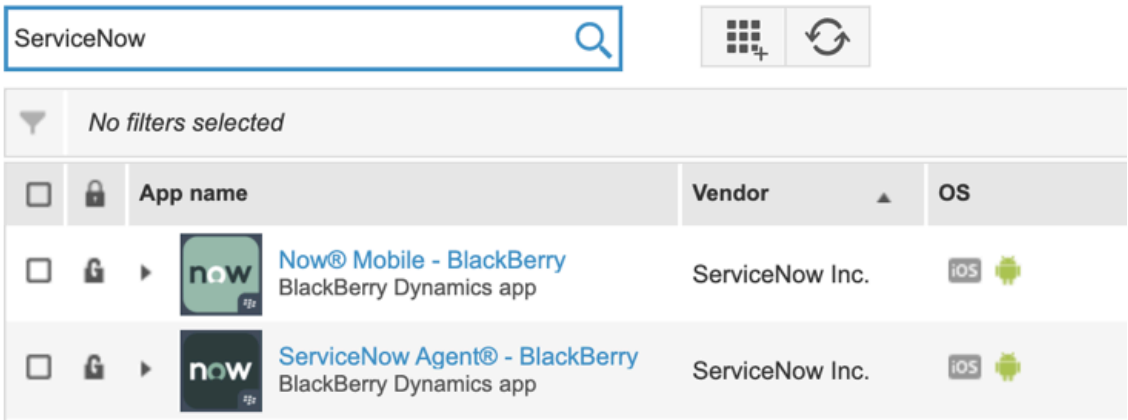
1. Sign into the BlackBerry UEM.
2. In the menu bar to the left, click **Apps**.



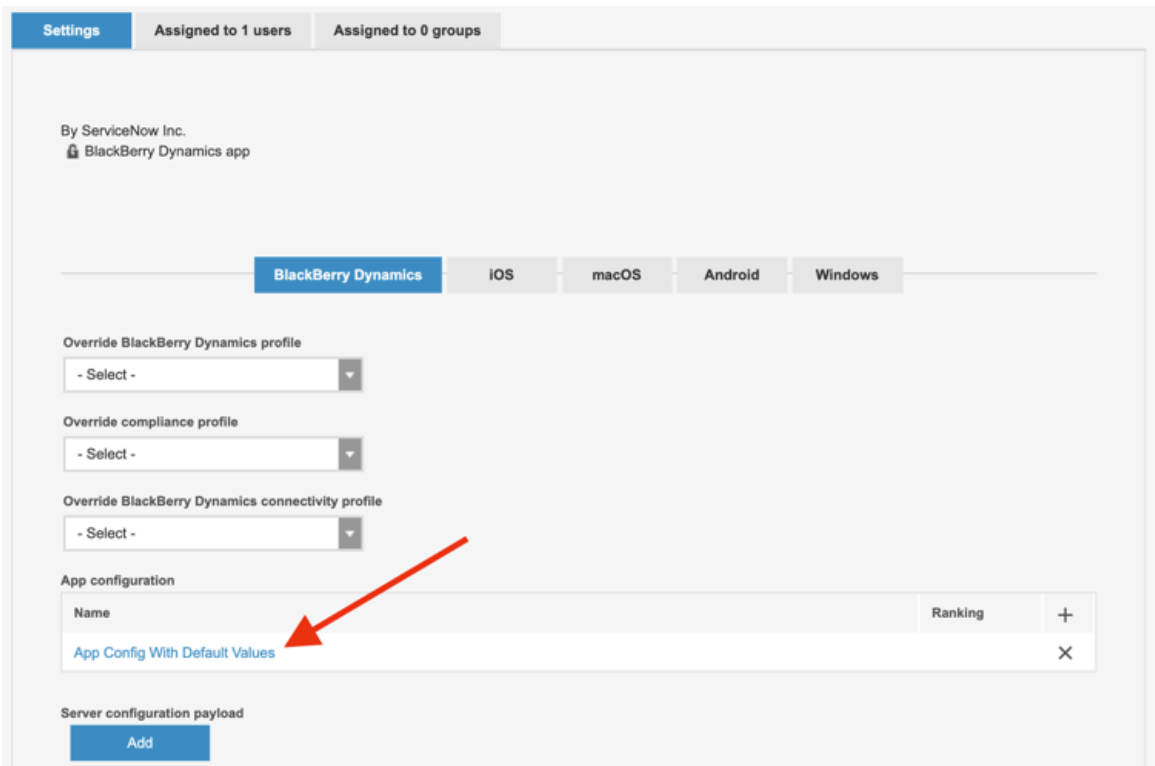
You see a list of available apps tied to your BlackBerry UEM.

3. In the search bar above the list of apps, type `ServiceNow`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



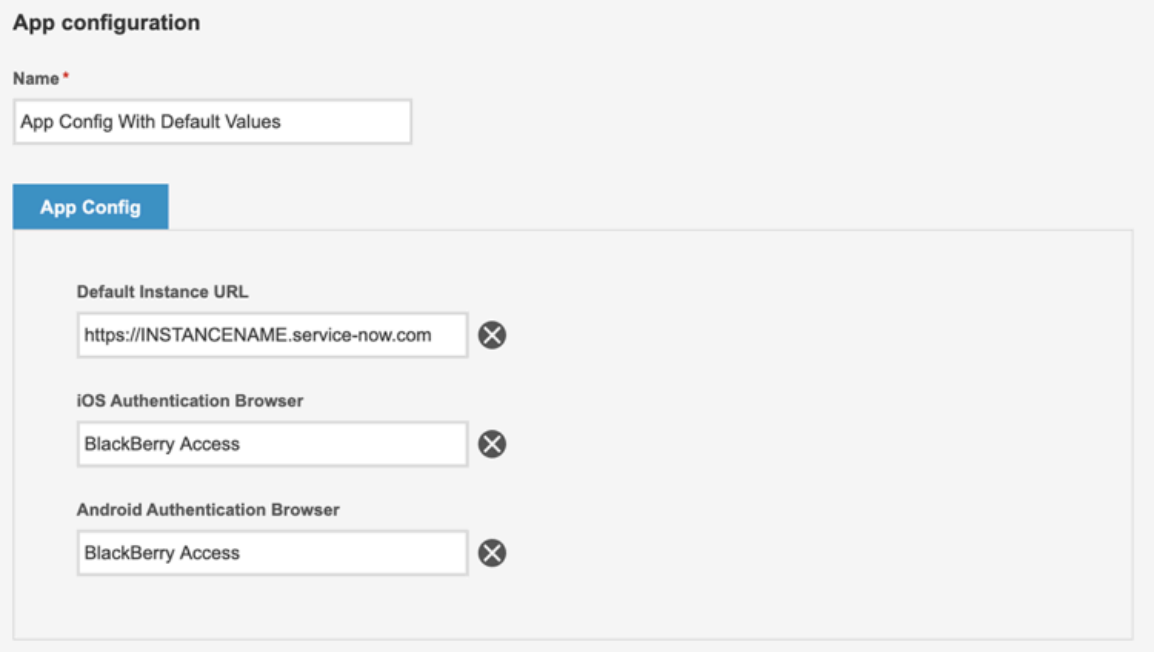
4. Click the app you want to register.
5. When the app opens, click on the blue text labeled **App Config With Default Values** to create the app configuration for this app.



6. In the app configuration form, fill in the fields as needed.

Field	Value
Default Instance URL	Your instance URL. For example, `https://INSTANCENAME.service-now.com`.
iOS Authentication Browser	The browser your app will use for authentication on iOS devices.
Android Authentication Browser	The browser your app will use for authentication on Android devices.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Click **Save** to save the app configuration.
8. Click **Save** to save the app.

> **Note:** If using the instructions above to setup the BlackBerry Access browser as your authentication browser, you must also have an app configuration setup for the BlackBerry Access app. This is necessary to successfully authenticate to ServiceNow integrated apps.

Configure BlackBerry Access for mobile apps

Configure the BlackBerry Access browser to authenticate ServiceNow mobile apps.

Before you begin

Role required: admin

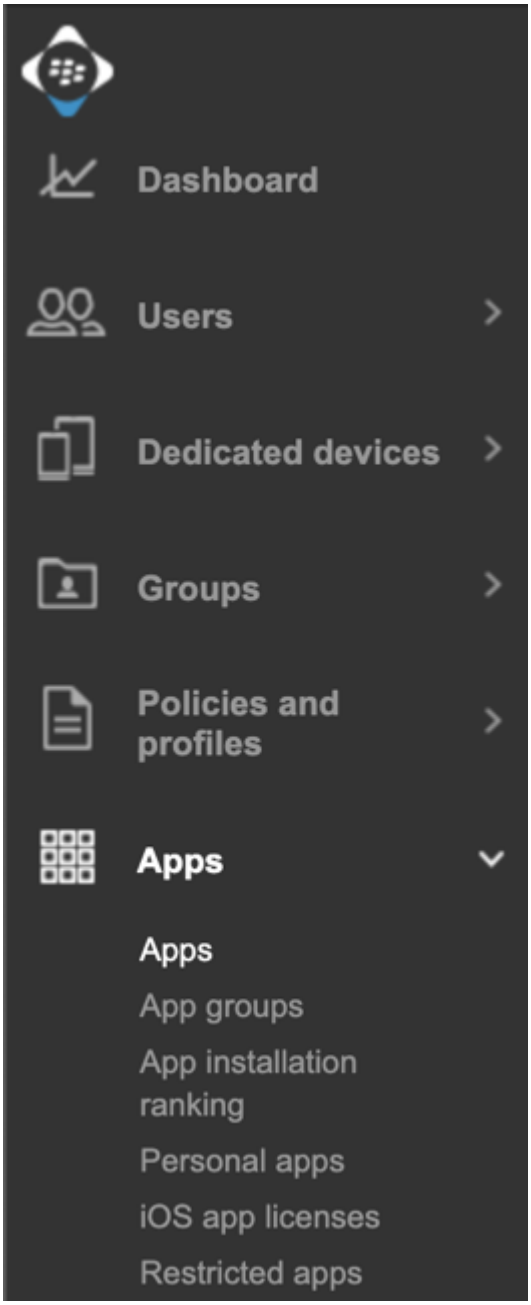
About this task

The following steps are only necessary if you are using the BlackBerry Access browser as the authentication browser for your ServiceNow mobile apps. The BlackBerry Access browser must be configured in order to authenticate with your ServiceNow mobile apps.

Procedure

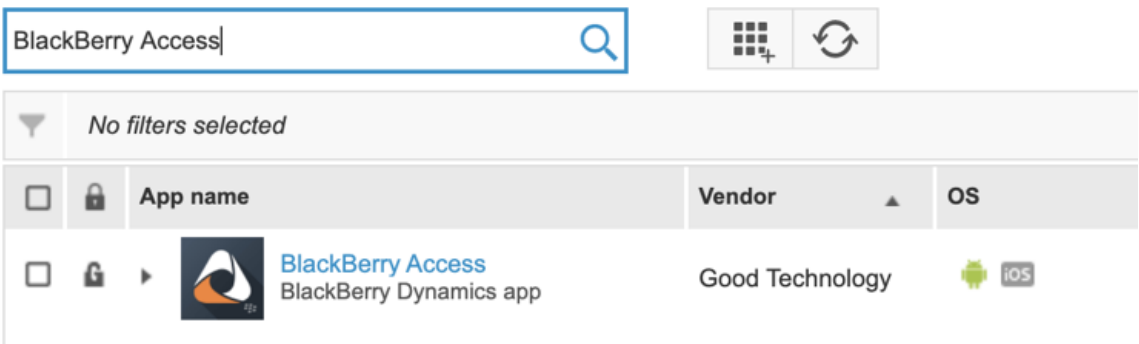
1. Sign into the BlackBerry UEM.
2. In the menu bar to the left, click **Apps**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You see a list of available apps tied to your BlackBerry UEM.

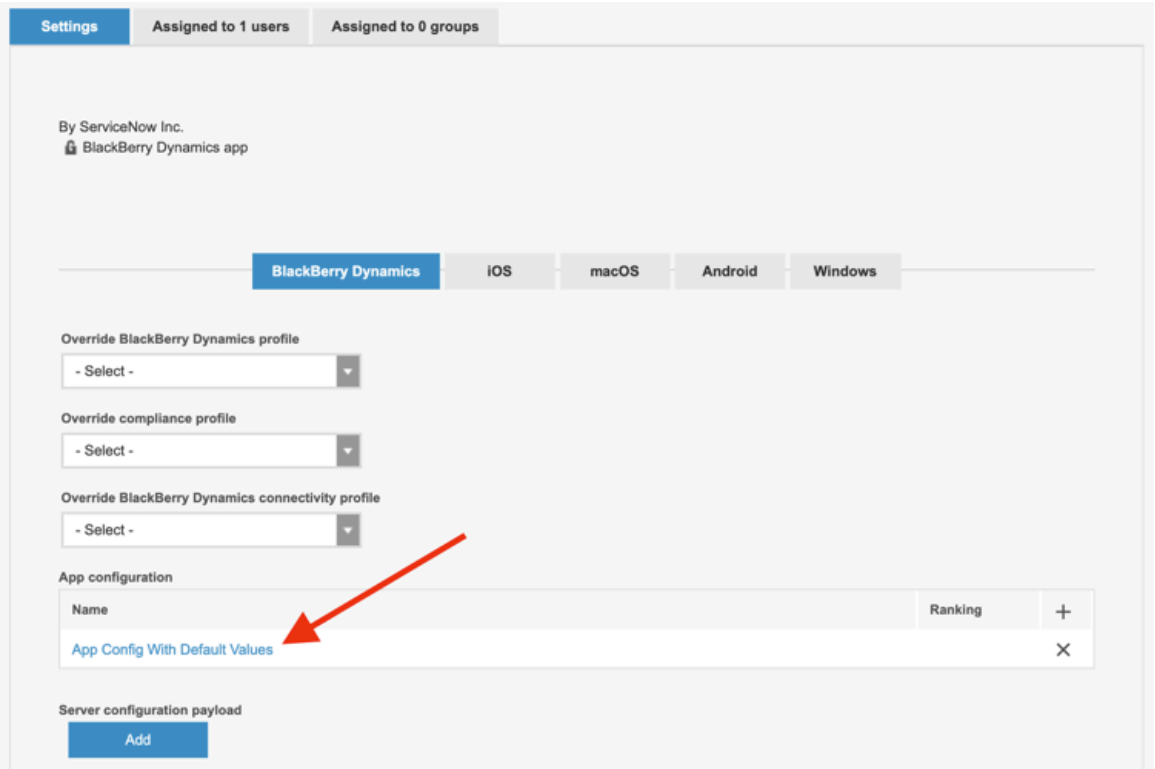
3. In the search bar above the list of apps, type `BlackBerry Access`.



4. Click **BlackBerry Access** to open the app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. When the app opens, click on the blue text labeled **App Config With Default Values** to create the app configuration for this app.



6. Enable **Allow external apps** to open HTTP/HTTPS URLs through BlackBerry Access.
7. Enable **Enable 3rd Part Applications**.
8. Add these values: `snappauth`, `snempappauth`

> **Important:**
> - Do not use any spaces in the above values.
> - The *`snappauth`* is required for the Mobile Agent app. The *`snempappauth`* value is required for the Now Mobile app.

9. Click **Save**.

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 Cetrix XenMobile distribution.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

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.

Field	Description
Name	Type a descriptive name for the app. The name appears under App Name on the apps table.
Description	Type an optional description of the app.
App category	In the list, click the category you want to add the app to.

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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

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.

Before you begin

Role required: admin

About this task

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

Procedure

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.

Field	Description
Policy Name	Type a descriptive name for the policy.
Description	Optionally, type a description of the policy

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.

```
<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.
11. **Optional:** Depending on the deployment rules for your organization, use the Deployment Rules section to configure deployment rules.
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**.

Related topics

Citrix: Add apps

Citrix: Android for Work

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Citrix: App configuration policy

Citrix: VPN policy

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.

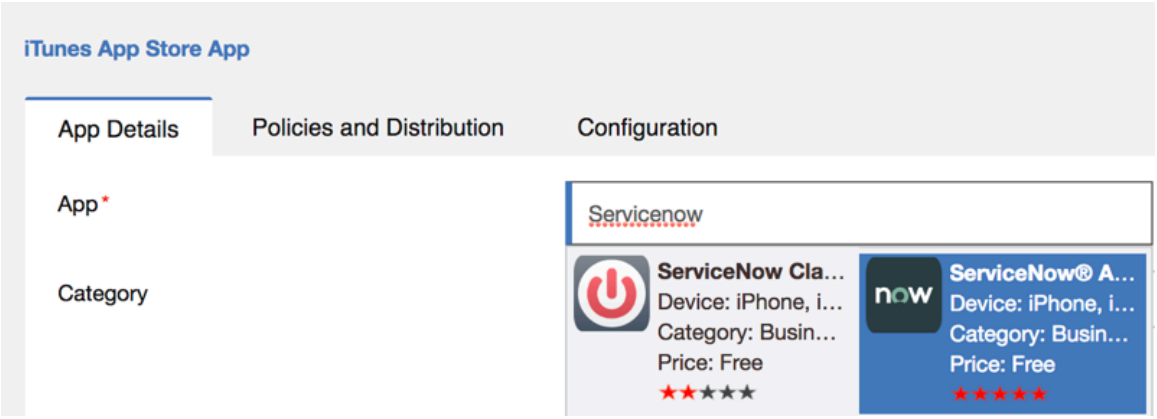
Add the ServiceNow app for iOS to the IBM MaaS360 portal

Configure the ServiceNow app for iOS for IBM MaaS360 distribution.

Before you begin
Role required: admin

Procedure

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.
4. Select the Apple App Store App.
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.

Key/Value configuration

Field	Description
Attribute name	SNDefaultInstanceURL
Attribute value	The full URL for the instance. For example, `https://<instance name>.service-now.com/`

10. Click **Add**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result
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.

Before you begin
Role required: admin

Procedure

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.
4. Select the Google Play App.
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://<instance name>.service-now.com/`.
10. Click **Add**.

Result
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 an Intune integrated app to Microsoft Azure

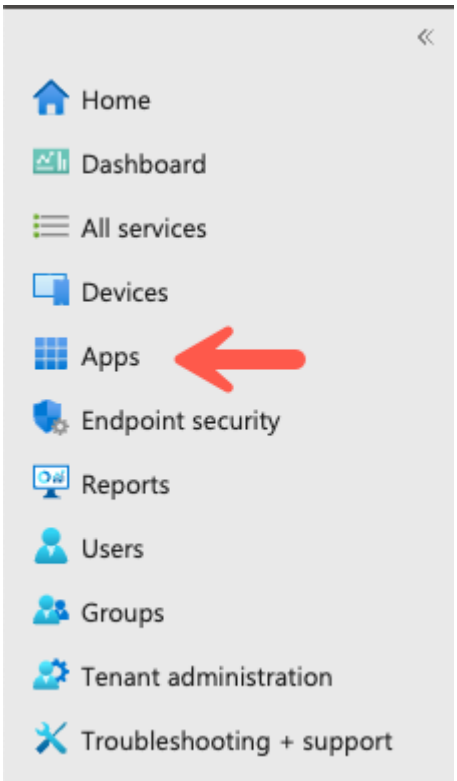
Configure your ServiceNow app for distribution with Microsoft Intune.

Before you begin
Role required: Microsoft Intune admin

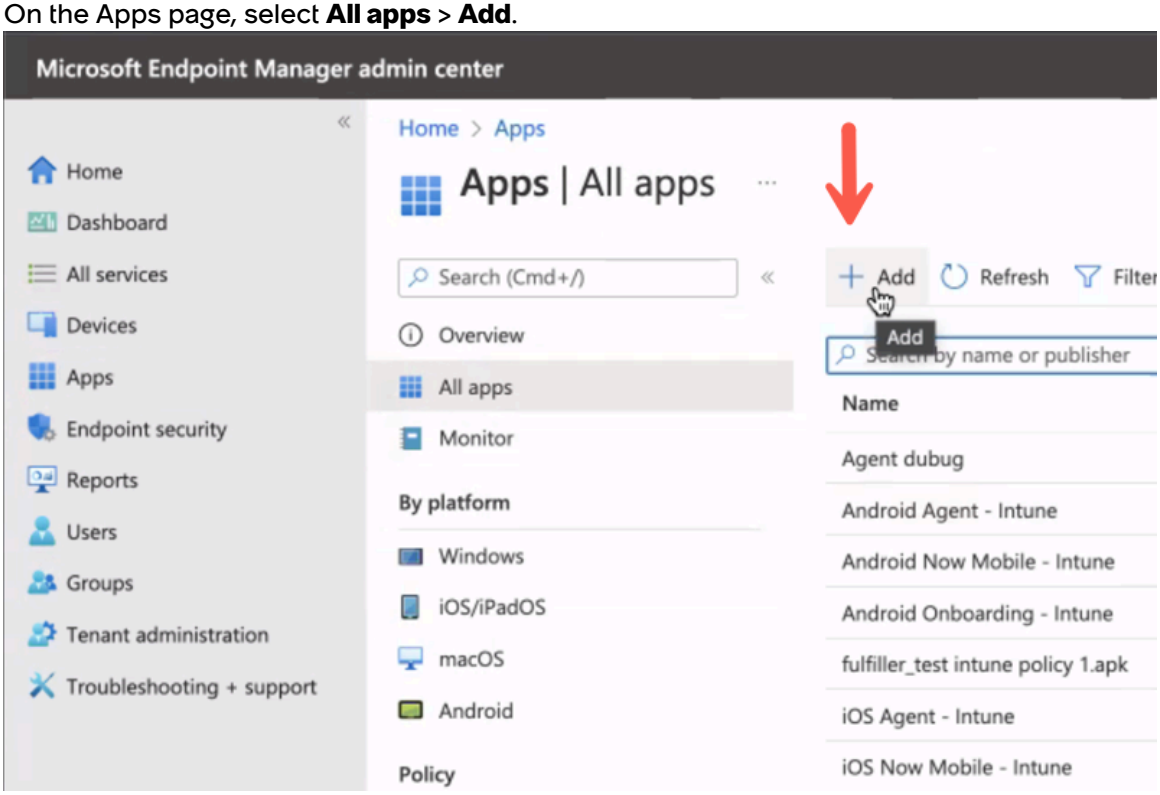
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Log in to the Microsoft Endpoint Manager admin center at `https://endpoint.microsoft.com`.
2. In the menu on the left side of the screen, navigate to **Apps**.

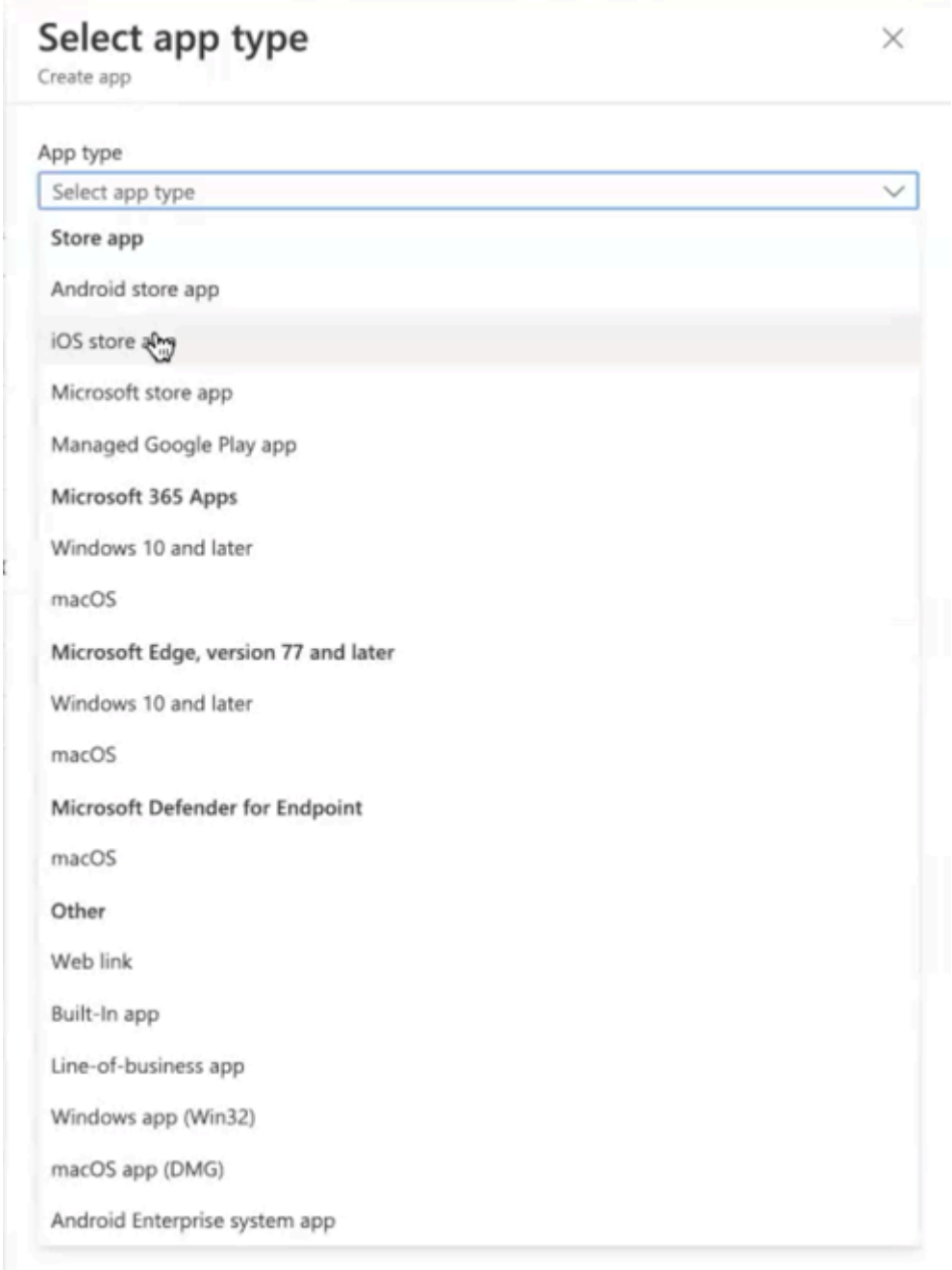


3. On the Apps page, select **All apps** > **Add**.



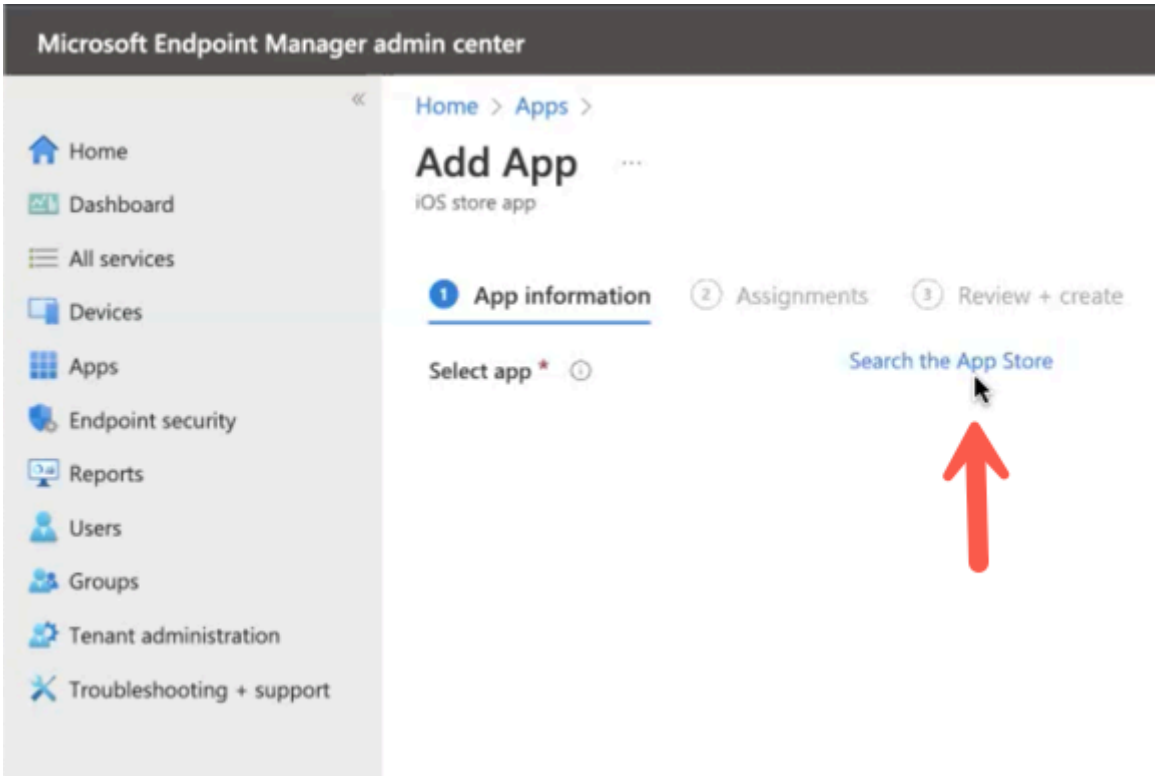
4. Select the app type and then click **Select**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



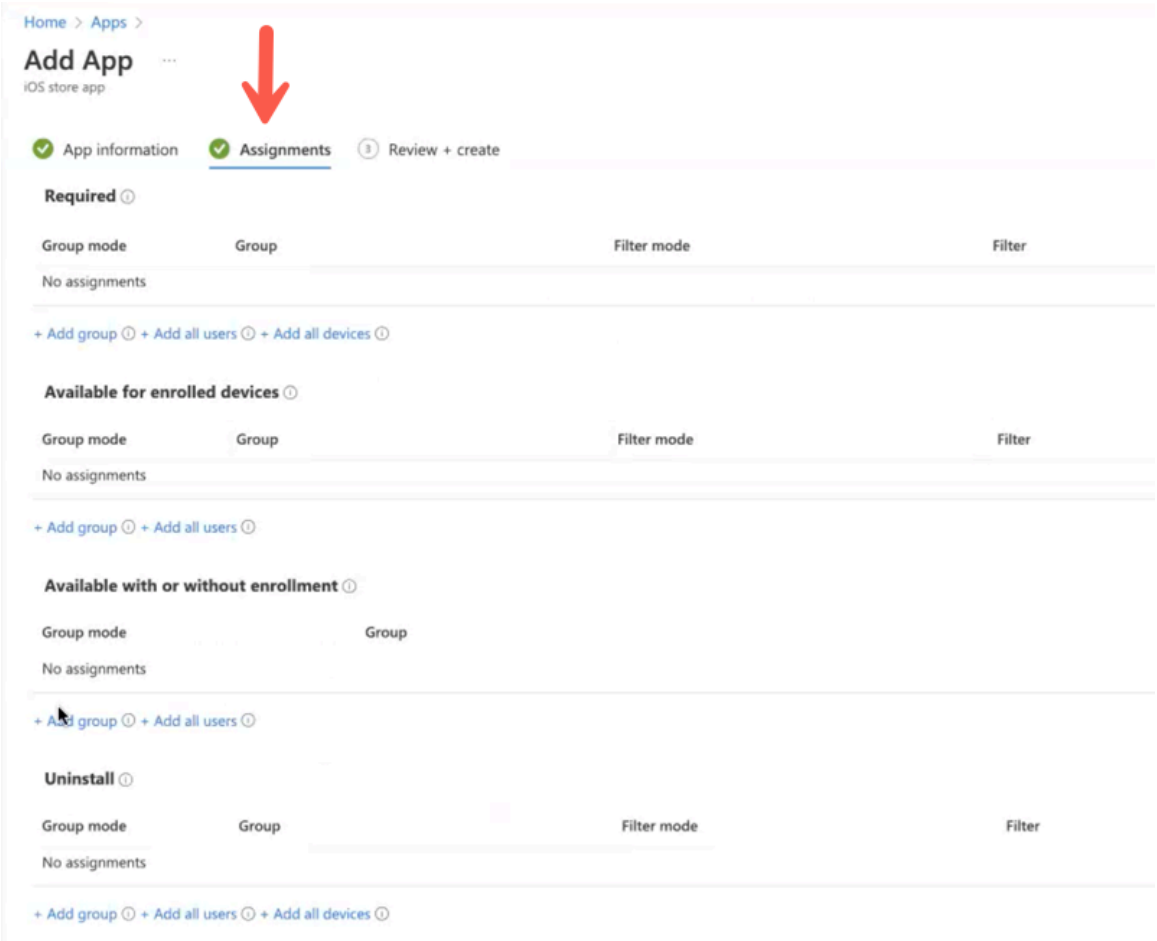
5. Select **Search the App Store**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Select the ServiceNow mobile app that you want to add.
7. Add additional information as appropriate on the App information tab in the Add App page, and select **Next**.
8. On the Assignments tab, add the specific groups or all users who will be using this app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



9. Click **Next**.
10. Review the information you entered and when you are finished, click **Create**.

Add an Intune integrated app to a protection policy in Microsoft Azure

Learn how to add your ServiceNow mobile apps to your existing Microsoft Azure protection policies.

Before you begin

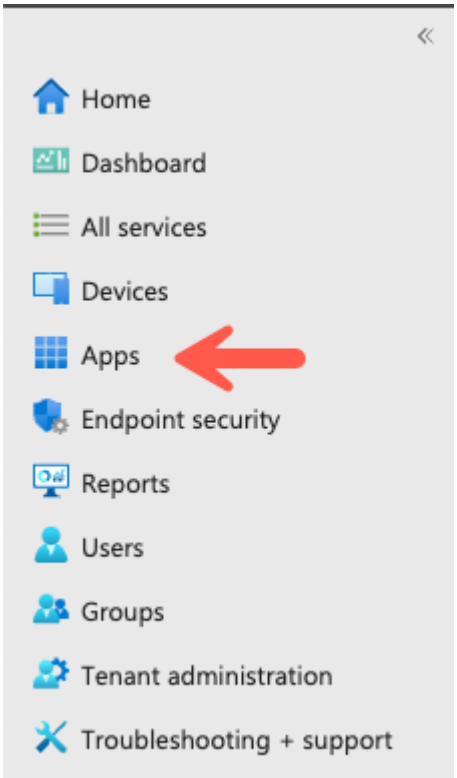
The following steps describe how to add your Intune integrated apps to an existing protection policy. For information on creating protection policies, refer to your Microsoft Azure documentation.

Role required: Microsoft Intune admin

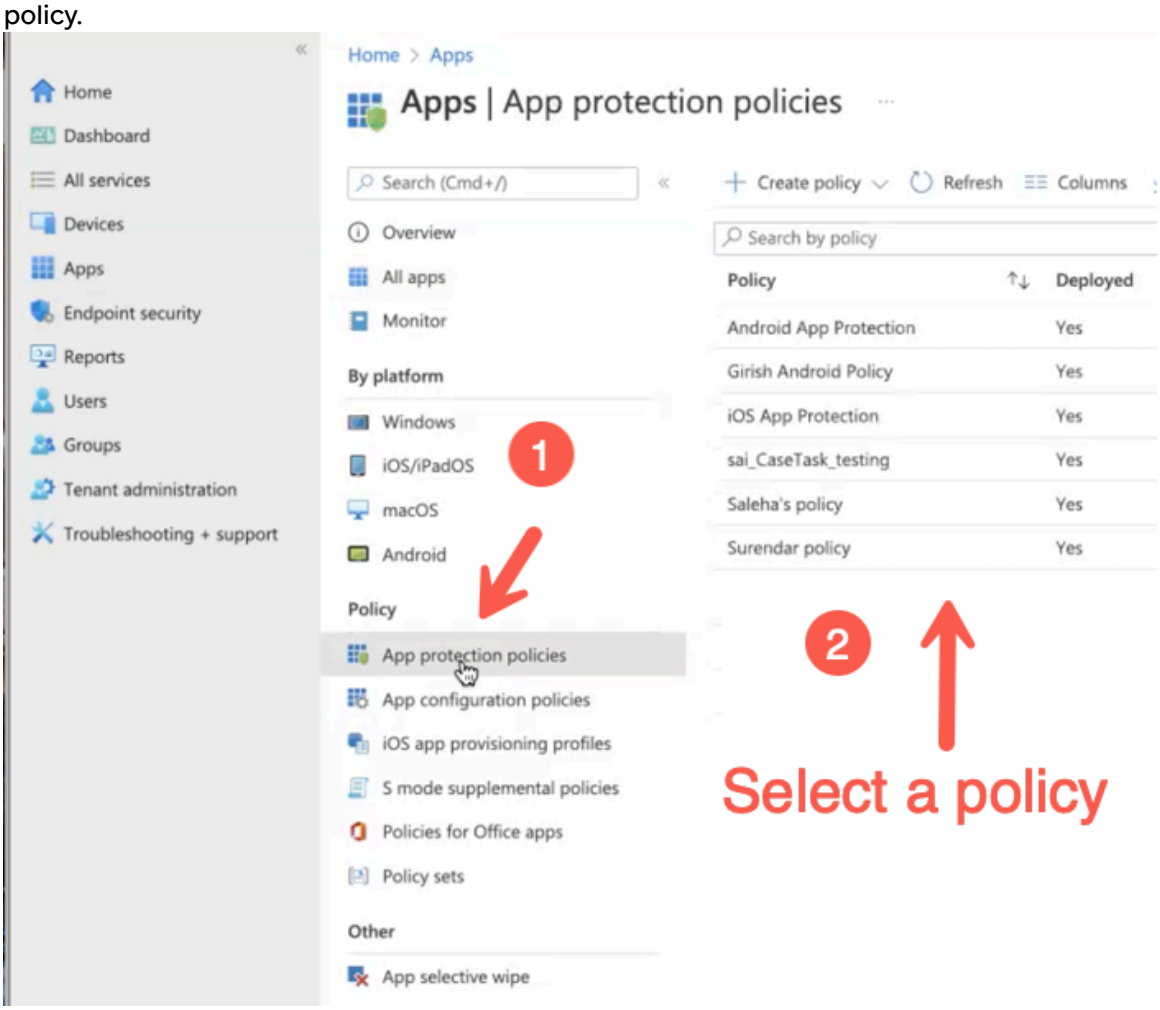
Procedure

1. Log in to the Microsoft Endpoint Manager admin center at `https://endpoint.microsoft.com`.
2. In the menu on the left side of the screen, navigate to **Apps**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

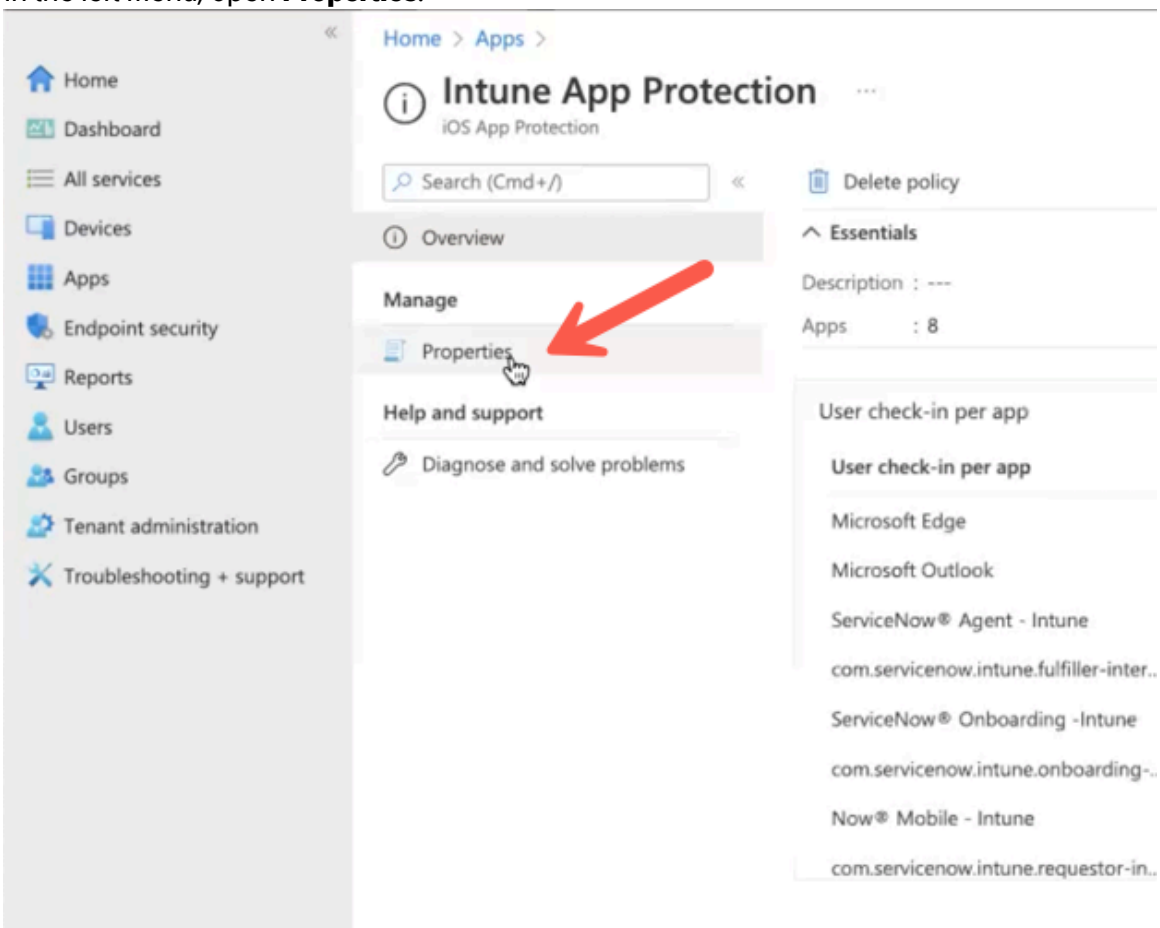


3. In the menu on the left side of the screen, select **App protection policies**, and then select a policy.



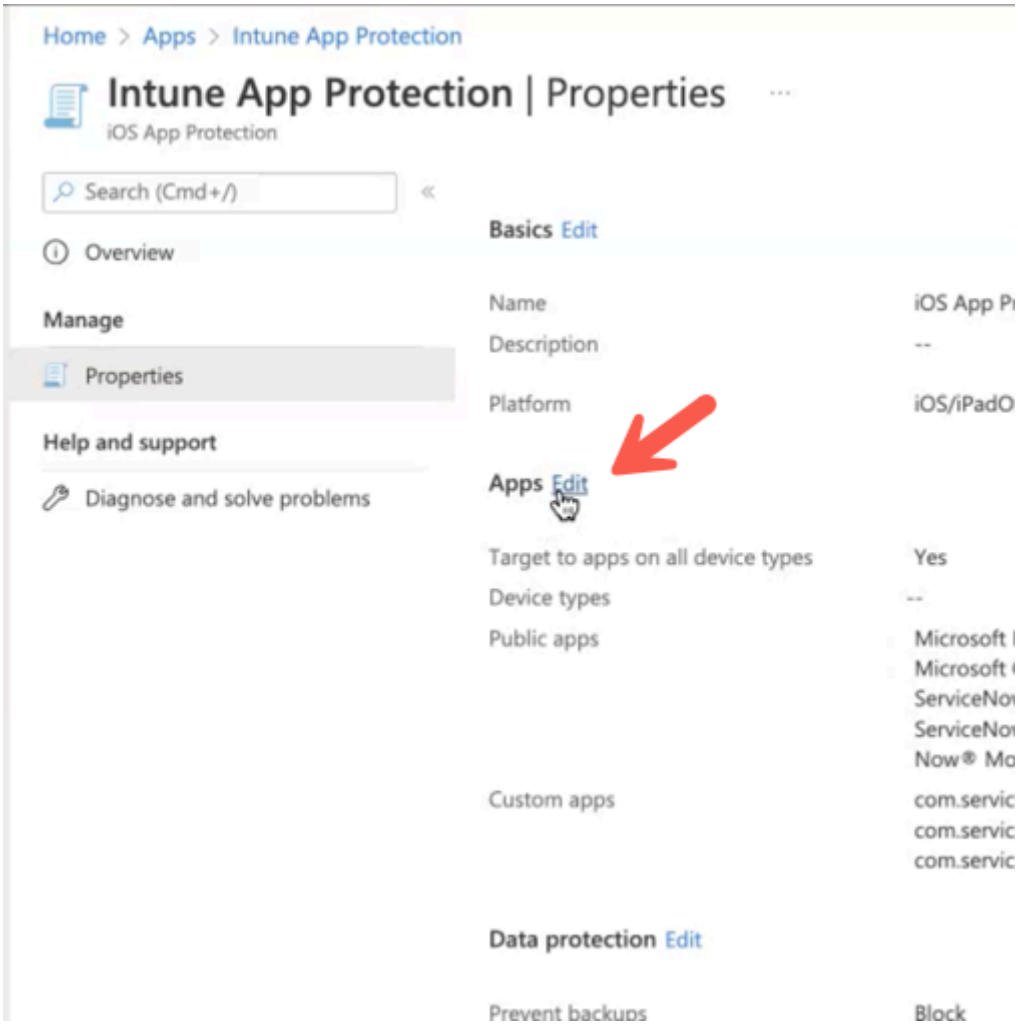
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Open the app protection policy you want to add your apps to.
5. In the left menu, open **Properties**.



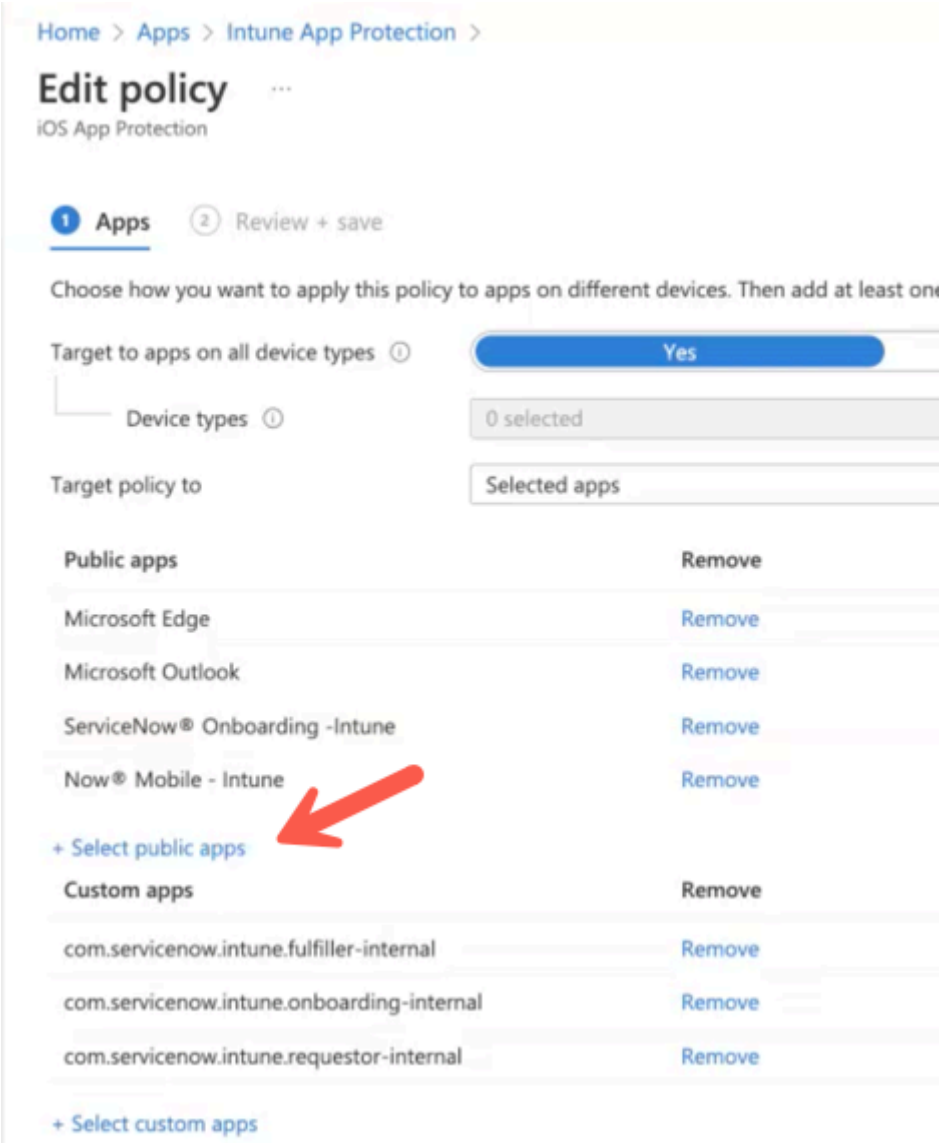
6. On the application protection policy properties page, select **Apps** > **Edit**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. In the Edit policy form, click **Select public apps**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Search for the app you want to add, select the app, and then select **Review + save**.
   The ServiceNow mobile app has been added to the protection policy.

Configure the default authentication browser for ServiceNow mobile apps in Microsoft Azure

Learn how to configure the default authentication browser for your ServiceNow mobile apps managed by Microsoft Azure.

Before you begin

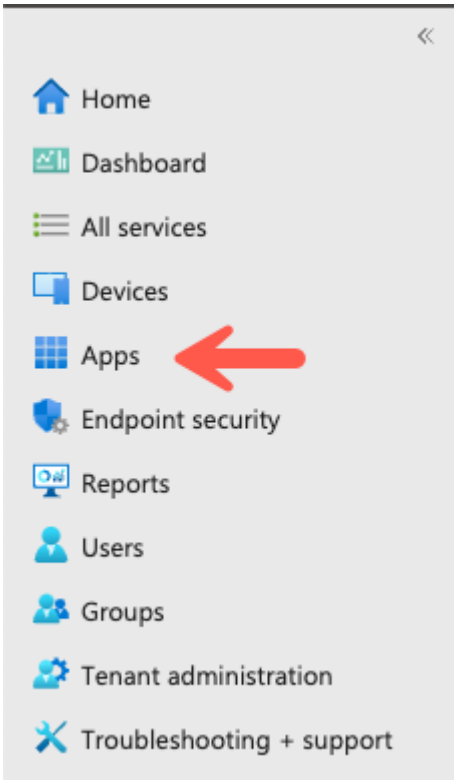
The following steps describe how to add your Intune integrated apps to an existing configuration policy. For information on creating configuration policies, refer to your Microsoft Azure documentation.

Role required: Microsoft Intune admin

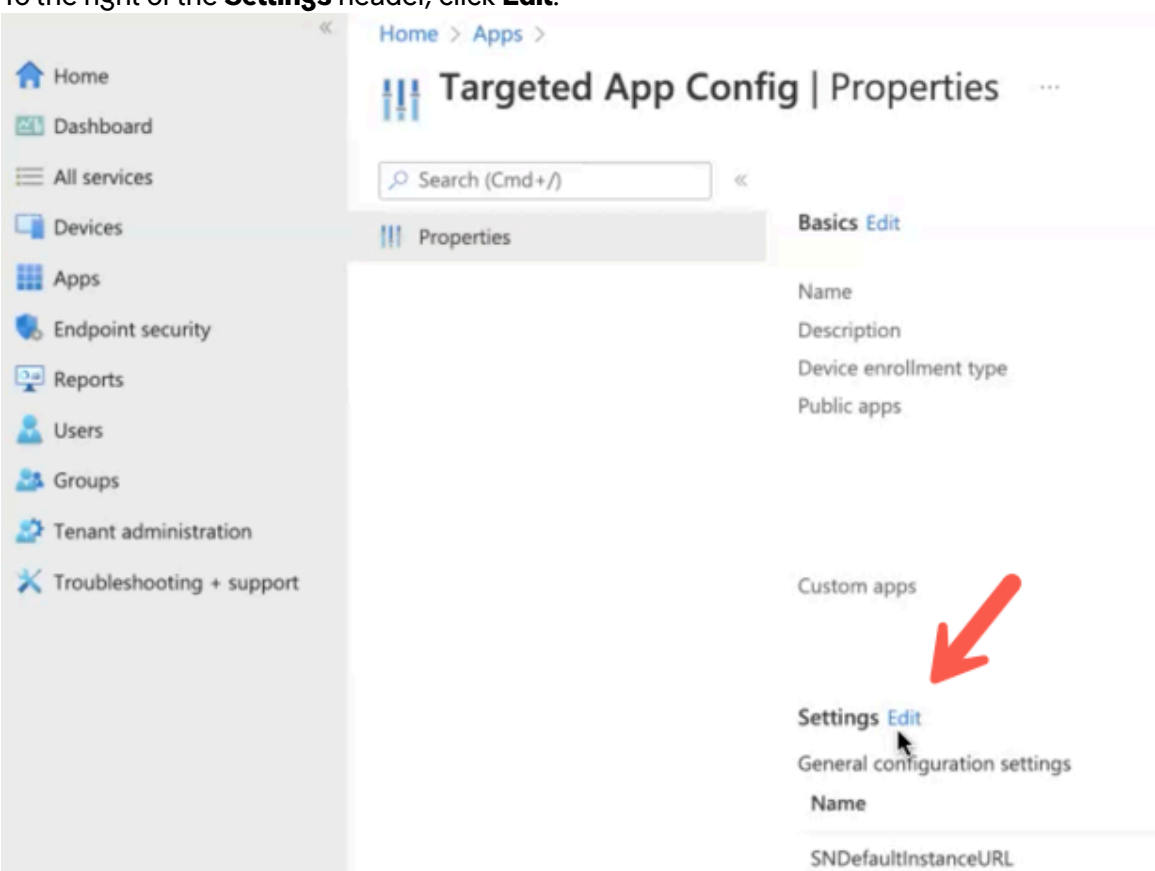
Procedure

1. Log in to the Microsoft Endpoint Manager admin center at `https://endpoint.microsoft.com`.
2. In the menu on the left side of the screen, navigate to **Apps**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



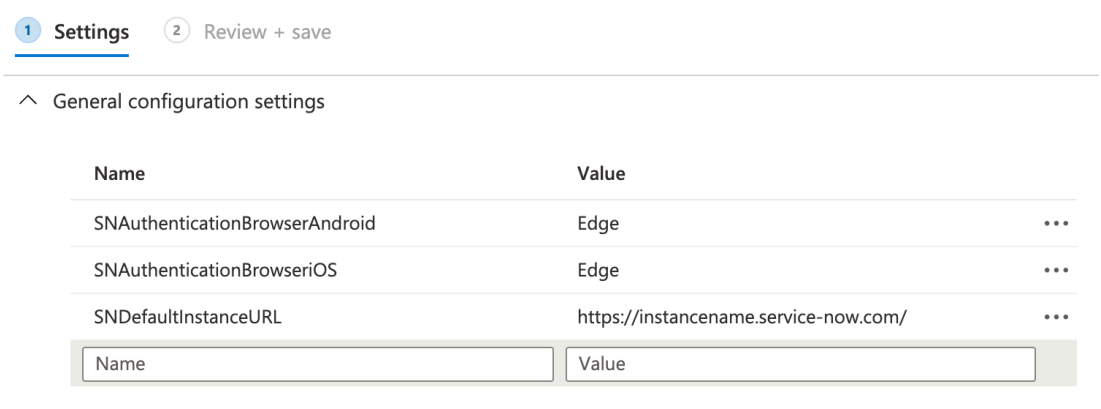
3. In the menu on the left side of the screen, select **App configuration policies**.
4. Open the app configuration policy where you want to add your ServiceNow mobile apps.
5. To the right of the **Settings** header, click **Edit**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. In the **General configuration settings** section, add the following **Name** and **Value** entries:

Name	Value
SNDefaultInstanceURL	https://INSTANCENAME.service-now.com/ **Note:** Replace INSTANCENAME with the name of your instance.
SNAuthenticationBrowseriOS	Enter the value for the browser to use for apps on iOS mobile devices. For more information and a list of values, see AppConfig for Mobile Apps
SNAuthenticationBrowserAndroid	Enter the value for the browser to use for apps on Android mobile devices. For more information and a list of values, see AppConfig for Mobile Apps
SNBlockInstanceCreate	Enter the value to prevent end users from creating connections to new instances for managed mobile apps. For more information and a list of values, see AppConfig for Mobile Apps.
SNBlockMultiInstance	Enter the value to prevent end users from logging in to multiple instances simultaneously. For more information and a list of values, see AppConfig for Mobile Apps.



7. Select **Review + save**

Jamf Pro mobile device management (MDM)

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 a Jamf Pro license for your ServiceNow mobile app before you attempt the following configuration.

Configure the ServiceNow mobile app for Jamf Pro

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

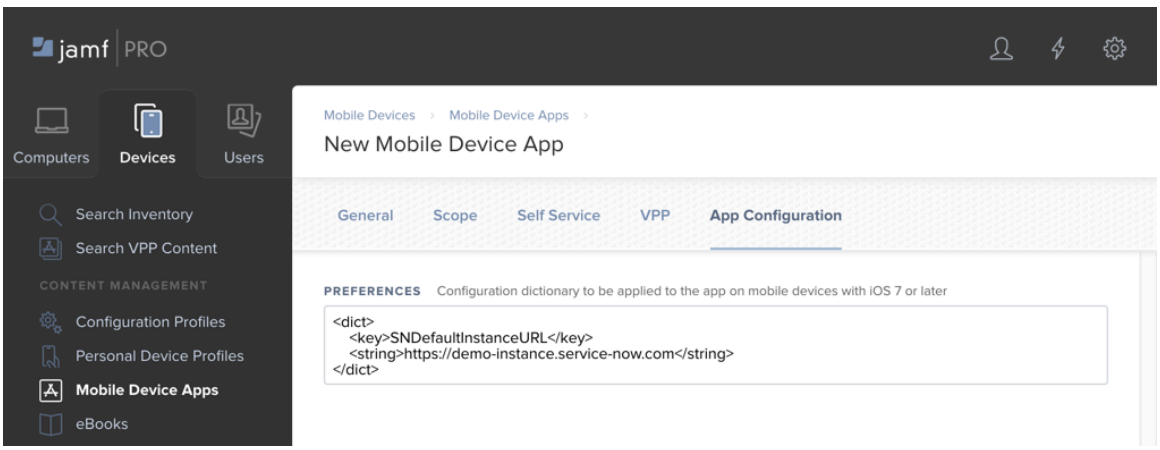
Procedure

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**.
9. On the New Mobile Device App page, click the **App Configuration** tab.
10. In the Preferences field, paste the following string.

```
<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**.



What to do next
After the instance is configured for the mobile app, configure the app settings to distribute the app to mobile devices in the scope.

Related topics

Configure app 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 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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

Procedure

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 a distribution level 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 key and value pairing.

iOS Managed App settings

Field	Description
Key	SNDefaultInstanceURL
Value	The URL for the instance, for example, `https://<instance name>.service-now.com/`.

13. Set a distribution level 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**.

Result
The ServiceNow app for iOS 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.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

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. Set a distribution level 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. Add the name and configuration value for the default instance configuration.

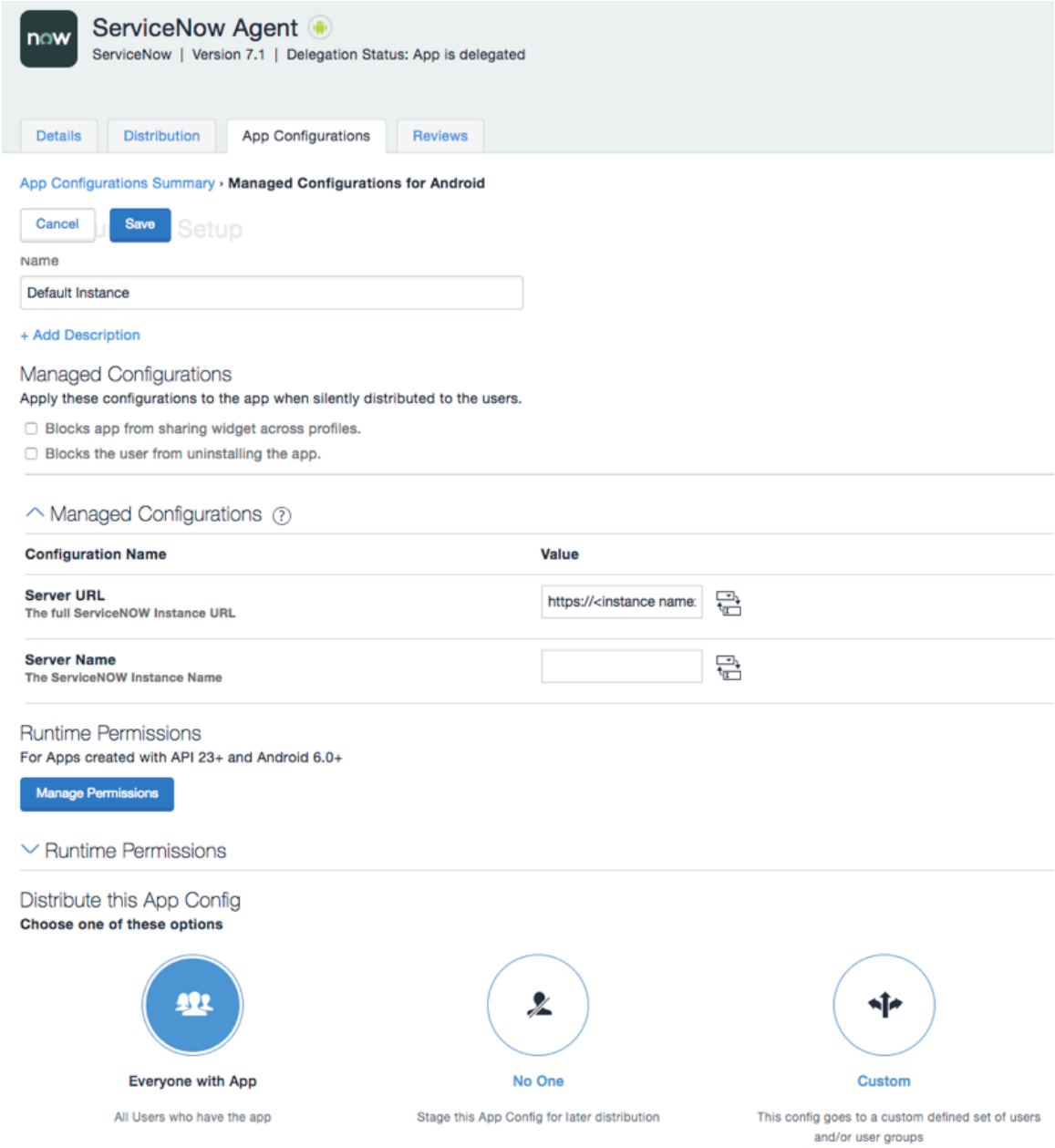
Configuration Setup fields

Field	Description
Name	Name for the configuration, for example, Default instance.
Configuration value	The full instance URL, for example, `https://<instance name>.service-now.com/`.

12. Set a distribution level 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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

MobileIron app config



13. Click **Next**.
14. Click **Done**.

Result

The ServiceNow app for Android from the Google Play store 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, see the MobileIron documentation on VPN configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Approve the ServiceNow app for Google Play

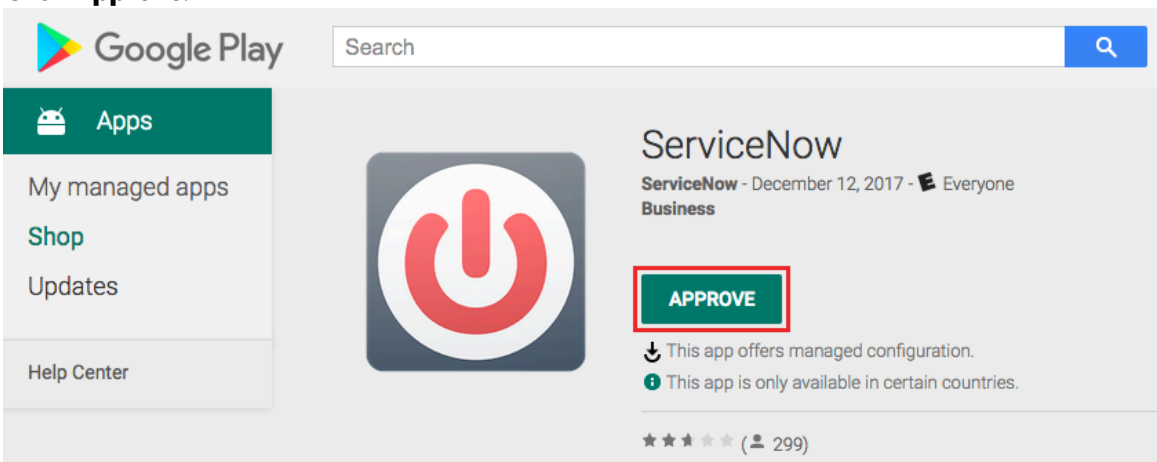
Android for Work may not be able to find the ServiceNow application. If that is the case, the ServiceNow App might not be approved for your organization. You can approve the app by finding it in the Google Play store.

Before you begin

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.

Procedure

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



Mobile system property configurations

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.

Require an app PIN for the mobile app

Require users to enter a PIN when the application has been inactive for five minutes. To require the mobile user to set and enter a local application PIN, add the system property *`glide.sg.require_mobile_application_pin`*.

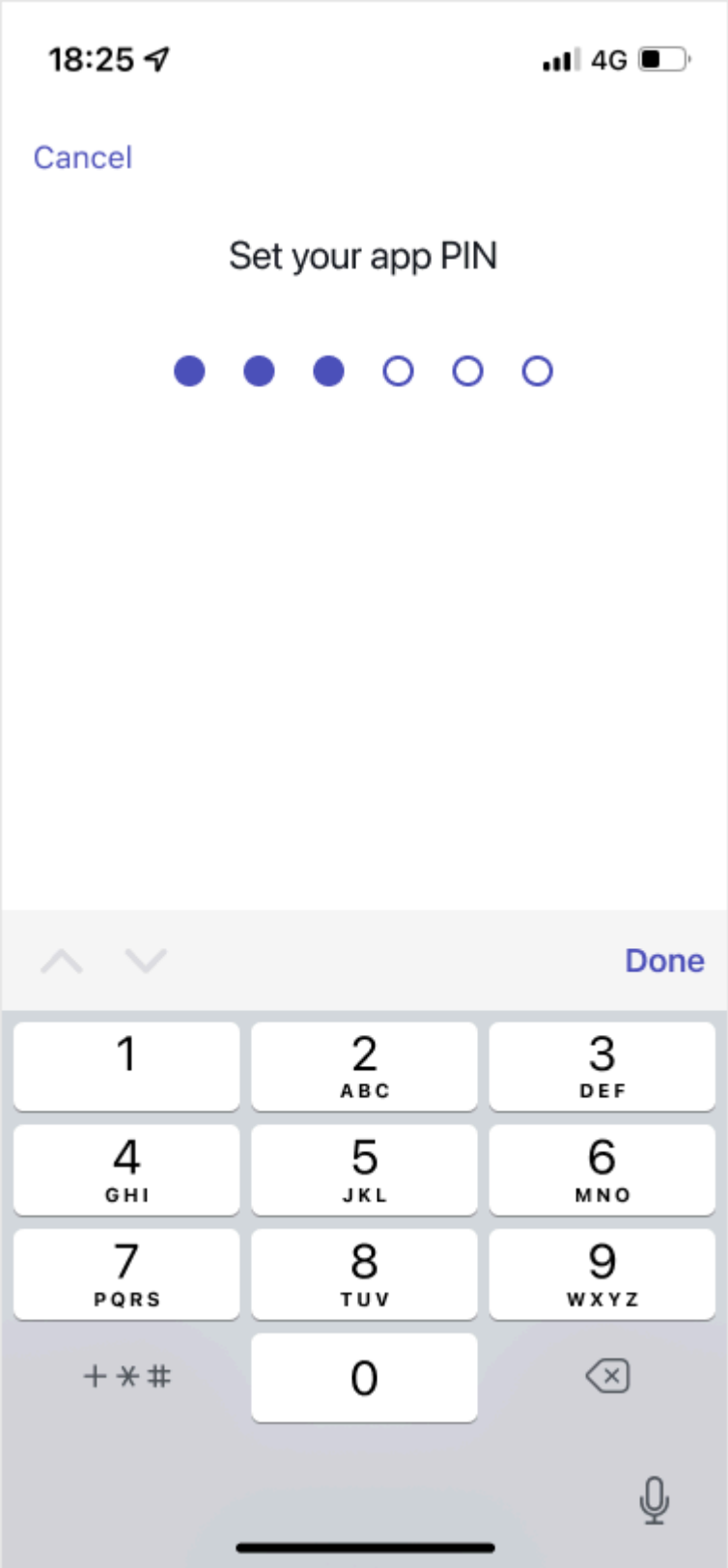
Before you begin

Role required: admin

About this task

Users generate a six-digit code for the app PIN. The PIN must be entered when they log in to an instance from their mobile device, or after the application has been inactive for more than five minutes. If your users have faceID, touchID, or similar biometric security configured on their phone, they can use biometric authentication in place of the PIN.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

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:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Name	*glide.sg.require_mobile_application_pin*
Type	true | false
Value	true

Note: The mobile app is automatically locked after five minutes of inactivity. Users accessing the mobile app after a period of inactivity must enter their PIN code.

Configure mobile re-authentication system properties

Set mobile re-authentication system properties so users must re-authenticate their login credentials when performing specific actions.

To activate the re-authentication option, select `Re-authentication` in the **Preconditions** field within the Action functions table. See, Configure an action function.

Configure mobile re-authentication login method

Define the re-authentication method to be either single sign-on (SSO) or local login, depending on your security requirements.

Before you begin

Make sure to select `Global` as the application scope.

Role required: admin

Procedure

1. Type `sys_properties.list` in the filter navigator.
2. Select **New** in the System Property table.
3. In the form, match the following values:

Field	Description
Name	*glide.authenticate.reauth.login.method*
Type	string
Value	`sso` - To use single sign-on `db` - To use local login

Configure mobile re-authentication SSO login

Define which identity provider to use for the SSO login. If this property is not defined, the system reuses the default identity provider used for a regular login.

Before you begin

Only configure this property if *glide.authenticate.reauth.login.method* is set to `sso`.

Make sure to select `Global` as the application scope.

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Type `sys_properties.list` in the Filter Navigator.
2. Select **New** in the System Property table.
3. In the form, match the following values:

Field	Description
Name	*glide.authenticate.reauth.login.sso_id*
Type	string
Value	Enter the `sys_id` of the SSO provider as listed in the [sso_properties] table.

Configure mobile re-authentication logout option

Configure this parameter to force your users to log out each time before they re-authenticate.

Before you begin

Only configure this property if *glide.authenticate.reauth.login.method* is set to `sso`.

Make sure to select `Global` as the application scope.

Note: Note: Some SSO identity providers may require users to be logged out before successfully enabling a re-authentication flow. Use the property *glide.authenticate.reauth.logout.first*, to force users to log out, before re-authentication.

Role required: admin

Procedure

1. Type `sys_properties.list` in the Filter Navigator.
2. Select **New** in the System Property table.
3. In the form, match the following values:

Field	Description
Name	*glide.authenticate.reauth.logout.first*
Type	`true | false`
Value	`true` - Users are forced to log out each time before re-authenticating. `false` - Users are not forced to log out before re-authenticating.

Configure mobile re-authentication for single or multiple use

Define whether each mobile action requires re-authentication. Alternatively, define whether the user can perform multiple actions without the need to re-authenticate each time.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Type `sys_properties.list` in the filter navigator.
2. Open the record for *`glide.sg.reauthentication.single_use_token`*.
3. In the form, match the following values:

Field	Description
Name	*`glide.sg.reauthentication.single_use_token`*
Type	`true | false`
Value	`true` - Required to re-authenticate before every action. (Default value) `false` - Able to perform multiple actions without the need to re-authenticate each time.

Configure mobile re-authentication login timespan

Define a time period in seconds that a user is not required to re-authenticate themselves. This parameter only applies when a user has permission to re-authenticate multiple times.

Before you begin

If *`glide.sg.reauthentication.single_use_token`* is set to `false`, you can configure this property.

Make sure to select `Global` as the application scope.

Role required: admin

Procedure

1. Type `sys_properties.list` in the Filter Navigator.
2. Select **New** in the System Property table.
3. In the form, match the following values:

Field	Description
Name	*`glide.authenticate.reauth.token.lifespan`*
Type	`integer`
Value	Integer value in seconds.

Configure the blur app option to improve security

As a security feature, administrators can configure the mobile app to blur or appear blackened, depending on the operating system, 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 or blackened.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Before you enable the *glide.sg.blur_ui_when_backgrounded* system property, consider the following information.

Important:

For both iOS and Android, as of the the 20.1.0 mobile client release

- The *glide.sg.blur_ui_when_backgrounded* system property is supported on both iOS and Android devices.
- By default, the value for this property is set to `false`, which turns it off.
- The screen share feature isn't supported.
- Users are prevented from taking screen shots and screen recordings.

iOS specific

ServiceNow mobile apps appear blurred when not in focus on a mobile device.

Android specific

ServiceNow mobile apps appear blackened when not in focus on a mobile device.

Procedure

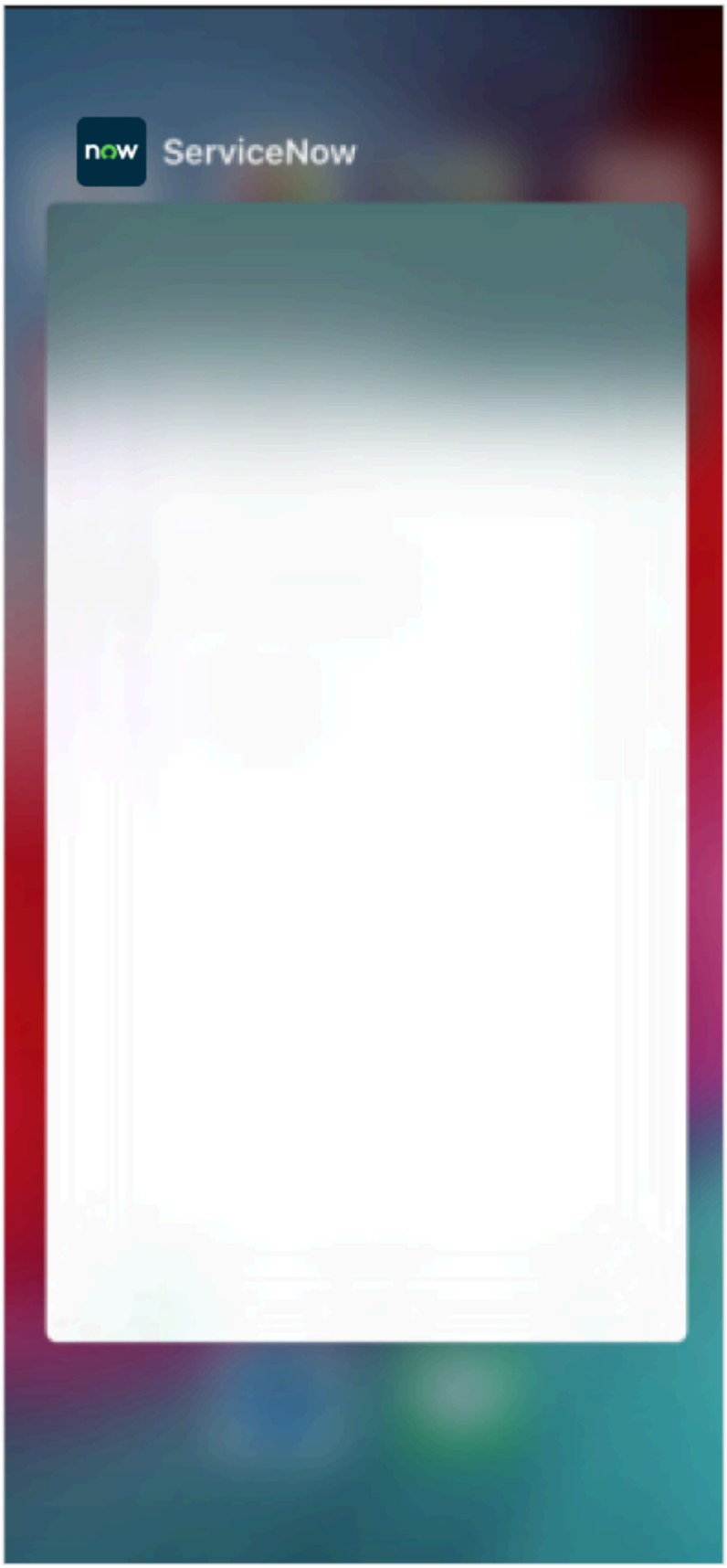
1. Navigate to **All** and in the filter enter `sys_properties.list`.
2. Open the record for *glide.sg.blur_ui_when_backgrounded*.
3. In the form, match the following values:

Field	Description
Name	*glide.sg.blur_ui_when_backgrounded*
Type	true | false
Value	true

Result

With the property in place, the app is blurred when not in focus.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure the status for rooted and jailbroken devices

Define whether jailbroken (iOS) and rooted (Android) devices are permitted on your mobile device. The default value is set to `false` to increase security and to minimize possible disruption to your system.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task
Configure settings to decide whether to allow jailbroken and rooted devices.

Note: If you select `true`, jailbroken and rooted devices can launch the ServiceNow application, however your device may be compromised and you are at risk of losing your ServiceNow data.

Procedure

1. Type `sys_properties.list` in the filter navigator.
2. Open the record for *`glide.sg.allow_rooted_jailbroken_devices system`*.
3. In the form, match the following values:

Field	Description
Name	*`glide.sg.allow_rooted_jailbroken_devices system`*
Type	`true | false`
Value	`true` - Rooted and jailbroken devices can be used when using ServiceNow® mobile apps. `false` - Rooted and jailbroken devices are not permitted when using ServiceNow® mobile apps. (Default value)

Configure the mobile app to clear the copy/paste clipboard and block ability to share content

To have the mobile app clear the pasteboard when the app enters the background, as well as block the ability to share content, add the system property *`glide.sg.clear_pasteboard_when_backgrounded`*.

Before you begin
Role required: admin

About this task
By default, content that you copy in the mobile app remains on your device's clipboard even after you close the mobile app. In addition, you can share copied content to an external app and to a non-native virtual agent. Use the system property *`glide.sg.clear_pasteboard_when_backgrounded`* to change this default behavior.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

- Users can share content from text edit menus on Android devices.
- iOS, Android, and third-party keyboards might allow pasting, sharing, or viewing clipboard history even when this property is set.
- Content that is opened in an external browser is not part of a ServiceNow mobile app although it may appear to be on Android devices depending on the configuration. The clipboard is cleared when a user moves to an external browser. This means that users are able to copy data from the external browser to elsewhere on their phone.

In summary, setting this property discourages moving data out of the ServiceNow mobile apps, but does not prevent it. For a robust security solution, use a Mobile Application Management (MAM)/Mobile Device Management (MDM) with your mobile apps. For more information, see Enterprise mobility management (EMM).

Procedure

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:

Field	Description
Name	*`glide.sg.clear_pasteboard_when_backgrounde`
Type	true | false
Value	true

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`*.

Before you begin

Role required: admin

About this task

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 500. The system accepts no value greater than 500.

Procedure

1. Type `sys_properties.list` in the Application Navigator.
2. Click **New**, and then enter the following values:

Field	Description
Name	*`glide.sg.data_item.row_count`*
Type	integer
Value	<maximum-number-of-records-retrieved>

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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.choice_list.window_size*.

Before you begin
Role required: admin

About this task
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.

Procedure
1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for *glide.sg.choice_list.window_size* or create a new property if it does not exist.
3. In the form, match the following values:

Field	Description
Name	*glide.sg.choice_list.window_size*
Type	integer
Value	<pagination-size>

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*.

Before you begin
Role required: admin

About this task
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.

Procedure
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:

Field	Description
Name	*glide.sg.list.max_items_number*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	string
Value	<maximum-number-of-parameters-items>

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.

Before you begin

Role required: admin

About this task

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.

Procedure

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.

Field	Value
Name	Enter `glide.sg.image.default.[tablename]`. Replace `[tablename]` with the name of the table you want this property to apply to. For example to use the Catalog Item table, enter `glide.sg.image.default.sc_cat_item`.
Type	Select **String**
Value	Enter the name of your image. This value is the same as the **Name** field on the image [db_image] record.

5. Click **Update**.

Example:

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`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

glide.sg.image.default.sys_user property form

Field	Description
Name	*glide.sg.image.default.sys_user*
Type	string
Value	<file-name> **Note:** Match <file-name> to the file name of the image that you have uploaded.

Configure which external apps are available for deep linking

Administrators can define which external apps can be used in deep links with the *glide.sg.allowed_external_deeplinks* property.

Before you begin

Role required: admin

About this task

ServiceNow mobile supports deep linking to third-party applications using the **URL** smart buttons. Use the *glide.sg.allowed_external_deeplinks* system property to define which third-party applications can be used as the targets of deep links in your ServiceNow mobile apps.

Important: Only custom URL schemes are supported. App links and universal links are not supported.

Procedure

1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for *glide.sg.allowed_external_deeplinks*.
3. In the form, match the following values:

Field	Description
Name	*glide.sg.allowed_external_deeplinks*
Type	String
Value	Comma-separated list of the names of the third-party apps that can be targets of deep links within ServiceNow mobile apps. For example: `Teams, LinkedIn, Zoom`

4. Click **Save**.

Result

Only third-party apps listed in value of the property can be linked to using deep linking.

Note: If the value of this property is left empty, or the property is deleted, there are no restrictions on deep linking to third-party apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Block users from downloading or sharing attachments

Set the *glide.sg.block_mobile_attachments_sharing* system property to `true` to hide the sharing button in the mobile app native viewer.

Before you begin

Role required: admin

About this task

When *glide.sg.block_mobile_attachments_sharing* system property is set to `false`, users can download or share attachments by tapping the share button on their device screens:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When *glide.sg.block_mobile_attachments_sharing* system property is set to `true`, the share button on users' device screens isn't displayed. In this case, users can't download or share attachments:

Procedure

1. Type `sys_properties.list` in the Application Navigator.
2. Open the record for *glide.sg.block_mobile_attachments_sharing*.
3. In the form match the following values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Name	**glide.sg.block_mobile_attachments_sharing**
Type	**true | false**
Value	Enter one of the following values: ○ Enter `true` to turn off the share button in mobile app screens. ○ Enter `false` to display the share button in mobile app screens.

4. Right-click the banner at the top of the *`glide.sg.block_mobile_attachments_sharing`* form and select **Save**.

Configure group ACL for aggregation requests

Use the *`glide.sg.group_acl.enabled`* system property to control the validation of access control lists (ACL) during aggregation requests that are related to displaying results from data items that use grouping.

Before you begin

Role required: admin

About this task

The *`glide.sg.group_acl.enabled`* system property determines whether ACL validation is performed when executing grouping operations. By default, this property is set to `true`. When this system property is set to `true`, an ACL is applied to check whether the record involved in the grouping operation is accessible. This default mobile platform behavior is different from the ServiceNow® instance behavior. The instance doesn't apply ACLs when it displays aggregation result counts. This is a key difference between instance and mobile platform behavior.

When this system property is set to `false`, the system doesn't validate ACLs while it executes a grouping operation. In this case, aggregate results are based on the selected aggregation field and the number of records for each group. In most cases, this shouldn't lead to security issues because ACL checking is still enforced for all other operations.

Procedure

1. Type `sys_properties.list` in the filter navigator.
2. In the System Properties screen, select **New**.
   Make sure that the Application scope is set to **Global**.
3. Use the following information to complete the fields on the system property form.

Field	Description
Name	Enter `glide.sg.group_acl.enabled`.
Type	Select **true | false**.
Value	Enter `true`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select **Submit**.

> **Note:** This system property only affects aggregation requests that are related to displaying results from data items that use grouping. ACL checking remains active for all other operations.

Control whether users can view attachments in external applications on Android devices

Set the *glide.sg.block_mobile_attachments_external_viewing* system property to true to prevent Android users from opening attachments in third-party applications.

Before you begin

Role required: admin

About this task

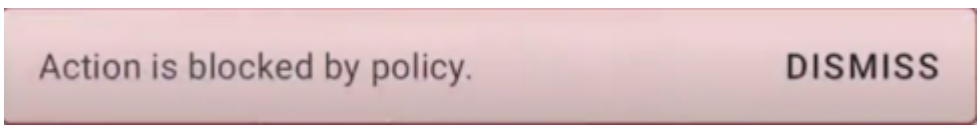
When *glide.sg.block_mobile_attachments_external_viewing* system property is set to `true`, all attachments that are supported to be opened in the internal native viewer are opened there so the user can't open the attachment in a third-party application.

> **Note:** This system property only applies to Android devices and has no effect on iOS devices. The *glide.sg.block_mobile_attachments_external_viewing* system property is available to use on Android clients, version 19.5.1 and later.

The supported file types that can be opened in the internal, native viewer on the Android OS are:

- Images
- Videos
- PDFs

When a user attempts to open an attachment that isn't supported, an error message displays. For example:



> **Note:** The following supported file types can be opened in the internal, native viewer on iOS devices:
>
> - iWork and Microsoft Office documents
> - Images
> - Live photos
> - Text files
> - PDFs
> - Audio files
> - Video files
>
> However, the *glide.sg.block_mobile_attachments_external_viewing* property has no effect on iOS devices.

Procedure

1. Navigate to **All** > **sys_properties.list**.
2. Open the record for *glide.sg.block_mobile_attachments_external_viewing*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the form, match the following values.

Field	Description
Name	*glide.sg.block_mobile_attachments_external_viewing*
Type	**true | false**
Value	Enter one of the following values: ○ Enter `true` to prevent users from opening attachments in third-party applications on Android devices. The following attachments can only be opened in the internal native viewer: images, videos, and PDFs. ○ Enter `false` to enable users to open files in third-party applications on Android devices.

4. Right-click the banner at the top of the *glide.sg.block_mobile_attachments_external_viewing* form and select **Save**.

Mobile properties

Mobile properties enable admins to turn on or turn off features in ServiceNow apps without upgrading the ServiceNow instance.

The ServiceNow Platform server controls the features that are available on your mobile app. The server instance is released with new features for every family release. New versions of the mobile apps are released to the Apple Store and the Google Play Store every month. These monthly releases of mobile apps usually contain bug fixes but can also contain new features. These new features can be turned on or off with mobile properties.

Mobile properties can be configured to set flags on your ServiceNow instance. These "flags" are records structured as key/value pairs in the sys_sg_properties table. They can turn on or turn off features on your mobile client apps. The ServiceNow instance sends the mobile property to mobile client apps after authentication.

Mobile properties are available starting with the San Diego release.

Application scope and mobile properties

When you create a mobile property, you select the application scope for which the property is available in the Mobile Properties New record form. To change the list of available application scopes, select the globe icon ( ) on the instance banner and then select **Application scope:** *application_scope*.

Application scope precedence

When multiple mobile properties of the same name are defined for multiple application scopes, the system applies precedence rules to select a mobile property to use. The following scenarios use the *clientRefresh* mobile property as an example to show how the precedence rules work.

Scenario 1: Global application scope always takes precedence

If a mobile property is defined for multiple application scopes and one of those is the global application scope, then the property defined for global application scope always takes precedence. In this case, the following actions occur:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. The system calls for the *clientRefresh* property on an instance.
2. The system finds three *clientRefresh* properties defined for this instance:

Property name	Application scope	Updated (date and time)
clientRefresh	Global	2021-12-06 10:41:00
clientRefresh	Now Mobile	2021-12-06 10:38:41
clientRefresh	Agent Workspace	2021-12-06 10:42:06

3. The system chooses the *clientRefresh* property defined for the global application scope.

In scenario 1, the **clientRefresh** property defined for the global application scope takes precedence.

Scenario 2: If the mobile property isn't defined for global application scope, then the most recently updated property takes precedence

If a mobile property is defined for multiple application scopes but if there is no property with global application scope, then the system uses the most recently updated property. In this case, the following actions occur:

1. The system calls for the *clientRefresh* property on an instance.
2. The system finds three *clientRefresh* properties defined for this instance:

Property name	Application scope	Updated (date and time)
clientRefresh	Now Mobile	2021-12-06 10:38:41
clientRefresh	Asset Management for mobile	2021-12-06 10:42:06
clientRefresh	Agent Workspace	2021-12-06 12:06:20

3. The system chooses the *clientRefresh* property that was most recently updated.

In scenario 2, the *clientRefresh* property defined for the agent workspace application scope was the most recently updated. All three mobile properties were updated on 2021-12-06. The property defined for the agent workspace application scope was updated at 12:06:20. That time is almost one and a half hours after the other two. The system chooses the *clientRefresh* property defined for the agent workspace application scope because it's the most recently updated *clientRefresh* property.

Turn on or turn off automatic app refresh

Use the *clientRefresh* mobile property on your ServiceNow instance to turn on or turn off automatically refreshing your mobile apps. You can also use the *clientRefresh* property to adjust the scope of refresh on your mobile app.

Before you begin

Role required: admin

About this task

The *clientRefresh* mobile property is enabled by default on the ServiceNow platform server. Mobile apps that are managed by San Diego and later versions of the server instance

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

automatically refresh after an end user runs action items that change data in records. The data change is immediately visible to the user. Users don't need to refresh their mobile apps. The New Update image no longer appears to prompt an app refresh when this feature is enabled. This feature causes no impact on mobile app performance. Mobile apps only refresh screens that have been previously visited. If you want to turn off this behavior, use the steps described in this task.

Mobile properties are configured as records in the sys_sg_properties table on the ServiceNow Platform server. The ServiceNow instance sends the mobile property to mobile apps after authentication. Then the property turns on or turns off a feature on the mobile app. The *`clientRefresh`* mobile property is configured using JSON scripts.

The *`clientRefresh`* property is a JSON object with two keys: `isEnabled` and `refreshScope`, which are described in the Mobile properties new record form.

> **Important:** Starting with the San Diego release of the ServiceNow server, to turn off refreshing behavior, you must create a new clientRefresh JSON object and set the `isEnabled` key to `false` in the mobile property definition.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
3. On the form, fill in the fields.

Mobile properties new record form

Field	Description
Name	Name for the mobile property record. Enter `clientRefresh` to make the automatic app refresh feature configurable. Although this feature is turned on by default, you must create it to configure it. It isn't visible on the instance until you create it. **Note:** The record name is case-sensitive and must be entered as `clientRefresh`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *`application_scope`*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Turns on or turns off automatic refresh of instance data for mobile apps.`
Type	Data type of the mobile property record. You must select **JSON** for the *`clientRefresh`* mobile property.
Value	The JSON code that configures this feature. ○ To disable the feature, enter the following: `{"isEnabled":false,"refreshScope":"all_tabs"}`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description

	○ To enable the feature, enter the following:
	`{"isEnabled":true,"refreshScope":"all_tabs"}`
	○ To increase the scope of data that is refreshed, enter the following:
	`{"isEnabled":true,"refreshScope":"all_tabs"}`
	Using `"all_tabs"` refreshes all screens across all navigation bar tabs after an action is run in the mobile app that changes data in a record.
	○ To limit the scope of data that is refreshed, enter the following:
	`{"isEnabled":true,"refreshScope":"current_tab"}`
	Using `"current_tab"` refreshes just the current navigation bar tab after an action is run in the mobile app.
	Note: Use a JSON formatter/validator to make sure that there are no syntax issues.

Active	Option to activate the mobile property. If the check box is cleared, then the mobile property isn't activated for use.
Is Public	Determines whether the *pre_auth* property is included in the API response. By default, this option is not selected. If you want this property included in the */pre_auth* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the */user_client* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the configuration name or select the search icon. The search dialog box lists the configurations from which you can choose. Select a configuration in the Mobile app configs dialog box.
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon. The search dialog box lists the applications from which you can choose. Select an application in the Mobile Applications dialog box.

4. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

After updating this property, the end user must pull to refresh and get the latest feature configurations.

Enable external users to access attachments

Enable users who have been assigned the snc_external role to be able to view, upload, and download attachments on their ServiceNow mobile app.

Before you begin

Role required: admin

About this task

When you assign the snc_external role to users who are external to your organization, they can't access resources with their ServiceNow mobile app unless explicitly enabled. For more information about the snc_external role, see Explicit Roles.

You can use the mobile property *allow_snc_external_attachment_access* to remove restrictions on attachments for users assigned the snc_external role. When the *allow_snc_external_attachment_access* mobile property is set `true`, external users can use the mobile offline mode and access attachments from the following components and locations:

- Activity streams
- Legacy parameter screen (UI parameters), Quebec and earlier
- Input form screen (sys_sg_parameter_screen table), Rome and later
- Details screen using the Attachment list
- Offline mode

The *allow_snc_external_attachment_access* mobile property is turned off by default and external users can't access attachments.

Mobile properties are configured as records in the sys_sg_properties table on the ServiceNow Mobile Platform server. The ServiceNow instance sends the mobile property to mobile apps after authentication. Then the property turns on or turns off a feature on the mobile app.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
3. On the form, fill in the fields.

Mobile properties new record form

Field	Description
Name	Name of the mobile property record. Enter `allow_snc_external_attachment_access` to make this feature configurable. The *allow_snc_external_attachment_access* property is turned off by default and you must create it on your instance to configure it. It isn't visible on the instance until you create it. **Note:** The record name is case-sensitive and must be entered as `allow_snc_external_attachment_access`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *application_scope*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Determines whether users in the snc_external role can access attachments.`
Type	Data type of the mobile property record. Select **True/False** for the *allow_snc_external_attachment_access* mobile property.
Value	Enter one of the following options: ○ To enable external users to access attachments, enter `True`. ○ To prevent external users from accessing attachments, enter `False`.
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *pre_auth* property is included in the API response. By default, this option is not selected. If you want this property included in the */pre_auth* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the */user_client* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other external users don't have access to this mobile property and instead experience default behavior so they can't access attachments. To enter a value, either start typing the configuration name or select the search icon. The search dialog box lists the configurations from which you can choose. Select a configuration in the Mobile app configs dialog box.
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other external users don't have access to this mobile property and instead experience default behavior so they can't access attachments. To enter a value, either start typing the application name or select the search icon. The search dialog box lists the applications from which you can choose. Select an application in the Mobile Applications dialog box.

4. Select **Submit**.

What to do next

After updating this property, the end user must pull to refresh on the launcher screen to get the latest feature configurations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Switch the date/time fields between device time zone and UTC

Use the *ShowDateTimeInUTC* mobile property to determine whether the date/time field values in the Now Mobile app are displayed in the time zone of the user's device (default) or are converted to UTC.

Before you begin

Role required: admin

About this task

The *ShowDateTimeInUTC* mobile property value is **false** and not defined by default. When set to **false** or not defined, the Now Mobile app displays the time and date according to the time zone of a user's device. Instead, set *ShowDateTimeInUTC* to **true** to display the time and date according to Coordinated Universal Time (UTC).

Both Mobile Card Builder and the following mobile screens support the *ShowDateTimeInUTC* property:

- Input form screen
- Record screen

Mobile properties are configured as records in the sys_sg_properties table on the ServiceNow® Platform server. The ServiceNow instance sends the mobile property to mobile apps after authentication. Then the property turns on or turns off a feature on the mobile app.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
2. In the Mobile Properties list, select **New**.
3. On the form, fill in the fields.

Mobile properties form

Field	Description
Name	Name of the mobile property record. Enter `ShowDateTimeInUTC` to make this feature configurable. This feature is turned off by default and you must create it on your instance to configure it. It isn't visible on the instance until you create it. **Note:** The record name is case-sensitive and must be entered as `ShowDateTimeInUTC`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *application_scope*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Determines whether users see date/time according to UTC or according to their device's time zone.`
Type	Data type of the mobile property record. Select **True/False** for the *ShowDateTimeInUTC* mobile property.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Value	The following values can be entered: ○ To show the users date/time according to UTC, enter `True` ○ To show the users date/time according to the time zone of their device, enter `False`.
Active	Option to activate the mobile property. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *pre_auth* property is included in the API response. By default, this option is not selected. If you want this property included in the */pre_auth* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the */user_client* API response.
Mobile App Config	Mobile app configuration that you want to use the mobile property for. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the configuration name or select the search icon (🔍). The search dialog box lists the configurations from which you can choose. Select a configuration for **Mobile App Config**.
Mobile Application	Mobile application that you want to send the mobile property to. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon (🔍). The search dialog box lists the applications from which you can choose. Select an application for **Mobile Application**.

4. Select **Submit**.

What to do next
After updating this property, the end user must refresh the data from the instance to get the latest feature configurations.

Configure mobile apps to use the date/time format of mobile devices

Set the *useDeviceSettingsForDateTimeFormats* mobile property to `True` to configure the date/time fields in mobile apps to use the date/time format that is used on the mobile device.

Before you begin
Role required: admin

About this task
The useDeviceSettingsForDateTimeFormats mobile property is available in ServiceNow® mobile app versions 18.2 and later. For more information about ServiceNow mobile app versions, see Mobile app version history for iOS and Android.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
3. On the form, fill in the fields.

Mobile properties new record form

Field	Description
Name	Name of the mobile property record. Enter `useDeviceSettingsForDateTimeFormats` to make this feature configurable. The *`useDeviceSettingsForDateTimeFormats`* property is turned off by default and you must create it on your instance to configure it. It isn't visible on the instance until you create it. **Note:** The record name is case-sensitive and must be entered as `useDeviceSettingsForDateTimeFormats`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *`application_scope`*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Configures mobile apps to use the date/time format of the mobile device where the app runs.`
Type	Data type of the mobile property record. Select **True/False** for the *`useDeviceSettingsForDateTimeFormats`* mobile property.
Value	Enter one of the following options: ○ To configure mobile apps to use the date/time format of the mobile device where the app runs, enter `True`. ○ To use the date/time format of the mobile app and ignore the device format, enter `False`.
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *`pre_auth`* property is included in the API response. By default, this option is not selected. If you want this property included in the *`/pre_auth`* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the *`/user_client`* API response.
Mobile App Config	Mobile app configuration that you want to use the mobile property for. This setting limits the mobile property behavior to users who have access to this

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the configuration name or select the search icon ( ). The search dialog box lists the configurations from which you can choose. Select a configuration for **Mobile App Config**.
Mobile Application	Mobile application that you want to send the mobile property to. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon ( ). The search dialog box lists the applications from which you can choose. Select an application for **Mobile Application**.

4. Select **Submit**.

What to do next

After updating this property, the end user must refresh the app to get the latest feature configurations.

Hide seconds in date/time fields on mobile cards, record screen details pages, or activity streams

Set the *`mobileCardsShowSeconds`*, *`recordScreenDetailsShowSeconds`*, or the *`activityStreamShowSeconds`* mobile properties to `False` to hide the display of seconds in date/time fields.

Before you begin

Role required: admin

About this task

The following mobile properties are set to `True` by default for the date/time fields in mobile cards, record screen details pages, and activity streams:

- *`mobileCardsShowSeconds`*
- *`recordScreenDetailsShowSeconds`*
- *`activityStreamShowSeconds`*

When these properties are set to `True`, seconds display in the date/time fields. To hide the display of seconds in date/time fields for mobile cards, record screen details pages, and activity streams, set these properties to `False` on your ServiceNow® instance.

These mobile properties are available in ServiceNow mobile app versions 18.2 and later. For more information about ServiceNow mobile app versions, see Mobile app version history for iOS and Android.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. In the Mobile Properties list, select **New**.
3. On the form, fill in the fields.

Mobile properties new record form

Field	Description
Name	Name of the mobile property record. Enter one of the following mobile property names: ○ To configure how seconds display in mobile cards date/time fields, enter `mobileCardsShowSeconds`. ○ To configure how seconds display in record screen details pages date/time fields, enter `recordScreenDetailsShowSeconds`. ○ To configure how seconds display in activity streams date/time fields, enter `activityStreamShowSeconds`. **Note:** The record name is case-sensitive and must be entered as it is shown here.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *application_scope*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, if you are configuring *mobileCardsShowSeconds*, enter the following description: `Configures mobile cards to show or hide seconds in the date/time field.`
Type	Data type of the mobile property record. Select **True/False** for the *mobileCardsShowSeconds*. *recordScreenDetailsShowSeconds*, or the *activityStreamShowSeconds* mobile properties.
Value	Enter one of the following options: ○ To configure seconds to display in the date/time field, enter `True`. ○ To hide seconds in the date/time field, enter `False`.
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *pre_auth* property is included in the API response. By default, this option is not selected. If you want this property included in the */pre_auth* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the */user_client* API response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Mobile App Config	Mobile app configuration that you want to use the mobile property for. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the configuration name or select the search icon ( ). The search dialog box lists the configurations from which you can choose. Select a configuration for **Mobile App Config**.
Mobile Application	Mobile application that you want to send the mobile property to. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon ( ). The search dialog box lists the applications from which you can choose. Select an application for **Mobile Application**.

4. Select **Submit**.

What to do next
After updating this property, the end user must refresh the app to get the latest feature configurations.

Extend embedded web sessions

Extend embedded web sessions to keep mobile users logged in until the mobile OAuth token expires.

Before you begin
Role required: admin

About this task
The *extend_web_session* mobile property is enabled by default. This property helps make hybrid experiences on ServiceNow® mobile apps seamless. The *extend_web_session* property extends an embedded web session so it's valid for the same amount of time that native mobile apps are valid. Web session timeout is 30 minutes by default. Mobile sessions remain valid for 100 days. To keep mobile users logged in until the mobile OAuth token expires, use the *extend_web_session* mobile property to extend the web session timeout. You can turn off this feature by setting the **Value** field for this property to `False`.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
3. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile properties new record form

Field	Description
Name	Name for the mobile property record. Enter `extend_web_session` to enable admins to extend the length of time for mobile embedded web sessions. Mobile web sessions have a default timeout value. The *`extend_web_session`* mobile property overrides the default timeout value. End users remain logged in to the embedded web session for as long as the mobile OAuth token is valid. **Note:** The record name is case-sensitive and must be entered as `extend_web_session`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *`application_scope`*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property.
Type	Data type of the mobile property record. You must select **True/False** for the *`extend_web_session`* mobile property.
Value	Enter one of the following options: ○ To enable extending web sessions to match mobile apps, enter `True`. ○ To keep the 30-minute web session length, enter `False`.
Active	Indicates if the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *`pre_auth`* property is included in the API response. By default, this option is not selected. If you want this property included in the *`/pre_auth`* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the *`/user_client`* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: For the *extend_web_session* mobile property, which is turned on by default, you can only turn off the extended web session time for users with the mobile app configuration that you specify for this field. If you don't specify a Mobile App Config, all end-user web sessions are extended in Washington DC family release versions and later. To enter a value, either start typing the configuration name or select the search icon (🔍). The search dialog box lists the configurations from which you can choose. Select one of the following mobile app configs: ○ **Mobile Agent** ○ **Now Mobile**
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. **Note:** For the *extend_web_session* mobile property, which is turned on by default, you can only turn off the extended web session time for users with the mobile application that you specify for this field. If you don't specify a Mobile Application, all end-user web sessions are extended in Washington DC family release versions and later. To enter a value, either start typing the application name or select the search icon (🔍). The search dialog box lists the applications from which you can choose. Select one of the following mobile applications: ○ If you selected **Mobile Agent** for the **Mobile App Config**, select **Agent**. ○ If you selected **Now Mobile** for the **Mobile App Config**, select **Request**.

4. Select **Submit**.

What to do next

After updating this property, the end user must pull to refresh and get the latest feature configurations.

Enable enhanced barcode scanning

Add the *EnableCameraFocusEnhancement* and the *EnableMaxCameraResolution* mobile properties to enhance barcode scanning for Android devices.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Important:

To scan barcodes as accurately as possible, make sure that you:

- Scan in a well-lit environment. Both Android and iOS mobile devices have flashlight apps that you can use to make sure your device's camera has adequate light to scan barcodes accurately.
- Keep the device camera in a steady position while scanning. If the camera is shaking, barcode scans will become blurred and inaccurate.

You can enable enhanced barcode scanning on your instance for Android devices by adding the following mobile properties:

Mobile properties that enable enhanced barcode scanning on Android devices

Mobile property	Description
`EnableCameraFocusEnhancement`	Enables auto-zooming, which improves accuracy. This only applies to hardware that supports auto-zooming.
`EnableMaxCameraResolution`	Enables the highest possible resolution that the hardware can support. Use this for frame rendering. **Note:** Newer, more powerful hardware can best take advantage of this mobile property.

Important: These mobile properties are only supported on Android devices.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
3. On the form, fill in the fields for the *`EnableCameraFocusEnhancement`* mobile property.

Mobile properties new record form

Field	Description
Name	Name for the mobile property record. Enter `EnableCameraFocusEnhancement` to enable auto-zooming for hardware that supports this feature. **Note:** The record name is case-sensitive and must be entered as `EnableCameraFocusEnhancement`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *`application_scope`*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Enables auto-zooming for barcode scanning`.
Type	Data type of the mobile property record. You must select **True/False** for the *`EnableCameraFocusEnhancement`* mobile property.
Value	Enter one of the following options: ○ To enable auto-zooming for barcode scanning, enter `True`. ○ To turn off auto-zooming for barcode scanning, enter `False`.
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *`pre_auth`* property is included in the API response. By default, this option is not selected. If you want this property included in the *`/pre_auth`* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the *`/user_client`* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. Select one of the following mobile app configs: ○ **Mobile Agent** ○ **Now Mobile**
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. Select one of the following mobile applications: ○ If you selected **Mobile Agent** for the **Mobile App Config**, select **Agent**. ○ If you selected **Now Mobile** for the **Mobile App Config**, select **Request**.

4. Select **Submit**.
   The Mobile Properties list appears.
5. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
6. On the form, fill in the fields for the *`EnableMaxCameraResolution`* mobile property.
   Refer to Step 3 for information about how to complete the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

> **Important:** The Name field is case-sensitive and must be entered as *EnableMaxCameraResolution*.

7. When you have completed the Mobile Properties form for the *EnableMaxCameraResolution* mobile property, select **Submit**.

What to do next

- To confirm that the properties have been added, make sure they appear in the Mobile Properties list after you select **Submit**.
- End users must pull to refresh and get the latest feature configurations.

Enable barcode scanning with an external scanner

Set the *externalScanEnabled* mobile property to `True` to enable barcode scanning with an external scanner while the device camera is available in other parts of the mobile app.

Before you begin

Role required: admin

About this task

When the *externalScanEnabled* mobile property is set to `True`, you can use an external scanner without denying access to the camera for the mobile app.

By default, the *externalScanEnabled* mobile property isn't configured, which turns off this feature.

In ServiceNow® mobile apps version 19.0 and later, when you configure the *externalScanEnabled* property on your ServiceNow instance, it enables a toggle switch on the barcode scan screen. This switch can be used to select the device camera or an external device.

> **Important:**
>
> External barcode scanning devices must be configured with a 'tab' character appended to the end of each barcode. Multi-scan and group scans use the tab suffix character to automatically advance to the next field.
>
> Please refer to the user manual of your device to learn how to configure the tab suffix. For example:
>
> - For all Zebra scanners, see Add a Tab Key after Scanning a Barcode.
> - For Zebra DS2278 Bluetooth scanner, see Tab Key.
> - For Zebra TC52X, TC78x, and MC 900 (phone with built-in scanner), see DataWedge: Append Send Enter or Tab Key after Scanning.
> - For Honeywell CT40 (phone with built-in scanner), see Article 000076406 in the Honeywell knowledge base.

For more information, see Mobile barcode scanning.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.

   The Mobile Properties list appears.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. In the Mobile Properties list, select **New**.

   The Mobile Properties form appears.

3. On the form, fill in the fields.

Mobile properties new record form

Field	Description
Name	Name for the mobile property record. Enter `externalScanEnabled` to enable using an external scanner without turning off your mobile device camera. **Note:** The record name is case-sensitive and must be entered as `externalScanEnabled`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope :** *application_scope*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property.
Type	Data type of the mobile property record. You must select **True/False** for the *externalScanEnabled* mobile property.
Value	Enter one of the following options: ○ To enable barcode scanning with an external scanner without denying access to the camera for the mobile app, enter `True`. ○ To turn off the ability to scan barcodes with an external scanner and use the mobile device camera for barcode scanning, enter `False`.
Active	Indicates if the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *pre_auth* property is included in the API response. By default, this option is not selected. If you want this property included in the */pre_auth* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the */user_client* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	To enter a value, either start typing the application name or select the search icon ( ). The search dialog box lists the configurations from which you can choose. Select one of the following mobile app configs: ○ **Mobile Agent** ○ **Now Mobile**
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon ( ). The search dialog boxt lists the application from which you can choose. Select one of the following mobile applications: ○ If you selected **Mobile Agent** for the **Mobile App Config**, select **Agent**. ○ If you selected **Now Mobile** for the **Mobile App Config**, select **Request**.

4. Select **Submit**.

What to do next
After updating this property, the end-user must pull to refresh and get the latest feature configurations.

Configure different mobile attachment capabilities on Android devices based on user roles

Use a combination of system properties and mobile properties to enable different users on Android devices to share, download, or view attachments in external applications based on roles.

Before you begin
Role required: admin

Make sure to select **Global** as the application scope.

Identify 2 groups of users:

Group A: users that CAN:	Group B: users that CAN'T:
• Share and download attachments • View attachments in external applications	• Share and download attachments • View attachments in external applications

About this task
After you identify the two groups of users, assign different roles to each group of users. You can assign more than one role to each group of users. For information about creating and assigning roles to users, see Create a role .

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This feature is available on Android clients, version 19.5.1 and later.

Procedure

1. Set the system property *glide.sg.block_mobile_attachments_external_viewing* to `true`.
   For more information, see Control whether users can view attachments in external applications on Android devices.
2. Set the system property *glide.sg.block_mobile_attachments_sharing* to `true`.
   For more information, see Block users from downloading or sharing attachments.
3. On your ServiceNow® instance, navigate to **All** > **sys_sg_properties_list.do**.
   The Mobile Properties list appears.
4. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
5. On the form, fill in the fields.

Mobile Properties New record form

Field	Description
Name	Name for the mobile property record. Enter `exemptedRoles-glide.sg.block_mobile_attachments_sharing` to enable sharing/downloading attachments and viewing attachments externally as a configurable feature. You must create it to configure it. **Note:** The record name is case-sensitive and must be entered as `exemptedRoles-glide.sg.block_mobile_attachments_sharing`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the Overflows Menu (⋮) on the instance banner. Then select **Scope selectors > Application scope:** *application_scope*.
Description	Description of the mobile property. Enter a description of the property. For example, `Enables sharing/downloading/viewing attachments.`
Type	Data type of the mobile property record. Select **True/False** for the *exemptedRoles-glide.sg.block_mobile_attachments_sharing* mobile property.
Value	Enter the name of role or roles you created for Group A (users who CAN share/download attachments and who CAN view attachments in external applications). If you need to specify multiple roles, enter them in a comma-separated list. For example: `role1, role2, role3`
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the pre-auth property is included in the API response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	By default, this option is not selected. If you want this property included in the /pre-auth API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the /user_client API response.
Mobile App Config	Mobile app configuration that you want to use the mobile property for. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the configuration name or select the search icon ( ). The search dialog box lists the configurations from which you can choose. Select a configuration for **Mobile App Config**.
Mobile Application	Mobile application that you want to send the mobile property to. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon ( ). The search dialog box lists the applications from which you can choose. Select an application for **Mobile Application**.

6. Select **Submit**.
   The Mobile Properties New record form clears.
7. In the cleared Mobile Properties New record form, fill in the fields.

Mobile Properties New record form

Field	Description
Name	Name for the mobile property record. Enter `exemptedRoles-glide.sg.block_mobile_attachments_external_viewing` to enable sharing/downloading attachments and viewing attachments externally as a configurable feature. You must create it to configure it. **Note:** The record name is case-sensitive and must be entered as `exemptedRoles-glide.sg.block_mobile_attachments_external_viewing`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the Overflows Menu ( ) on the instance banner. Then select **Scope selectors > Application scope:** *`application_scope`*.
Description	Description of the mobile property. Enter a description of the property. For example, `Enables sharing/downloading/viewing attachments in external applications.`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	Data type of the mobile property record. Select **True/False** for the *`exemptedRoles-glide.sg.block_mobile_attachments_external_viewing`* mobile property.
Value	Enter the name of the role or roles you created for Group B (users who CAN'T share/download attachments and who CAN'T view attachments in external applications). If you need to specify multiple roles, enter them in a comma-separated list. For example: `role1, role2, role3`
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the pre-auth property is included in the API response. By default, this option is not selected. If you want this property included in the /pre-auth API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the /user_client API response.
Mobile App Config	Mobile app configuration that you want to use the mobile property for. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the configuration name or select the search icon ( ). The search dialog box lists the configurations from which you can choose. Select a configuration for **Mobile App Config**.
Mobile Application	Mobile application that you want to send the mobile property to. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start typing the application name or select the search icon ( ). The search dialog box lists the applications from which you can choose. Select an application for **Mobile Application**.

8. Select **Submit**.

What to do next

After updating these properties, the end user must pull to refresh and get the latest feature configurations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Keep native apps active during authentication on Android devices

Use the *preventAppKillOnAuth* property on your ServiceNow instance to help prevent Android devices from killing the mobile app when put to background during login. Use this configuration to allow for a smoother authentication experience by keeping the app active until users complete or cancel the login process.

Before you begin

Role required: admin

About this task

Note: The *preventAppKillOnAuth* may need to be set only if you're experiencing login issues, where the app restarts after being put in the background and then is resumed. After such restarts, the app can fail to redirect to the native mobile interface after login. This issue was found to occur on OEM devices like Redmi, POCO, and Oppo.

The *preventAppKillOnAuth* property is a pre-authenticated mobile setting that when set to true signals to the system that an important task is in progress. This setting maintains that the mobile app remains alive during the authentication process even when moved to the background.

Mobile properties are configured as records in the sys_sg_properties table on the#ServiceNow Mobile Platform server.

Note: #The *preventAppKillOnAuth* property is supported from the 20.6.0 mobile client release.

Example

When you open an authenticator app to retrieve code or approve a login request, the ServiceNow mobile app moves to the background. In such a situation the Android OS may terminate the app in the following circumstances:

- If the device is running low on memory.
- If the battery saver mode enabled.
- If the system settings has a limit to the number of background apps enabled to run simultaneously.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list displays.
2. In the Mobile Properties list, select **New**.
   The Mobile Properties form displays.
3. On the form, fill in the fields as required.

Mobile properties new record form

Field	Description
Name	Name for the mobile property record. Enter `preventAppKillOnAuth` to make this feature configurable. The#`preventAppKillOnAuth` property is turned off by default and you must create it on your instance to configure it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *application_scope*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Determines whether app remains alive during auth process`.
Type	Data type of the mobile property record. You must select **True/False** for the *preventAppKillOnAuth* mobile property.
Value	Enter one of the following options: ○ To request Android OS, to keep app alive all through authentication process, enter `True`. ○ To enable Android OS to manage the app using standard background processes during authentication, enter `False`. This is the default value.
Active	Determine whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether this property is publicly available in the *pre_auth* API to mobile devices, even before logging in to the instance. Select this check box to enable the property functionality.
Mobile App Config	Not relevant for this configuration. When the **Is Public** field is selected, this field isn't available
Mobile Application	Enter either `Agent`, `Request`, or the name of a custom app type created by users of Mobile Publishing. Alternatively, leave the field empty to apply this property for all supported app types or variants. To enter a value, either start entering the application name or select the search icon. The search dialog box lists the applications from which you can choose. Select an application in the Mobile Applications dialog box.

4. Enter the property name `preventAppKillOnAuth`, in the **Name** field.
5. Select **True/False** in the **Type** field.
6. Enter `true` in the **Value** field.
7. Select **Is Public**.
8. Select **Submit**.

Turn off the Zero Trust Access banner on mobile apps

Learn how to turn off the banner on mobile app screens where Zero Trust Access (ZTA) is enabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: Security admin

About this task
When ZTA is enabled on your ServiceNow instance, end users see a banner at the top of their mobile app screen each time the network connection state changes. For example, when the end user logs in or when the mobile access token expires, and the instance requests a refreshed token. This can occur several times due to internal app management and end users see this banner every time. While this informs the user when their network connection changes, it can make it difficult to use the mobile app.

To enhance usability of the mobile app, admins can set the *`disableZTABanner`* mobile property to on the instance. When this property is set to `True`, display of the banner is suppressed on mobile app screens.

> **Important:** By default, this mobile property isn't set and produces the same behavior as setting the property to `False` where the ZTA banner displays for all connection`True` state changes.

Procedure
1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
3. On the form, fill in the fields.

Mobile properties new record form

Field	Description
Name	Name for the mobile property record. Enter `disableZTABanner` to suppress the ZTA banner on mobile apps when connection state changes. **Note:** The record name is case-sensitive and must be entered as `disableZTABanner`.
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *`application_scope`*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Turns off the ZTA banner on mobile app screens`.
Type	Data type of the mobile property record. Select **True/False** for the *`disableZTABanner`* property.
Value	The following values can be entered:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ To suppress the ZTA banner on mobile apps when connection states change, enter `True`. ○ To enable the ZTA banner on mobile apps when connection states change, enter `False`. **Important:** By default, this mobile property isn't set and produces the same behavior as setting the property to `False` where the ZTA banner displays for all connection state changes.
Active	Option to activate the mobile property. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *`pre_auth`* property is included in the API response. By default, this option is not selected. If you want this property included in the *`/pre_auth`* API response, select this checkbox. For more information, see Adaptive authentication events. Mobile properties with this checkbox enabled are excluded from the *`/user_client`* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start entering the application name or select the search icon ( ). The search dialog box lists the configurations from which you can choose. Select one of the following mobile app configs: ○ **Mobile Agent** ○ **Now Mobile**
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start to type the application name or select the search icon ( ). The search dialog box lists the applications from which you can choose. Select one of the following mobile applications: ○ If you selected **Mobile Agent** for the **Mobile App Config**, select **Agent**. ○ If you selected **Now Mobile** for the **Mobile App Config**, select **Request**.

4. Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next
After updating this property, the end user must pull to refresh and get the latest feature configurations.

PIN timeout

Configure the PINIdleTimeout property to define the PIN timeout for different ServiceNow mobile apps. You can use this property to enhance security by controlling how long users are allowed to remain inactive before being required to reenter their PIN.

Before you begin
Role required: admin

About this task
The PINIdleTimeout property lets you set different inactivity timeouts according to mobile app type. The property provides the option that higher-security apps like the Mobile Agent app can lock sooner, while lower-risk apps, like the Now Mobile app, can give users more time before reprompting to log in.

Note: If this property isn't defined, the default PIN timeout is 300 seconds.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
   The Mobile Properties form appears.
3. On the form, fill in the fields as required.

Name	Name of the mobile property record. Enter `PINIdleTimeout` to make this feature configurable. The PINIdleTimeout property is turned off by default and you must create it on your instance to configure it. It isn't visible on the instance until you create it
Application	Application scope where the mobile property is applied. To select a different application scope, select the globe icon ( ) on the instance banner. Then select **Application scope:** *`application_scope`*. For information about how mobile properties are affected by application scope, see Mobile properties.
Description	Description of the mobile property. Enter a description of the property. For example, `Configure length of time mobile app is opened before login is required`.
Type	Data type of the mobile property record. For this property, select **Integer**.
Value	Enter the value in seconds for how long the mobile app remains open before the app times out and login is required again. Consider the following: ○ Default value is 300 seconds ○ The value range is from 30 through 900 seconds

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

	○ If the entered value is below 30 or above 900 seconds, the system uses the default value of 300 seconds. ○ The timeout mechanism keeps counting even when the app is minimized or closed.
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property isn't activated for use.
Is Public	Determines whether the *pre_auth* property is included in the API response. By default, this option isn't selected. If you want this property included in the */pre_auth* API response, select this check box. For more information, see Adaptive authentication events. Mobile properties with this check box enabled are excluded from the */user_client* API response.
Mobile App Config	Mobile app configuration for which you want to use the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app configuration. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start entering the application name or select the search icon ( ). The search dialog box lists the configurations from which you can choose.
Mobile Application	Mobile application to which you want to send the mobile property. This setting limits the mobile property behavior to users who have access to this mobile app. Other users don't have access to this mobile property and instead experience default behavior. To enter a value, either start to type the application name or select the search icon ( ). The search dialog box lists the applications from which you can choose.

4. Enter `PINIdleTimeout` in the **Name** field.
5. Select **Integer** in the **Type** field.
6. In the **Value** field, select between 30-900 seconds to define the length of time the app remains open before the user is required to log in again.
7. Select **Submit**.

What to do next

After updating this property, the end user must refresh the app to get the latest feature configurations.

Asynchronous attachment uploads

Set the `AsyncAttachmentsUploadEnabled` mobile property to true to turn on background file uploads in the *ServiceNow mobile* app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: **admin**

> **Note:** The asynchronous attachment property is only supported on Input form and activity stream screens.

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
   The Mobile Properties list appears.
2. In the Mobile Properties list, select **New**.
3. On the form, fill in the fields.

Field	Description
Name	Name of the mobile property record. Enter `AsyncAttachmentsUploadEnabled` to turn on asynchronous attachment uploads.
Application	Application scope where the mobile property is applied. To select a different application scope, select the **Overflows Menu** on the instance banner, then select **Scope selectors** > **Application scope**: *`application_scope`*.
Description	Description of the mobile property. For example: `Turns on background file uploads in the mobile app.`
Type	Data type of the mobile property record. Select **True/False** for the `AsyncAttachmentsUploadEnabled` property.
Value	Enter one of the following options: ○ To turn on asynchronous attachment uploads, enter `true`. ○ To turn off asynchronous attachment uploads, enter `false`.
Active	Whether the mobile property is activated. If the check box is cleared, the mobile property is not activated for use.
Is Public	Determines whether the `AsyncAttachmentsUploadEnabled` property is included in the API response. Mobile properties with this check box enabled are excluded from the `/user_client` API response.
Mobile App Config	Mobile app configuration to use the mobile property for. This setting limits the mobile property behavior to users who have access to this mobile app configuration.
Mobile Application	Mobile application to send the mobile property to. This setting limits the mobile property behavior to users who have access to this mobile app.
Auto-Retries	Specifies the number of automatic retry attempts for an asynchronous attachment upload before the system marks it as failed.

4. **Optional:** To configure the number of automatic retry attempts before an upload is marked as failed, create a second mobile property named

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

`AsyncAttachmentsUploadNumRetriesBeforeFailure` using the same procedure, using type **Integer** and setting the value to the number of retries you want.

5. Select **Submit**.

User roles and user criteria permissions for mobile apps

User roles and user criteria permissions are access control mechanisms that enable you to define roles or segment users into groups within the mobile platform. With these permissions, you can show or hide different components of your mobile app to either individuals or groups.

User roles permissions

User roles control access to features and components within mobile apps for defined target audiences.#The admin role provides access to all features and capabilities.

After access has been granted to a role, all the groups or users assigned to the role are granted the access. Use role inheritance to group related permissions, making it easier to manage and assign roles. For example, if an employee has been promoted to a sales manager position, you can allocate additional roles to the employee to reflect their new position.

User role records are stored in the Roles [sys_user_role] table. For more information, see Managing roles.

For a list of all the components where you can define user roles and user criteria, see Mobile components where user roles and user criteria permissions apply. Some components apply to both user roles and user criteria, whereas others are mutually exclusive.

User criteria permissions

User criteria permissions are an access control mechanism that enables you to grant users access to mobile app components, based on categories such as departments, locations, or company. #User criteria records define conditions that are evaluated against user records. When a user criteria is defined, records are only visible to users who pass the defined conditions.

With user criteria permissions, you can change information within a single area of a group to update all users' details associated within that group. For example, a company relocates, and the management requires that users in the new location have access to different mobile content. Admins can update the user criteria permissions, so that this new content is displayed to all users in this group.

User criteria records are stored in the User Criteria [user_criteria] table.

For a list of all the components where you can define user roles and user criteria, see Mobile components where user roles and user criteria permissions apply. Some components apply to both user roles and user criteria, whereas others are mutually exclusive.

General guidelines for user roles and user criteria in mobile apps

- When defining user roles and user criteria, careful planning is required to ensure that components are associated with the correct access control mechanism.
- Some components can be associated with either user roles and user components, whereas other components are associated with one access control mechanism. For a list of how the components are associated, see Mobile components where user roles and user criteria permissions apply. For example, you can apply user roles to screens and functions. Alternatively, you can apply navigation tabs and icon section destinations to user criteria.
- You can't select both user roles and user criteria as access control mechanisms for a component in Mobile App Builder. However, in the web-based UI both user roles and user

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

criteria can be defined for a component. In this situation, the operational mechanism is the value defined in the **Access Control Mechanism** field of the record.

- Both user roles and user criteria are supported in offline.

Mobile components where user roles and user criteria permissions apply

Lists of mobile components that can be applied to user roles, user criteria, or to both these access control mechanisms.

Mobile components that support both user roles and user criteria

Component	Table
Native Client	sys_sg_native_client
Launcher screen	sys_sg_applet_launcher
Record section	sys_sg_item_section
Icon section	sys_sg_navigation_section
Legacy icon section	sys_sg_icon_section
Analytics section	sys_sg_chart_section
Media section	sys_sg_media_section
Content section	sys_sg_content_section

Mobile components that support user roles only

Component	Table
Activity stream screen	sys_sg_activity_stream_screen
Mobile web screen	sys_sg_browser_screen
Function	sys_sg_button
Button chat launcher	sys_sg_button_chat_launcher
Calendar screen	sys_sg_calendar_screen
Chart screen	sys_sg_chart_screen
Custom map screen	sys_sg_custom_map_screen
Details screen	sys_sg_details_screen
Record screen	sys_sg_form_screen
List screen	sys_sg_list_screen
Map screen	sys_sg_map_screen
Offline download schedule	sys_sg_offline_download_schedule
Input form screen	sys_sg_parameter_screen
Related lists screens	sys_sg_related_lists_screen
Screen	sys_sg_screen
Sections screen	sys_sg_sections_screen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile components that support user criteria only

Component	Table
Navigation tab	sys_sg_navigation_tab
Screen tab	sys_sg_applet_tab
Launcher tab	sys_sg_applet_launcher_tab
Icon Section destination	sys_sg_navigation_section_destination
Icon Section destination screen	sys_sg_navigation_section_destination_screen
Icon section destination function	sys_sg_navigation_section_destination_button
Icon section destination launcher	sys_sg_navigation_section_destination_applet_launcher

User role permissions in mobile apps

Control the visibility of different components of mobile apps by applying user role permissions.

Apply user roles to determine which components are accessible within mobile apps for specific groups of users. The admin role, for instance, enables access to all components. Once a role is assigned, this access extends to all users or groups linked to that role. Additionally, roles can be nested within other roles, so that any permission assigned to one role automatically applies to any inclusive roles.

For example, if an employee moves from the sales department to the finance department, you can assign them roles that relate to their new position, and remove roles that relate to their former position. This means that the user no longer has access to the UI sections showing sales data visualizations, and instead has access to the UI sections showing financial data visualizations.

Note: If you don't select user roles for any of these components, any user who has access to the mobile app can see that component. However, users still may not see certain components, as user criteria permissions may be defined.

For a full list of components where you can apply user roles and user criteria, see Mobile components where user roles and user criteria permissions apply.

User roles are supported in the following components: Native Client, screens, launcher screen, UI sections, and functions.

Native Client and applications

Limit a user's ability to access certain applications in the mobile app. For example, prevent IT Service Management (ITSM) users from accessing Field Service Management (FSM) applications. Native Client relates to app level functionality and includes components like mobile themes, empty state, navigation bar, geolocation, and offline. You can also define that users don't have permission to view an app. For example, you want to prevent agents having access to the Now Mobile app.

Screens

Allow only users with specified roles to access screens within your mobile applications. For example, enabling only managers to view user records for all their employees. For more information, see#Mobile screen types.

Launcher screens

Allow only users with specified roles to access launcher screens within your mobile apps. For example, create a launcher screen that only employees with a manager

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

role can see. Additionally, create a launcher screen with an employee role that everyone can view. For more information on launcher screens, see Launcher screens.

UI sections

Limit a user's ability to access certain UI sections within a launcher screen in the mobile app. For example, assign a development role to certain UI sections, and permit only users with specified development roles to view these UI sections. For more information on launcher screen UI sections, see Launcher screen UI sections.

Functions

Only allow users with certain roles to perform specified actions in the app. For example, limit an IT Infrastructure Library (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 Mobile functions.

General guidelines for using user roles

- Use user roles if the segmentation is based on the user's skill and role definition. Use user criteria, if the segmentation is based on things like, location, companies, departments, and groups.
- Some components can be associated with both user roles and user components, whereas other components are associated with one access control mechanism. For a list of how the components are associated, see Mobile components where user roles and user criteria permissions apply.
- For components where you can assign both user roles and user criteria, prioritize assigning user roles unless there's a specific need otherwise, as this approach streamlines operations and improves system responsiveness.
- User roles are supported in offline.

Assign mobile user roles permissions

Apply user roles to determine which components are accessible within mobile apps for specific groups of users.

About this task

You can apply user roles to certain components of your mobile apps. For a complete list, see Mobile components where user roles and user criteria permissions apply. The instructions in this topic demonstrate how to apply roles to supported mobile components. Some components can have either user roles or user criteria components associated with them, in such a situation you must select whether this component is assigned a user role or a user criteria.

Note: If you do not add roles to any of the components, all users who have access to the mobile app can see those components. There may be a situation where users may still not see certain components as user criteria permissions may be implemented.

Before you begin

Role required: admin

When working with user roles in the Mobile App Builder, you assign existing user roles permissions and map them to a mobile component. To create additional user roles, you must access the Roles [sys_user_role] table. For more information, see Managing roles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. Select a record that supports the assignment of user roles from the **Record type** field.
   For a list of the mobile components that you can assign user roles, see Mobile components where user roles and user criteria permissions apply.
5. **Optional:** If your selected record has the option of both user roles and user criteria, then in the **Access control type** field, select **User roles**.
6. In the **Role access** field, select **Choose** to open the Choose an item window.
7. Select all the roles that you want to assign to the current record.
8. Select **Apply**.
9. Select **Save**.

User criteria permissions in mobile apps

Control the visibility of different areas of your mobile apps by defining user criteria permissions. User criteria permissions enable you to segment your users into different groups, such as location, department or company. You can change information within a single area of a group to update all users' details associated within that group.

Use user criteria permissions to control access to mobile app components based on factors like departments, groups, locations, roles, or company, or any logic that can be defined via a script. These criteria set specific conditions that are matched against user profiles. When these criteria are established, only users who meet these conditions can see the relevant records.

User criteria use cases

- With user criteria permissions, you can change information within a single area of a group to update all users' details associated within that group. For instance, if a company moves to a new location and needs users there to access different mobile content, administrators can modify the user criteria permissions to ensure that new content is shown to all users in that group.
- User criteria can also be used for mobile theming. For example, a large corporation with many subsidiary companies can maintain the look-and-feel specific to each company. This can include the overall appearance, the empty state images, and the different tabs that display on the navigation bar.
- You can assign management employees the ability to view certain navigation tabs and data visualizations.

Note: If you don't select user criteria for any of these components, any user who has access to the mobile app can see that component. However, users still may not see certain components, as user role permissions may be defined. For a full list of the components where you can apply user roles and user criteria, see Mobile components where user roles and user criteria permissions apply.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

User criteria permissions are supported for the following components: Native Client, launcher screen, UI sections, navigation tabs and icon section destination.

Native Client and applications

Limit a user's ability to access certain applications in the mobile app. For example, prevent IT Service Management (ITSM) users from accessing Field Service Management (FSM) applications. Native Client relates to app level functionality and includes components like mobile themes, empty state, navigation bar, geolocation, and offline. You can also define that users don't have permission to view an app. For example, you prefer that agents don't have access to the Now Mobile app.

Launcher screens

Allow only users with specified user criteria to access launcher screens within your mobile applications. For example, create launcher screens specifically for certain roles, and permit only users with specified roles to view these launchers. For more information on launcher screens, see Launcher screens.

UI sections

Allow only users with specified roles to access launcher screens within your mobile apps. For example, create a launcher screen that only employees with a manager role can see. Additionally, create a launcher screen with an employee role that everyone can view. For more information on launcher screens, see Launcher screen UI sections.

Navigation tabs

Limit a user's ability to access certain tabs displayed in the navigation bar. For more information, Navigation bar.

Note: You shouldn't remove the Settings and Notifications tabs from the navigation bar.

Icon section destination

Limit a user's ability to view either the whole icon section or the icon destination component within an icon section. Icon destination components are icons and images that represent a launcher screen, a function, or a navigation point to a screen.

- For icons, use the reference lookup icon to select an existing icon to display in the icon section. For more information, see Configure an icon UI section.
- For images, use the reference lookup icon to select the image to display in the icon section. For more information, see Adding images to an icon section.

General guidelines for using user criteria

- Use user criteria if the segmentation is based on things such as location, companies, departments, and groups. Use user roles if the segmentation is based on the user's skill and role definition.
- Consider how you're managing different brands, subsidiaries, and locations. Consider if user criteria or user roles is a more appropriate solution for you.
- Some components can be associated with both user roles and user components, whereas other components are associated with one access control mechanism. For a list of how the components are associated, see Mobile components where user roles and user criteria permissions apply.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- For components where you can assign both user roles and user criteria, prioritize assigning user roles unless there's a specific need otherwise, as this approach streamlines operations and improves system responsiveness.
- Don't associate more than two user criteria to a single mobile component. Exceeding this number may complicate the conditions set and could result in the component not displaying as intended.
- When assigning user criteria, note that broader user criteria takes precedence over more specific user criteria. For example, if you choose to hide the entire icon section, it overrides any other user criteria that specify hiding individual icons within that section.
- Minimize the use of scripted user criteria, as they can adversely affect performance.
- User roles are supported in offline.

Assign mobile user criteria permissions

Apply user criteria permissions to segment your users into different groups, such as location, department, or company.

About this task

You can apply user criteria permissions to certain components of your mobile apps. For a complete list, see Mobile components where user roles and user criteria permissions apply. The instructions in this topic demonstrate how to apply user criteria to any one of the supported components. Some components can have either user criteria or user roles associated with them, in such a situation you must select whether this component is to be assigned a user criteria or a user role.

Note: If you don't add user criteria to any of the components, all users who have access to the mobile app can see those components. There may be a situation where users may still not see certain components as user role permissions may be implemented.

Before you begin

Role required: admin

When working with user criteria in the Mobile App Builder, you assign existing user criteria permissions and then map them to a mobile component. To create additional user criteria permissions, you must create a record in the User Criteria [user_criteria] table, by doing the following:

1. Navigate to **All**.
2. In the **Filter navigator** field, enter `user_criteria.list`.
3. Select **New** in the User Criteria Records form.
4. Complete the form as required and select **Submit**.

Note: Use the following resources when creating a user criteria.

- Create a user criteria record for Service Portal: Describes the various fields in the User Criteria record form.
- Scripts in user criteria: Describes how to use scripting logic and apply it to user criteria permissions.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. Select a record that supports the assignment of user criteria from the **Record type** field.
   For a list of the mobile components that you can assign user criteria, see Mobile components where user roles and user criteria permissions apply.
5. **Optional:** If your selected record has the option of both user roles and user criteria, then in the **Access control type** field select **User criteria**.
6. In the **User criteria access** field, select **Choose** to open the Choose an item window.
7. Assign a predefined user criteria to the current record and select **Apply**.
8. **Optional:** Repeat step 6 and step 7 to add additional user criteria to a component.

   Note: It's suggested to assign no more than two user criteria to each component.

9. Select **Save**.

What to do next

By default, when you apply a user criteria to a component the user criteria is in an active state. To change the state from active to inactive, see Define user criteria status as active or inactive.

Define user criteria status as active or inactive

Learn how to define a user criteria component's status as active or inactive.

About this task

By default, when you apply a user criteria to a component, the defined configuration is in an active state. Changing the state from active to inactive is performed in the web-based UI, via the Mobile App Builder.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. Locate the record that contains the user criteria definition by using the menu panel, and then open the record.
5. Select the more button ( ) and select the **Open in platform** option, to open the web-based UI.
6. In the **User criteria mappings** area of the selected component, in the **Active** column select a user criteria whose active definition you want to change.
7. In the subsequent screen, depending on the option you have chosen, either select or clear the **Active** check box.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

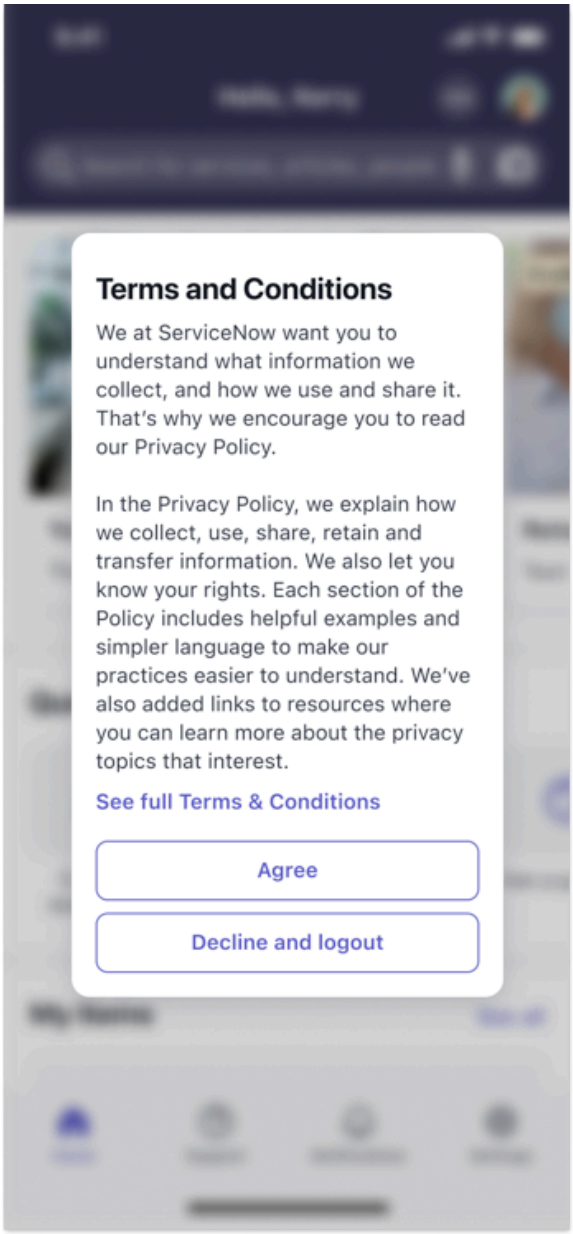
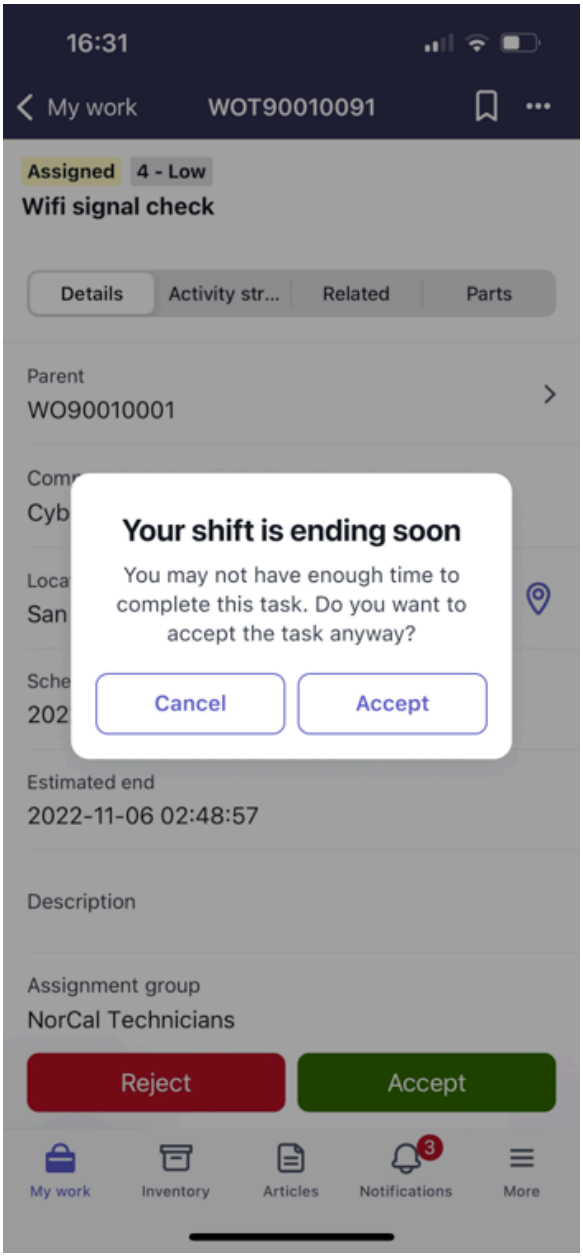
8. **Optional:** Repeat step 6 and step 7 for any other user criteria active statuses that you want to update.
9. Select and hold (or right-click) in the header and select **Save** from the menu.

Mobile pop-ups

Display configurable mobile pop-ups based on real-time conditions. Mobile pop-ups are a way to transmit information to users and to encourage them to perform actions. You can display a mobile pop-up at the login page or when a user taps a button.

A mobile pop-up is a window that appears on top of the main content in a user interface. Pop-ups can serve various purposes, such as to relay information to the user and to provide conditional call-to-action messages. Pop-ups are customizable both in terms of their content and design. They're triggered either when a user logs in to a mobile app or after a button tap.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile pop-up triggered at the log in stage with blurred background	Mobile pop-up triggered at the button tap stage with clear background
	

Use cases for using mobile pop-ups

The following are use cases of when it's beneficial to use mobile pop-ups.

- Disclaimer acknowledgment- Mobile pop-ups can be used to ensure that users acknowledge and accept disclaimers or warnings. For example, presenting end users with Terms and Conditions and requesting their consent.
- Time-sensitive information- Mobile pop-ups can display time-sensitive information, like flash sale notifications or event reminders. For example, information about campaigns, company news and announcements, "What's new" on their application, or information about the site they're currently visiting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Actions Confirmation- Mobile pop-ups may be used to handle cases where the user must confirm an action when a specific condition is met. For example, display a pop-up to a user stating that they've accepted a new task with an estimated three hours of work, but their work shift is due to end in an hour.

Create a mobile pop-up

Learn how to display configurable mobile pop-ups based on real-time conditions. You can display these pop-ups at the mobile app login phase or after a button tap.

Before you begin

Role required: admin

Before configuring your mobile pop-ups, consider the following:

- Mobile cards are used in the display of pop-ups. You can either design one of your own mobile cards or use one of the template cards provided. For more information, see Mobile Card Builder.
- Supported button types that trigger pop-ups are action item and navigation. For more information, see Action functions.
- All button locations are supported. For example, swipe, top menu action, and footer function.
- Buttons are supported in the following UI sections, record, icon, media, and content. For more information, see Launcher screen UI sections.
- Mobile pop-ups aren't supported in offline.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** drop-down list, select **Mobile event [sys_sg_event]**, and then select **New**.
5. Complete the following fields as needed:

Mobile event form

Field	Description
Properties	
Name	The name for your mobile event, which activates the mobile pop-up.
Description	Additional information about the mobile event.
Active	Whether the mobile event is activated.
Type	Type of event that triggers the pop-up.
Source table	The source table for this mobile event.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Source record	Determine either the mobile app config or the mobile function as the record that this event occurs on. The options are dependent on the selection made from the **Source table** field.
Event action	The action that occurs when the mobile event is triggered. **Note:** There can only be one action per event.

6. Select from the **Type** field whether the triggered event occurs when the user logs in or when a button is selected.
   Select either:
   - `OnLogin`: The mobile pop-up displays after a user enters their credentials and logs in.
   - `OnButtonClick`: The mobile pop-up displays when the user selects a specified button function.
7. Select from the **Source table** field the table that relates to the mobile event type you selected.

   Note: If you select `OnLogin` as the **Type**, the source table is Mobile app config [sys_sg_native_client].

   If you select `OnButtonClick` as the **Type**, the source table is Function [sys_sg_button].

8. Select **New** in the Event Action area, to define what happens when an event is triggered.
9. Complete the following fields as needed, to create conditions in the event action form, for showing or not showing a mobile pop-up.

Mobile event action form

Field	Description
Properties	
Name	The name for your mobile event action.
Settings	
Type	The type of event action. Select **ShowPopup**.
Condition type	The conditions applied to this mobile event action. ○ Declarative: Adds a condition builder to the form. For more information, see condition builder. ○ Script: Adds a script condition field to the form.
Query condition script	Use scripts to determine the records to be returned. **Note:** This field only displays when you choose Script in the **Condition Type** field
Table	The table that contains the records to be returned.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field only displays when you choose Declarative in the **Condition Type** field.
Condition	Set conditions to determine what records are returned from the selected table. If a condition isn't set, the query returns all records. **Note:** This field only displays when you choose Declarative in the **Condition Type** field.
Popups	Select the mobile pop-up to use and how it displays.

10. Select **ShowPopup** in the **Type** field.
11. Select either **Declarative** or **Scripted** in the **Condition type** field.
    Different fields display when you select either Declarative or Scripted conditions that apply to this mobile event.
12. Select **New** in the **Popups** field, to determine what the mobile pop-up looks like.
13. Complete the following fields as needed.

Mobile pop-up form

Field	Description
Properties	
Name	The name of the mobile pop-up.
Tap outside to close	Option to tap on your mobile screen outside of the pop-up area, to close the mobile pop-up. **Note:** If this option isn't selected, your pop-up card must contain a button to close the pop-up. Otherwise, this setting is ignored.
Blur background	Option to blur the background of your mobile screen. This option gives more emphasis to the pop-up.
Active	Whether the mobile event is activated.
Card	The card to be used for the pop-up.

14. Select either **Choose** to use an existing card or select **New** to create one from the **Card** field.
    For more information about creating cards, see Mobile Card Builder.

    Note: Two mobile pop-up card templates are provided with the base system. These templates are called Pop-up 01 and Pop-up 02.

15. **Optional:** Assign configurable functions or predefined functions to a button on a mobile pop-up card.

    Note: For more information about configurable functions, see Mobile functions and Configure a card action using Mobile Card Builder. Also, see the What to do next section in this topic.

16. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

You can add two types of functions to a button on a mobile pop-up card, configurable functions and predefined functions. Configurable functions enable developers to customize function behavior and functionality. Predefined functions have dedicated functionality, purpose built for mobile pop-ups. The following predefined functions are available:

- Cancel: Dismisses the pop-up without performing any additional action.
- Continue: Submits or proceeds with the original function from which the pop-up was triggered.
- Logout: Logs out the user from the current instance and is navigated to the instance list page.

For more information, see Mobile functions and Configure a card action using Mobile Card Builder.

Assign predefined functions to mobile pop-ups

Use predefined functions within mobile pop-ups to perform actions like dismiss the pop-up, proceed with the suggested instruction, or log out of the instance.

Before you begin

Role required: admin

About this task

You can add two types of functions to a button on a mobile pop-up card, configurable functions and predefined functions. Configurable functions enable developers to customize function behavior and functionality. For more information, see Mobile functions and Configure a card action using Mobile Card Builder. Predefined functions have dedicated functionality, purpose built for mobile pop-ups. The following predefined functions are available:

- Cancel: Dismisses the pop-up without performing any additional action.
- Complete: Submits or proceeds with the original function from which the pop-up was triggered.
- Log out: Logs out the user from the current instance and is navigated to the instance list page.

Note: You perform the assignment of mobile pop-up predefined functions in the web-based UI.

Procedure

1. Navigate to **All** > **sys_sg_view_config.list** to display all available cards.
2. Search for the card that you defined as a mobile pop-up and select the card.
3. Select a card button element attribute listed within the **Card elements** tab.
   The Card element form displays.
4. Select **New** in the Card element attribute area.
   The Card element attribute form displays.
5. Enter `SystemButtonType` in the **Type** field.
6. Enter a value for this system button in the **Value** field.
   The value can either be `Cancel`, `Proceed`, or `Logout`.
7. Select **Submit**.
8. Repeat steps 4 through 8 to add additional predefined functions to a mobile pop-up card.

Indoor Wayfinding configuration

Indoor Wayfinding enables ServiceNow mobile app users to locate an asset, such as a desk or meeting room, on a map and then reserve it.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Indoor Wayfinding involves an indoor map that is rendered on a custom map screen. Reservations are rendered as a custom map input on the indoor map. Indoor Wayfinding and reservations are part of Workplace Service Delivery for Mobile Indoor Mapping.

To use this feature on your instance, you must install and enable the following ServiceNow Store apps and plugins:

- Required: Indoor Mapping (sn_map_core)

- Because the following plugins eliminate the need to hand-configure Indoor Mapping, admins should install and enable the following plugins as well:
  - Workplace Service Delivery for Mobile (sn_wsd_mobile)
  - Workplace Core (sn_wsd_core)
  - Workplace Space Mapping (sn_wsd_space_map)
  - Workplace Reservation Management (sn_wsd_rsv)
  - Workplace Indoor Mapping (sn_wsd_indoor_map)

Visit the ServiceNow Store for information about requesting and installing apps. For more information, see Install Workplace Indoor Mapping dependent plugins

After installing and activating these plugins, you must do the following configurations:

- Configure Indoor Mapping , which explains how to configure the following parts of Indoor Mapping:
  - Install the Indoor Mapping application.
  - Create a campus with buildings and floors.
  - Upload and import the AutoCAD floor plans for floors that you have created.
  - Upload and import raster floor plan sources.
- Configure input form screen inputs so that you can add the Custom Map input to an input form screen on your organization's mobile app. Adding this input to your mobile app enables end users to select and view the map. For more information about the Custom Map input type, see Input form screen attributes for inputs.
- Configure a custom map screen to use your provider .

Configure indoor positioning

Indoor positioning enables end users to see their live location on an Indoor Wayfinding map and get guided navigation to their desired destination.

Before you begin

Before you can configure indoor positioning, you must have completed the following configurations:

- Configure Indoor Wayfinding. For more information, see Indoor Wayfinding configuration.
- Set up at least one custom map provider in the Custom Map Provider [sys_sg_custom_map_provider] table. For more information, see Configure a custom map provider

Role required: admin

About this task

Consider the following requirements that are related to this task.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If all buildings use the same location provider, only one custom map provider record is needed.
- If different location providers are needed for each building, create a custom map provider record for each building and select the building as the key. Then assign location providers to your mobile devices.

For information about the features this configuration enables for end users, see Indoor positioning.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** in the menu.
4. Select **Record type** and enter `sys_sg_custom_map_provider` in the search well.
5. Select the custom map provider record you configured for indoor positioning.
6. Depending on whether you're configuring indoor positioning for iOS devices or Android devices, select one of the following:
   - Under **iOS location provider**, select either **Atlas** or **Apple**.
   - Under **Android location provider**, you can only select **Atlas**.
7. **Optional:** If you select **Atlas** as your location provider, you must add the following information:
   - Location provider app id
   - Location provider app secret
8. Select **Save**.

Mobile App Bridge

Learn about Mobile App Bridge, which can be used to enable seismic pages, service portal pages, or classic web pages on mobile web screens. You can use this feature to support a playbook on mobile web screens and to enable other components.

The ServiceNow® platform provides a playbook feature that is supported on mobile devices by using the seismic component called Mobile App Bridge. Mobile App Bridge imports a new npm package that includes the Cabrillo JS module, creating a controller component that wraps the Mobile App Bridge data resource. This controller component enables access to the mobile/native bridge within the UI Builder environment. It exposes all events and operations that you want end users to have access to on their mobile devices. This feature is designed to support a playbook on mobile web screens but can be used for other components. You can configure Now Experience Framework pages that contain playbook components in UI Builder.

For more information about platform playbooks, see .

Configure mobile web screens with Mobile App Bridge

Configure mobile web screens with Mobile App Bridge to enable seismic pages, classic web pages, or service portal pages that are hosted within embedded web views. Using this feature, you can access native mobile functionality on ServiceNow® mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task
This task is an example of embedding a seismic page, which contains the playbook experience, within a mobile app by using Mobile App Bridge.

Configure mobile web screens to leverage the ServiceNow platform playbook feature on mobile devices. A playbook guides technicians when troubleshooting issues or helps them learn to install new parts. For more information about the playbook feature, see .

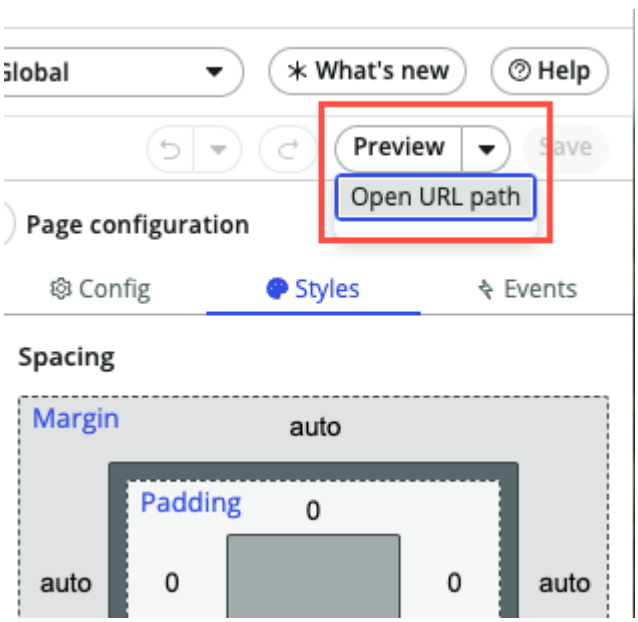
Configuring seismic pages with Mobile App Bridge involves the following tools and tasks:

- Create a Now Experience Framework page in UI Builder by leveraging the Mobile App Bridge.
- Create a mobile web screen using Mobile App Builder (MAB).
- Add the Now Experience Framework page to mobile devices by specifying the page URL in the **URL** field of the MAB mobile web screen configuration form.

For detailed information about adding a playbook to Mobile App Bridge so that you can configure a playbook on mobile devices on the ServiceNow Mobile Platform, see Embed a playbook in ServiceNow® mobile.

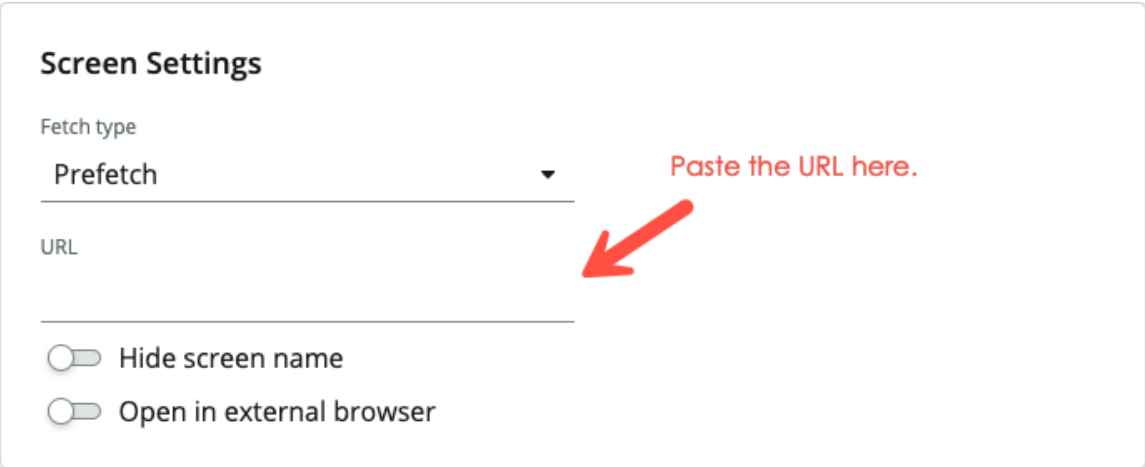
Important: The Cabrillo JS API support that leverages Mobile App Bridge exists for classic web pages, service portal pages, and seismic pages. For more information about the Cabrillo JS APIs, see Client mobile API reference +

Procedure
1. Create the Now Experience Framework page in UI Builder.
   For instructions about how to create the page, see Create a Now Experience Framework page in UI Builder.
2. Create the mobile web screen in MAB.
   For information about configuring a mobile web screen, see Configure a mobile web screen.
3. Navigate back to the Now Experience Framework page you configured in UI Builder in Step 1 and in the upper right corner of the page, select **Preview** > **Open URL path**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Copy the URL that displays in your browser in UI Builder and then paste the URL into the **URL** field in the MAB Mobile Web Screen form.



5. In MAB, select **Save**.

Create a Now Experience Framework page in UI Builder

To configure mobile web screens that use Mobile App Bridge to leverage a playbook on mobile devices, the first step is to create a Now Experience Framework page in UI Builder.

Before you begin

Role required: admin

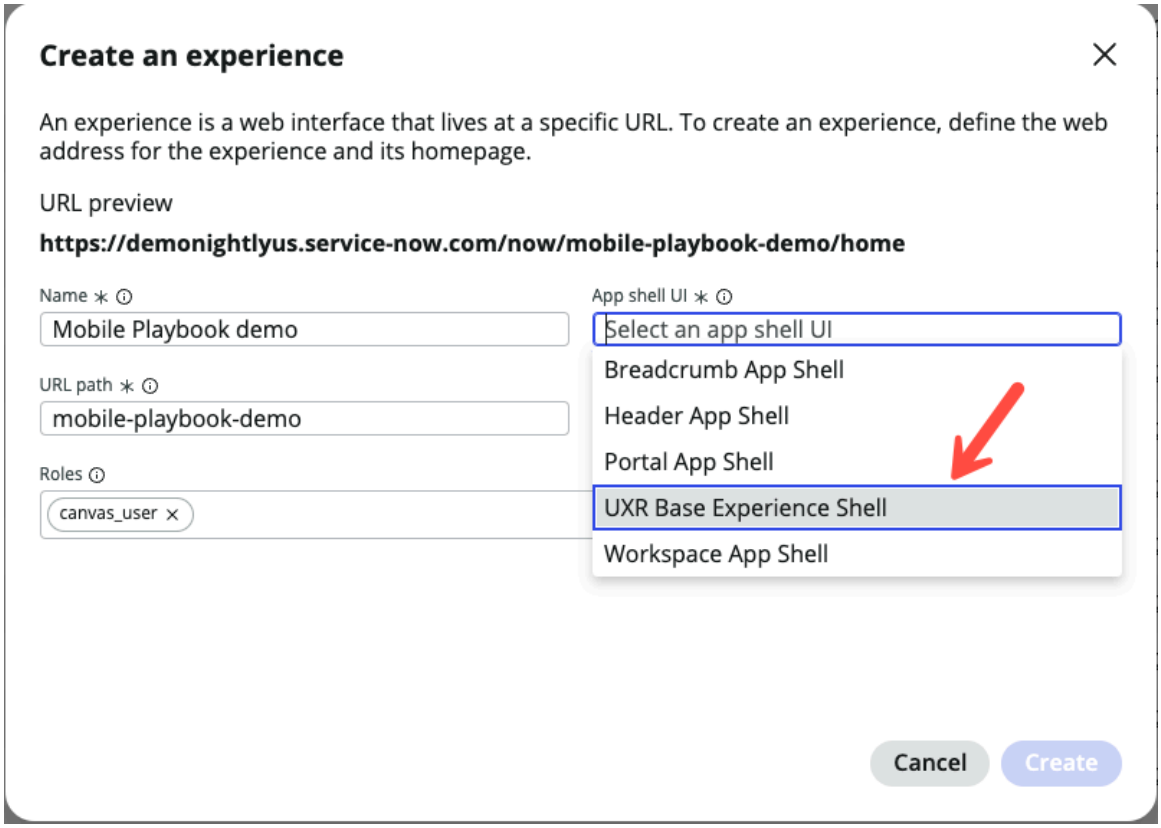
About this task

You must create a Now Experience Framework page in UI Builder before you can configure mobile web screens that can leverage a playbook on mobile devices. After you configure the page, you must configure a web screen in Mobile App Builder (MAB). For details about configuring mobile web screens that use Mobile App Bridge to leverage platform features on mobile devices, see Configure mobile web screens with Mobile App Bridge.

Procedure

1. Navigate to **All** > **Now Experience Framework** > **UI Builder**.
2. In the UI Builder Home page, select **Create** on the upper right.
3. Complete the **Create an experience** dialog box and select **Create** when you're finished.

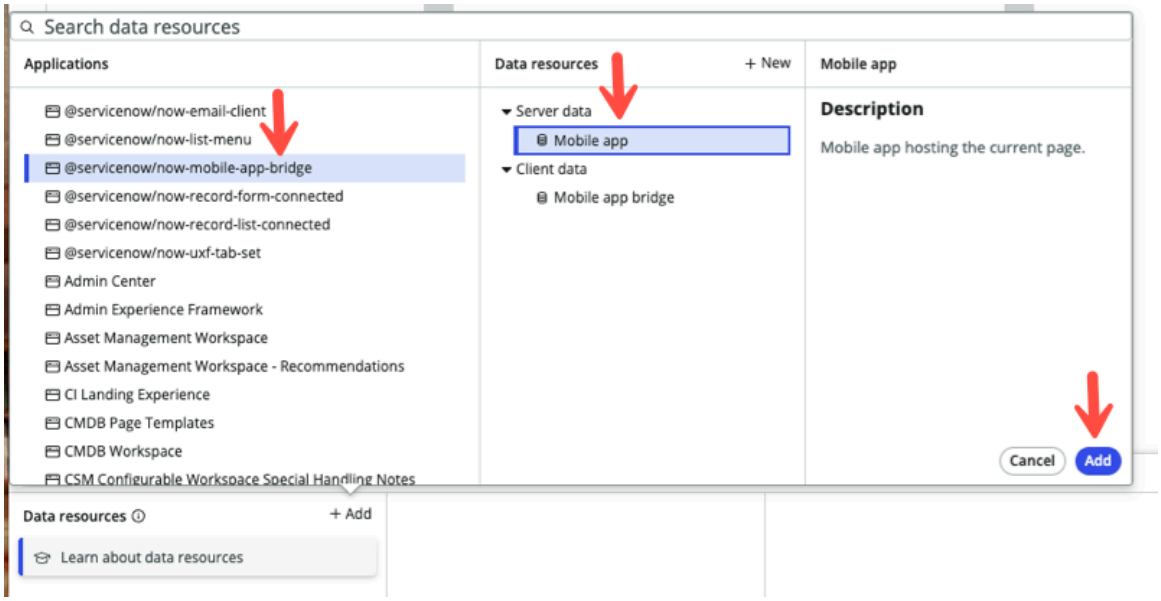
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note: Select **UXR Base Experience Shell** from the **App shell UI** drop-down list.

4. Select **Open experience** and then select **Create a new page**.
5. Select **Create from scratch instead**.
   For information about working with templates or creating a page from scratch in UI Builder, see Customizing the Playbook Experience.
6. Name the page and select **Continue**.
7. Review the URL parameters and if they're what you want, select **Looks good**.
8. Configure the page variant name and audience or accept **Default**, add **Conditions** if needed, and then select **Create**.
9. In the page, select **Open in editor** in the upper right corner.
10. Select the data icon on the left side of the page to launch the Data resources dialog box, and then select **+Add**.
11. In the Search data resources dialog box **Applications** column, select **@servicenow/now-mobile-app-bridge**, and then in the **Data resources** column, select **Mobile app**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

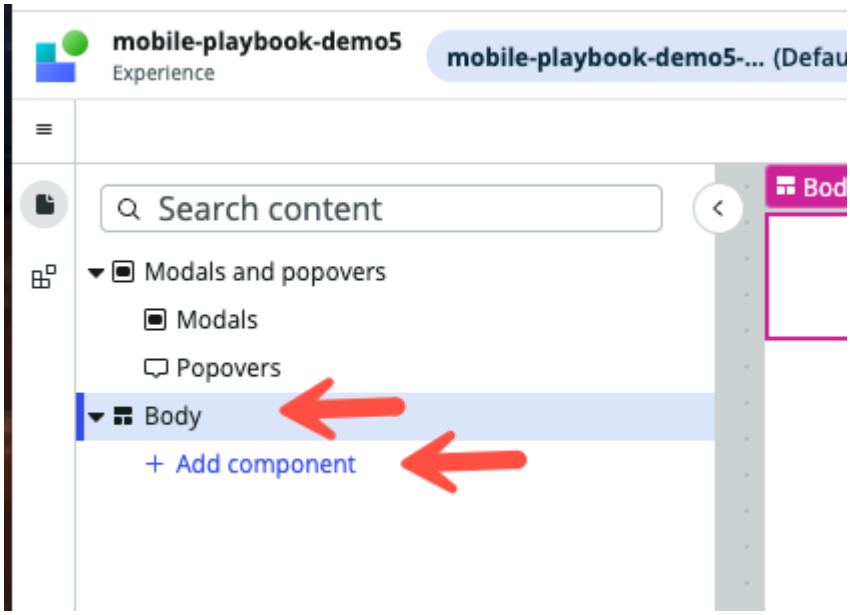


12. In the lower right corner of the dialog box, select **Add** to add the Mobile App Bridge data resource to the page.

> **Note:** Scroll down the page to see the **Add** button if it isn't visible.

13. Add event handlers to trigger Mobile App Bridge APIs to enable native functionality on mobile screens.
    For example, if you want an event to be triggered for a button on the mobile device:

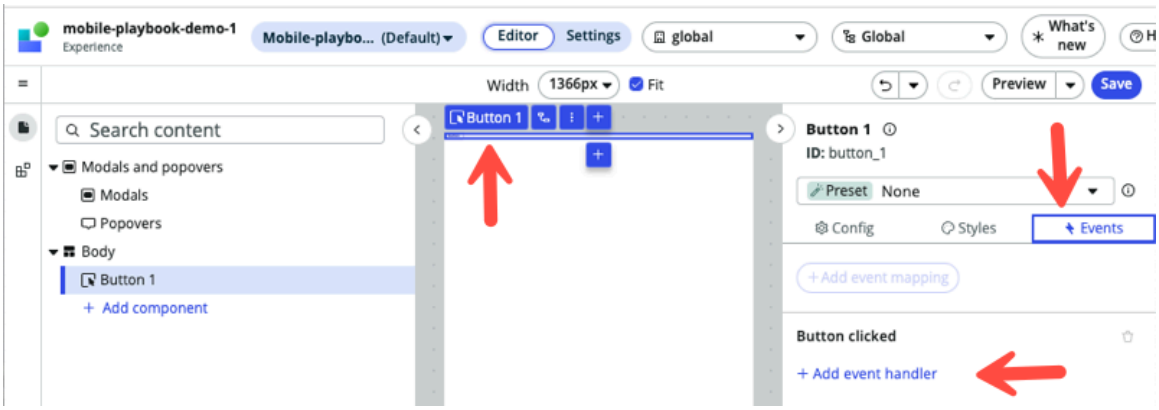
    a. Select **Body** on the left side of the editor page, and then select **Add component**.



    b. Select the **Components** tab and then select the type of button you want to use.

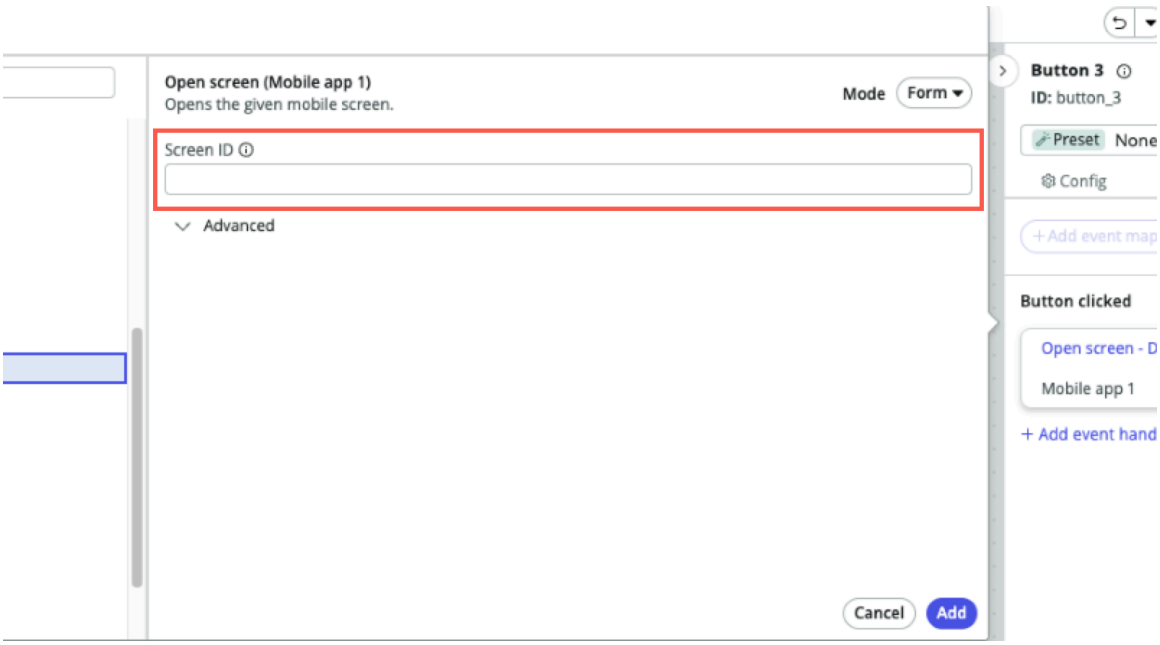
    c. Select the button component you just added in the body of the page, select the **Events** tab in the dialog box on the right, and then select **Add event handler**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



d. In the **Select event handler below...** dialog box, select one of the event handlers under **Mobile app 1**, and then configure it.

> **Note:** Be sure to enter the `sysid` of a valid mobile screen in the **Screen ID** field:



e. When you've finished configuring the event handler, select **Add** in the lower right corner of the dialog box.

14. In the Now Experience Framework editor page, select **Save** in the upper right corner to save the page.
For information about configuring a playbook, see Customizing the Playbook Experience.

> **Note:** The *`getTitle()`* method in the GlideListProperties API isn't available in Mobile App Bridge to configure Next Experience (Seismic) pages.

What to do next

After you've created the Now Experience Framework page, you must create a mobile web screen in MAB. Then you must add the Now Experience Framework page URL to the mobile web screen configuration in MAB. For details on completing this configuration, see Step 2 in Configure mobile web screens with Mobile App Bridge.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

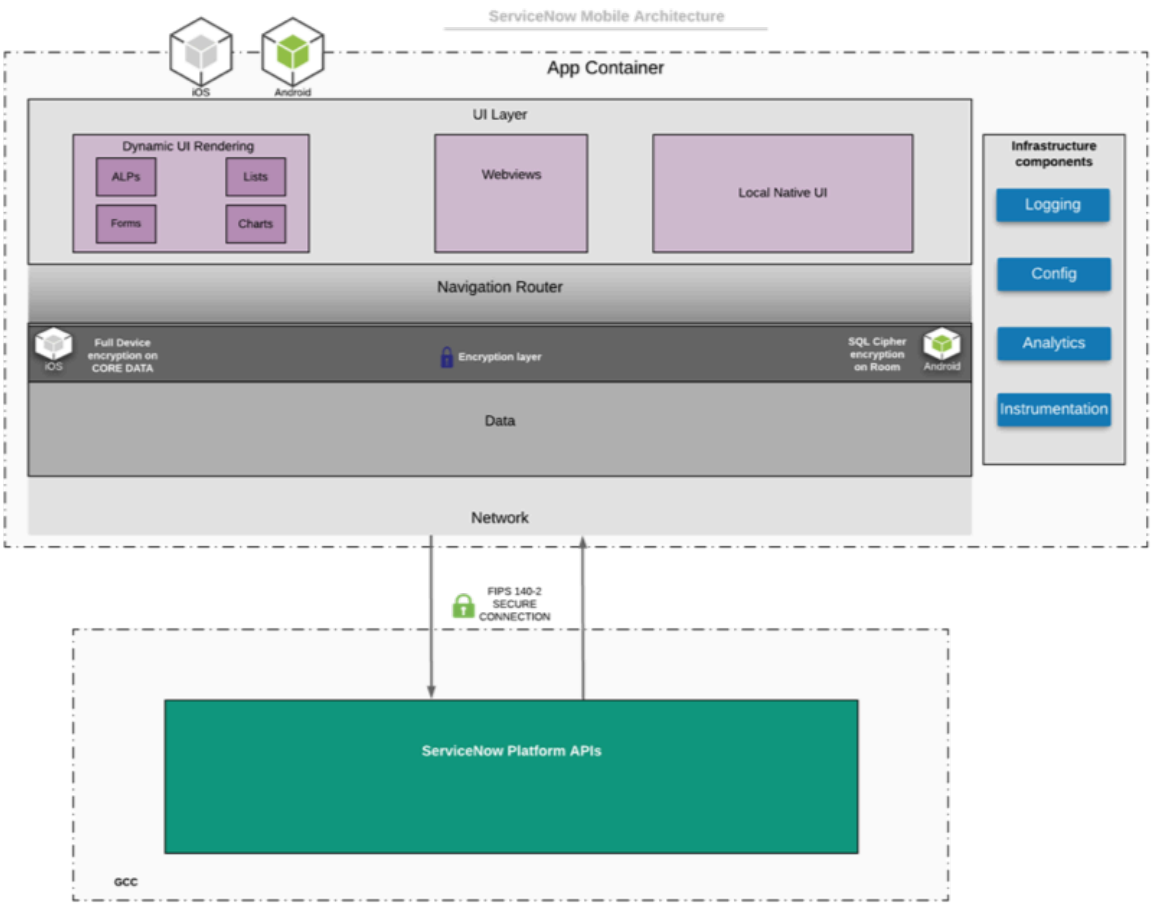
Mobile security

Learn about the security features of the ServiceNow mobile platform.

ServiceNow mobile architecture

ServiceNow mobile apps consist of ServiceNow server instance and native apps for iOS and Android. The apps use full native code and are not a hybrid approach. The mobile apps transmit and receive data with the server across the wireless network.

ServiceNow mobile architecture



Overview of key features of ServiceNow mobile platform security

- The mobile apps rely on the secure ServiceNow platform and its APIs to provide a seamless mobile experience to its users.
- App/server interactions are protected through OAuth authorization framework.
- Most of the user interface on the ServiceNow app is driven through meta data delivered by the ServiceNow platform.
- The ServiceNow mobile apps fetch all their data from the ServiceNow platform and store it in a local cache on the app client layer.
- Data that is transferred to and from ServiceNow instances and data that is stored locally is encrypted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- For iOS apps, ServiceNow uses the OS level FIPS 140-2 validated disk encryption on Core Data, by forcing a device level PIN or Biometrics security. iOS keeps up to date on FIPS-compliant cipher suites with operating system updates.
- For Android apps, ServiceNow uses the SQLCipher SDK. This SDK provides encryption using FIPS 140-2 validated crypto module for all the app data stored in Room DB.

  In client version 20.1.0 of Android apps, the TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 cipher suite has been added and support for the below CBC ciphers has been discontinued:

  - TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA
  - TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA256
  - TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256

  In case of any SSL handshake issues due to cipher mismatch, review the supported ciphers on your instance and add one more supported cipher.

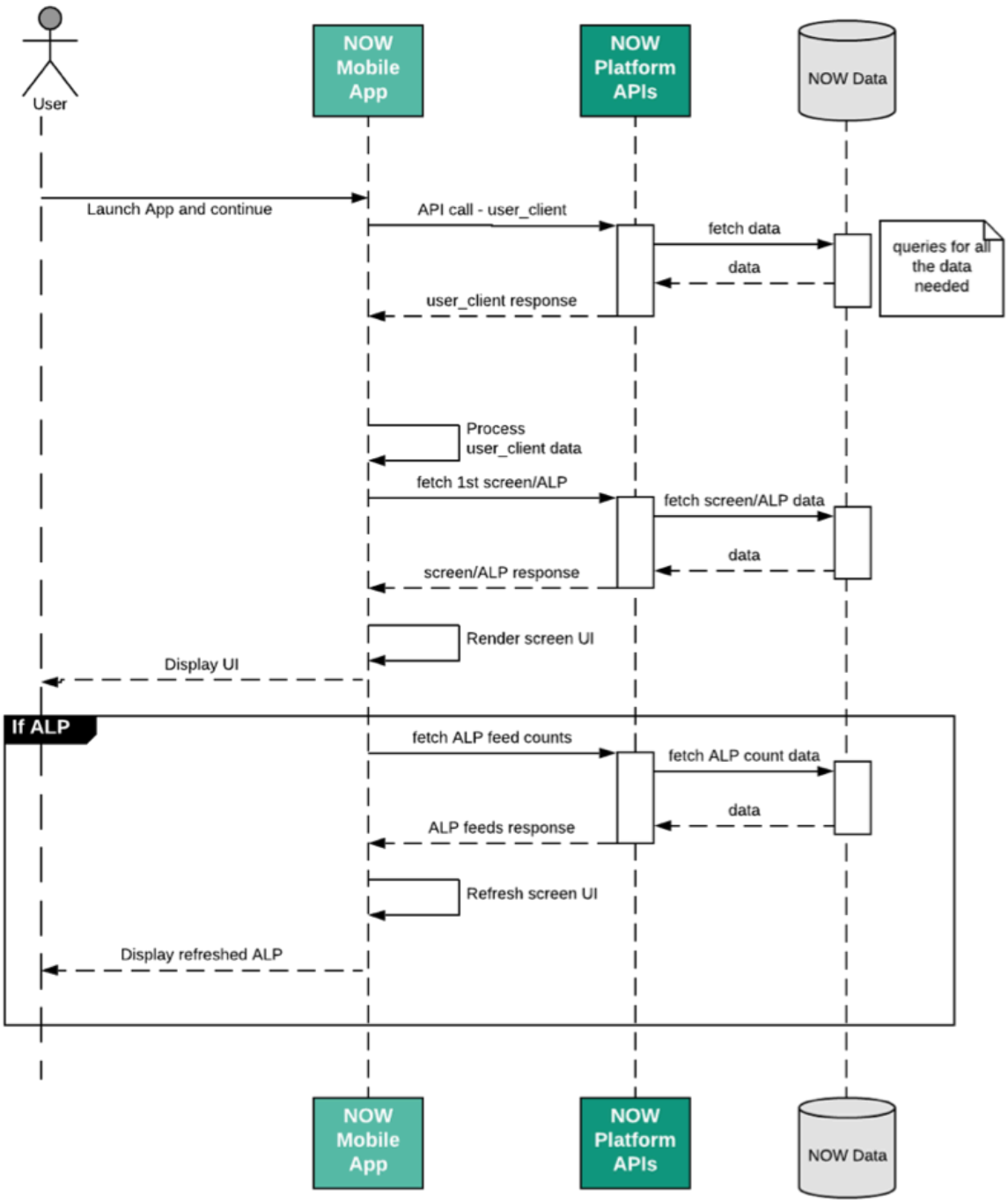
  Below is the list of supported ciphers on Android:

  - TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
  - TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256
  - TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256
  - TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384

App flow overview

ServiceNow mobile apps start fetching the initial user experience after a successful sign-in. The mobile app fetches the metadata to render the landing home screen from the instance. The app then uses this metadata to render the home screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Data retrieval

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 instance directs the request to the relevant API to fetch the information.
4. The instance returns the information to the mobile app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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. The instance checks the access control list (ACL) rules.
4. If valid, the document is available to view.

Write-backs for 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 to the instance. For example, the ID, or the field to update.
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.

Write-backs for attaching files

When attaching files, the following steps occur.

1. The mobile app prompts the user to attach a file, for example, an image.
2. The mobile app sends the file and token to the instance.
3. The instance places the file based on the relevant API.
4. The instance sends a response back to the mobile app.

Mobile authentication

ServiceNow mobile apps support platform authentication using OAuth 2.0. Authentication mechanisms include multi provider SSO, MFA, LDAP, Local DB, and Digest. ServiceNow mobile apps use an authentication methodology called AppAuth. AppAuth uses an external mobile browser to log the user in.

Authentication flow

When a user signs in to an app on their mobile device, the app uses the user's credentials to negotiate an OAuth Token with the instance. The iOS Keychain stores the token for iOS devices. Android device use KeyStore. The keychain encryption is AES 256 in Galois/Counter Mode (GCM).

At first login, the instance gives the user an access token and a refresh token. These tokens are valid for an amount of time that can be configured on your instance. When a user opens the mobile app, the client checks to see if the access token is valid. If valid, the user can 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.

Access and refresh tokens

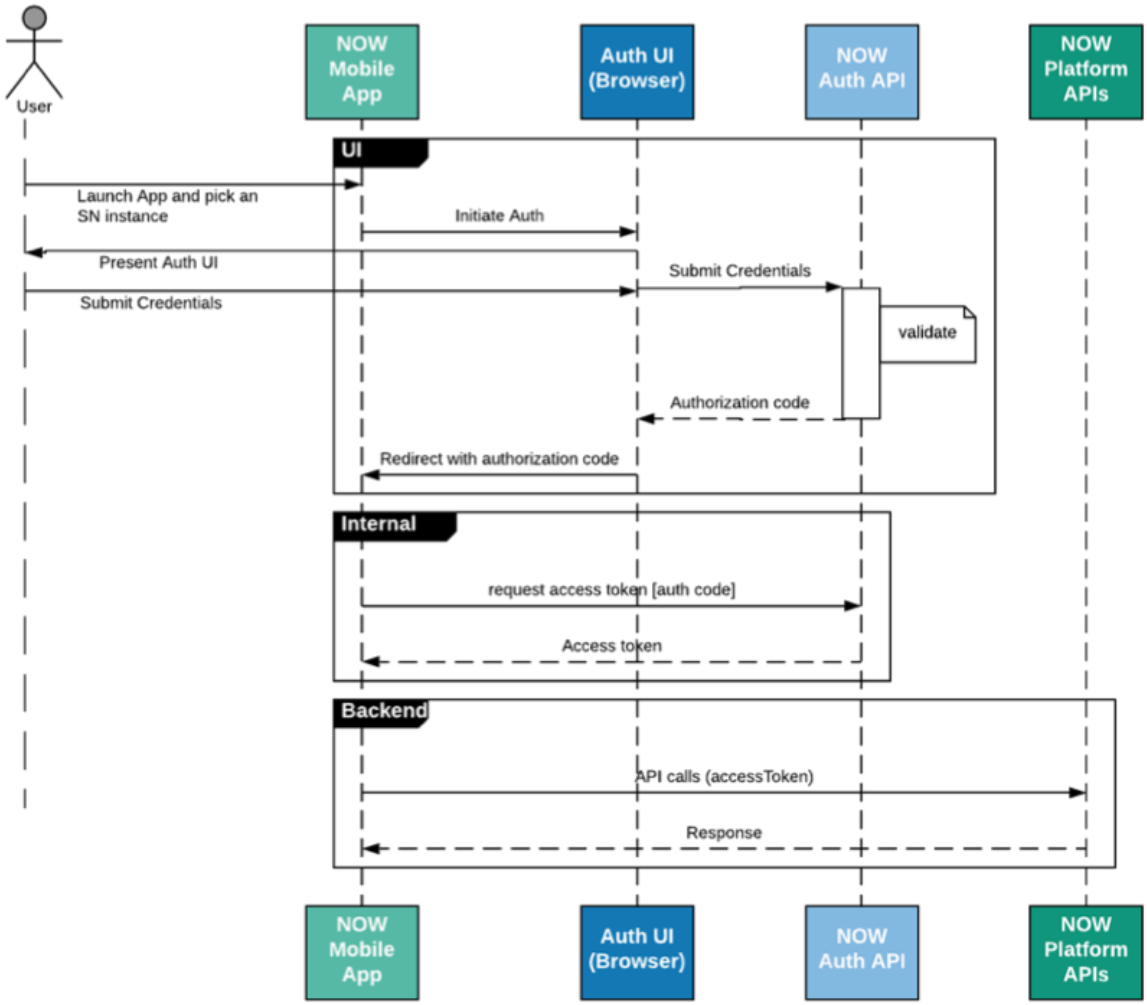
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The mobile apps never stores the user password.
- The mobile apps do store the client ID, which is necessary for getting the OAuth token as part of the authentication flow.

User termination

When an administrator deletes or removes a user from the instance, the access token is no longer valid, and any operation logs the user out.

Mobile authentication workflow



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.

Multifactor authentication

Users can access the instance via Multifactor Authentication using the MFA plugin [com.snc.integration.multifactor.authentication]. The mobile app directs users to their login page after selecting their instance in the mobile app.

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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

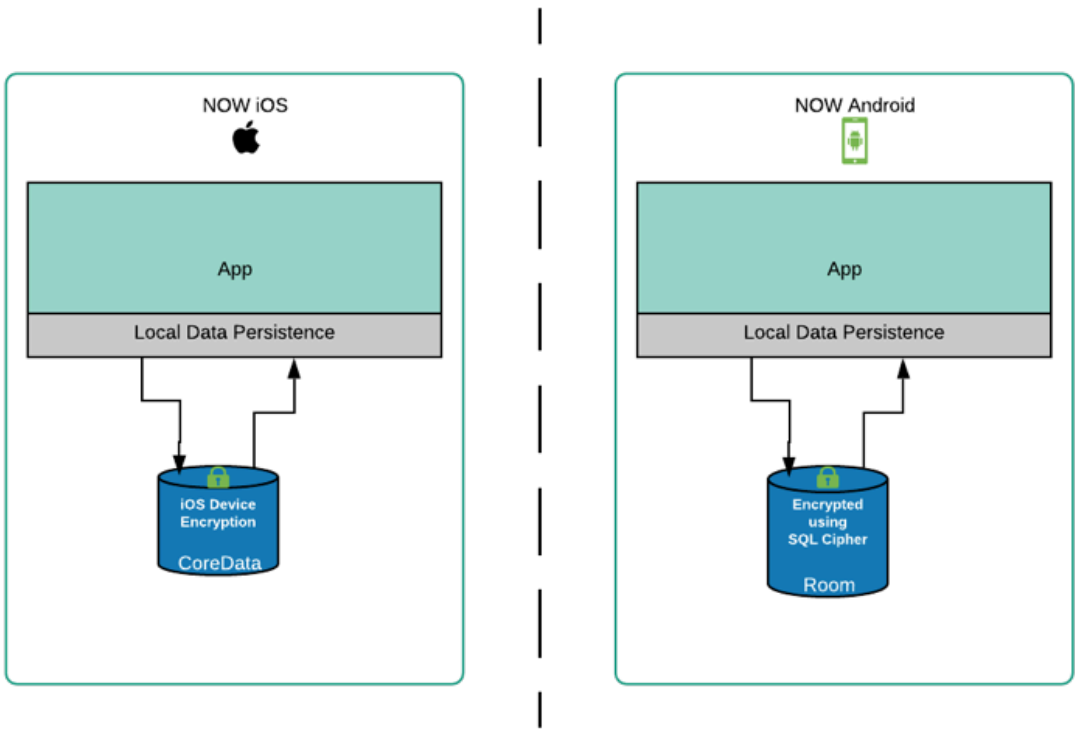
Data security

ServiceNow mobile apps use SSL/TLS over-the-air (OTA) communication encryption for data security. 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 apps do not store record data such as incidents and problems on the device unless your organization has specifically enabled offline syncing for field service. Record data stored during offline mode is encrypted with FIPS 140-2 validated modules. (iOS cryptographic modules and SQL Cipher for Android which uses this cryptographic module for encryption).

Data at rest



Data in motion

Data in motion is over a secure SSL/TLS channel and encrypted with FIPS 140-2 validated modules.

Data loss prevention

ServiceNow provides data loss prevention features without the need for the device and application be managed by an enterprise mobility management (EMM) suite. These features includes restrict copy/paste, enforce PIN, block attachment, and/or blur functionality.

Restrict copy/paste

Copy/paste restrictions are defined by a property in the system properties table.

System property field	Value
Name	glide.sg.clear_pasteboard_when_background

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

System property field	Value
Type	true | false
Value	true

Require an app PIN

Require users to enter a six-digit PIN each time they sign in from their mobile device, or when the application has been inactive for five minutes. Requiring an app PIN is controlled a property in the system properties table.

System property field	Value
Name	glide.sg.require_mobile_application_pin
Type	true | false
Value	true

Disabling attachments on a mobile device

You can configure ACL rule to block attachments specifically on mobile devices. Use the `isMobile` method to check if a request comes from a mobile device. For example, you could add an ACL rule for the attachment [sys_attachment] table where the read and write scripted ACLs includes the following check.

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

You can also add this code to any existing ACL rules you have for the attachment table. If you have multiple attachment ACL rules, all will need to have the **Admin override** option unchecked.

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 table.

System property field	Value
Name	glide.sg.blur_ui_when_backgrounded
Type	true | false
Value	true

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

- The *glide.sg.blur_ui_when_backgrounded* system property is supported on both iOS and Android devices.
- By default, the value for this property is set to `false`, which turns it off.
- For Android devices, when this property is enabled by setting the value to `true`, the following restrictions apply:
  - The screen share feature isn't supported and the shared app screen appears black.
  - Users are prevented from taking screenshots.

  These restrictions don't apply to iOS devices when the *glide.sg.blur_ui_when_backgrounded* property is enabled.

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. For more detail on security testing, see KB0538598: Customer Instance Security Testing | Policy and Procedure.

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.

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

Device security for ServiceNow Mobile apps

This document applies to current ServiceNow apps for iOS and Android for Brazil. This document may be subject to change for future mobile releases.

Components and architecture

The ServiceNow mobile apps consist of the ServiceNow server instance and native apps for iOS and Android. The apps use fully native code and are 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

Apps for iOS

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The ServiceNow apps for iOS are fully native iPhone and iPad applications. The applications 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.

Apps for Android

The ServiceNow apps for Android is a fully native applications for Android phone. They 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 only supports apk file distribution to customers for branded versions of Android mobile apps. For details on branded applications, see Publish mobile apps with custom branding.

Identity and access management

Learn about user authentication, third party authentication, and user session termination for mobile applications.

For more information, see User authentication for ServiceNow mobile apps.

User authentication for ServiceNow mobile apps

ServiceNow mobile apps support platform authentication using OAuth 2.0. Authentication mechanisms include multi provider SSO, MFA, LDAP, Local DB, and Digest.

AppAuth authentication

The ServiceNow mobile apps use 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(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(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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Abstract protocol flow

```
                                          +-------------------+
                                          |   Authz Server    |
+--------+                                | +---------------+ |
|        |--(A)- Authorization Request ---->|               | |
|        |       + t(code_verifier), t_m  | | Authorization | |
|        |                                | |    Endpoint   | |
|        |<-(B)---- Authorization Code -----|               | |
|        |                                | +---------------+ |
| Client |                                |                   |
|        |                                | +---------------+ |
|        |--(C)-- Access Token Request ---->|               | |
|        |          + code_verifier       | |    Token      | |
|        |                                | |   Endpoint    | |
|        |<-(D)------ Access Token ---------|               | |
+--------+                                | +---------------+ |
                                          +-------------------+
```

Single sign-on

ServiceNow mobile apps require multi-provider single sign-on in order to use external authentication. 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 this plugin, see External single sign-on (SSO).

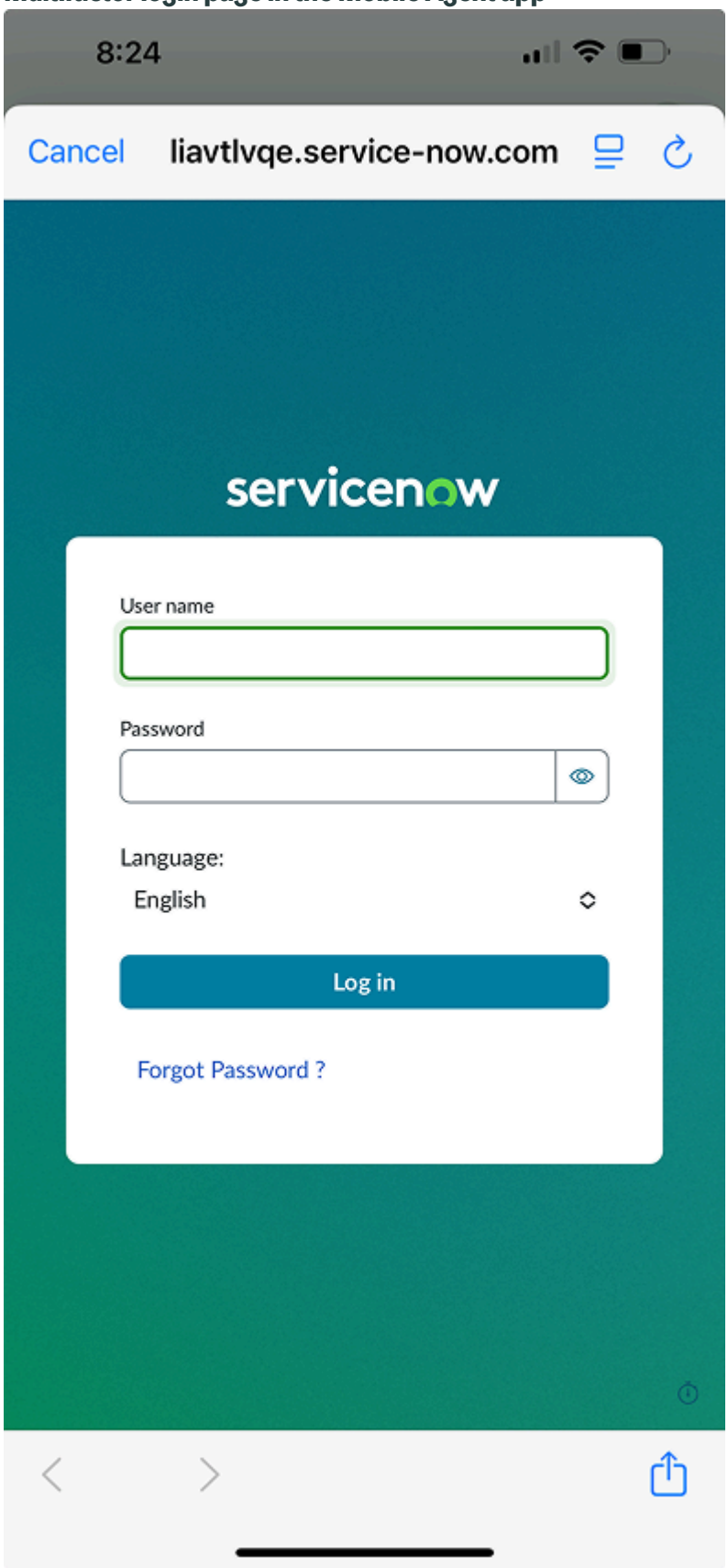
For more information on configuring multi provider SSO, see Multi-Provider single sign-on (SSO).

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 a mobile app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Multifactor login page in the Mobile Agent app



For details on configuring Multi-factor Authentication, see Multifactor authentication system properties

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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 Lightweight Directory Access Protocol integration.

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)

Mobile data flow for ServiceNow mobile apps

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

Retrieval

The following describes how data is retrieved from ServiceNow mobile apps.

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 ServiceNow mobile apps.

Updating fields

When a user updates a field in a 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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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 ServiceNow mobile apps 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 files, or any other unpublished app to customers as it breaches the Apple Enterprise Developer License Agreement.

Mobile app distribution providers:

- Airwatch: For more information, see AirWatch Mobile Device Management (MDM)
- Blackberry: For more information, see BlackBerry Unified Endpoint Management (UEM)
- Intune: For more information, see Intune mobile device management (MDM)
- IBM: For more information, see IBM Maas360 mobile device management (MDM)
- MobileIron - For more information, see MobileIron Mobile Device Management (MDM)

Data security for ServiceNow mobile apps

ServiceNow mobile apps use SSL/TLS for Over-the-Air (OTA) communication encryption for data security. The OAuth authorization endpoints are HTTPS.

Data stored in your mobile apps

Application preference data such as favorites, home screen, and the mobile navigator items are stored and cached locally on the mobile device. ServiceNow mobile apps do not store record data such as incidents and problems on the device unless your organization has specifically enabled offline syncing for Field Service. The record data is encrypted with AES 256.

Information stored in mobile apps

- Databases
  - User defined instances
  - Favorite application IDs
  - Push Notifications
  - Geolocation updates
  - Offline data

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Preferences stored in mobile apps
  - 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
  - Refresh Token

Data in motion

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

Offline access and data cache configuration

Choose specific screens and actions to be enabled offline from with Mobile App Builder. On the mobile device, your users can select offline and choose to “cache data" from Settings. The offline flows that you designate are downloaded and cached to the device.

You can encrypt offline cached data by using native encryption. This encryption expires at a specified period of time. The default is 48 hours or when a user signs out of the mobile app.

Offline data is protected by local-auth and the app PIN that can be optionally enabled by administrators. When enabled, users are required to enter a PIN on login, or when the application is inactive for five minutes.

Disabling mobile attachments

You can disable attachments for mobile apps by using access control rules. For more details on this process see Disable attachments in mobile apps.

Push notifications

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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.sg.clear_pasteboard_when_background: Clears the copy/paste clipboard when a 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, or when an app has been inactive for five minutes. 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.

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.

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

Note: You need elevated privileges to create ACLs.

Enable the blur app option

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

`glide.sg.blur_ui_when_backgrounded`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

- The *glide.sg.blur_ui_when_backgrounded* system property is supported on both iOS and Android devices.
- By default, the value for this property is set to `false`, which turns it off.
- For Android devices, when this property is enabled by setting the value to `true`, the following restrictions apply:
  - The screen share feature isn't supported and the shared app screen appears black.
  - Users are prevented from taking screenshots.

  These restrictions don't apply to iOS devices when the *glide.sg.blur_ui_when_backgrounded* property is enabled.

For more information, see Configure the blur app option

Block rooted and jailbroken devices

To improve security on your mobile device, block the logging in of mobile apps when a rooted or jailbroken device is used. Use the following security property:

glide.sg.allow_rooted_jailbroken_devices system

For more information, see Configure the status for rooted and jailbroken devices.

Penetration testing

ServiceNow engages a third party to perform penetration testing of a 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.

For more information, see Secure your instance.

User data collection

ServiceNow mobile apps do not specifically collect any user data.

Any user transactions or usage within an 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

ServiceNow mobile apps communicate with a third party software for app crash reporting. No customer information is shared.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- iOS:

  Uses Crashlytics for crash reporting.

- Android:

  Uses Crashlytics for crash reporting.

Incident reporting

ServiceNow mobile app issues should be reported through the standard support channels. You can report incidents by contacting Customer Service and Support.

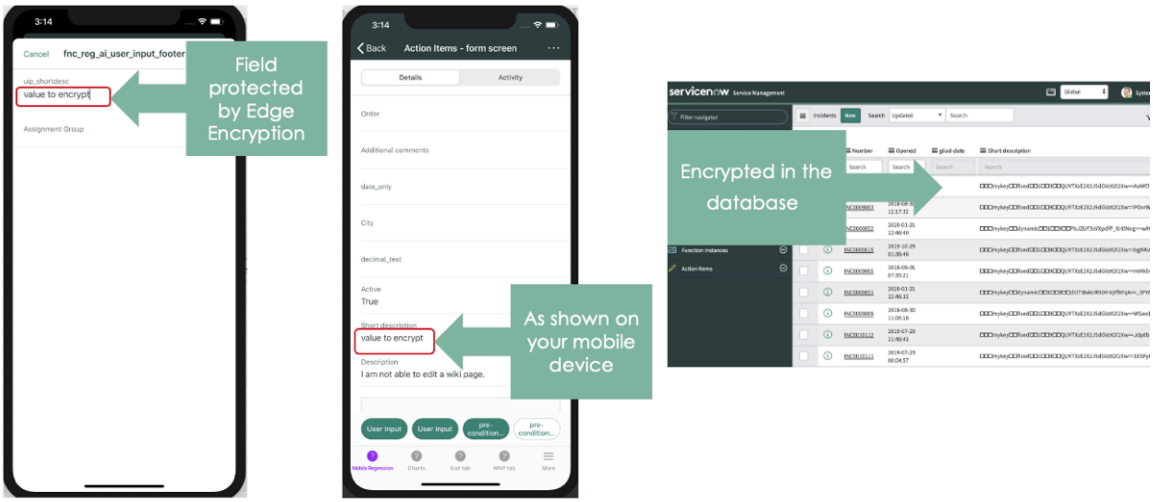
To report incidents, contact Customer Service and Support.

Edge Encryption for ServiceNow mobile

Users can view and edit data protected with Edge Encryption within their mobile device. The data appears in readable form on the mobile device but is encrypted in the database.

ServiceNow® Edge Encryption encrypts sensitive data on your company premises before sending it over the Internet to your instance (encrypted in flight). This encrypted data is then stored and protected within your database (encrypted at rest).

The diagram shows an example of how Edge Encryption operates within the mobile platform. A field is configured and protected with Edge Encryption. When the user enters a value in an encrypted field on the mobile device, it remains in a readable format. However, in the database, the value is displayed as an encrypted value.



For more information, see Edge Encryption.

Domain separation and mobile

Domain separation is supported in mobile. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

Support level: Basic

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see Application support for domain separation.

Overview

The mobile platform supports domain separation for all native clients. The mobile UI design clearly indicates the domain that a record is associated with.

Before extending the domain separation functionality to mobile, the feature must be enabled on the platform web-based interface. For further information on configuration, see Domain separation setup and administration.

How domain separation works in mobile

You can use the company or account fields to display appropriate records by domain. These fields are available in tables when the domain separation plugin is enabled. Because each company or account is linked to a single domain, when you create a record, you can use these fields to specify the domain in which you want to create the record.

After the feature has been set up through the platform web-based interface, a two-part process is required to further extend the domain separation functionality on mobile. For additional information about configuring domain separation on mobile devices, contact Customer Service and Support.

Note: ITSM Mobile Agent contains an automatically configured domain separation feature. For more information, refer to the ITSM Mobile Agent documentation.

Related topics

Domain separation for service providers

Control specific app usage

To support your organization's authentication policies, admins can control which mobile apps can log in to ServiceNow instances.

To control which mobile apps can log in to ServiceNow instances, admins can choose either basic app allowance lists or advanced app allowance. The advanced allowance mode enables admins to add links to authorized apps. These two modes are described in the following sections.

Important:

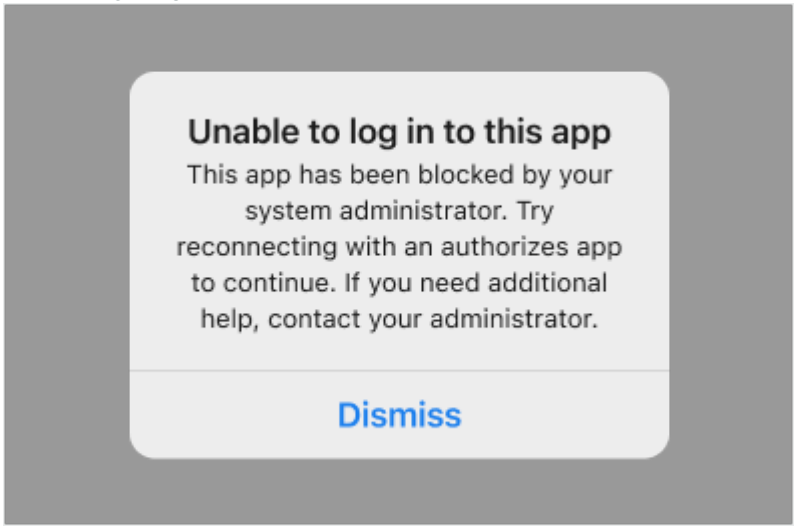
- The basic and the advanced app allowance modes should not both be configured on the same instance. If you configure both modes on the same instance, the system always prioritizes the advanced mode configuration over the basic mode configuration.
- This feature is available on both on-premises and cloud instances.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Basic app allowance lists

By configuring a system property, admins can create a list of mobile apps that can connect to ServiceNow instances. If a user tries to connect to an instance with an app that isn't on the list, the user receives an `Unable to log in` ... message as shown in the following image.

Failed login by an unauthorized app



Advanced app allowance with links to permitted apps

Using Scripted Extension Points, admins can create a list of apps that can log in to ServiceNow instances. Admins can change the **Dismiss** link text to route the user to the appropriate mobile app. Using the link, end users can connect to an instance with an authorized mobile app.

Configure a basic allowed mobile app list

As an admin, configure a system property that contains a list of mobile apps that can log in to ServiceNow instances.

Before you begin

Role required: admin

About this task

To support your organization's authentication policies, you can configure a list of mobile apps that can log in to instances. When a mobile app that is not granted access attempts to log in to your instance, a message appears. This message informs users that their app cannot access the instance.

Procedure

1. Navigate to **All** > **sys_properties.list**.
2. Make sure you are in the global application scope.

   To check if you are in the global application scope, select the globe icon ( ) in the banner. The application scope that you are in is displayed.

   If you aren't in the global application scope, then select **Application Scope** > **Global**.
3. Select **New**.
4. In the **Name** field, enter `glide.sg.allowed_mobile_apps`.
   Enter this name exactly with no extra characters. This field is also case-sensitive, so enter the name with all lower-case characters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the **Application** field, make sure the field is set to **Global**.
6. In the **Type** field, select **string**.
7. In the **Value** field, enter a comma-separated list of the iOS Bundle IDs and of the Android Package Names for the apps that can log in to your instance.

   The following example shows a configuration that only allows end users with the Intune Now Mobile app to log in to the instance. All other apps are restricted and unable to log in.

   ```
   com.servicenow.intune.requestor,com.servicenow.requestor.mam.in
   tune
   ```

   For a list of iOS Bundle IDs and Android Package IDs, see Bundle and Package IDs for ServiceNow mobile apps.

8. Select **Submit**.

Configure advanced app allowance with links to permitted apps

Configure a scripted extension point with a list of mobile apps that can log in to the ServiceNow instance. When a user attempts to log in with an unauthorized app, the admin can add a link that redirects the user to an authorized app.

Before you begin

Role required: admin

About this task

Only use the advanced app allowance configuration if you must configure a link that redirects end users to a mobile app that is authorized to connect to the instance. Otherwise, you should use the basic app allowance list configuration. For more information, see Configure a basic allowed mobile app list.

If both basic and advanced app allowance modes are configured on the same instance, then the system prioritizes the advanced app allowance configuration and always uses it. The advanced app allowance configuration can cause performance issues if the scripted extension point is not written to maximize system performance.

Procedure

1. Navigate to **All** > **Scripted Extension Points**.
2. Search for the *`global.CustomPreAuthProperties`* API Name and select it.
   The CustomPreAuthProperties record appears. Do not change any field except the **Example** field.
3. In the **Example** field, configure the two following properties:
   - *`allowed_mobile_apps`*

     Add a comma-separated list of iOS Bundle IDs and Android Package Names. Use this list to add mobile apps that can connect to your instance. For example:

     ```
     #
     customProperties['allowed_mobile_apps']='com.servicenow.fulfi
     ller';
     #
     ```

   - *`blocked_mobile_apps_redirect`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add a redirect URL for the button that appears when an end user attempts to log in with an unauthorized app. For example:

```
#
customProperties['blocked_mobile_apps_redirect']='https://
play.google.com/store/apps/details?
id=com.servicenow.fulfiller&hl=en_US&gl+US';
#
```

For an example of a completed script, see Advanced app allowance example script.

4. To save the record, select **Update**.
5. Select **Create implementation**.

Result

A new script include is created and registered as an extension point instance.

Advanced app allowance example script

Users with the admin role can use the example JSON script to configure a scripted extension point. Admins can use these scripted extension points to limit which mobile apps can log in to ServiceNow instances. These scripts can also be used to specify a redirect link to authorized mobile apps.

Example script

The following example script blocks all apps except the Mobile Agent app and the Now Mobile app.

All other apps are restricted. This script also uses the *blocked_mobile_apps_redirect* property. When an end user attempts to log in with an unauthorized app, an error message appears with a redirect button. That button redirects the end user to log in to a mobile app that is authorized to connect to the ServiceNow instance.

```
var CustomPreAuthProperties = Class.create();
CustomPreAuthProperties.prototype = {
    initialize: function() {},

    /**
     * Returns a JSON object keyed by the custom property names.
     */
    getProperties: function(input) {
        var customProperties = {};
        if (input.clientType == "agent") {
            customProperties['allowed_mobile_apps'] =
 'com.servicenow.fulfiller';
            if (input.deviceType == 'android') {
                customProperties['blocked_mobile_apps_redirect']
 =

 'https://play.google.com/store/apps/details?id=com.servicenow.f
ulfiller&hl=en_US&gl=US';
            } else {
                customProperties['blocked_mobile_apps_redirect']
 =

 'https://apps.apple.com/us/app/servicenow-agent/id1446951408';
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
            }
        } else if (input.clientType == 'request') {
            customProperties['allowed_mobile_apps'] =
 'com.servicenow.requestor';
            if (input.deviceType == 'android') {
                customProperties['blocked_mobile_apps_redirect']
 =

 'https://play.google.com/store/apps/details?id=com.servicenow.r
equestor&hl=en_US&gl=US';
            } else {
                customProperties['blocked_mobile_apps_redirect']
 =
    'https://apps.apple.com/us/app/now-mobile/id1469616608';
            }
        }

        return customProperties;
    },

    type: 'CustomPreAuthProperties'
};
```

This sample script uses the following JSON objects:

- `input.clientType` which determines the mobile app type.
- `input.deviceType` which determines the operating system type.

Mobile external users

Define external users to have availability to access your instance, but without access to all the capabilities allocated to internal users. External users are usually third parties, contractors, or external agents. External users are not employees of your organization.

External users can perform tasks like view knowledge base articles, create, edit and manage incidents, and use Virtual Agent chat, without affecting the security of the instance. The snc_external role is assigned to external users and specifies that such users have fewer privileges. For more information on the snc_external role and how it is defined, see External roles in self-registration and Explicit roles in CSM.

Functionality not available to mobile external users

The following is a list of different functionalities and capabilities not available to external users on mobile.

- **Zing search** - The search bar is not displayed for screens that use Zing search. For AI Search, the search bar is displayed.
- **Charts** - Both Performance Analytics and reporting charts are not displayed.
- **Attachments** - By default, external users are not able to view, edit, or upload attachments. To enable external users to view, edit, or upload attachments, set the *`allow_snc_external_attachment_access`* mobile property to `true`. For more information, see Enable external users to access attachments.
- **Offline** - Mobile offline mode is not available. External users without an internet connection cannot continue to work from a mobile device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Debug drawer** - The ability to display performance-related data via the debug drawer, is not available.
- **Impersonate user** - External users cannot use the mobile impersonation functionality.

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.

Important: ServiceNow mobile apps support platform authentication using OAuth 2.0. Authentication mechanisms include multi provider SSO, MFA, LDAP, Local DB, and Digest. For more information, see Mobile security and Identity and access management.

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 pre-defined parameters.

Before you begin

Role required: none

Procedure

1. Use a text editor to create JSON using the following parameters.

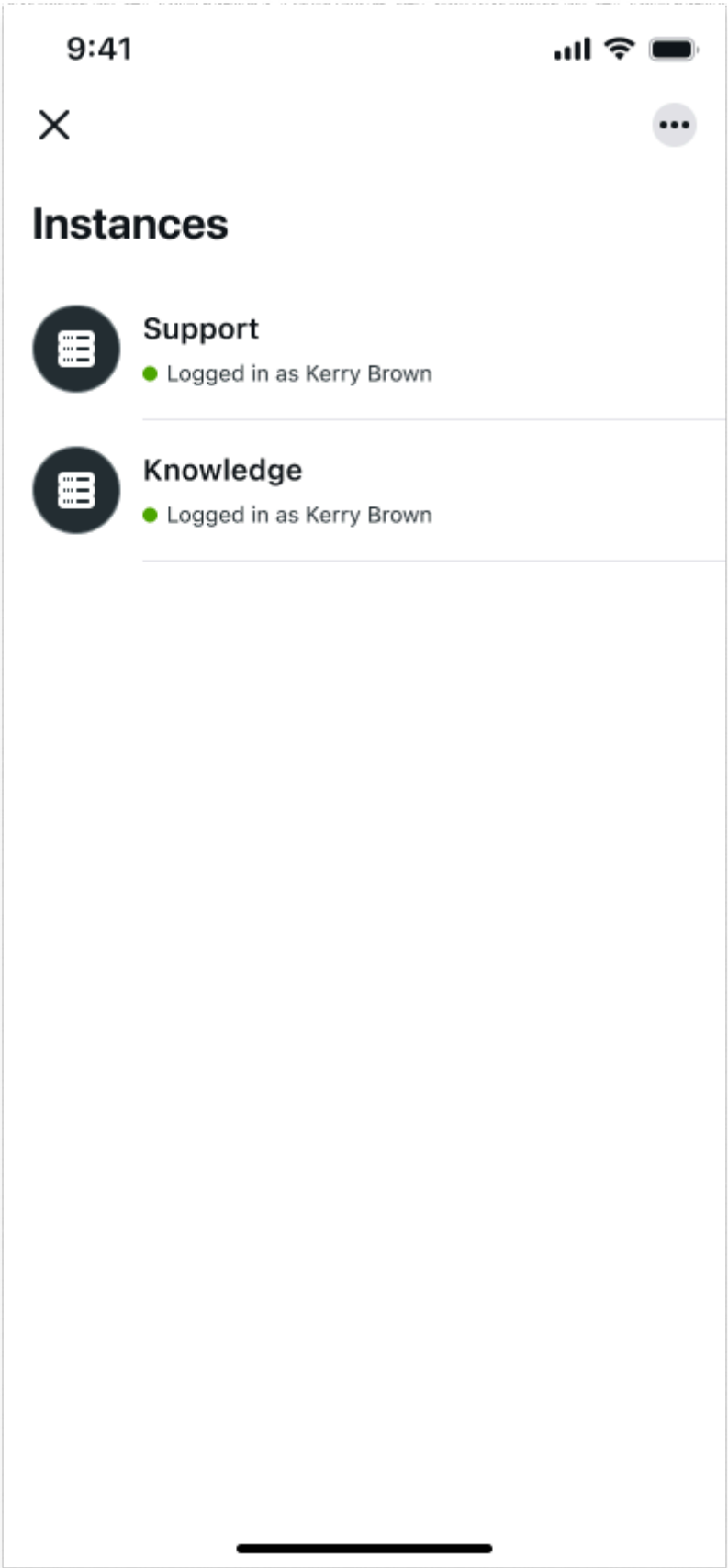
Parameter	Definition
InstanceUrl	The URL for your instance. For example, `https://example.service-now.com`
Name	The name of your instance. For example, `Example`.

Example

The JSON consists of parameters and values, separated by comas, 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 appears in instance selection screen for the app.

```
{
 "InstanceUrl":"https://example.service-now.com",
 "Name":"Example"
}
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Example

This second example includes only the `InstanceUrl` value, which is also valid.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
{
"InstanceUrl":"https://example.service-now.com"
}
```

Important:

- ServiceNow instances do not provide a method to create JSON files. You can create these files using your text editor of choice.
- 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.service-now.com`.

2. Use a QR code generator of your choice to encode this JSON or text into a QR code.

   Note: ServiceNow instances do not provide a method to create QR codes, however there are many online resources you can use to create QR codes using the JSON created in the previous steps.

3. Use your QR code to access the mobile app. For steps to use a QR code with the app, see Add a ServiceNow instance to ServiceNow mobile apps.

Configure mobile app token lifespan

Configure the length of time it takes for the app to time out.

Before you begin

Role required: admin

About this task

Mobile apps timeout when their associated OAuth token expires. Token lifespans are considered active if the app is in the foreground or if the app is processing a long running task in the background.

Procedure

Configure the OAuth entity for a mobile app.

a. Navigate to **System OAuth** > **Application Registry** and open the OAuth entity for the application you want to modify.

   For example, open the **ServiceNow Agent** record to modify the timeout for your Mobile Agent. To modify the timeout for your Now Mobile app, open the **ServiceNow Request** record.

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.

Result

For example, if you want the mobile app's token to expire after 30 minutes, use the following configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuration point	Setting
Refresh Token Lifespan for the Mobile Agent mobile app or the Now Mobile app	1800 seconds
Access Token Lifespan for the Mobile Agent mobile app or the Now Mobile app	1800 seconds

What to do next

Sign out and sign back in to the mobile app. Otherwise the app uses the previously granted sessions and tokens.

Force local login in mobile apps

Configure the force local login option to provide local login experience on mobile apps even when the instance is configured with Single Sign On (SSO) configuration. You can configure this feature independently on any available ServiceNow® app.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Branding** > **Mobile App Configs**.
2. Open the record for the mobile app where you want to force local logins.
3. Enable the **Force Local Login** field.
4. Click **Update**.

Result

The selected mobile app routes your users to the local login authentication page. The app will default to the authentication method defined on your instance if this field is disabled.

Mobile access to IP-restricted networks

Enable ServiceNow mobile apps to access IP-restricted networks when adaptive authentication is activated on your instance.

The adaptive authentication policy framework enforces contextual authentication controls on your ServiceNow instance. For example, administrators can configure policies to allow logins from users only within a trusted range of IP addresses and who are members of a specific role. For more information, see Adaptive authentication.

When adaptive authentication is activated and configured on your ServiceNow instance, mobile users must install a separate VPN app on their device to access the instance. To avoid having to install the separate VPN app, you can configure your ServiceNow instance to grant access to mobile users by using the system properties that are described in Adaptive authentication for mobile apps system properties.

Configure mobile access for IP-restricted networks

Configure mobile access to ServiceNow instances that use adaptive authentication, which restricts access outside a defined IP address range.

Before you begin

To configure mobile access for IP-restricted networks, adaptive authentication must be activated on your ServiceNow instance. For more information, see Activate adaptive authentication.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Role required: admin

About this task

For more information about adaptive authentication, see Adaptive authentication, which describes this policy framework that is used to enforce authentication controls.

Procedure

1. Navigate to **All** > **sys_properties.list**.
2. Make sure that the application scope is set to **Global** by selecting the globe icon ( ) in the upper right.
   If the application scope is not set to **Global**, then select the application scope setting and select **Global** from the list.
3. Search for and make sure that the values for the following properties are set to `true`.
   - *`glide.authenticate.auth.policy.enabled`*
   - *`glide.authenticate.preauth.allow.trusted.device`*

   This step verifies that an adaptive authentication policy is activated on your ServiceNow instance.
4. Search for the adaptive authentication mobile system property names.

   To edit the values for a property, double-click its name and fill in the fields in the System Property New record form as needed. If you can't find a property, select **New** to add it.

   Enter information on the form as needed.

System Property New record form

Field	Description
Name	Name of the system property. If you are adding the system property, enter the name exactly as it appears in Adaptive authentication for mobile apps system properties. For example, `glide.device.token.allowed.time.limit`.
Application	Application scope. Check that the application scope is set to **Global**.
Description	Description of the system property. The mobile adaptive authentication system properties are described in Adaptive authentication for mobile apps system properties.
Choices	Choices for your system property. Leave this field empty. The field does not apply to adaptive authentication for mobile apps.
Type	The data type of the system property. The data types are described in Adaptive authentication for mobile apps system properties.
Value	The value that is used for the system property. The value ranges and default values are described in Adaptive authentication for mobile apps system properties. If you don't enter a value for this field, the default value is used.
Ignore cache	Option to ignore the cache. Make sure that this check box is selected.
Private	Option to make the property private. Make sure that this check box is cleared.
Read roles	Read roles for your system property. Leave this field empty. This field does not apply to adaptive authentication for mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Write roles	Write roles for your system property. Leave this field empty. This field does not apply to adaptive authentication for mobile apps.

5. Select **Update** or **Submit**.

Adaptive authentication for mobile apps system properties

Use these system properties to configure access to IP-restricted networks for ServiceNow mobile apps.

Adaptive authentication system properties for mobile apps

Property	Description
glide.device.token.allowed.time.limit	Sets the allowed time difference, in minutes, between the ServiceNow instance and the mobile device. Enter a Value between 5 and 30 minutes. By default, this property is set to 5 minutes. Type is **integer**.
glide.device.trust.allow.only.registered.user	When you enter `true` as a Value for this property, only the user who registered the mobile device is able to log in to the ServiceNow instance on that device. If a different user attempts to log in using this trusted device, the login fails. Type is **true | false**.
glide.device.trust.cookie.validity.time	Number of minutes that the cookie generated by the mobile app client is valid while the client is logged in to the ServiceNow instance. Enter a Value between 15 and 60 minutes. By default, this property is set to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Adaptive authentication system properties for mobile apps (continued)

Property	Description
	30 minutes. Type is **integer**.
glide.device.trust.login.cookie.validity.time	Number of minutes a cookie that is generated by the ServiceNow instance on the server is valid during the login process. Enter a Value between 3 and 15 minutes. By default, this property is set to 15 minutes. Type is **integer**.
glide.preauth.device.trust.skip.user.registration	When you enter `true` as the Value for this property, users can skip mobile device registration when connecting from a trusted network. Type is **true | false**.

Configure mobile apps to use specific identity providers

You can configure a login experience that is specific to a mobile app and different from the web login experience. For example, Now® Mobile app users can be automatically redirected to an identity provider (IdP) that is different from the IdP that is defined for the web session.

Before you begin

Role required: admin

About this task

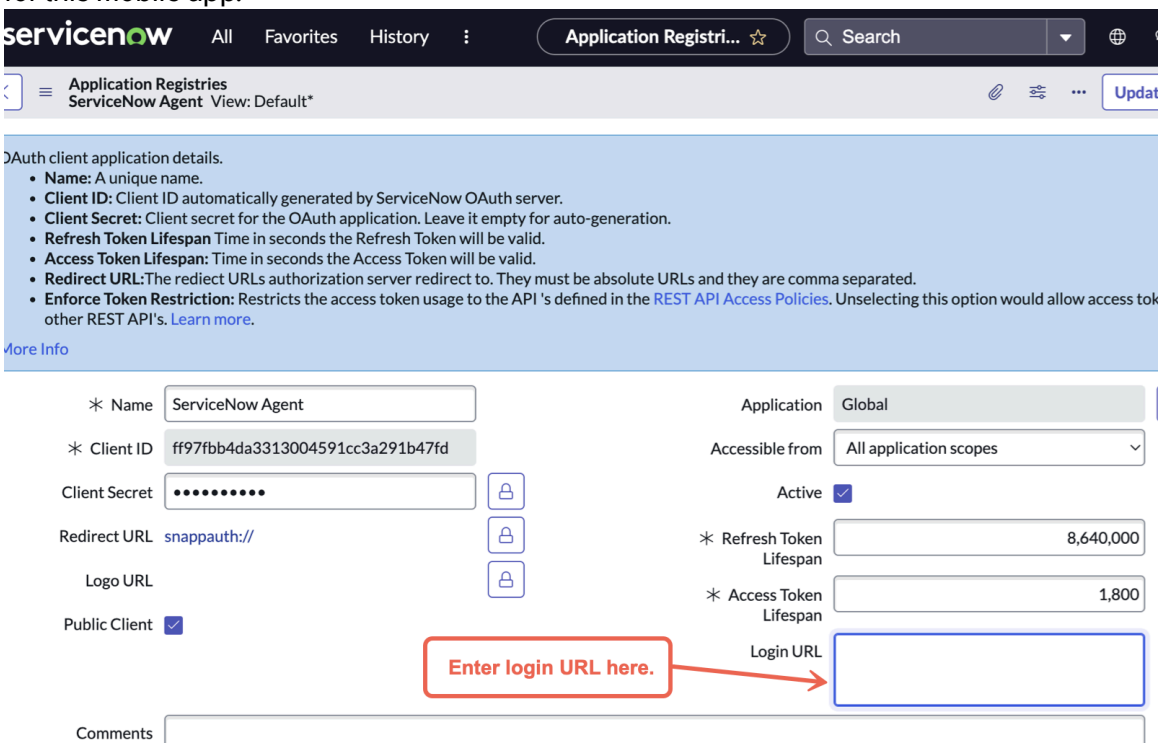
Admins can define the login experience for mobile users by associating app-specific login pages for mobile apps. For example, admins can enforce the following authentication scenarios:

- When an instance is enabled with single sign-on (SSO), admins can configure mobile users to be redirected to a specific IdP login screen on their mobile app. This login screen can be different from the automatically redirected IdP that is defined for the instance.
- Configure the mobile app to display the ServiceNow® SSO login page where users can provide their credentials to initiate the SSO login flow.
- Configure the mobile app to display a custom login page with buttons that redirect users to different IdPs based on their role or persona.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Application Registry**.
2. Select an application of **OAuth Client** type to open it.
   For example, select **ServiceNow Agent**, which is an OAuth Client.
3. In the **Login URL** field of the Application Registries page, enter the login URL you want to use for this mobile app.



For example, enter:

- `oauth_login.do`

  This login URL causes the local login screen to appear.

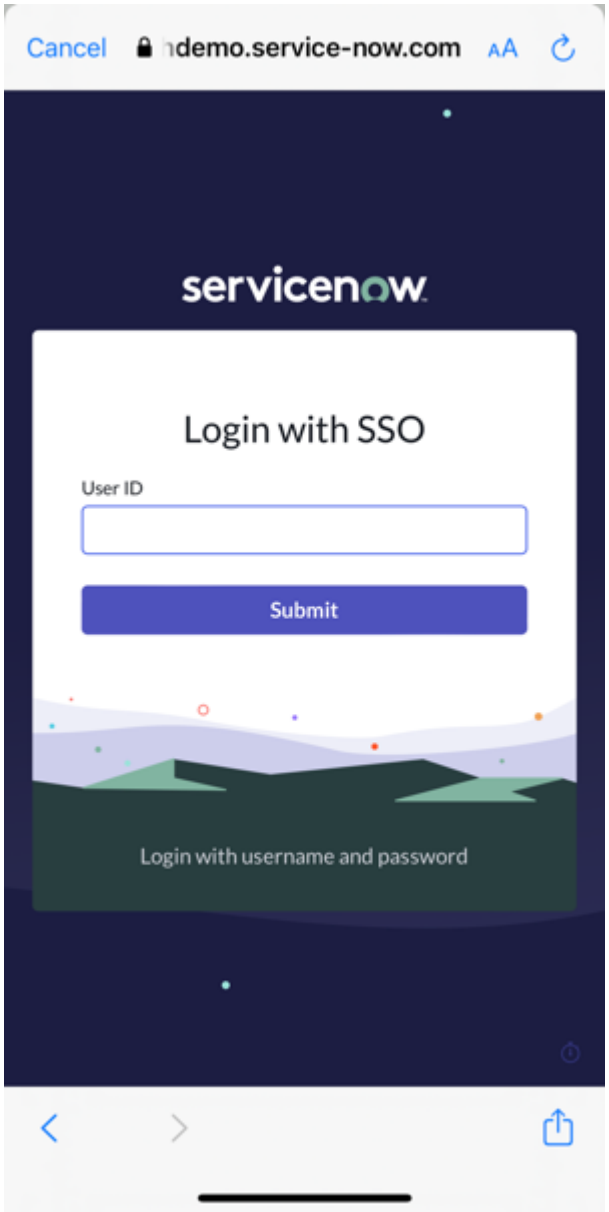
- `login_with_sso.do?glide_sso_id=<`*`valid active IdP sys_id`*`>`

  This login URL redirects the user to an external IdP that is specified with the IdP sys_id in the *`glide_sso_id`* parameter.

- `login_locate_sso.do`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

This login URL displays the ServiceNow SSO login screen where users can enter their email or user ID.



You can also enter the login URL for a custom login page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

If you enter *login_with_sso.do* for the Login URL, you must also provide a valid IdP sys_id as a *glide_sso_id* parameter to the URL. For example:

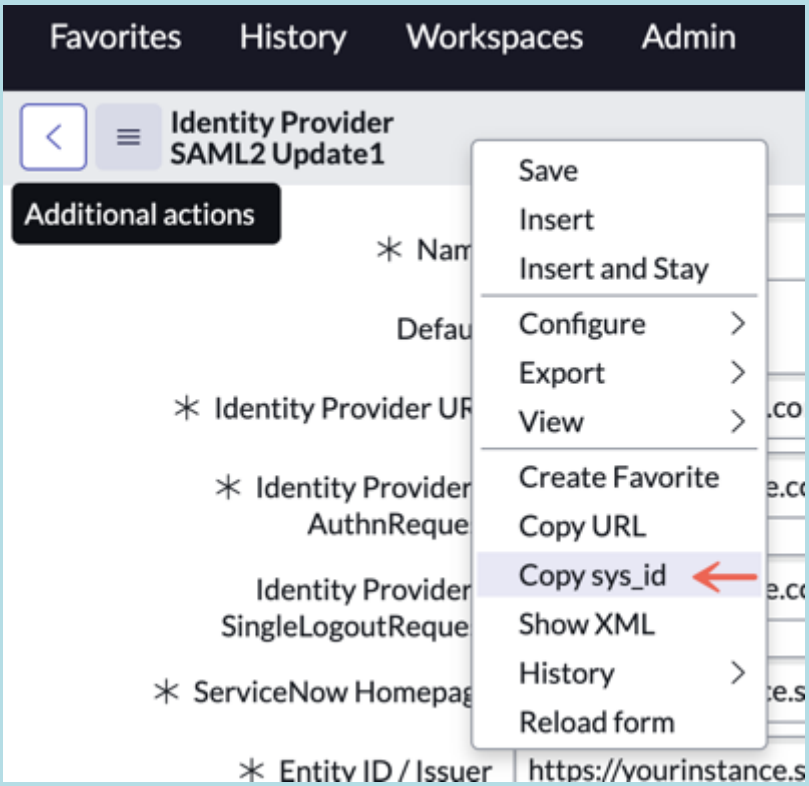
```
login_with_sso.do?
glide_sso_id=bc47c42887101010d00b5773e8cb0b85
```

To get the valid IdP sys_id:

a. In your instance, navigate to **All** > **Identity Providers**

b. In the Identity Providers page, select the IdP provider.

c. On the IdP provider page, right-click the page banner, and select **Copy sys_id**.



If a valid IdP sys_id isn't provided, the OAuth client login URL value can't be saved.

For information about configuring an external IdP on your instance, see Create an external identity provider.

4. Select **Update** to save the entry.

Result

Open the mobile app on a mobile device and select the instance. You should be redirected to the login page that was set up on the instance in the Application Registry.

Note: If *login_locate_sso.do* was saved as the Login URL and no default IdP is configured or the *sso_source* for the user isn't set, then an error displays when the user name is entered. This behavior is similar to web UI behavior.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure an external authentication browser for ServiceNow mobile apps

Admins can configure an external browser for mobile apps. This external browser is used during authentication so external URLs that are opened by the same browser can maintain sessions and cookies.

Before you begin

Role required: admin

About this task

Cookies aren't shared between ServiceNow® mobile app browsers and external browsers that load external sites. ServiceNow mobile apps enable end users to log in with an SSO (single sign-on) service such as Okta or Microsoft Entra ID. These SSO services provide a seamless and secure authentication experience for end users. However, sometimes end users might want to open authenticated third-party links that use the same SSO service within the app but not be required to log in again. For example, an end user might want to open a link to a report that is hosted on a different platform that uses the same SSO service as the ServiceNow mobile app.

To enable end users to access links on different platforms that use the same SSO service as the ServiceNow mobile app, admins can configure an external browser for login to the ServiceNow mobile app, so cookies are shared between login and the external site. This means that the SSO session persists after the end user logs in and then automatically logs the end user into external sites if those sites use the same SSO provider as the ServiceNow mobile app.

Web browser properties

Use the following properties to specify the external browser and the authentication browser in the `CustomPreAuthProperties` script include.

Web browser properties

Mobile app operating system	Property	Description
iOS	*`SNExternalBrowseriOS`*	Configures the browser type to use for opening external links on iOS apps.
iOS	*`SNAuthenticationBrowseriOS`*	Configures the browser type to use for authenticating users on iOS apps.
Android	*`SNExternalBrowserAndroid`*	Configures the browser type to use for opening external links on Android apps.
Android	*`SNAuthenticationBrowserAndroid`*	Configures the browser type to use for authenticating users on Android apps.

Property values

The following browser types can be specified for the web browser properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Browser types

Property value	Description
safari	Apple Safari
chrome	Google Chrome
firefox	Mozilla Firefox
edge	Microsoft Edge
workspaceone	AirWatch VMware Workspace ONE
webatwork	MobileIron Web@Work
blackberryaccess	BlackBerry Access
maas360	IBM MaaS360
citrix	Citrix Secure

Example

```
{"SNExternalBrowseriOS": "safari",
 "SNAuthenticationBrowseriOS": "safari"}
```

Important: The values for both properties must match for SSO sessions to persist between login and other browsing.

Procedure

1. Navigate to **All** > **sys_extension_point.list**.
   The Extension Points table displays.
2. In the API Name column, find the **global.CustomPreAuthProperties** entry and select it.
3. In the Extension Point CustomPreAuthProperties record, under **Related Links**, select **Create implementation**.
4. In the Script Include CustomPreAuthProperties record, add the external browser and the authentication browser properties to the **Script**.

   For example, here's a configuration that specifies the Apple Safari browser for the external and the authentication browsers:

```
var CustomPreAuthProperties = Class.create();
CustomPreAuthProperties.prototype = {
     initialize: function() {
     },

     /**
      * Returns a JSON object keyed by the custom property
 names.
      */
     getProperties: function(input) {
          return {"SNExternalBrowseriOS": "safari",
 "SNAuthenticationBrowseriOS": "safari"};
     },

     type: 'CustomPreAuthProperties'
};
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Select **Active** to activate the script include.
6. Select **Update** to save your changes.

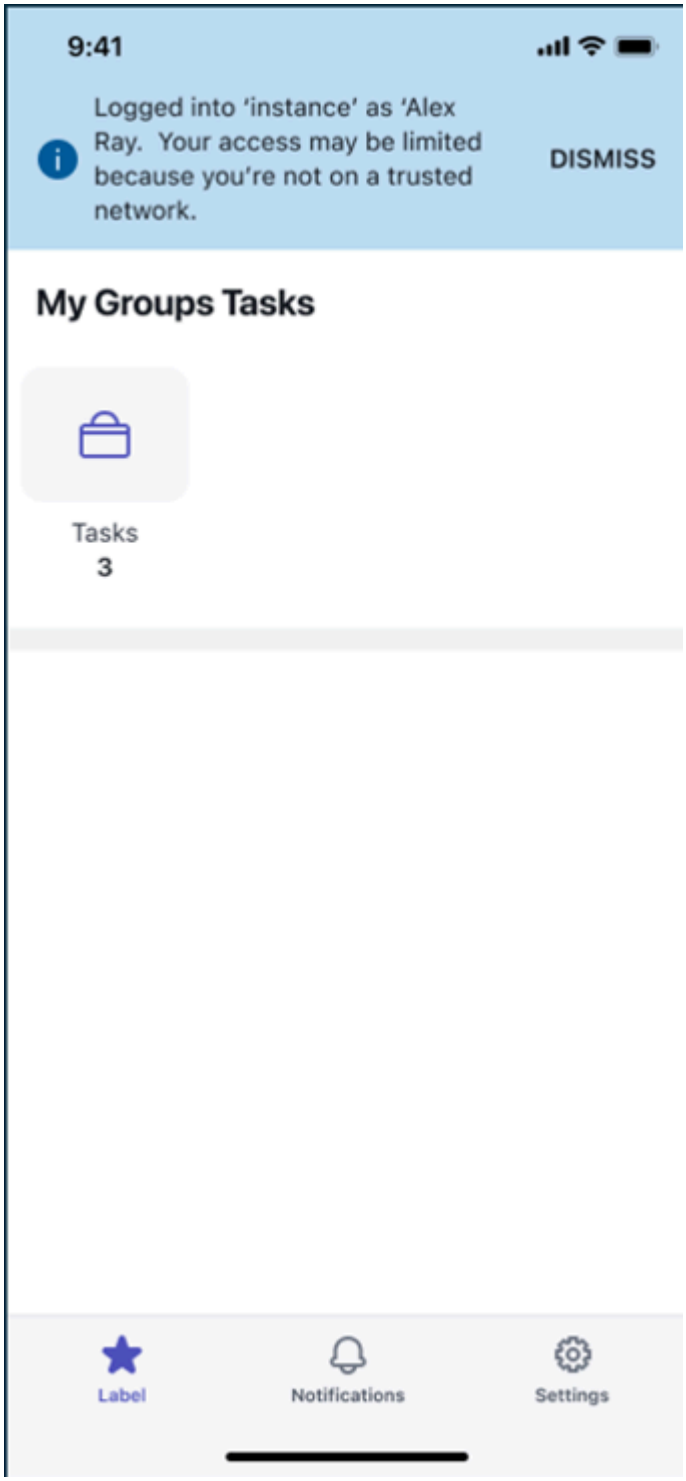
Securing your ServiceNow® mobile instance with Zero Trust Access

Limit end-user access to your ServiceNow® instance by opting in to Zero Trust Access. This adjusts user roles and permissions according to security policies defined by the admin based on factors such as IP address, location, and identity provider attributes.

Session states can either be relegated with limited user access or restored with full user access. If a user's mobile session when logging in to their mobile app meets the security policy conditions set by Zero Trust Access, a banner appears that explains that the user's access may be limited. This can help protect against unauthorized access and data breaches, even when high-privileged users access applications from untrusted devices or locations.

For more information, see Zero Trust Access (ZTA).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure Zero Trust Access for mobile

Configure Zero Trust Access (ZTA) on mobile to reduce end-user access based on factors such as IP address, location, and identity provider attributes.

Before you begin

Role required: security-admin

Procedure

1. Navigate to **All** > **Zero Trust Access** > **Properties**.
2. Select the following properties to enable them:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. **zero trust session access**

b. **zero trust access for Mobile apps**

3. Under the mobile client application to which you want to add Zero Trust Access, ensure that **Enable Zero Trust Access** is selected under **Application Registries**.

Result

If Zero Trust Access is enabled on mobile, the following scenarios trigger a check against the security policy:

- When the user logs in to the mobile app
- When the mobile access token has expired and the instance makes a request to get the refresh token

If the session access state changes, the user is informed with a banner and the app refreshes to the home tab. If session access privilege is reduced while the user is impersonating, the session isrelegated and ends the impersonation mode.

To turn off the banner display on mobile app screens when the connection state changes, set the *`disableZTABanner`* mobile property to `True`. For more information, see Turn off the Zero Trust Access banner on mobile apps.

Note:

This feature is not yet fully supported with mobile offline capability. Mobile offline and ZTA are both opt-in features. If an offline mobile customer wants to enable ZTA on mobile, the following scenarios can occur:

- When the cache is downloaded either manually or scheduled, the cache always downloads with full access even if the user downloads it from a relegated session.
- If the user is offline and performed an action that is pending to be synced, the sync may fail when the user comes online and the user session gets relegated.

Typically, users should not to opt in for mobile offline and ZTA together. However, if users want both then they should create a group of users to whom the ZTA policy should not be applied. This group of users would contain mobile offline users, and if ZTA is enabled, the access policies can be defined to exclude ZTA offline users.

Mobile impersonation

Use mobile impersonation to impersonate authenticated users for testing purposes and view impersonation logs.

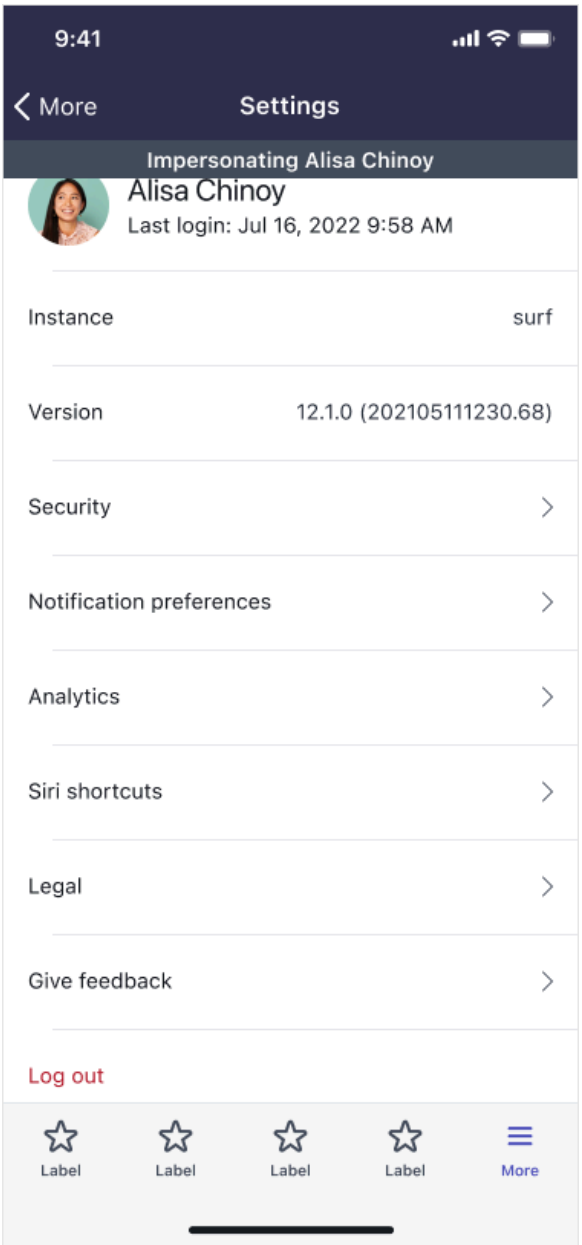
For instructions to enable and disable this feature, see Enable or disable impersonation in mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

As an administrator or an impersonator, use impersonation to view a ServiceNow mobile app exactly as another user would see the app.

While impersonating another user, the app displays a banner at the top of the screen with the name of user being impersonated.

Impersonation logging and limitations for mobile are the same as those when using impersonation in the web-based UI. For details see Impersonate a user.



Limitations of mobile impersonation

In addition to the limitations listed in Impersonate a user, the following are not supported when using impersonation in ServiceNow mobile:

- Virtual Agent
- Offline mode.
- Security PIN

Enable or disable impersonation in mobile apps

Learn how to enable or disable impersonation in your ServiceNow mobile apps.

Before you begin

Role required: admin or impersonator

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: An impersonator is a user who can impersonate all users except those with an admin role.

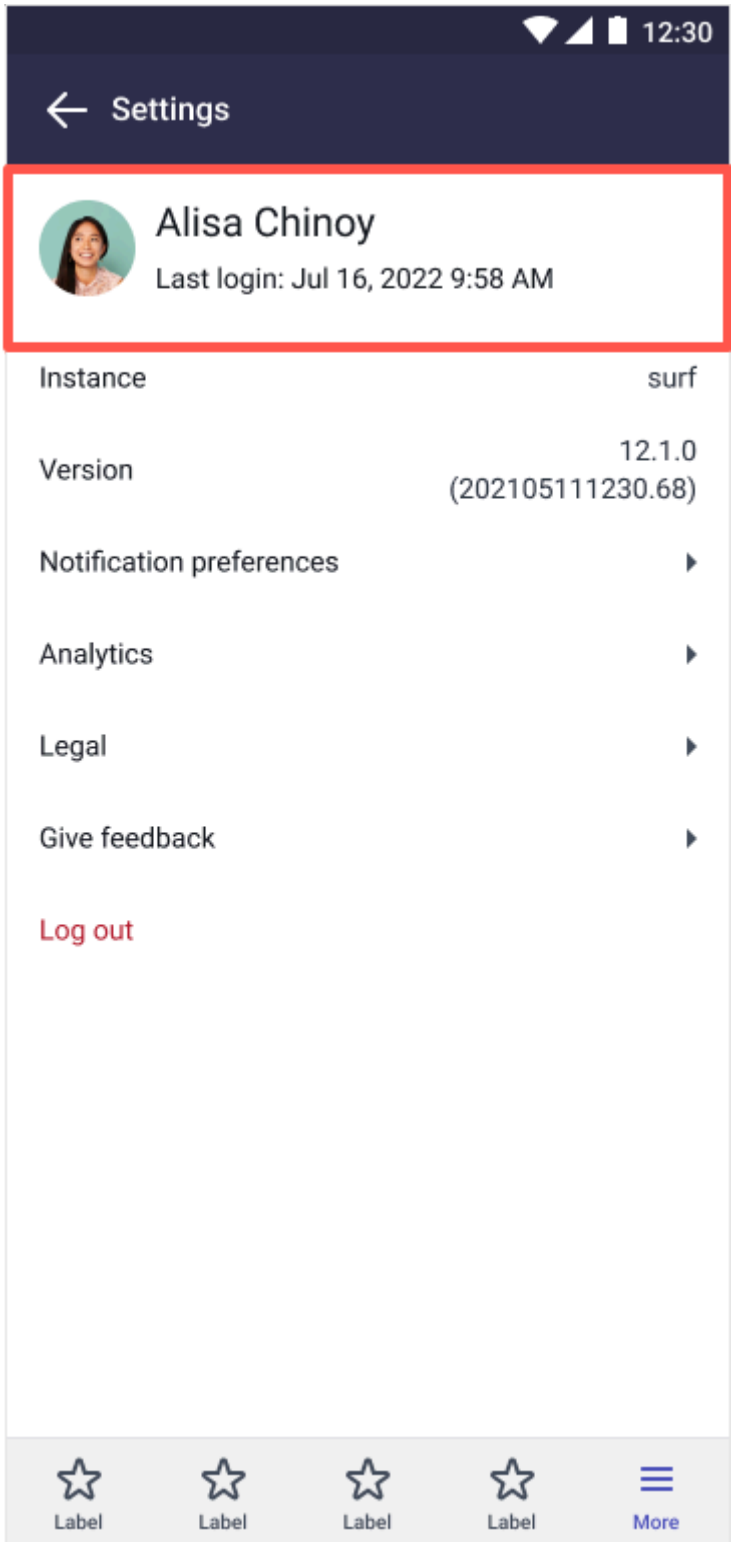
Procedure

1. In your ServiceNow mobile app, tap the **Settings** ( ) tab in the navigation bar.

   Note: If you do not see a **Settings** tab, tap **More** ( ) and then tap **Settings** from the list.

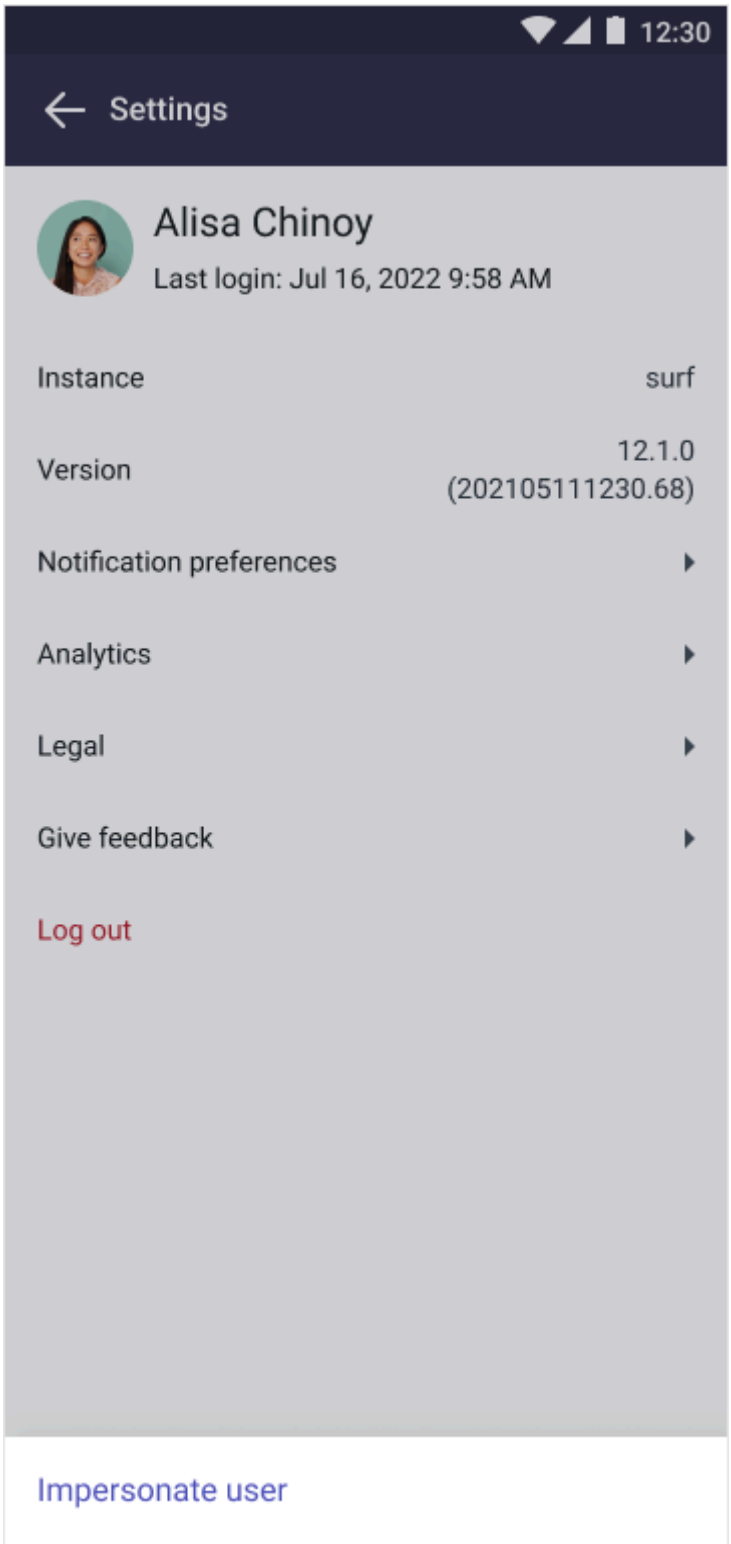
2. In the settings screen, tap the user card.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



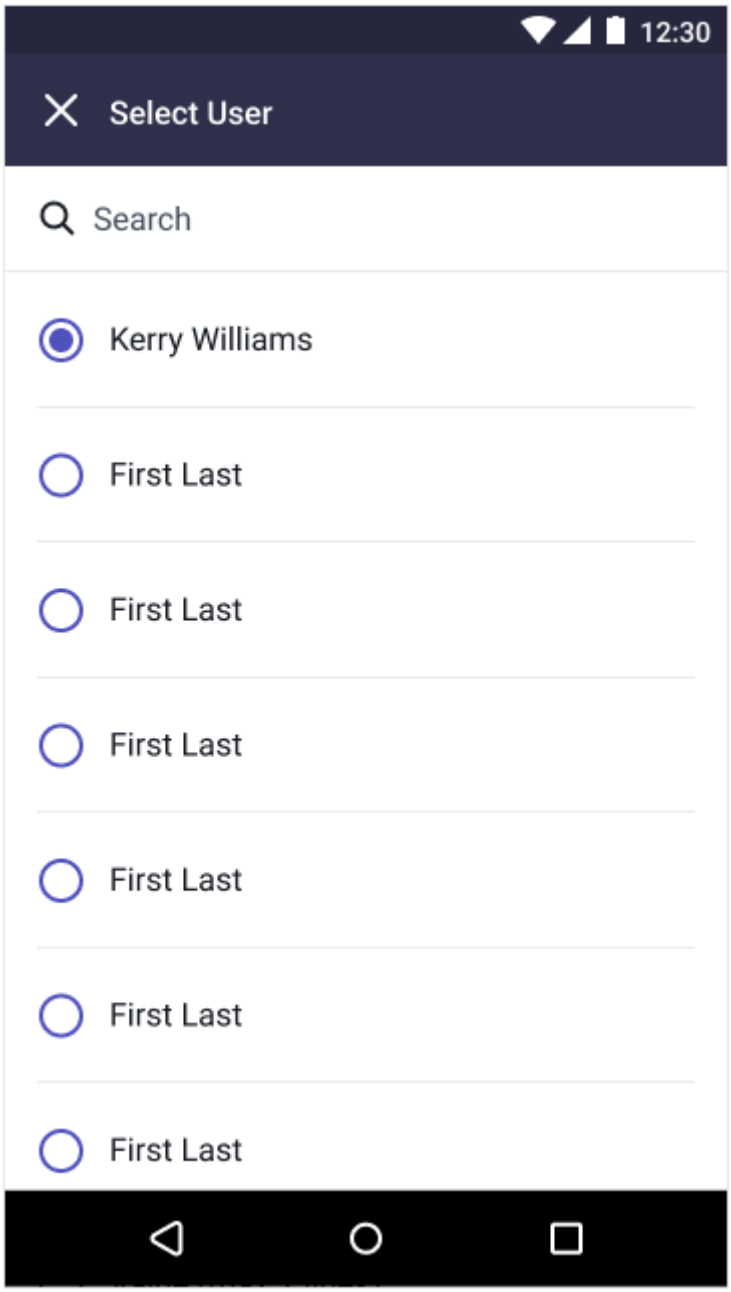
3. At the bottom on the screen, tap **Impersonate user**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select a user to impersonate in the **Select User** list.

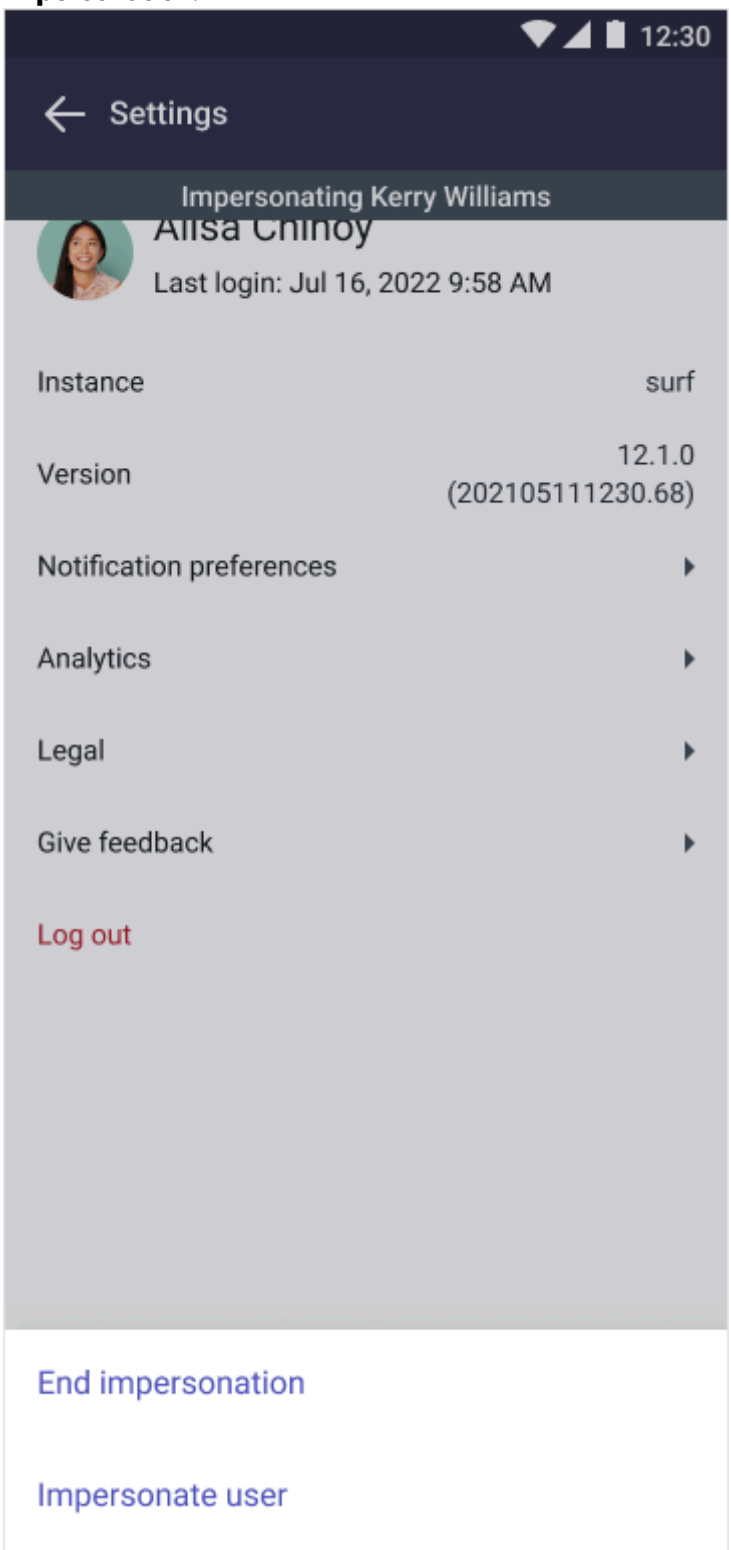
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You are now impersonating the selected user. A banner appears at the top of the screen to indicate which user you are impersonating.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. To end impersonation, return to the settings screen, tap the user card, and tap **End Impersonation**.



Mobile URLs

Create mobile URLs to direct users to areas, screens, and features within specified mobile apps. Using mobile deep linking, these re-directional links can be placed within emails, texts, and push notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Deep linking for mobile

Mobile deep links are linking formats that direct users to specific content and locations within a mobile app. These links can be placed in email notifications, text messages, push notifications, launcher screens, and input form screens. You can also configure a mobile app login URL for multiple SSO identity providers.

You can activate mobile deep link URLs to navigate users into any screen type within a mobile app. The deep link consists of a specific structure, which points to a specific location within a defined mobile app. These links can then be placed wherever desired. Most commonly, deep links are used within push and email notifications.

- For push notifications, deep link URLs are used to navigate the end user to a defined screen after tapping on the notification itself. For information on configuring a push notification, see Mobile push notifications.
- For email notifications, deep link URLs can be placed within the email body. The end user taps on this link to launch the appropriate mobile app and automatically navigate to the desired screen. For information on configuring an email notification, see Create an email notification.

Mobile deep links are activated through the mobile deep link generator. The mobile deep link generator operates as a platform script include, within the global application scope. For additional information see, Script includes.

Mobile deep link structure

Familiarize yourself with how to construct and use mobile deep links in any screen type within a mobile app.

Mobile deep links essentially consist of three components. The name of the variable, a reference to a mobile app, and the public method used to pull the mobile deep link. The following mobile deep link has a variable with the name `deepLinkGen`, where a specified screen opens in the Mobile Agent.

```
var deepLinkGen= new global.MobileDeepLinkGenerator('Agent');
 return deepLinkGen.getScreenLink('73f3d135532033002d96ddeeff7b1212');
```

Variable name

You can give any variable name for the mobile deep link, although it should be identifiable for future reference.

Mobile app call

Enter one of the mobile apps that the mobile deep link points to. You can enter either `Request` for the Now Mobile app or `Agent` for the Mobile Agent app. For example, to generate a link using the mobile deep link generator that points to the Now Mobile app, use the following code: `new global.MobileDeepLinkGenerator('Request');`

Public method

Use one of the public methods that can be used to create a mobile deep link. Reference the table for an explanation of each method, and the reason for its use.

Method	Reason for use	Method param
`getButtonLink(buttonId, tableName, recordSysId)`	*`getButtonLink`* is used to link into any input form screen.	*`buttonId`*(r sys_id of the b you want to la input form scr

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Method	Reason for use	Method param
		tableName (optional): nar table for the c context *recordSys* (optional): sys current contex
`getFormScreenLink(formScreenId, tableName, recordSysId)`	*getFormScreenLink* is used to link into any non-parameterized form screen.	*formScree* (required): sys required form *tableName* (required): tab of required for *recordSys* (required): sys of record from *tableName*
`getLauncherScreenLink(launcherScreenId)`	*getLauncherScreenLink* is used to link into any launcher screen.	*launcherS* (required): sys the required la screen.
`getPrefillLink(forceLocalLogin)`	*getPrefillLink* is useful for first-time ServiceNow mobile users. This link format pre-fills the instance link for users who have not yet added an instance to their mobile app. This method is the default authentication experience. This method does not generate a link to a specific screen.	*forceLoca* (required): Enter `true` fo system to pre- instance login of the user. Enter `false`, user to manua login details.
`getScreenLink(documentId, uiParams)`	*getScreenLink* is used to link into any list screens, including both parameterized and non-parameterized types. Can also be used for any non-parameterized screen type. An optional UI parameter can be passed into this method.	*documentI* (required): sys desired scree *uiParams* (o Parameter of a item
`getSSOPrefillLink(sys_id)`	*getSSOPrefillLink* generates a link that uses the identity provider (IdP) that is identified by the `sys_id` parameter. This link can be used to authenticate end users that use different IdPs. For example, pre-hires	*sys_id* (requ Enter the sys_ the IdP you wa to use from th Identity Provid [sso_propertie

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Method	Reason for use	Method param
	might use Microsoft Azure as their IdP, and on-boarded employees might use Okta as their IdP. A common use of these SSO (single sign-on) pre-filled links is to embed them in emails sent to employees. These emails contain a link that can be used to log in securely to a ServiceNow instance using their mobile apps. **Important:** You must activate the Multi-Provider SSO plugin and have an active IdP to use this method. For more information, see Activate Multi-Provider SSO plugin	To get the sys_ IdP: 1. Navigate to **Multi-Provi** > **Identity P** 2. Right-click a identity prov record and s **Copy sys_id**
`getUniversalLink(url)`	*`getUniversalLink`* generates a link into either a list, form, or browser. A screen is generated based on the content of this URL. See Universal linking for mobile.	*`url`* (required to a resource instance

Universal linking for mobile

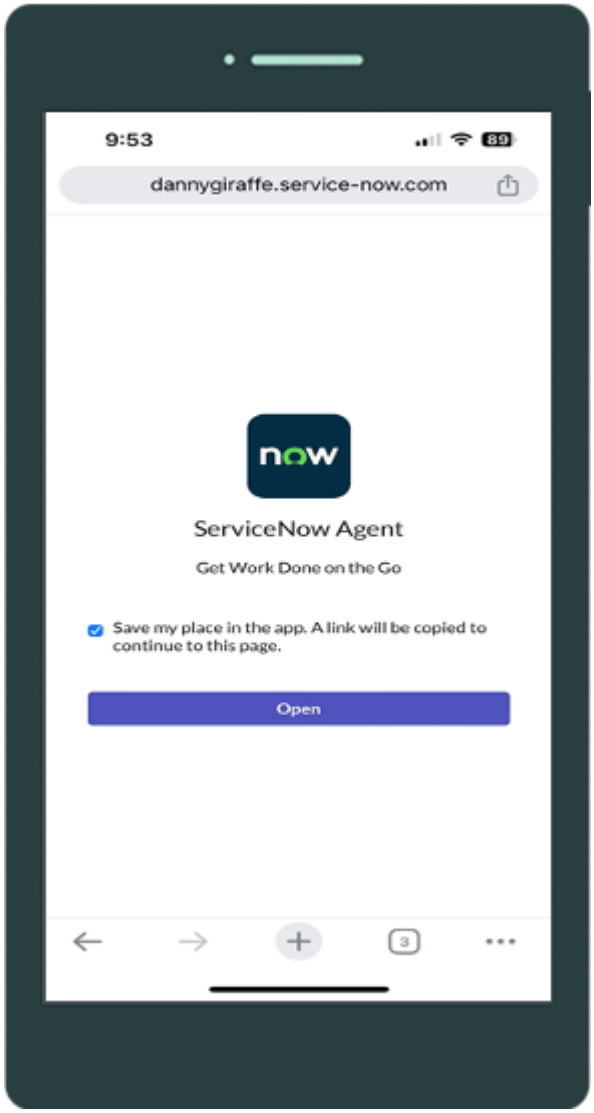
Mobile universal links enable you to drive users to specific screens within a mobile app, that they would not be able to access via the ServiceNow platform web experience.

Mobile universal linking is a method to redirect your users from using the ServiceNow platform web experience on their mobile device. Instead it promotes using the faster, more responsive, and location-specific ServiceNow Mobile Platform experience via mobile apps. Universal linking works by presenting the user with a web banner at the top of designated screens, while they work within a ServiceNow platform web experience. For the user to proceed, they must select **View** in the banner, where the following occurs:

- If the user has already installed the required ServiceNow mobile app and is logged in to the instance - then the user is directed to a defined location within the specific mobile app.
- If the user has already installed the required ServiceNow mobile app and is not logged in to the instance - then the user is required to log in to the instance and is then directed to a defined location within the specified mobile app.
- If the user has not installed the required ServiceNow mobile app - they are directed to either the Apple Store or Google Play Store, and must download the ServiceNow app. Once the app is downloaded, the user must log in to the instance and is then directed to a defined location within the newly installed app.

After the user taps **View** in the banner, direct them to any record screen, form screen, or browser screen within a specified mobile app. For form and record screens, you can direct the user to a specific location based on a defined table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Enable mobile universal linking

Enable the universal linking option if you want a web banner displayed on specified pages of the ServiceNow platform website. By default the mobile universal linking option is not available in the base system.

Before you begin

Role required: admin

Procedure

1. In the web-based UI, enter `sys_properties.list` in the filter navigator, to open a list of system properties.
2. In the **Name** field, search for the term `*universal`.
3. Select the property `glide.sg.universal_links.enabled`.
4. In the universal links system property table, set the **Value** field to `true`.
5. Right-click in the header and select **Save**.
6. In the web-based UI, enter `sys_sg_mobile_application.list` in the filter navigator to open a list of mobile applications in the `sys_sg_mobile_application` table.
7. Select the **Request** record, and open the **Deep Link Configuration** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Select the **Route to Public Store if not installed** check box to enable it.
9. Right-click in the header and select **Save**.
10. Repeat Steps 6 through 9 for the **Agent** record.

What to do next

After you have enabled the mobile universal linking feature, you can perform the following configuration:

Define specific ServiceNow platform website pages to display the web banner, where the user does not have a specific mobile app installed. See, Mobile universal linking for supported URLs.

Enable expansion of universal linking to mobile browser (MESP) pages

Enable the expanded universal linking option to display the web banner on mobile browser pages when the user does not have the appropriate mobile app installed. By default this mobile universal linking option is not available in the base system.

Before you begin

The mobile universal linking feature must be enabled, see Enable mobile universal linking.

Role required: admin

Procedure

1. In the web-based UI, enter `sys_properties.list` in the filter navigator, to open a list of system properties.
2. In the **Name** field search for the term `*universal`.
3. Click the property `glide.sg.universal_links.open_unsupported_links`.
4. In the universal links system property table, set the **Value** field to `True`.
5. Right-click in the header and select **Save**.
6. **Optional:** Select the mobile app you want to redirect the user to, each time they tap the link in the banner.
   The default is the Mobile Agent.
   a. Return to the system properties table.
   b. Click the property `glide.sg.universal_links.unsupported_link_default_native_client`.
   c. In the universal links unsupported links system property table, set the **Value** field to either `agent`, `requester`, or `onboarding`.
7. Right-click in the header and select **Save**.

Mobile universal linking for supported URLs

Use mobile universal linking to display a web banner on specified platform web pages to encourage users to work within a ServiceNow mobile app. Configure the supported URLs that facilitate this functionality to ensure that the banners are displayed on the correct web pages. These URLs also direct users to a defined location within the appropriate mobile app.

Each time a user accesses a web page using their mobile web browser, the instance checks the URL against all the records in the path segment table and the supported URLs table. When there's a match, the instance displays a web banner. After the user taps on the banner, the instance directs the user to the appropriate screen on a designated mobile app. This screen displays the selected data. When configuring a URL record for universal linking, the path, query keys, and query values of the URL must be an exact match of the web page.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Structural layout of URLs used for mobile universal linking

Supported URLs can comprise of elements like host, path, query keys, and query values. These URLs are created in the universal link path segment table and the universal link supported URL table, as described in Create path segment records and supported URL records for universal linking. You can make your URL as general or specific as you require. A more general the URL definition means that the banner is displayed over a larger number of web pages.

Note: When creating supported URLs, you must know what path segment, query keys, and query values you want the system to look for.

An example URL structure is `https://<baseURl>/sample_path.do/query_key_01=XYZ/query_key01=value_ABC`. The table describes the parts to create in a path segment record and a supported URL record.

URL part	Description
`sample_path`	Due to its generic nature, the path segment defines the category of the URL and is used to quickly filter out any unmatched records. The path segment record uses regular expressions to match URL texts.
`query_key`	Query keys are an extension of the URL that help define specific content.
`value`	Values can be added to the query keys, to further streamline the web pages you want to match.

Create path segment records and supported URL records for universal linking

Create path segment records and supported URLs records for universal linking to display a mobile banner. Users see this banner when they land on specific platform web pages. Within each supported URL, you define the page where the banner appears, the mobile app and the screen type the user views, and the data displayed within the screen.

Before you begin

Role required: admin

Procedure

1. Create a path segment record.

   a. In the web-based UI, navigate to **System Mobile** > **Mobile Universal Linking** > **Path Segments**.

   b. Select **New** to create a universal link path segment.

   c. On the form, fill in the fields.

   Universal Link Path Segment form

Field	Description
Name	Title for the universal link path segment.
Path segment regex	Regular expression of the string that defines the category path of the URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	The system evaluates the regular expression string and then performs the matching process on the supported URLs.

d. Select **Submit**.

2. Create a universal link supported URL.

a. In the web-based UI, navigate to **System Mobile** > **Mobile Universal Liking** > **Supported URLs**.

b. Select **New** to create a universal link supported URL.

c. On the form, fill in the fields.

Universal Link Supported URL form

Field	Description
Name	Title for the universal link supported URL.
Mobile app	ServiceNow mobile app the link opens in. Options are `Agent`, `Onboarding`, or `Request` (Now Mobile). **Note:** The selection here overrides the selection made in the **Mobile app** field listed in the topic Mapping specific mobile screens for universal linking.
Active	Option for enabling the activation of this record.
Order	Option to determine in which order the instance matches a record. The lower the number, the higher the priority for matching the URL. **Note:** The system matches each record one by one. When a record matches a supported URL the instance generates a banner. The order is a way to put the more general supported URLs lower down on the list to prevent the usurping of specific links you want to match.
Path segment	Use the reference lookup icon to select the path segment you created earlier. The system begins to search for matches by first checking the referenced path segment. If there is no match, the instance does not display a banner.
Has query keys	Comma-separated string field for query keys. Each query key added into this string field must exist in the URL for there to be a match. An example entry is `id,table,sys_id`
Has query values	Option to add a name a value for each query key you added. An example is **Name** = `id` and **Value** = `ticket`
Mobile screen builder	Use the mobile screen builder script block to define the screen type to build and the data the screen uses. Using one of the provided methods in the script block it creates a list screen, record screen, or browser screen. Each method has its own parameter requirements. You can find specific parameters in the script block comments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For more information, see GlideRecord.

d. Select **Submit**.

What to do next

After defining when banners appear and the screen and content the user views, consider enhancing the experience by associating the screen to a preconfigured table. See, Mapping specific mobile screens for universal linking.

Mapping specific mobile screens for universal linking

Configure universal links for screen mapping so a user is redirected to a previously styled record screen or list screen. Use this option to provide a customized experience for the user.

Before you begin

Role required: admin

About this task

When creating universal links, you define the screen type and the data the user sees after they tap the mobile banner. See, Create path segment records and supported URL records for universal linking. Also there is an option to create a screen mapping for universal links. Users click these links to see a preconfigured screen based on a defined table.

Note: Universal linking mapping does not apply to browser screens, as there are no options for styling and configuring a web page.

Procedure

1. In the web-based UI, navigate to **System Mobile** > **Mobile Universal Liking** > **Screen Mappings**.
2. Select **New** to create a universal link screen mapping.
3. On the form, fill in the fields.

Universal Link Screen Mapping form

Field	Description
Table	From the menu, select a table associated with the mobile universal linking screen. The content can be a preconfigured list screen and/or a record screen.
Mobile app	Use the reference lookup icon to select which mobile app the links navigate to. **Note:** The selection here is overridden by the selection made in the **Mobile app** field listed in the topic Create path segment records and supported URL records for universal linking.
Active	Option for enabling the activation of this record.
List screen	Use the reference lookup icon to select a preconfigured list screen associated with the table, selected from the **Table** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: Only use single list streams and single segment list screens. You cannot use multi-item streams and multi-segment list screens in this reference field.
Record screen	Use the reference lookup icon to select a preconfigured record screen that is associated with the table selected from the **Table** field.

4. Select **Submit**.

Enabling bookmarking screens and web pages

Configure the saved views feature to allow users to bookmark screens and web pages. Users can instantly access these saved views via an icon in the navigation bar.

The saved views feature is automatically enabled in the Mobile Agent app. However, you must manually configure and enable it on the Now Mobile app.

You can choose to disable access to this feature on individual screens.

Enable saved views

Make the ability to save views available for specified mobile apps.

Before you begin

Role required: admin

About this task

By default, the saved views feature is enabled in the Mobile Agent. You have to manually enable and configure the feature for the Now Mobile app.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Branding** > **Mobile App Configs**.
2. Open the record for the mobile app in which you want to use the saved views feature.
3. Select the information icon ( ) in the **Navigation bar** field of the Mobile App Configuration page. Select **Open Record**.
4. In the **Navigation Tabs** section, select **New**.
5. Select the reference lookup icon ( ) in the **Navigation Tab** field.
6. Select the **Saved** navigation tab.
7. Select the menu icon ( ) and select **Save**.
8. Select the information icon ( ) in the **Navigation Tab** field. Select **Open Record**.
9. Make sure that the **Active** option is selected.
10. Select **Update** in the Saved Tab form.
11. Select **Update** in the Navigation Tab Map form.

Disable saved views

Disable the saved views feature for some or all of your mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task
For privacy, security, or other reasons you might decide not to enable the saved views functionality. Use this same procedure on the Mobile Agent and Now Mobile apps.

Procedure
1. Navigate to **All** > **System Mobile** > **Mobile Branding** > **Mobile App Configs**.
2. Open the record for the mobile app in which you want to disable or not include the saved views feature.
3. Select the information icon ( ) in the **Navigation bar** field of the Native Client page. Select **Open Record**.
4. Select **Saved** in the Navigation Tab column of the Navigation page.
5. Clear the **Active** option.
6. Select **Update**.

Make saved views unavailable on specific pages

You might want to remove the option for users to save specific views and screens for security or privacy reasons.

Before you begin
Role required: admin

Procedure
1. In the web-based UI, enter `sys_sg_favorite_deny_list.list` in the filter navigator to open the list of search configurations.
2. Select **New** in the Saved Items Deny List form.
3. In the **Source Table** field, select `Screen [sys_sg_screen]`.
4. Select the reference lookup icon ( ) from the **Source** field.
5. In the **Select the document** screen, select the reference lookup icon ( ) within the **Document** field.
6. Select the screen on which you want the saved views icon not to display.
7. Select **OK**.
8. Make sure that the **Active** option is selected.
9. Select **Submit**.

Result
The specified screen no longer displays the saved views icon in the screen header.

Publish mobile apps with custom branding

The ServiceNow® Mobile Publishing application enables you to publish secure and branded mobile applications. These mobile apps use your unique company identity and management method.

ServiceNow offers the following ways to customize your mobile apps:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Branding: Determines what users see before they reach the login screen.
- Theming: Determines what users see after they log in.

Mobile Publishing enables you to brand your mobile apps. You can use Mobile Publishing to create a visually distinct version of ServiceNow mobile apps with custom branding that reflects your unique company identity. Configure each of your mobile apps with a unique name, splash screen, icon, Mobile Device Management (MDM) vendor, and colors.

For information about using theming to further customize your apps, see:

- Next Experience theming for mobile
- Legacy mobile theming

In addition to branding and theming your mobile apps, you can also customize app behavior to make them more efficient for your end-users to use. For example, you can request a custom branded mobile app and configure an auto-populated URL so your end-users don't need to type the instance URL during login. This can be configured in the **Login management** section of the **Request a new app** form. For more information, see the Request, test, and publish a branded mobile app section that contains instructions for requesting custom branded apps for both the iOS and the Android platforms.

For more information about the considerations for using Mobile Publishing and configuring it, see Mobile Publishing resources. For information about why your company might want to use Mobile Publishing, see Mobile Publishing use cases.

Note: Mobile Publishing is supported on both production and sub-production ServiceNow instances.

The ServiceNow publishing program complies with the suggested practices from Google and Apple for branded app releases. The program gives you a guided path to achieve your branding goals.

Licensing

Mobile Publishing is a paid plugin. It is included in the Pro, Enterprise, and App Engine subscription levels (SKU's) of ServiceNow. Alternatively, you can purchase the plugin on the ServiceNow Store and add it to your ServiceNow subscription. Navigate to the ServiceNow Store, log in with your credentials, and then search for `mobile publishing`.

Custom-type mobile apps

Use Mobile Publishing to brand standard Now Mobile and Mobile Agent apps that are part of the ServiceNow Mobile Platform. If you need additional client app types other than Now Mobile and Mobile Agent, you can create custom app types that have unique mobile client app names.

For more information about custom mobile apps, see Create custom-type mobile apps with Mobile Publishing.

For more information about the integration between Mobile Publishing and Mobile App Builder, see Mobile App Builder.

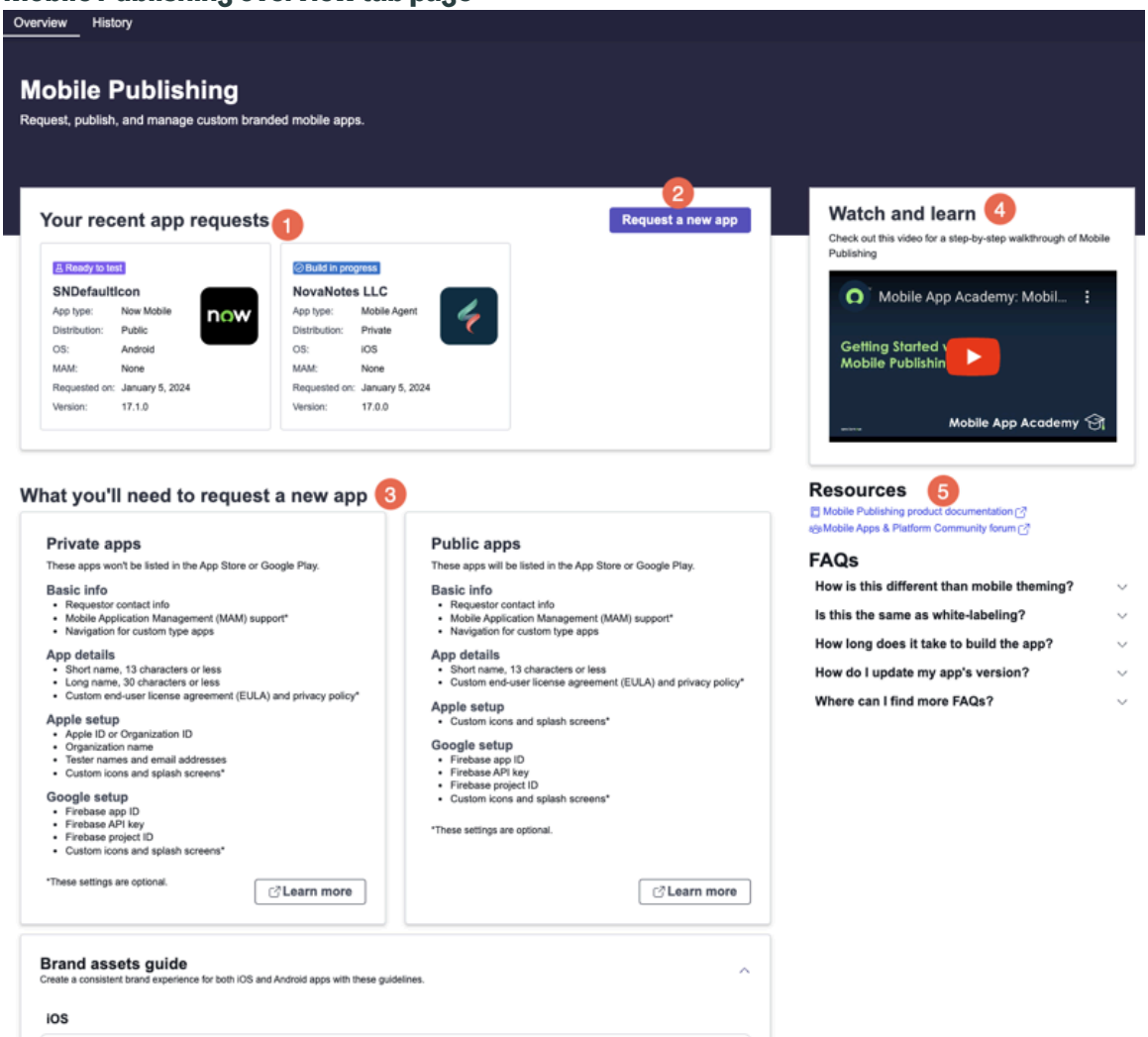
Manage your custom-branded apps

Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps** in your instance. Do any of the following (refer to the numbered call-outs in the below image):

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. View your recent app requests. A maximum of nine builds can be tracked on this page.
2. Request a new branded app by selecting **Request a new app**.
3. Get information about what you need (prerequisites) to request different apps and associated distribution types.
4. Watch a video that guides you through the process of requesting a custom branded app and shows you how the third-party tools are used to populate mandatory fields on the request form.
5. Access helpful resources and FAQs to get further help.

Mobile Publishing overview tab page



Scroll down to view the brand assets guide panel (refer to the below image), which supplies guidelines to help you create a consistent brand experience for iOS and Android apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile Publishing brand assets guide panel

Brand assets guide

Create a consistent brand experience for both iOS and Android apps with these guidelines.

iOS

Asset	Format	Dimensions	Background	Content
App Icon	PNG	1024x1024 px	Solid	Flat layers no rounded corners
Splash screen logo	PNG	2048x2048 px	Transparent	Include brand logo or graphic

Android

Asset	Format	Dimensions	Background	Content
Adaptive icon foreground	PNG	2048x2048 px	Transparent	No text
Adaptive icon background	PNG	2048x2048 px	Solid	No text, graphics, or rounded corners
Notification icon	PNG	2048x2048 px	Transparent or solid	No text or rounded corners
Splash screen logo	PNG	2048x2048 px	Transparent	Include brand logo or graphic

Request custom-branded apps with the build request form

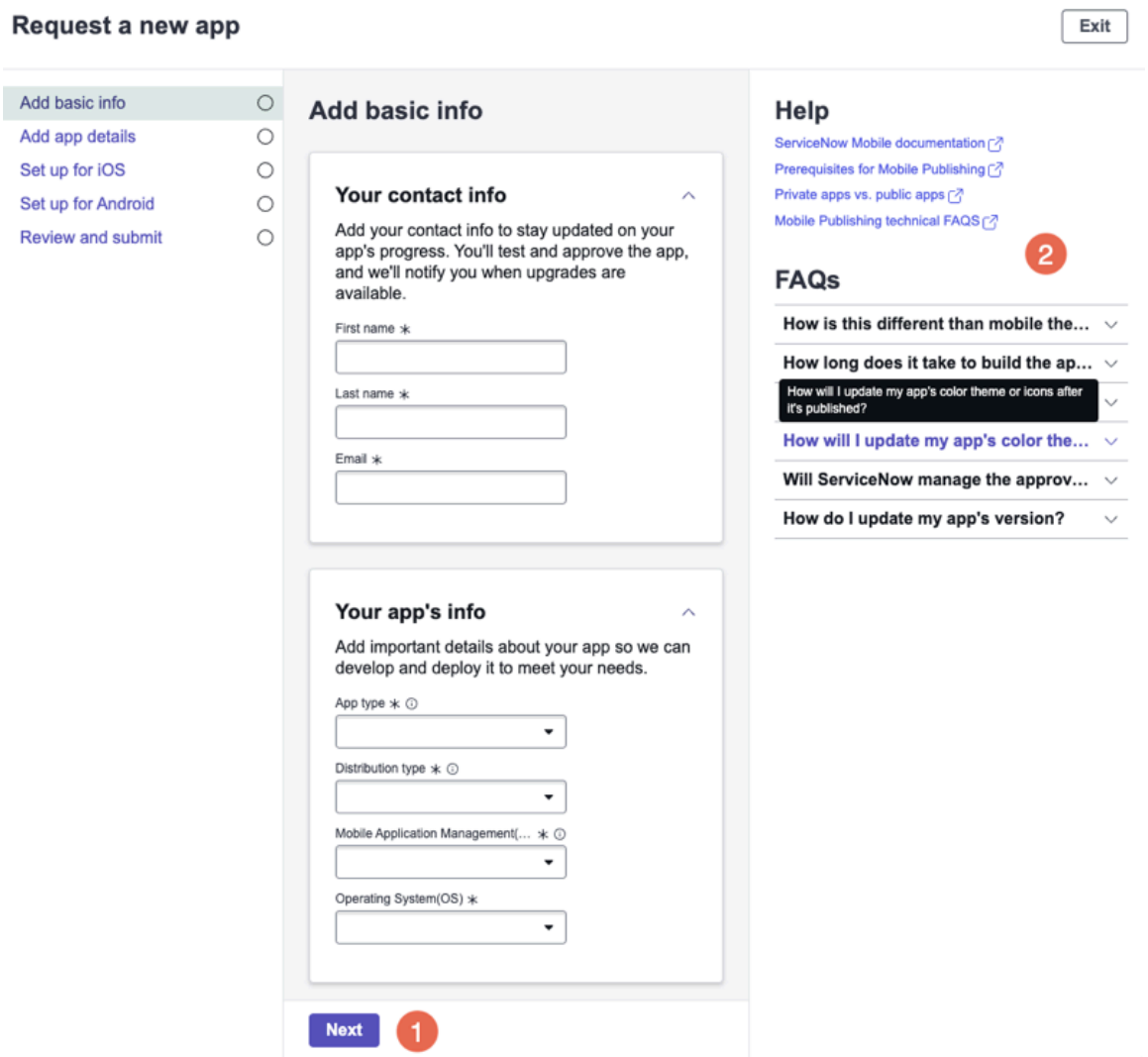
The build request form has sections that you can navigate between to make sure your build request suits your organization's requirements (refer to the numbered call-outs in the below image):

1. Use the **Back** and **Next** buttons at the bottom of the form to access build options or to revisit options you've already selected so you can make any needed corrections.
2. View the right panel to get help from product documentation and FAQs.

> **Note:** Hover over the FAQs to see the full question and to expand the list to see the answers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

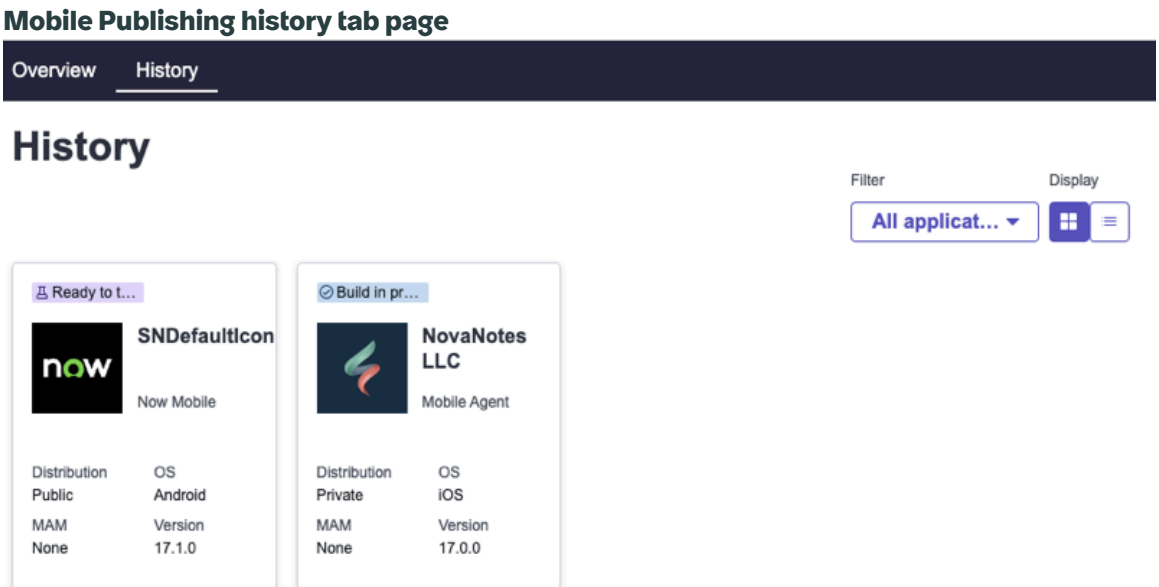
Mobile Publishing build request form



View custom branded app builds and check build progress

(Refer to the below image):

Mobile Publishing history tab page

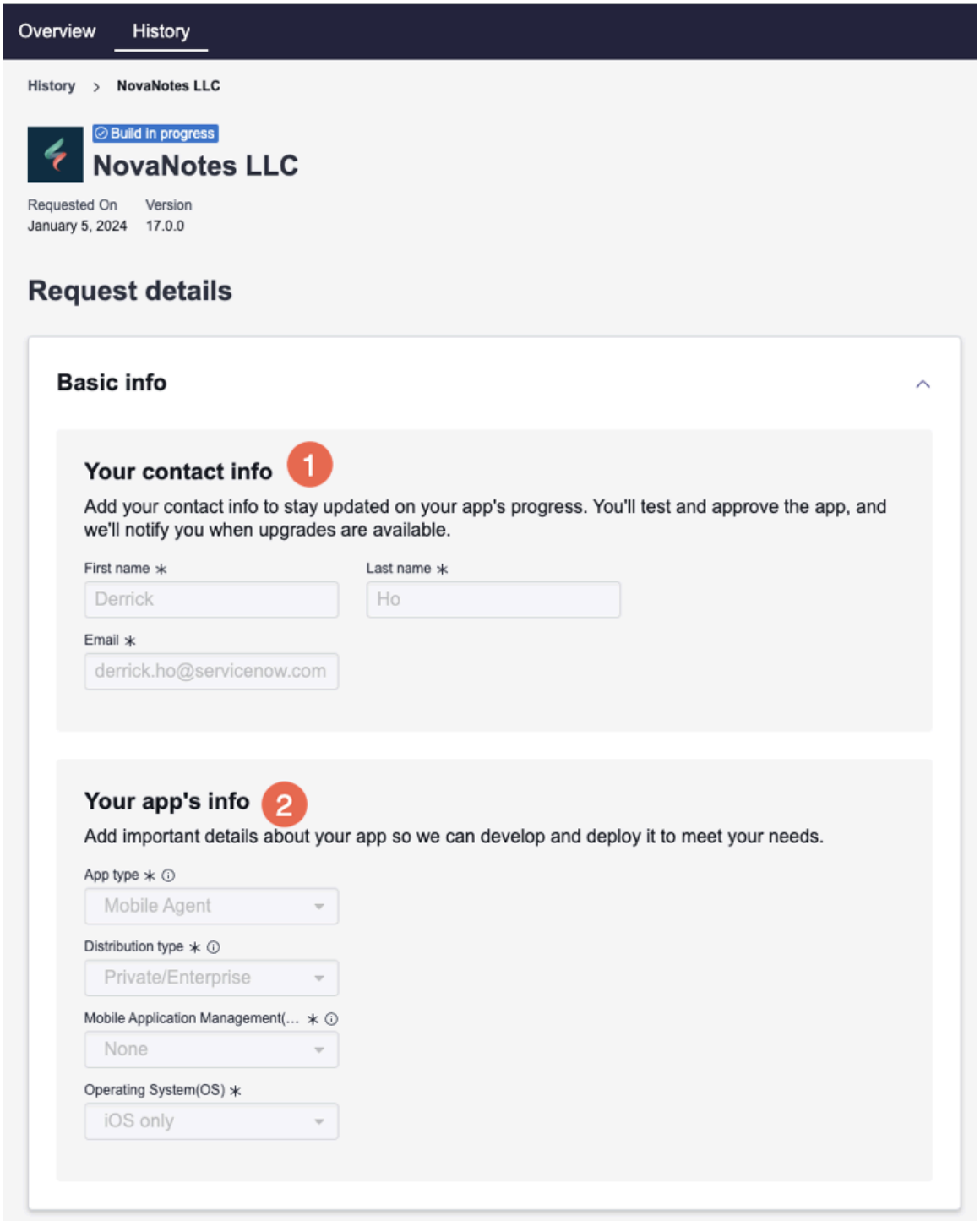


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select one of the build cards on the history tab page to drill down for details about the app build (refer to the numbered call-outs in the below image):

1. View who requested the app and their email contact information.
2. Get details about the app type, distribution type (private or public), what mobile application management (MAM) vendor the app uses, and its operating system.

Mobile Publishing build details page



Prerequisites for Mobile Publishing

Before submitting your first branded app request with Mobile Publishing, it's important to set up some prerequisite tools.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow instance requirements

Regardless of the distribution method or app provider that you choose, your ServiceNow instance requires the following configurations to use Mobile Publishing:

- A cloud-connected production instance is required to request a Mobile Publishing build. Once you have the Mobile Publishing build, you can use the mobile app on any single instance.
- The Mobile Publishing plugin (com.glide.sn-mobile-whitelab) must be installed on your production instance. The Mobile Publishing plugin is a paid plugin that can be installed from the ServiceNow® Store, see Install a ServiceNow Store application
- Instances must be able to download the following file types: zip, apk, p12, aab, xcarchive, svg, and png.

  To add file types that can be downloaded by your instance:

  1. Navigate to **All** > **System Properties** > **Security**.
  2. Scroll down the page to the **Attachment limits and behavior** section.
  3. Make sure the zip, apk, p12, aab, xcarchive, svg, and png file types are included in the file types that can be downloaded as static content from an instance.
  4. Select **Save**.

Third-party prerequisites by distribution type

Make sure that you have the following third-party applications to request, test, and publish branded mobile apps.

Private distribution prerequisites

To request a branded app for private distribution, you must have access to the following:

- Google Firebase account
  - Generates the Firebase App ID, Firebase API Key, and the Firebase project ID.
  - Sets up push notifications to Android devices.

  For more information about Google Firebase, see the Google Firebase documentation.

- Apple Business Manager (ABM)
  - Generates the Apple DEP ID/Org ID and the org name.
  - Distributes private iOS apps.

  For more information about Apple Business Manager, see the Apple Business Manager User Guide.

  > **Important:** Be sure to enable the "Custom Apps" setting in your ServiceNow instance. This enables you to publish the iOS branded apps into ABM.

- Names and email addresses for your iOS app testers.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Apple TestFlight account, which is used to test your iOS account.

  Note: The Apple TestFlight account isn't required to request a branded app for private distribution but is required to complete the process.

Public distribution prerequisites

To request a branded app for public distribution, you must have access to the following:

- Google Firebase account
  - Generates the Firebase App ID, Firebase API Key, and the Firebase project ID.
  - Sets up push notifications to Android devices.

  For more information about Google Firebase, see the Google Firebase documentation.

- * Apple Connect account, which is used to test your iOS app.
- * Apple Developer account, which is required to upload and distribute the app to Apple's public store.
- * Managed Google Play account, which is used to upload and distribute your Android app.
- * XCode software (Mac), which is required to compile the iOS branded applications for public distribution.

- * Microsoft Entra ID app registration for iOS Microsoft Intune mobile apps.

  Microsoft requires iOS Intune apps be registered with Microsoft Entra ID (formerly Microsoft Entra ID) in the second half of the calendar year 2024. Apps that are not registered will fail the Microsoft Intune login flow. For more information, see the following resources:

  - Microsoft website explaining the requirement and the timeline.
  - Microsoft Entra ID App Registration Mandate for iOS Intune Mobile Apps - Mobile Publishing (KB1640759). (You must have an account and log in to view this ServiceNow KB.)

* These items are not required to request the branded app for public distribution, but they are required to complete the process.

Distributing your mobile app

Learn about making your mobile apps available for download to Android and iOS devices.

ServiceNow® Mobile Publishing enables you to distribute apps to users through different channels according to Apple and Google guidelines. You can distribute apps privately on your own websites or on public app stores provided by your operating system vendors. The decision depends on your enterprise requirements.

Privately distributed apps

Private or enterprise distribution can be used to distribute Android and iOS branded applications. Private distribution includes all means of distributing apps outside of public app stores.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important:

- If you select *iOS* & *Android* as your **Operating System (OS)** when you request your branded mobile app, all builds are delivered to you at the same time. This means that both your Android and iOS apps are delivered to you within the privately distributed iOS delivery timeline of 2-4 weeks.
- If you have an implementation date deadline within weeks, it's suggested that you request the Android app first, test it, and approve its branding. Then submit your iOS app request.
- Another way to expedite delivery of your branded app is to test the mobile workflows and functions using the mobile apps that are available on the ServiceNow® Store while your branded app is being built. Your branded app uses all the same workflows and mobile app functions as the apps that are available on the ServiceNow Store. Then when your branded app is available, you only need to test the branding, the login flow for pre-filled instance URLs, push notifications, and the app store listings.

iOS branded apps for private distribution

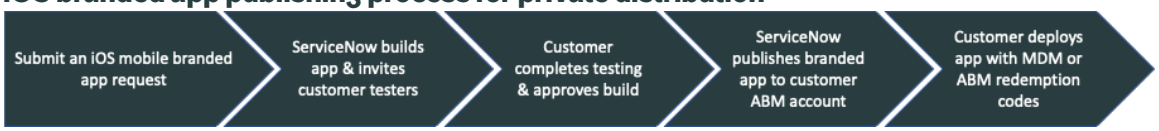
The ServiceNow® branding program complies with the suggested practices from Apple for branded app releases. The program gives you a guided path to achieve your branding goals.

Depending on your distribution model for an iOS deployment, you must have signed up for Apple Business Manager to use the Apple VPP program or have a valid Apple Customer DEP ID, or both. This enables you to use your ServiceNow instance to publish an app to your Apple Business Manager on your behalf. Apple then allows you to distribute the app to your employees with your Mobile Device Management (MDM) vendor or by using Apple Business Manager store redemption codes.

When you use Mobile Publishing for iOS private distribution, you can then test the mobile app using Testflight. ServiceNow also resolves any rejections from Apple when the application is reviewed.

The following image explains the workflow for privately distributing an app. Privately distributed branded iOS apps take 2-4 weeks until you can deploy them. This is due to Apple's review process that involves human reviewers.

iOS branded app publishing process for private distribution



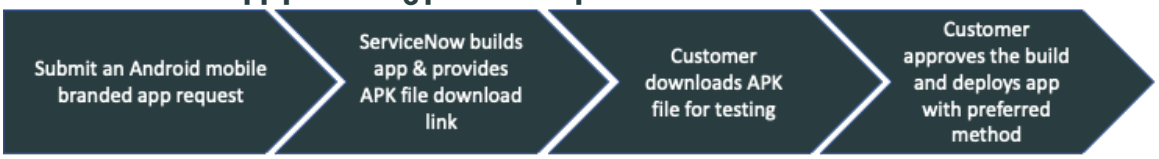
Android branded apps for private distribution

The ServiceNow branding program complies with the suggested practices from Google for branded app releases. The program gives you a guided path to achieve your branding goals. Using Mobile Publishing, you can request a branded Android application and receive both APK and AAB files. These files can then be uploaded to your MDM portal or your Managed Google Play account. These files can also be hosted on a website so that Android users can download the application directly onto their devices.

The following image explains the workflow for privately distributing an app. It usually takes about a week or less to build the Android branded application. Sometimes it might take only a few hours.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Android branded app publishing process for private distribution



Publicly distributed apps

Public distribution can be used to distribute iOS or Android branded applications on public app stores.

Important:

- If you select *iOS & Android* as your **Operating System (OS)** when you request your branded mobile app, all builds are delivered to you at the same time. This means that both your Android and iOS apps are delivered to you within the publicly distributed iOS delivery timeline of 1 week.
- If you have an implementation date deadline within days, it's suggested that you request the Android app first, test it, and approve its branding. Then submit your iOS app request.
- Another way to expedite delivery of your branded app is to test the mobile workflows and functions using the mobile apps that are available on the ServiceNow® Store while your branded app is being built. Your branded app uses all the same workflows and mobile app functions as the apps that are available on the ServiceNow Store. Then when your branded app is available, you only need to test the branding, the login flow for pre-filled instance URLs, push notifications, and the app store listings.

iOS branded apps for public distribution

The ServiceNow® branding program complies with the suggested practices from Apple for branded app releases. Mobile Publishing enables you to request a branded iOS app that can be distributed on the public Apple Store. After you complete the request form, your ServiceNow instance builds the app and provides a link from where you can download an XCode archive file (`.xcarchive`). Then you download the XCode archive file, update it, and re-sign it to generate an iOS application archive file (`.ipa`). After the `.ipa` file is generated, you upload it to Apple Connect for testing. When testing is completed, you approve the build and can deploy your branded app with the public Apple Store.

The following image summarizes the workflow. It usually takes about 1 week to build the iOS app for public distribution.

iOS branded app publishing process for public distribution

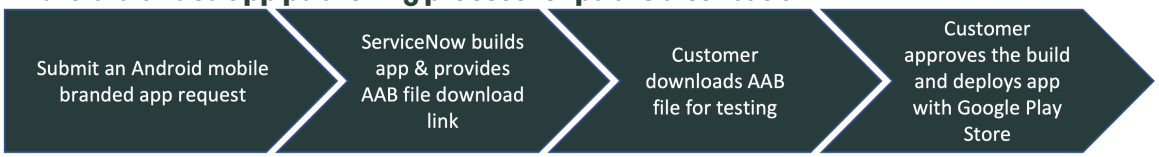
Android branded apps for public distribution

The ServiceNow branding program also complies with the suggested practices from Google for branded app releases. Use Mobile Publishing to request a branded Android app that you can upload and distribute with the Google Play Store. After you complete the branded app request form in Mobile Publishing, your ServiceNow instance builds the app. Then it provides a link from where you can download an Android App Bundle file (`.aab`). Download the AAB file and test it. If the tests are successful, you approve the build and can deploy your app with the Google Play Store.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The following image summarizes the workflow. It usually takes about a week or less to build the Android branded application. Sometimes it might take only a few hours.

Android branded app publishing process for public distribution



Request, test, and publish a branded mobile app

Publish secure custom mobile apps with your unique company identity by requesting branded versions of ServiceNow mobile apps.

Select the link in the "Initial build/update existing app" column of the following table to get information about requesting, testing, and publishing a branded mobile app for your organization.

Operating system	Distribution type	Type of mobile app	Mobile Application Management (MAM) vendor	Initial build | Update existing app
iOS	Private	Standard (Now Mobile | Mobile Agent)	None Microsoft Intune	Initial build Update existing app
	Public	Standard (Now Mobile | Mobile Agent)	None Microsoft Intune	Initial build Update existing app
		Custom	None Microsoft Intune	Initial build & update existing app
Android	Private	Standard (Now Mobile | Mobile Agent)	None Microsoft Intune	Initial build Update existing app
	Public	Standard (Now Mobile | Mobile Agent)	None Microsoft Intune	Initial build Update existing app
		Custom	None Microsoft Intune	Initial build & update existing app

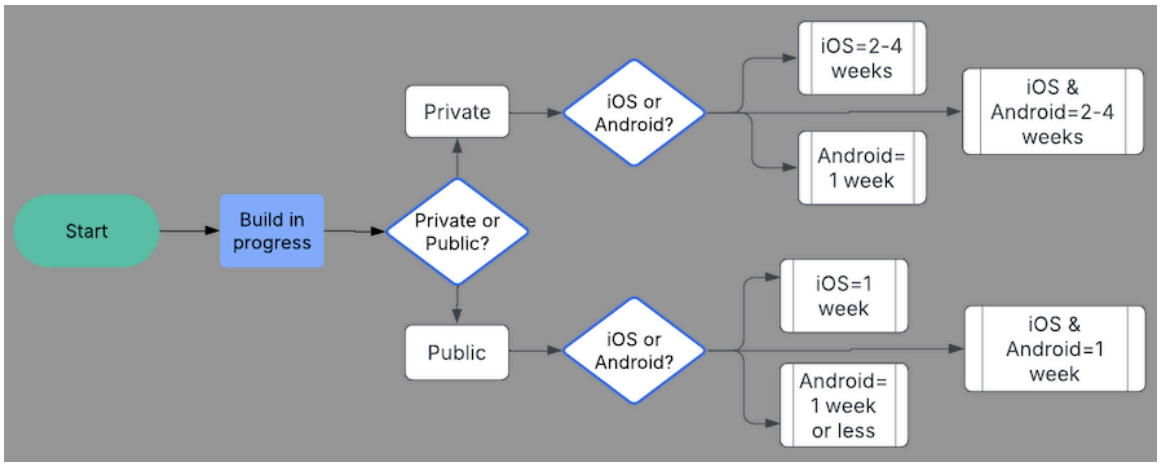
Mobile Publishing build statuses

Learn what the Mobile Publishing build statuses "Build in progress" and "Ready for testing" mean and what actions they require from you.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

"Build in progress"

Your app's build status is "Build in progress" while ServiceNow® creates your branded app and sends it to Apple or Google for approval. The time to build is based on whether your app uses public or private distribution and on which operating system you choose. The time to build process takes the amount of time shown in the following diagram:



"Ready for testing"

When the build status becomes "Ready for testing," one of the following actions is required based on the following factors:

- Operating system
- Whether the branded mobile app is for private or public distribution
- Type of mobile application management (MAM) you use
- If the request is for a new branded app or a request to update an existing branded app

"Ready for testing" actions required

New/ Update	Operating System	Private/Public distribution	"Ready for testing" action required
New	Android	Private	See Test and publish a new branded Android app for private distribution.
New	iOS	Private	See Test and publish a new branded iOS app for private distribution.
New	Android	Public	See Test and publish a new branded Android app for public distribution.
New	iOS	Public	See Test and publish a new branded iOS app for public distribution.
Updated	Android	Private	See Test and publish an updated Android app for private distribution.
Updated	iOS	Private	See Test and publish an updated iOS app for private distribution.
Updated	Android	Public	See Test and publish an updated Android app for public distribution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

"Ready for testing" actions required (continued)

New/ Update	Operating System	Private/Public distribution	"Ready for testing" action required
Updated	iOS	Public	See Test and publish an updated iOS app for public distribution.

Request a new branded Android app for private distribution

Request, test, and publish a custom Android app that has your unique company identity. Then make the app available for private distribution.

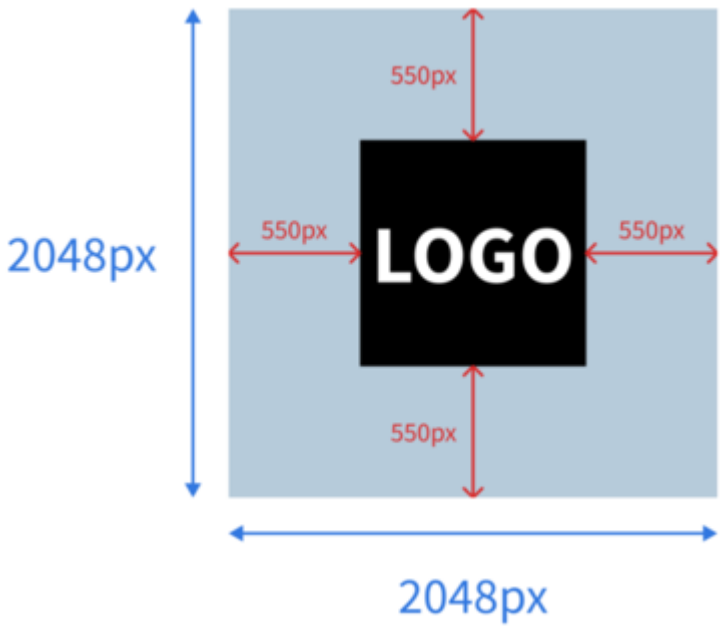
Before you begin

Role required: admin

About this task

Mobile Publishing enables you to request a branded Android app that you can distribute privately. After the request form is completed and the build is successful, you can download an Android Package file (. apk), and an Android App Bundle file (. aab). You can then upload the APK and AAB files to your MDM portal or Managed Google Play account. These files can also be hosted on a website for Android users to download the application directly onto their devices.

Ensure that images or text in icons you use are at least 550 pixels from the edge to account for the rounded corners in Android icons.



Images that don't follow this guideline may appear cut off, as shown in this example.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. Select **Request a new app**.
3. On the Add basic info form, fill in the fields.

Add basic info form

Field	Description
Your contact info	Enter the name and email address for the requester of the branded mobile app. The email address is used to send notifications about the build status of your request.
Your apps info	
App type	Select either **Now Mobile** or **Mobile Agent**. For more information about these mobile apps, see Now Mobile app or Mobile Agent app documentation. In the Washington DC release and later, select customers can use custom app types. For more information, see Create custom-type mobile apps with Mobile Publishing.
Distribution type	Type of distribution. Select **Private/Enterprise**.
Operating System (OS)	Mobile operating system for your mobile app. Select *Android* **only**. If you need to brand mobile apps for both operating systems, select *iOS* **and** *Android*.

4. Select **Next**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. On the Add app details form, fill in the fields.

Add app details form

Field	Description
Short name	Name of the app icon. The name can't exceed 13 characters. This name displays below the app icon on mobile devices.
Long name	Unique name for your app. The name can't exceed 30 characters and must be unique. This name displays for your app when asking for device permissions such as location or push notifications.
Package name	Based on what you entered for the app name and app type, this field auto-populates with the package name. You can select the copy icon ( ) to copy this name to your system clipboard.
Mobile Application Management (MAM)	Whether you want to use a MAM vendor with your apps. For more information, see Mobile application management (MAM) integration. To enable a MAM vendor, select the **Use Mobile Application Management** toggle.
Mobile Application Management vendor	Select the **Intune** MAM vendor form the list. This field is only visible if you select the **Mobile Application Management (MAM)** toggle.
End-user license agreement (EULA) and privacy policy	EULA and privacy policy options. Select the toggle **Use *ServiceNow*'s EULA and privacy policy** to turn on the default EULA and privacy policy.
EULA	URL where app users can view your custom end user license agreement from the mobile app settings. This option only displays when you don't select to use the default ServiceNow EULA.
Privacy policy	URL where app users can view your custom privacy policy from the mobile app settings. This option only displays when you don't select to use the default ServiceNow privacy policy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Instances used for deep links **Note:** If you selected *iOS* **and** *Android* for your **Operating System** in the **Add basic info** form, this configuration section is named **Deep links and Universal links**. For more information about universal links, see Universal linking for mobile.	This table shows all ServiceNow instances used for your organization. Select the instance URLs that you want to be built into your app as a deep link. If you need to configure a deep link to a URL that isn't listed in the table, select **Add custom URL**, enter the URL, and then it's added to the table for selection. **Note:** Deep links can only be edited when you submit a new branded app request or when you update a branded app. To learn more about deep links, see Deep linking for mobile.
Login management	
Pre-populate instance	Turn on this toggle to build an instance URL into your branded app so end-users don't need to type the instance URL during login. Instead they only need to provide their login credentials. Enter a default app instance URL that is secure and uses Hypertext Transfer Protocol Secure (https://). **Note:** ○ This instance URL can only be added when you submit a new branded app request or when you update a branded app. ○ Don't select this option if you're using AppConfig to pre-configure a default instance URL through an EMM suite or an embedded MAM SDK app. For more information, see AppConfig for Mobile Apps.
Default app instance	Enter the secure default app instance URL. This field is only visible if you select the **Pre-populate instance** toggle.
Nickname	(Optional) Enter a nickname for the **Default app instance** URL that displays on the mobile app for your end-users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	This field is only visible if you select the **Pre-populate instance** toggle.

6. Select **Next**.
7. **Optional:** If you selected *iOS* **and** *Android* in the **Operating System** field on the **Add basic info** form in Step 3 above, see Step 7 in Request a new branded iOS app for private distribution for information about filling out the **Set up for** *iOS* form.
   After you complete the optional iOS configuration, return to Step 8 in this topic to complete your request for a private branded Android app.
8. On the Set up for Android form, fill in the fields.

Set up for Android form

Field	Description
Google account	
Firebase app ID	App ID of the Android app in your Google Firebase project. The ID is the unique identifier for the Firebase app across all Firebase projects. App IDs always contain the string `name :android:` within the ID. **Note:** ○ Each Firebase app ID is unique to the branded app request. If you request multiple apps, each app must have its own unique Firebase app ID. ○ The package name of the branded app defaults to `com.servicenow.b2b.<app_name_long_no_spaces>.<client_type>`. For more information, see the Google Firebase documentation.
Firebase API key	API key of the Android app in your Google Firebase project. This key is a string that is used when calling Firebase APIs. For more information, see the Google Firebase documentation.
Firebase project ID	ID of the Google Firebase project. This is a user-assigned unique identifier for your Firebase project. For more information, see the Google Firebase documentation.
Opt-in to trust user-added certificate authorities	Option that enables you to opt in your app to the trusted user-added certificate authority (CA). By default, apps that target API level 24 don't honor user supplied CAs. Select the toggle to reduce the application attack surface and to encourage consistent handling of network and file-based application data.
Android developer verification	
Provide developer snippet	Option that enables you to embed a verification snippet from the Android Developer Console or Google Play Console into your signed app. Use this option to complete Google's Developer Verification requirement for existing Android apps. This toggle is off by default.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	When you turn on the toggle, a required **Developer verification snippet** field appears below. **Note:** If you select **Next** without turning on this toggle, an alert titled *`Developer Verification may apply to your app`* explains the requirement and asks you to go back and turn on the toggle if it applies to you. Select **Continue** to proceed without a snippet, or dismiss the alert to return to the form and turn on the toggle.
Developer verification snippet	Verification snippet from the Android Developer Console or Google Play Console. This field appears only when you turn on the **Provide developer snippet** toggle, and only for Android apps. The value can contain only letters and numbers. If the field is empty or contains other characters when you select **Next**, you must correct the value before you can proceed.
Android icons and splash screen	
Use ServiceNow's icons and splash screens	Option that enables you to use the default ServiceNow branding and splash screens. **Note:** If you turn on the toggle to select this option, the customization options aren't available.
Adaptive icon foreground	Foreground launcher icon for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must be an icon of a company logo with no text. The icon must take up most of the image. ○ Image must be on a transparent background.
Adaptive icon background	Background launcher icon for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must have no logo or text. ○ Image must have no graphics. ○ Image must not have rounded corners.
Notification icon	Notification icon for your app. This icon is used as the push notification icon on the notification screen. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must contain the company logo with no text on a transparent background. ○ Image must not have rounded corners.
Splash screen logo	Splash screen for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must contain the brand logo or graphic on a transparent background.
Splash screen background color	Colored box where you select a color for the splash screen background color for your app. Select the square and then select a color on the color picker. The associated hex color code is populated in the text box.

9. Select **Next**.
10. In the Review and submit form, review the selections you made in Steps 1-8.
11. If all the selections are what you want, select **Submit** to submit your branded app build request.

Result

After you complete the request form and submit it, your ServiceNow® instance builds the app.

To view the status of the build:

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. In **Your recent app requests** section, select the card for your branded app request to view its status on the **Request details** page.

When it completes, you receive an email notification about the status of the build.

Note:

- You can only submit one build at a time. You can't submit another build until the current build is canceled, failed, or completed.
- Privately distributed Android apps usually take less than one week to be ready for testing. In many cases these apps are ready for testing within the same day that they are requested. However, ServiceNow can't expedite the timeline because it's determined by Google.

What to do next

After the build successfully completes and your app is ready for testing, see Test and publish a new branded Android app for private distribution.

Test and publish a new branded Android app for private distribution

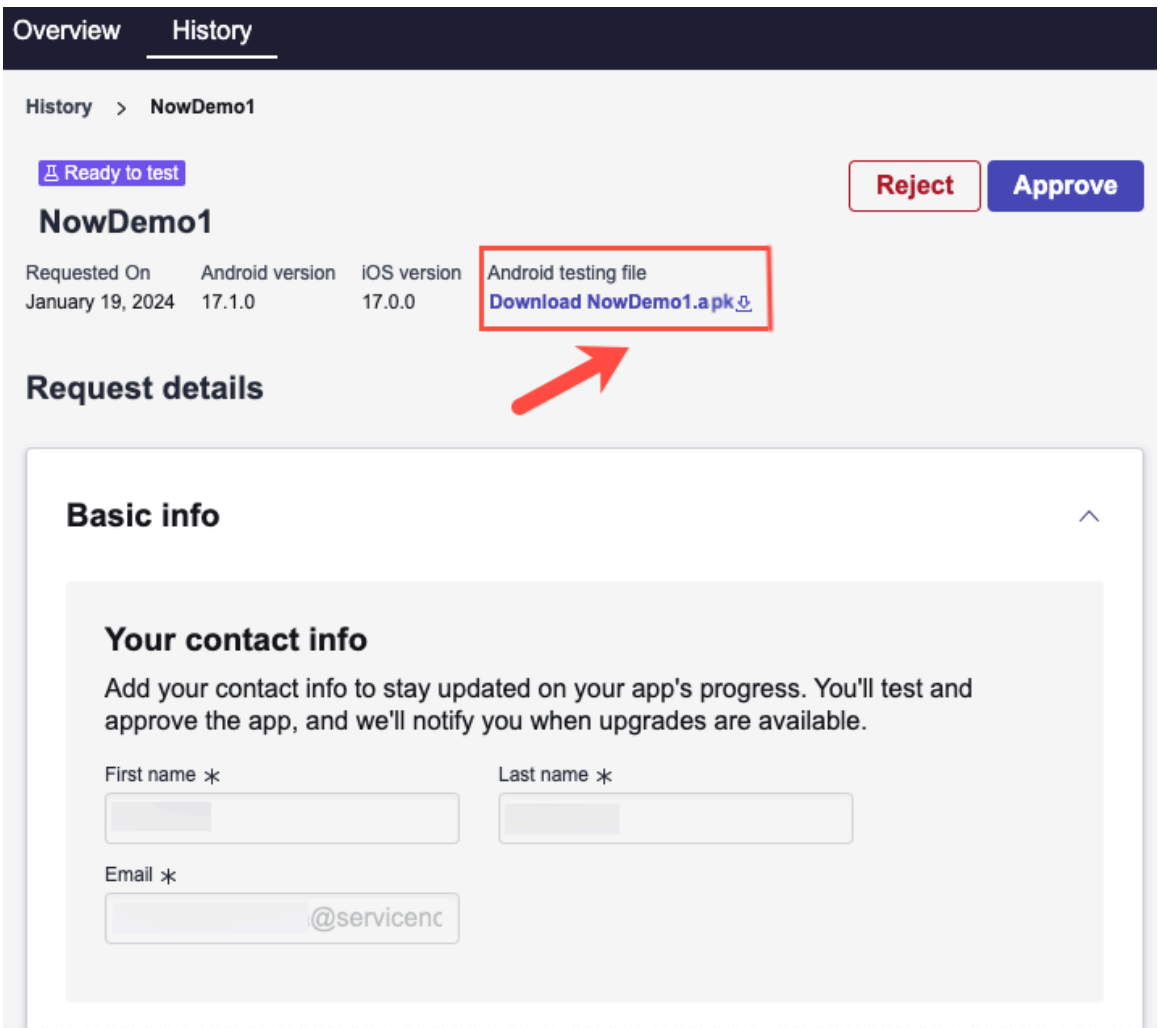
Learn the next steps to test and publish a new branded Android app for private distribution after you request it in Mobile Publishing.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

1. Test the app

After the build successfully completes and your app is ready for testing:

1. Navigate to the Request details page by selecting **All** > **Mobile Branding** > **Manage Mobile Publishing Apps** > **Your recent app requests**.
2. Select the card for your mobile app build request. The Request details page appears.
3. Select the **Android testing file** link and the APK file is downloaded to your local system for testing:



4. Send the APK file to your testers via email so they can open the file on their Android device or in an emulator.

   See KB0727776 for information about how to install a mobile simulator and APK file on your computer so you can test the Android testing file.

5. Check the following items on your app:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- App has the correct name, icon, splash screen, branding, and theming. For more information, see Create a theme with Theme Builder.
- App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
- EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.

> **Important:** The APK file that was used during testing should also be used for deployment.

2. Set up the app

After testing completes successfully, you can set up your app for use. These configurations are optional.

1. Set up push notifications by adding your Google Firebase Cloud Messaging HTTPv1 Oauth token to your app type's push application record.

   See KB1639289 for detailed instructions.

2. Test push notifications using an out-of-the-box push notification.

   See KB0829093 for detailed instructions.

3. Set up deep links for your app by configuring an `assetlinks.json` file on each instance.

   See KB1648690 for detailed instructions.

3. Approve or reject the app

Once the status of your app is **Ready for testing**, you have 90 days to make sure the app meets your branding requirements:

- **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app.
- **Approve** the build to move forward with publishing the app to your end users.

4. Customize your app's workflows

Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.

5. Publish and distribute your app

After you have tested your app, set it up, and customize its workflows, you are ready to publish your branded Android app for private distribution. Upload your APK file to your private distribution site, the managed Google Play Console, or your enterprise mobility management (EMM) provider:

Google Play Console:

To publish your private branded Android app from the Google Play Console, see Google documentation.

Microsoft Intune:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To sync your private branded Android app from Google to Microsoft Intune, see Microsoft documentation.

6. Keep your app updated

Update your app before you update your ServiceNow® family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features. For more information, see Tested devices and supported versions for ServiceNow mobile apps.

Request a new branded iOS app for private distribution

Request, test, and publish a custom iOS app that has your unique company identity. Then make the app available for private distribution.

Before you begin

Role required: admin

About this task

Mobile Publishing enables you to request a branded iOS app that you can distribute privately. After the request form is completed and the build is successful, you can use TestFlight to test the build. After testing is completed and you have approved the build of your app in your ServiceNow® instance, the app is published to your Apple Business Manager account. Then you can distribute the app to your employees with your Mobile Device Management (MDM) vendor or by using Apple Business Manager store redemption codes.

Images that do not follow the guidelines listed below might appear cut off in your branded app as shown in this example.

Procedure

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. Select **Request a new app**.
3. On the Add basic info form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add basic info form

Field	Description
Your contact info	Enter the name and email address for the requester of the branded mobile app. The email address is used to send notifications about the build status of your request.
Your app's info	
App type	Select either Now Mobile or Mobile Agent. For more information about these mobile apps, see Now Mobile app or Mobile Agent app documentation. In the Washington DC release and later, select customers can use custom app types. For more information, see Create custom-type mobile apps with Mobile Publishing.
Distribution type	Type of distribution. Select **Private/Enterprise**.
Operating System (OS)	Mobile operating system for your mobile app. Select *iOS* **only**. If you need to brand mobile apps for both operating systems, select *iOS* **and** *Android*.

4. Select **Next**.
5. On the Add app details form, fill in the fields.

Add app details form

Field	Description
Short name	Name of the app icon. The name can't exceed 13 characters. This name displays below the app icon on mobile devices.
Long name	Unique name for your app. The name can't exceed 30 characters and must be unique. This name displays for your app when asking for device permissions such as location or push notifications.
Bundle ID	Based on what you entered for the app name and app type, this field auto-populates with the Bundle ID. You can select the copy icon ( ) to copy this name to your system clipboard.
Mobile Application Management (MAM)	Whether you want to use a MAM vendor with your apps. For more information, see Mobile application management (MAM) integration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	To enable a MAM vendor, select the **Use Mobile Application Management** toggle.
Mobile Application Management vendor	Select one of the **Intune** MAM vendor form the list. This field is only visible if you select the **Mobile Application Management (MAM)** toggle.
End-user license agreement (EULA) and privacy policy	EULA and privacy policy options. Select the toggle **Use *ServiceNow*'s EULA and privacy policy** to turn on the default EULA and privacy policy.
EULA	URL where app users can view your custom end user license agreement from the mobile app settings. This option only displays when you do not select to use the default ServiceNow EULA.
Privacy policy	URL where app users can view your custom privacy policy from the mobile app settings. This option only displays when you do not select to use the default ServiceNow privacy policy.
iOS Universal links **Note:** If you selected *iOS* **and** *Android* for your **Operating System** in the **Add basic info** form, this configuration section is named **Deep links and Universal links**. For more information about deep links, see Deep linking for mobile.	This table shows all ServiceNow instances used for your organization that can be built into your app as iOS Universal links. Select the URLs that you want to use as Universal links. If you need to configure a deep link to a URL that isn't listed in the table, select **Add custom URL**, enter the URL, and then it's added to the table for selection. **Note:** ○ This functionality can only be edited when you submit a new branded app request or when you update a branded app. ○ You must download the Apple App Site Association (AASA) JSON file after you submit this request and install the file on all instances in the URL list. To learn more about mobile deep links and universal links, see Mobile URLs.
Login management	
Pre-populate instance	Turn on this toggle to build an instance URL into your branded app so end-users don't need to type the instance URL during login. Instead they only need to provide their login credentials. Enter a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	default app instance URL that is secure and uses the Hypertext Transfer Protocol Secure (https://). **Note:** ○ This instance URL can only be added when you submit a new branded app request or when you update a branded app. ○ Do not select this option if you are using AppConfig to pre-configure a default instance URL through an EMM suite or an embedded MAM SDK app. For more information, see AppConfig for Mobile Apps.
Default app instance	Enter the secure default app instance URL. This field is only visible if you select the **Pre-populate instance** toggle.
Nickname	(Optional) Enter a nickname for the **Default app instance** URL that displays on the mobile app for your end-users. This field is only visible if you select the **Pre-populate instance** toggle.

6. Select **Next**.
7. On the Set up for iOS form, fill in the fields.

Set up for iOS form

Field	Description
Apple account	
Organization ID	Organization ID is available in the settings of your Apple Business Manager (ABM) account. This ID is used to publish your branded iOS app to your ABM account.
Organization name	Organization name that is available in the settings of your Apple Business Manager account. This name is used to publish your branded iOS app to your ABM account.
***iOS* icon and splash screen**	
Use ServiceNow's icons and splash screens	Option that enables you to use the default ServiceNow branding and splash screens. If you turn on the toggle to select this option, the customization options are not available.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
App icon	Foreground launcher icon for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 1024 px by 1024 px. ○ Image must be an icon of a company logo with no text. The icon must take up most of the image. ○ Image must be on a transparent background.
Splash screen logo	Splash screen for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must contain the company name and logo on a transparent background.
Splash screen background color	Colored box where you select a color for the splash screen background color for your app. Select the square and then select a color on the color picker. The associated hex color code is populated in the text box.
Internal iOS app testers	Testers for the iOS app. For iOS branding, users are required to receive notifications from Apple TestFlight. Select **Add** and enter the **First name**, **Last name**, and **Email** address for each tester. For more information on TestFlight, see the Apple documentation. **Note:** To add additional testers or different testers after you have submitted your branded app request, open a ticket with ServiceNow Support.
iOS Universal Links	Universal links enable users to follow links to content inside your app. The displayed URL is for the production instance where your app is hosted. ○ To change the existing URL, select the edit icon ( ), edit the URL, and then select **Save**. ○ To add an additional URL, select **Add**, enter the URL, and then select **Save**. For more information about using universal links in Mobile Publishing, see KB1273622 in the ServiceNow Support knowledge base. You must log in to view this link content.

8. Select **Next**.
9. **Optional:** If you selected *iOS* **and** *Android* in the **Operating System** field on the **Add basic info** form in Step 3 above, see Step 8 in Request a new branded Android app for private distribution for information about filling out the **Set up for** *Android* **form**.
   After you complete the optional Android configuration, return to Step 10 in this topic to complete your request for a private branded iOS app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. In the Review and submit form, review the selections you made in Steps 1-9.
11. If all the selections are what you want, select **Submit** to submit your branded app build request.

Result

After you complete the request form and submit it, your ServiceNow instance builds the app.

To view the status of the build:

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. In **Your recent app requests** section, select the card for your branded app request to view its status on the **Request details** page.

When it completes, you receive an email notification about the status of the build.

Note:

- You can only submit one build at a time. You can't submit another build until the current build is canceled, failed, or completed.
- Privately distributed iOS apps must be inspected by Apple's human reviewers and can take 2-4 weeks until they are ready for testing. If you are on a tight timeline, submit your privately distributed Android app first so that you can test it while you submit and wait for the iOS app build to complete. ServiceNow can't expedite this timeline because it's determined by Apple.

What to do next

Note: For private branded iOS apps that are managed by Microsoft Intune, you must get your Microsoft Entra ID administrator's consent. This can be done at any point during the build process, but must be done before distribution. For more information, see Microsoft Entra ID App Registration Mandate for iOS Intune Mobile App - Mobile Publishing (KB1640759). (You must have an account and log in to view this ServiceNow KB.)

After the build successfully completes and your app is ready for testing, see Test and publish a new branded iOS app for private distribution.

Test and publish a new branded iOS app for private distribution

Learn the next steps to test and publish a new branded iOS app for private distribution after you request it in Mobile Publishing.

1. Test the app

After the build successfully completes and your app is ready for testing:

1. (Optional) If you use Microsoft Intune mobile application management (MAM), Microsoft requires that iOS apps be registered with Microsoft Entra ID before anyone can log into the iOS app. For private distribution, ServiceNow® handles app registration with Microsoft Entra ID after you give consent to allow the Mobile Publishing app to connect to your Microsoft tenant.

   For more information, see the following ServiceNow® mobile Knowledge Base articles:

   - KB1640759
   - KB1641110
2. Navigate to the Request details page of Mobile Publishing by selecting **All** > **Mobile Branding** > **Manage Mobile Publishing Apps** > **Your recent app requests**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select the card for your mobile app build request. The Request details page appears.

4. Your testers receive an email from Apple TestFlight with a link to test your branded app.

   Note: This email also contains the push certificate password that you must use to set up push notifications in the following section.

   Use TestFlight to check the following:

   - App has the correct name, icon, splash screen, branding, and theming. For more information, see Configuring Next Experience with Theme Builder.
   - App uses the default instance you specified for login if you selected the instance pre-fill option when requesting the branded app.
   - EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.

   See Apple documentation for information about using TestFlight.

2. Set up the app

After your Testflight testers have validated the branding and functionality of your app, you can set up your app for use. These configurations are optional.

1. Set up push notifications by downloading the Apple push certificate (`p12` file) from your app's **Build History** and upload it to your app's push application record:

   a. Access the Push Applications table on your instance by navigating to **All** > **Push Application**.

   b. Configure your push applications. For instructions, see Configure push applications for iOS branded apps using certificate based authentication.

      Note: The push certificate password is sent in the email from ServiceNow with the subject of "Ready For Testing - ServiceNow Mobile Publishing App." This email is sent from "mobilepublishing@servicenow.com"

   c. (Optional) Test your push notifications by using out-of-the-box configurations. For more information, see KB0829093.

2. (Optional) Set up deep links and universal links for your app by downloading the universal links file (AASA) in the **Your app's info** tab under the **App info** section.

   - See KB1273622 for more information about deep links and universal links.
   - See KB0831613 for information about how to upload your universal link AASA file.

3. Approve or reject the app

Once the status of your app is **Ready for testing**, you have 90 days to make sure the app meets your branding requirements:

- **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app.
- **Approve** the build to move forward with publishing the app to your end users.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Customize your app's workflows

Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.

5. Publish and distribute your app

After you have tested your app, set it up, customized its workflows, and approved it, you are ready to publish your branded iOS app for private distribution.

Apple conducts a final review where your build status will show **Deployment in progress** after which ServiceNow automatically sends the app to your Apple Business Manager (ABM) account.

6. Keep your app updated

Update your app before you update your ServiceNow family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features. For more information, see Tested devices and supported versions for ServiceNow mobile apps.

Request a new branded Android app for public distribution

Request, test, and publish a custom Android app that has your unique company identity. Then make the app available for public distribution on the Google Play Store.

Before you begin

Role required: admin

About this task

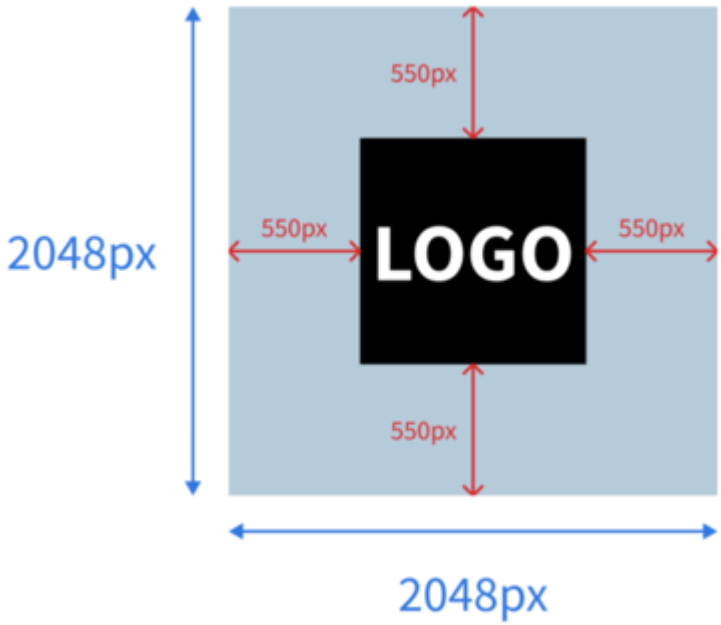
Mobile Publishing enables you to request a branded Android app that can be distributed on the public Google Play Store. After you complete the request form, your ServiceNow® instance builds the app and provides a link from where you can download an Android App Bundle file (`.aab`). Then you download the AAB file and test it. When testing completes successfully, you approve the build and can deploy your branded Android app with the public Google Play Store. For information about AAB files, see the Google documentation.

If you provided a developer verification snippet, a signed Android Package file (`.apk`) containing the snippet is also made available for download alongside the AAB file.

Note: Publicly distributed Android app builds take one week from submission to be ready for testing. ServiceNow can't expedite this timeline because it's determined by Google.

Ensure that the images or text in the icons are at least 550 pixels from the edge. This distance accounts for the rounded corners in Android icons.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Images that do not follow this guideline may appear cut off, as shown in this example.

Procedure

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. Select **Request a new app**.
3. On the Add basic info form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add basic info form

Field	Description
Your contact info	Enter the name and email address for the requester of the branded mobile app. The email address is used to send notifications about the build status of your request.
Your app's info	
App type	Select either *`Now Mobile app`* or *`Mobile Agent`*. For more information about these mobile apps, see Now Mobile app or Mobile Agent app documentation. In the Washington DC release and later, select customers can use custom app types. For more information, see Create custom-type mobile apps with Mobile Publishing.
Distribution type	Type of distribution. Select **Public**, and then select **Accept** in the Public distribution terms and conditions dialog box.
Operating System (OS)	Mobile operating system for your mobile app. Select *`Android`* **only**. If you need to brand mobile apps for both operating systems, select *`iOS`* **and** *`Android`*.

4. Select **Next**.
5. On the Add app details form, fill in the fields.

Add app details form

Field	Description
Short name	Name of the app icon. The name can't exceed 13 characters. This name displays below the app icon on mobile devices.
Package name	Based on what you entered for the app name and app type, this field auto-populates with the package name. You can select the copy icon ( ) to copy this name to your system clipboard.
Mobile Application Management (MAM)	Whether you want to use a MAM vendor with your apps. For more information, see Mobile application management (MAM) integration. To enable a MAM vendor, select the **Use Mobile Application Management** toggle.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Mobile Application Management vendor	Select the **Intune** MAM vendor form the list: This field is only visible if you select the **Mobile Application Management (MAM)** toggle.
End-user license agreement (EULA) and privacy policy	EULA and privacy policy options. Select the toggle **Use *ServiceNow*'s EULA and privacy policy** to turn on the default EULA and privacy policy.
EULA	URL where app users can view your custom end user license agreement from the mobile app settings. This option only displays when you do not select to use the default ServiceNow EULA.
Privacy policy	URL where app users can view your custom privacy policy from the mobile app settings. This option only displays when you do not select to use the default ServiceNow privacy policy.
Instances used for deep links **Note:** If you selected *iOS* **and** *Android* for your **Operating System** in the **Add basic info** form, this configuration section is named **Deep links and Universal links**. For more information about universal links, see Universal linking for mobile.	This table shows all ServiceNow instances used for your organization. Select the instance URLs that you want to be built into your app as a deep link. If you need to configure a deep link to a URL that isn't listed in the table, select **Add custom URL**, enter the URL, and then it's added to the table for selection. **Note:** Deep links can only be edited when you submit a new branded app request or when you update a branded app. To learn more about mobile deep links, see Deep linking for mobile.
Login management	
Pre-populate instance	Turn on this toggle to build an instance URL into your branded app so end-users don't need to type the instance URL during login. Instead they only need to provide their login credentials. Enter a default app instance URL that is secure and uses Hypertext Transfer Protocol Secure (https://).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: ○ This instance URL can only be added when you submit a new branded app request or when you update a branded app. ○ Do not select this option if you are using AppConfig to pre-configure a default instance URL through an EMM suite or an embedded MAM SDK app. For more information, see AppConfig for Mobile Apps.
Default app instance	Enter the secure default app instance URL. This field is only visible if you select the **Pre-populate instance** toggle.
Nickname	(Optional) Enter a nickname for the **Default app instance** URL that displays on the mobile app for your end-users. This field is only visible if you select the **Pre-populate instance** toggle.

6. Select **Next**.
7. **Optional:** If you selected *iOS* **and** *Android* in the **Operating System** field on the **Add basic info** form in Step 3 above, see Step 7 in Request a new branded iOS app for public distribution for information about filling out the **Set up for** *iOS* form.
   After you complete the optional iOS configuration, return to Step 8 in this topic to complete your request for a public branded Android app.
8. On the Set up for Android form, fill in the fields.

Set up for Android form

Field	Description
Google account	
Firebase app ID	App ID of the Android app in your Google Firebase project. The ID is the unique identifier for the projects. App IDs always contain the string `name :android:` within the ID. **Note:** ○ Each Firebase app ID is unique to the branded app request. If you request multiple apps, e unique Firebase app ID. ○ The package name of the branded app defaults to `com.servicenow.b2b.<app_name_long_no_spaces>.<client_type>`. For more information, see the Google Firebase documentation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Firebase API key	API key of the Android app in your Google Firebase project. This key is a string that is used when information, see the Google Firebase documentation.
Firebase project ID	ID of the Google Firebase project. This is a user-assigned unique identifier for your Firebase proj the Google Firebase documentation.
Opt-in to trust user-added certificate authorities	Option that enables you to opt in your app to the trusted user-added certificate authority (CA). By level 24 don't honor user supplied CAs. Select the toggle to reduce the application attack surface and to encourage consistent handling application data.
Android developer verification	
Provide developer snippet	Option that enables you to embed a verification snippet from the Android Developer Console or signed app. Use this option to complete Google's Developer Verification requirement for existing by default. **Note:** This section is available only when the system property (*glide.sn_mobile_whitelab.show_developer_verification_snippet_f* is configured on your instance. When you turn on the toggle, a required **Developer verification snippet** field appears below. **Note:** If you select **Next** without turning on this toggle, an alert titled *Developer Verif your app* explains the requirement and asks you to go back and turn on the toggle if it app proceed without a snippet, or dismiss the alert to return to the form and turn on the toggle.
Developer verification snippet	Verification snippet from the Android Developer Console or Google Play Console. This field appe **Provide developer snippet** toggle, and only for Android apps. The value can contain only letters and numbers. If the field is empty or contains other characters correct the value before you can proceed.
Android icons and splash screen	
Use ServiceNow's icons and splash screens	Option that enables you to use the default ServiceNow branding and splash screens. If you turn on the toggle to select this option, the customization options are not available.
Adaptive icon foreground	Foreground launcher icon for your app. Select **Upload** to browse for the image file you want to us following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must be an icon of a company logo with no text. The icon must take up most of the imag ○ Image must be on a transparent background.
Adaptive icon background	Background launcher icon for your app. Select **Upload** to browse for the image file you want to us following requirements:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must have no logo or text. ○ Image must have no graphics. ○ Image must not have rounded corners.
Notification icon	Notification icon for your app. This icon is used as the push notification icon on the notification s for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must contain the company logo with no text on a transparent background. ○ Image must not have rounded corners.
Splash screen logo	Splash screen for your app. Select **Upload** to browse for the image file you want to use. The imag requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must contain the brand logo or graphic on a transparent background.
Splash screen background color	Colored box where you select a color for the splash screen background color for your app. Selec color on the color picker. The associated hex color code is populated in the text box.

9. Select **Next**.
10. In the Review and submit form, review the selections you made in Steps 1-8.
11. If all the selections are what you want, select **Submit** to submit your branded app build request.

Result

After you complete the request form and submit it, your ServiceNow instance builds the app.

To view the status of the build:

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. In **Your recent app requests** section, select the card for your branded app request to view its status on the **Request details** page.

When it completes, you receive an email notification about the status of the build. A link is provided from where you can download an Android App Bundle file (`.aab`). If you provided a developer verification snippet, a signed Android Package file (`.apk`) containing the snippet is also made available for download alongside the AAB file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

- You can only submit one build at a time. You can't submit another build until the current build is canceled, failed, or completed.
- It usually takes about a week or less to build the Android branded application. Sometimes it might take only a few hours. However ServiceNow can't expedite the timeline because it's determined by Google.

What to do next

After the build successfully completes and your app is ready for testing, see Test and publish a new branded Android app for public distribution.

Test and publish a new branded Android app for public distribution

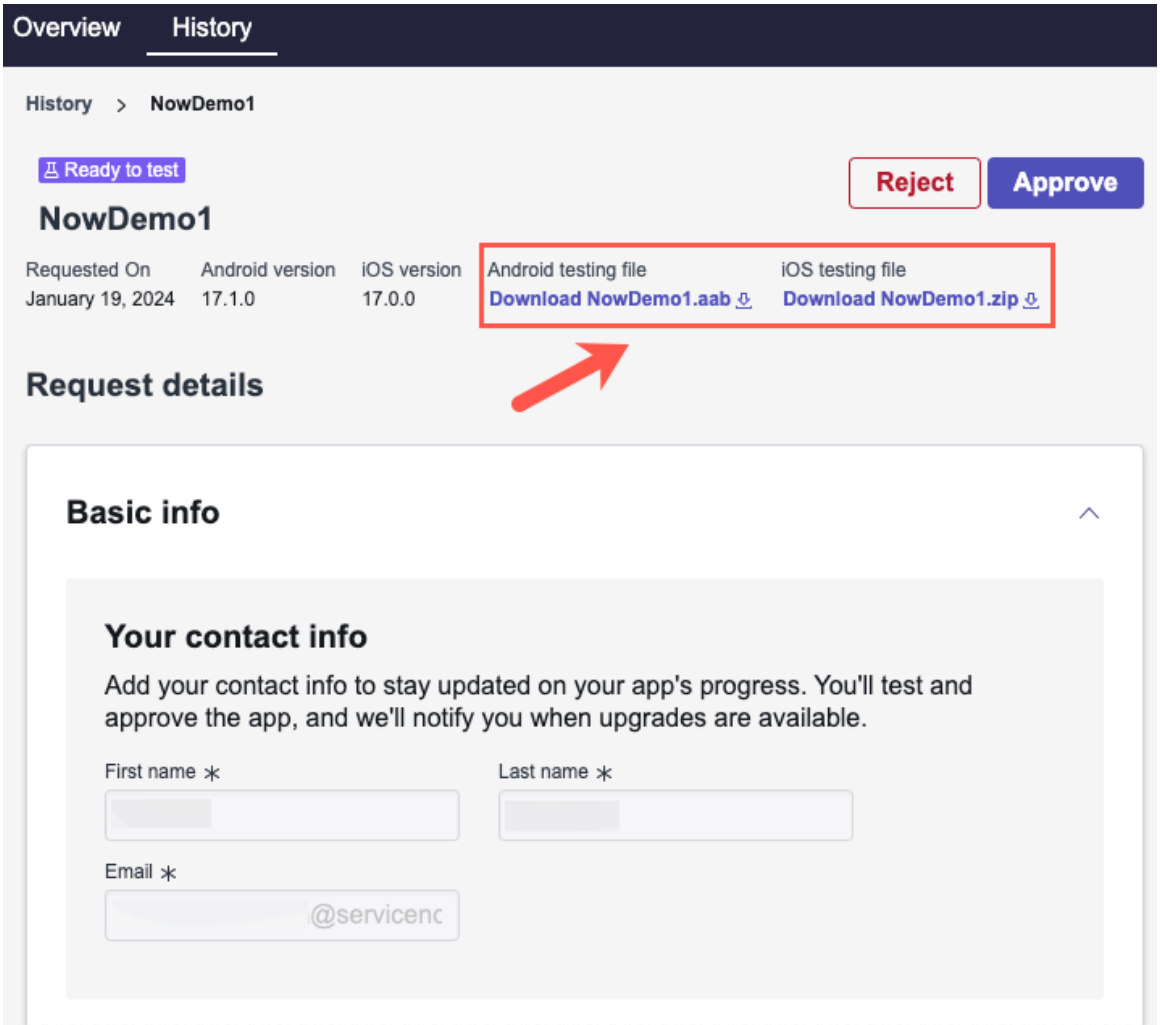
Learn the next steps to test and publish a new branded Android app for public distribution after you request it in Mobile Publishing.

1. Test the app

After the build successfully completes and your app is ready for testing:

1. Navigate to the Request details page by selecting **All** > **Mobile Branding** > **Manage Mobile Publishing Apps** > **Your recent app requests**.
2. Select the card for your mobile app build request. The Request details page appears.
3. Select the **Android testing file** link and the AAB file is downloaded to your local system for testing:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Upload the AAB file directly to Google Play so you can use the Google Play internal testing tool.

   See Google documentation for information about internal testing on Google Play.

5. Check the following items on your app:
   - App has the correct name, icon, splash screen, branding, and theming. For more information, see Create a theme with Theme Builder.
   - App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
   - EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.

2. Set up the app

After testing completes successfully, you can set up your app for use. These configurations are optional.

1. Set up push notifications by adding your Google Firebase Cloud Messaging HTTPv1 Oauth token to your app type's push application record.

   See KB1639289 for detailed instructions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. (Optional) If you set up push notifications, test them using an out-of-the-box push notification.

   See KB0829093 for detailed instructions.

3. Set up deep links for your app by configuring an `assetlinks.json` file on each instance.

   See KB1648690 for detailed instructions.

3. Approve or reject the app

Make sure the app meets your branding requirements:

- **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app.
- **Approve** the build to move forward with publishing the app to your end users.

4. Customize your app's workflows

Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.

5. Publish and distribute your app

After you have tested your app, set it up, and customized its workflows, you are ready to publish your branded Android for public distribution. Deploy your AAB file to the Google Play console, or your enterprise mobility management (EMM) provider:

Upload your app to the Google Play Console:

To upload your public branded Android app to the Google Play Console, see Google documentation. Also see KB1710255 and KB1157062 for information about required actions to publish a public Android app on the Google Play Store and for ServiceNow® guidance on creating your Google Play console listing metadata.

Microsoft Intune:

To sync your public branded Android app from Google to Microsoft Intune, see Microsoft documentation.

6. Keep your app updated

Update your app before you update your ServiceNow family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features. For more information, see Tested devices and supported versions for ServiceNow mobile apps.

Request a new branded iOS app for public distribution

Request, test, and publish a custom iOS app that has your unique company identity. Then make the app available for public distribution on the Apple store.

Before you begin

Role required: admin

About this task

Mobile Publishing enables you to request a new branded iOS app that can be distributed on the public Apple Store. After you complete the request form, your ServiceNow® instance

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

builds the app and provides a link from where you can download an XCode archive file (`.xcarchive`). Then you download the XCode archive file, update it, and re-sign it to generate an iOS application archive file (`.ipa`). After the `.ipa` file is generated, you upload it to Apple Connect for testing. When testing is completed, you approve the build and can deploy your branded app with the public Apple Store.

Note: Publicly distributed iOS app builds take one week from submission to be ready for testing. ServiceNow can't expedite this time line because it's determined by Apple.

Images that do not follow the guidelines listed below might appear cut off in your branded app, as shown in this example.

Procedure

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. Select **Request a new app**.
3. On the Add basic info form, fill in the fields.

Add basic info form

Field	Description
Your contact info	Enter the name and email address for the requester of the branded mobile app. The email address is used to send notifications about the build status of your request.
Your app's info	
App type	Select either Now Mobile or Mobile Agent. For more information about these mobile apps, see Now Mobile app or Mobile Agent app documentation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	In the Washington DC release and later, select customers can use custom app types. For more information, see Create custom-type mobile apps with Mobile Publishing.
Distribution type	Type of distribution. Select **Public**, and then select **Accept** in the Public distribution terms and conditions dialog box.
Operating System (OS)	Mobile operating system for your mobile app. Select *Android* **only**. If you need to brand mobile apps for both operating systems, select *iOS* **and** *Android*.

4. Select **Next**.
5. On the Add app details form, fill in the fields.

Add app details form

Field	Description
Short name	Name of the app icon. The name can't exceed 13 characters. This name displays below the app icon on mobile devices.
Bundle ID	Based on what you entered for the app name and app type, this field auto-populates with the bundle ID. You can select the copy icon ( ) to copy this name to your system clipboard.
Mobile Application Management (MAM)	Whether you want to use a MAM vendor with your apps. For more information, see Mobile application management (MAM) integration. To enable a MAM vendor, select the **Use Mobile Application Management** toggle.
Mobile Application Management vendor	Select the **Intune** MAM vendor form the list: This field is only visible if you select the **Mobile Application Management (MAM)** toggle.
End-user license agreement (EULA) and privacy policy	EULA and privacy policy options. Select the toggle **Use** *ServiceNow***'s EULA and privacy policy** to turn on the default EULA and privacy policy.
EULA	URL where app users can view your custom end user license agreement from the mobile app

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	settings. This option only displays when you do not select to use the default ServiceNow EULA.
Privacy policy	URL where app users can view your custom privacy policy from the mobile app settings. This option only displays when you do not select to use the default ServiceNow privacy policy.
iOS Universal links **Note:** If you selected *iOS* and *Android* for your **Operating System** in the **Add basic info** form, this configuration section is named **Deep links and Universal links**. For more information about deep links, see Deep linking for mobile.	This table shows all ServiceNow instances used for your organization that can be built into your app as iOS Universal links. Select the URLs that you want to use as Universal links. If you need to configure a deep link to a URL that isn't listed in the table, select **Add custom URL**, enter the URL, and then it's added to the table for selection. **Note:** ○ This functionality can only be edited when you submit a new branded app request or when you update a branded app. ○ You must download the Apple App Site Association (AASA) JSON file after you submit this request and install the file on all instances in the URL list. To learn more about mobile deep links and universal links, see Mobile URLs.
Login management	
Pre-populate instance	Turn on this toggle to build an instance URL into your branded app so end-users don't need to type the instance URL during login. Instead they only need to provide their login credentials. Enter a default app instance URL that is secure and uses Hypertext Transfer Protocol Secure (https://). **Note:** ○ This instance URL can only be added when you submit a new branded app request or when you updated a branded app. ○ Do not select this option if you are using AppConfig to pre-configure a default instance URL through an EMM suite or an embedded MAM SDK app. For more information, see AppConfig for Mobile Apps.
Default app instance	Enter the secure default app instance URL.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	This field is only visible if you select the **Pre-populate instance** toggle.
Nickname	(Optional) Enter a nickname for the **Default app instance** URL that displays on the mobile app for your end-users. This field is only visible if you select the **Pre-populate instance** toggle.

6. Select **Next**.
7. On the Set up for iOS form, fill in the fields.

Set up for iOS form

Field	Description
***iOS* icon and splash screen**	
Use ServiceNow's icons and splash screens	Option that enables you to use the default ServiceNow branding and splash screens. If you turn on the toggle to select this option, the customization options are not available.
App icon	Foreground launcher icon for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 1024 px by 1024 px. ○ Image must be an icon of a company logo with no text. The icon must take up most of the image. ○ Image must have flattened layers. ○ Image must be on a solid background. ○ Image must not have rounded corners.
Splash screen logo	Splash screen for your app. Select **Upload** to browse for the image file you want to use. The image file must meet the following requirements: ○ File must be in the PNG format. ○ Image size must be 2048 px by 2048 px. ○ Image must contain the company name and logo on a transparent background.
Splash screen background color	Colored box where you select a color for the splash screen background color for your app. Select the square and then select a color on the color picker. The associated hex color code is populated in the text box.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Internal iOS app testers	Testers for the iOS app. For iOS branding, users are required to receive notifications from Apple TestFlight. Select **Add** and enter the **First name**, **Last name**, and **Email** address for each tester. For more information on TestFlight, see the Apple documentation. **Note:** To add additional testers or different testers after you have submitted your branded app request, open a ticket with ServiceNow Support.

8. Select **Next**.
9. **Optional:** If you selected *iOS* **and** *Android* in the **Operating System** field on the **Add basic info** form in Step 3 above, see Step 8 in Request a new branded Android app for public distribution for information about filling out the **Set up for Android** form.
   After you complete the optional Android configuration, return to Step 10 in this topic to complete your request for a public branded iOS app.
10. In the Review and submit form, review the selections you made in Steps 1-9.
11. If all the selections are what you want, select **Submit** to submit your branded app request.

Result

After you complete the request form, and submit it, your ServiceNow instance builds the app.

To view the status of the build:

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps.**
2. In **Your recent app requests** section, select the card for your branded app request to view its status on the **Request details** page.

When the app is ready for testing, you receive an email notification about the status of the build and also includes a link from where you can download an XCode archive file (`.xcarchive`).

Note:

- You can only submit one build at a time. You can't submit another build until the current build is canceled, failed, or completed.
- It usually takes about 1 week to build the iOS app for public distribution. If you are on a tight timeline, submit your publicly distributed Android first so that you can test it while you submit and wait for the iOS app build to complete. ServiceNow can't expedite this timeline because it's determined by Apple.

What to do next

Note: For public branded iOS apps that are managed by Microsoft Intune, you must register the app in your Microsoft tenant after the build is created, but before the app is distributed. For more information, see Microsoft Entra ID App Registration Mandate for iOS Intune Mobile App - Mobile Publishing (KB1640759). (You must have an account and log in to view this ServiceNow KB.)

After the build successfully completes and your app is ready for testing, see Test and publish a new branded iOS app for public distribution.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

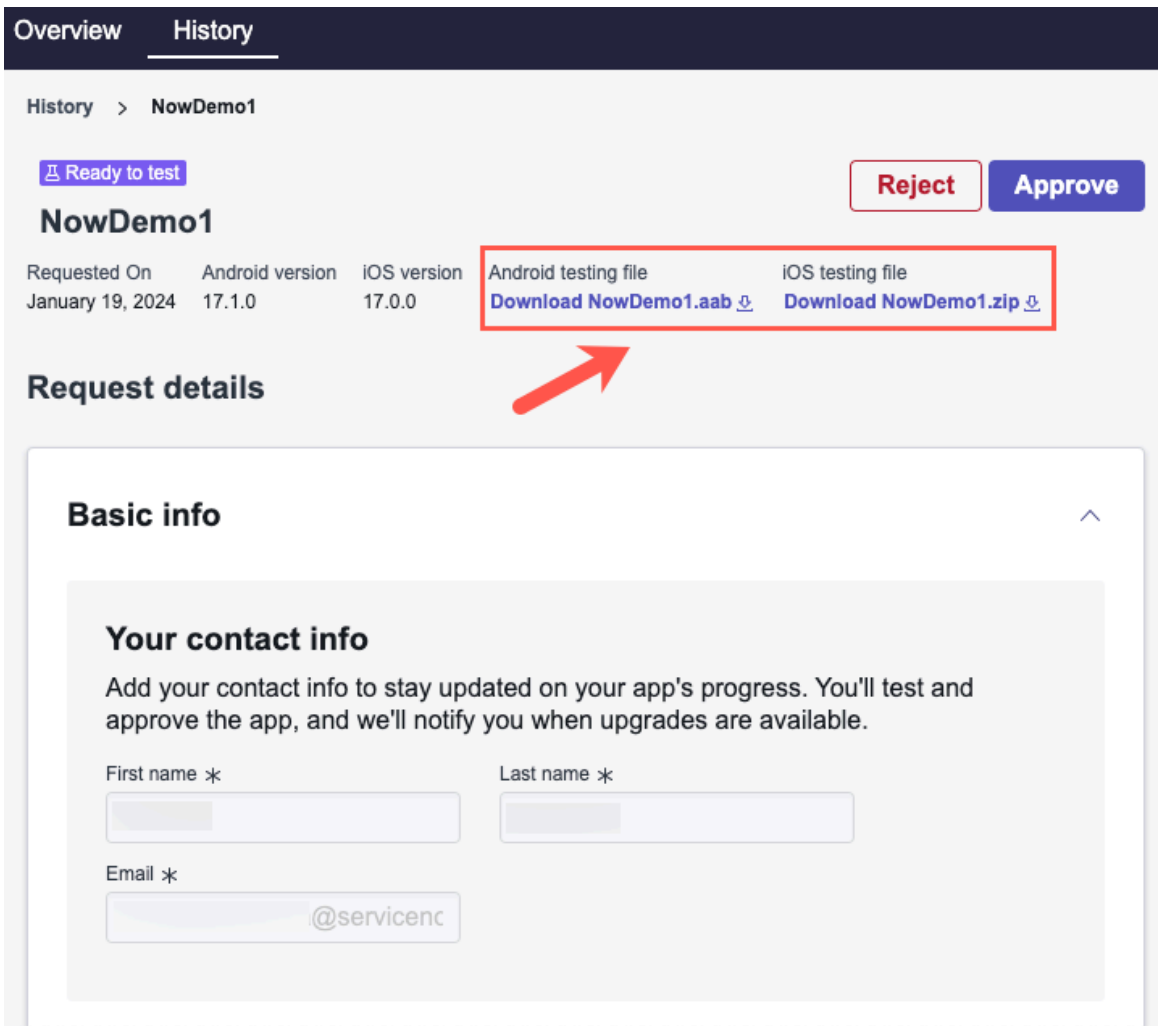
Test and publish a new branded iOS app for public distribution

Learn the next steps to test and publish a new branded iOS app for public distribution after you request it in Mobile Publishing.

1. Test the app

After the build successfully completes and your app is ready for testing:

1. (Optional) If you use Microsoft Intune mobile application management (MAM), Microsoft requires that iOS apps be registered with Microsoft Entra ID before anyone can log into the iOS app. For more information, see the following ServiceNow® Knowledge Base articles:
   - KB1640759
   - KB1641110
2. Navigate to the Request details page by selecting **All** > **Mobile Branding** > **Manage Mobile Publishing Apps** > **Your recent app requests**.
3. Select the card for your mobile app build request. The Request details page appears.
4. Select the **iOS testing file** link and the file is downloaded to your local system for testing:



5. Provision the app by doing the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Create an app ID and distribution certificate.

b. Edit and sign the XCArchive file.

c. Use XCode to upload the app to the App Store Connect.

See KB0997467 for step-by-step instructions.

Note: Don't miss the walkthrough video ("`Video Walkthrough.mp4`") that is attached to KB0997467. It contains a lot of helpful information.

6. Your testers receive an email from Apple TestFlight with a link to test your branded app.

Note: You must add your testers to a TestFlight group on your AppStoreConnect account and then publish the TestFlight build to the testing group. Only after you perform these steps, do your testers receive an email from TestFlight.

Use TestFlight to check the following:

- App has the correct name, icon, splash screen, branding, and theming. For morning information, see Create a theme with Theme Builder.
- App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
- EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.

See Apple documentation for information about using TestFlight.

2. Set up the app

After your Testflight testers have validated the branding and functionality of your app, you can set up your app for use. These configurations are optional.

1. Set up push notifications by downloading the Apple push certificate (`p12` file) and uploading it to your app's push application record:

   a. Create your push notification certificate (`p12` file). For instructions, see KB1506609. When you perform this step, you create a push certificate password that you must use in Step 1c. below.

   b. Access the Push Applications table on your instance by navigating to **All** > **Push Application**.

   c. Configure your push applications. For instructions, see Configure push applications for iOS branded apps using certificate based authentication.

   d. (Optional) Test your push notifications by using out-of-the-box configurations. For more information, see KB0829093.

2. (Optional) Set up deep links and universal links for your app by downloading the universal links file (AASA) in the **Your app's info** tab under the **App info** section.

   - See KB1273622 for more information about deep links and universal links.
   - See KB0831613 for information about how to upload your universal link AASA file.

3. Approve or reject the app

Once your TestFlight testers have tested your app for branding requirements and functionality:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app.
- **Approve** the build to move forward with publishing the app to your end users.

4. Customize your app's workflows

Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.

5. Publish and distribute your app

After you have tested your app, set it up, customized its workflows, and approved it, you are ready to publish your branded iOS app for public distribution:

- Fill out your Apple app store listing on App Store Connect and publish the app.
- Apple conducts a final review before posting the app to the public App Store. Please file a Now Support case for any issues.

For instructions:

- See KB1649415 Mobile Publishing Public iOS Distribution - AppStoreConnect - App Store Listing Metadata (App Privacy).
- See Apple documentation about how to list a public app on the App Store.

6. Keep your app updated

Update your app before you update your ServiceNow family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features. For more information, see Tested devices and supported versions for ServiceNow mobile apps.

Update a branded app

Request and publish an update to a ServiceNow® mobile app that has been branded with your unique company identity. Updates can only be requested for approved, completed builds of branded apps.

Before you begin

Role required: admin

About this task

Mobile Publishing enables you to request an updated version of your branded iOS or Android app that you can distribute publicly or privately. You can request an update for the following branded app options:

- New version of the ServiceNow mobile app.
- Requester contact information such as first name, family name, and email address.
- Change whether you want to use your custom End-User License Agreement (EULA) and privacy policy or the default ServiceNow EULA and privacy policy.
- For iOS apps that use private distribution, you can add or delete testers for TestFlight notifications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

> **Important:** Only the above information can be changed on completed builds of branded apps. If you must change any other options, you must request a new branded app with Mobile Publishing.

Procedure

1. Navigate to **All** > **Mobile Branding** > **Manage Mobile Publishing Apps**.
2. In **Your recent app requests** section of the page, select the completed branded mobile app build that you want to update.
3. On the **Request details** page for the branded mobile app, select **Duplicate**.
   The **Review and submit** page appears for the branded mobile app.
4. On the Review and submit form, fill in the following fields to update the app.

Request new branding form

Field	Description
Your contact info	If the contact for the app has changed, enter the **First name**, **Last name**, and **Email** address for the new requester of the updated branded application.
Your app's info section	When you're updating a branded app, this information can't be changed. **Important:** If you must change these fields, you must request a new branded app.
App name section	When you're updating a branded app, the **Short name** can't be changed. **Important:** If you must change the **Short name**, you must request a new branded app.
Mobile Application Management (MAM)	Whether you want to use a MAM vendor with your apps. For more information, see Mobile application management (MAM) integration. To enable a MAM vendor, select the **Use Mobile Application Management** toggle.
Mobile Application Management vendor	Select **Intune** MAM vendor from the list. This field is only visible if you select the **Mobile Application Management (MAM)** toggle.
End-user license agreement (EULA) and privacy policy	EULA and privacy policy options can be updated or changed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Select the toggle **Use *ServiceNow*'s EULA and privacy policy** to turn on the default EULA and privacy policy.
EULA	URL where app users can view your custom end-user license agreement from the mobile app settings. This option only displays when you don't select to use the default ServiceNow EULA.
Privacy policy	URL where app users can view your custom privacy policy from the mobile app settings. This option only displays when you don't select to use the default ServiceNow privacy policy.
iOS Universal links/Instances used for deep links **Note:** If you're updating an iOS branded app, this option is named *iOS* **Universal links**. If you're updating an Android branded app, this option is named **Instances used for deep links**.	This table shows all ServiceNow instances used for your organization. Select the instance URLs that you want to be built into your app as an iOS Universal link or as an Android deep link. If you must configure a link to a URL that isn't listed in the table, select **Add custom URL**, enter the URL, and then it's added to the table for selection. **Note:** ○ This functionality can only be edited when you submit a new branded app request or when you update a branded app. ○ If you're updating an iOS branded app, you must download the Apple App Site Association (AASA) JSON file after you submit this request and install the file on all instances in the URL list. To learn more about deep links and universal links, see Mobile URLs.
Login management	
Pre-populate instance	Turn on this toggle to build an instance URL into your branded app so end-users don't need to enter the instance URL during login. Enter a default app instance URL that is secure and uses Hypertext Transfer Protocol Secure (`https://`).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: ○ This instance URL can only be added when you submit a new branded app request or when you update a branded app. ○ Don't select this option if you're using AppConfig to preconfigure a default instance URL through an EMM suite or an embedded MAM SDK app. For more information, see AppConfig for Mobile Apps.
Default app instance	Enter the secure default app instance URL. This field is only visible if you select the **Pre-populate instance** toggle.
Nickname	(Optional) Enter a nickname for the **Default app instance** URL that displays on the mobile app for your end-users. This field is only visible if you select the **Pre-populate instance** toggle.
Icons and splash screens configurations	When you're updating a branded app, this information can't be changed. **Important:** If you must change these fields, you must request a new branded app.
Internal iOS app testers (iOS only)	If you're updating an iOS public or private branded app, you can change the **First name**, **Last name**, and **Email** address of the tester.

5. Select **Submit**.

Result

After you complete the request form and submit it, your ServiceNow instance builds the updated branded app. When it completes, you receive an email notification about the status of the build. A link is provided from where you can download the app file.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

- You can only submit one build at a time. You can't submit another build until the current build is canceled, failed, or completed.
- Check the following table for estimated times to build your updated branded app.

App operating system	Public distribution	Private distribution
iOS	1 week approximately	2–4 weeks *
Android	1 week or less	1 week or less

* Privately distributed iOS apps must be inspected by Apple's human reviewers and can take 2–4 weeks until they're ready for testing. If you are on a tight timeline, submit your privately distributed Android app first so that you can test it while you submit and wait for the iOS app build to complete

- ServiceNow can't expedite delivery timelines because they're determined by Apple or Google.

What to do next

After the build successfully completes, select one of the below topic links to test and publish your updated branded app.

Test and publish an updated Android app for private distribution

After you have requested an updated Android branded mobile app for private distribution, perform these steps to test and publish it.

Before you begin

Role required: admin

Procedure

1. Download the APK file and upload it directly to a device.
   If you provided a developer verification snippet with your build request, the snippet is embedded in this APK.
2. Send an email to the APK testers, asking them to open the app on their Android phones or to drag-and-drop the app onto an emulator.
   For more information, see KB0727776.
3. Check the following items on your app if they've changed from your original request:
   - App has the correct name, icon, splash screen, branding, and theming. For more information, see Create a theme with Theme Builder.
   - App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
   - EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.
4. Once the status of your app is **Ready for testing**, you have 90 days to make sure the app meets your branding requirements if changed from your original request:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app. See the FAQ on the homepage of the Mobile Publishing app for details about what you can change without creating a new app request.
- **Approve** the build to move forward with publishing the app to your end users.

5. **Optional:** Customize your app's workflows:
   Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.
6. Publish and distribute your Android app for private distribution by uploading your APK file to your private distribution site, managed Google Play site, or your EMM (enterprise mobility management) provider:
   - See Google documentation for information about how to publish private apps from the Google Play Console.
   - If you are using the Microsoft Intune MAM, see Microsoft documentation.
   - For information about ServiceNow® mobile apps version history and changes, see:
     - Now Mobile
     - ServiceNow Agent
   - Update your app before you update your ServiceNow family version, or at least once per year to keep push notifications working. For the latest ServiceNow mobile features and supported devices, see Tested devices and supported versions for ServiceNow mobile apps.

Test and publish an updated iOS app for private distribution

AFter you have requested an updated iOS app for private distribution, perform these steps to test and publish it.

Before you begin

Role required: admin

Procedure

1. Your testers receive an email from Apple TestFlight with a link to test your branded app.

   Use TestFlight to check the following if they've changed from your original request:

   - App has the correct name, icon, splash screen, branding, and theming. For more information, see Create a theme with Theme Builder.
   - App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
   - EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.

   See Apple documentation for information about using TestFlight.

2. Set up your iOS app:

   Note: The following configurations are needed only if the push certificate has expired or if you didn't configure these in your original request. Push notification certificates typically expire every 13 months. Our system sends multiple email notifications alerting you when your push certificate will expire.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Set up push notifications by downloading the Apple push certificate (`p12` file) from your app's **Build History** and upload it to your app's push application record:

  a. Access the Push Applications table on your instance by navigating to **All** > **Push Application**.

  b. Configure your push applications. For instructions, see Configure push applications for iOS branded apps using certificate based authentication.

  > **Note:** The push certificate password is sent in the email from Apple TestFlight that contains a link to test your branded app.

  c. (Optional) Test your push notifications by using out-of-the-box configurations. For more information, see KB0829093.

- Set up deep links and universal links for your app by downloading the universal links file (AASA) in the **Your app's info** tab under the **App info** section.
  - See KB1273622 for more information about deep links and universal links
  - See KB0831613 for information about how to upload your universal link AASA file.

3. Once the status of your app is **Ready for testing**, you have 90 days to make sure the app meets your branding requirements:

- **Reject** the app to edit the branding, app name, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app.
- **Approve** the build to move forward with publishing the app to your end users.

4. Optional: Customize your app's workflows:
Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.

5. After you have tested your app, set it up, customized its workflows, and approved it, you are ready to publish your branded iOS app for private distribution.

Apple conducts a final review where your build status will show **Deployment in progress** after which ServiceNow® automatically sends the app to your Apple Business Manager (ABM) account.

If you are using a mobile application management (MAM) provider, your MAM can assist in the distribution process from your ABM account.

For instructions:

- See KB1649495 for information about distributing your iOS with redemption codes by using Apple Business Manager.
- If you are using the Microsoft Intune MAM, see Sync your branded iOS app to Intune on the ServiceNow Community website.
- If you are using the BlackBerry MAM, see KB0821154 for information about adding your iOS branded app to BlackBerry.

6. Update your app before you update your ServiceNow family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features.

For more information, see Tested devices and supported versions for ServiceNow mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Test and publish an updated Android app for public distribution

After you have requested an updated Android app for public distribution, perform these steps to test and publish it.

Before you begin

Role required: admin

Procedure

1. Upload the AAB file directly to Google Play so you can use the Google Play internal testing tool. See Google documentation for information about internal testing on Google Play.

   Note: If you provided a developer verification snippet with your build request, a signed Android Package file (`.apk`) is also available for download. Use this file to complete Google's Developer Verification process for your package name. It isn't used for Google Play internal testing.

2. Check the following items on your app if they've changed from the original request:
   - App has the correct name, icon, splash screen, branding, and theming. For more information, see Create a theme with Theme Builder.
   - App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
   - EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.
3. Set up your Android app:
   - Set up push notifications by adding your Google Firebase Cloud Messaging HTTPv1 Oauth token to your app type's push application record.

     See KB1639289 for detailed instructions.
   - (Optional) Test push notifications using an out-of-the-box push notification.

     See KB0829093 for detailed instructions.
   - (Optional) Set up deep links for your app by configuring an `assetlinks.json` file on each instance.

     See KB1648690 for detailed instructions.
4. Make sure the app meets your branding requirements:
   - **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after you have rejected the app.
   - **Approve** the build to move forward with publishing the app to your end users.
5. **Optional:** Customize your app's workflows:
   Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.
6. After you have tested your app, set it up, and customized its workflows, you are ready to publish your branded Android app for public distribution.
   Deploy your AAB file to the Google Play console, or your enterprise mobility management (EMM) provider:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Upload your app to the Google Play console: to upload your public branded Android app to the Google, see Google documentation. Also see KB1157062 for ServiceNow guidance on creating your Google Play console listing metadata.
- Microsoft Intune: to sync your public branded Android app from Google to Microsoft Intune, see Microsoft documentation.

7. Update your app before you update your ServiceNow family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features.
   For more information, see Tested devices and supported versions for ServiceNow mobile apps.

Test and publish an updated iOS app for public distribution

After you have requested an updated iOS branded mobile app for public distribution, perform these steps to test and publish it.

Before you begin

Role required: admin

Procedure

1. When the build status of your app becomes **Ready for testing**, you can download the XCArchive file, edit it and sign it, and then use XCode to upload it to App Store Connect.

   Note:

   - After you upload the XCArchive file and the new build is published to your TestFlight testers group, then your testers receive an email with a link to test your branded app.
   - You don't need to create a new Apple iOS Distribution Certificate or a provisioning profile for apps that already exist and you're only updating the version number. For example, updating version 17.5 to 18.0. However, if your certificate has expired per your Keychain Access program on your Mac, see KB0997467 for instructions.

2. When your testers receive an email from Apple TestFlight with a link to test your branded app, use TestFlight to check the following if they've changed from your original request:
   - App has the correct name, icon, splash screen, branding, and theming. For more information, see Create a theme with Theme Builder.
   - App uses the default instance you specified for login if you selected the instance pre-fill option when you requested the branded app.
   - EULA and privacy policy listed in the mobile app **Settings** tab under **Legal** link to the policies you specified.

   See Apple documentation for information about using TestFlight.

3. Set up your branded iOS app for public distribution:
   - Set up push notifications by downloading the Apple push certificate (`p12` file) and uploading it to your app's push application record:
     - Create your push notification certificate (`p12` file). For instructions, see KB1506609.
     - Access the Push Applications table on your instance by navigating to **All** > **Push Application**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configure your push applications. For instructions, see Configure push applications for iOS branded apps using certificate based authentication.
- (Optional) Test your push notifications by using out-of-the-box configurations. For more information, see KB0829093.

- If you updated your universal links table with new instance URLs, you must upload the new universal links file to each of those instances:

  Download the universal links file (AASA) in the **Your app's info** tab under the **App info** section and follow the instructions in the following KBs:

  - See KB1273622 for more information about deep links and universal links.
  - See KB0831613 for information about how to upload your universal link AASA file.

4. Once your TestFlight testers have tested your app for branding requirements and functionality:
   - **Reject** the app to edit the branding, app name, app type, or any third-party information. Use the **Duplicate** option to copy information over to a new app request after have rejected the app. See the FAQ on the home page of the Mobile Publishing app for information about what you can change without having to create a new branded app request.
   - **Approve** the build to move forward with publishing the app to your end users.
5. **Optional:** Customize your app's workflows:

   (Optional) Use Mobile App Builder to customize your app. See Mobile App Builder for detailed information about how you can customize your branded app.

6. Publish your updated iOS branded app for public distribution.

   Your app store listing definition remains the same as your previous version of this app. Update the "What's new" field in the app store listing and submit for Apple's approval. Apple conducts a final review before posting the app to the public App Store. If you have problems, file a ServiceNow Support case.

   - See KB1649415 for ServiceNow's Apple App Store listing guidance.
   - See Apple documentation that explains how to list a public app on the Apple App Store.
   - For information about ServiceNow mobile apps version history and changes, see:
     - Now Mobile
     - ServiceNow Agent
     - Custom app
7. Update your app before you update your ServiceNow family version, or at least once per year to keep your push notifications working and to leverage the most up to date ServiceNow mobile features.
   For more information, see Tested devices and supported versions for ServiceNow mobile apps.

Building and configuring in branded mobile apps

Learn about configuring push notifications for branded mobile apps.

Most app configuration processes for branded apps are the same as non-branded apps. Use the following sections to learn about configuration processes that are unique to branded mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Push Notifications

To use push notifications for your branded apps, you must change your push application settings.

- For iOS apps, see Configure push applications for iOS branded apps using certificate based authentication.
- For Android apps, see Configure push applications for Android branded apps using HTTP v1.

Create custom-type mobile apps with Mobile Publishing

Request and create custom-type mobile apps that are equivalent to Mobile Agent and Now® Mobile apps with Mobile Publishing and Mobile App Builder.

Custom app types use cases

Custom app types enable you to create your own app types beyond the existing predefined categories of Fulfiller (Mobile Agent) and Requestor (Now Mobile app) mobile apps. Creating custom app types in Mobile Publishing, you can modify the in-app experiences like you can in other app types by using Mobile App Builder. These custom-type mobile apps can support the unique workflows, processes, and data requirements of different departments in your organization. This customization ensures that the apps provide relevant features, data integration, and functionality that aligns with each department's goals and activities.

Custom apps support the following use cases:

- Create a dedicated mobile app for one or more business units. For example, if you have business units with their own distinct branding and needs, custom apps let you create an app with each business unit's branding and requirements.
- Use a single app with all the capabilities of Now Mobile (requestor) and Mobile Agent (fulfiller) apps.
- You want end users to be able to use more than two apps on a single phone.
- You want a custom-branded app for each of your brands, but you want your executives to be able to use all the different branded apps on their single phone.
- Create an app for a subset of your employees and continue to support the ServiceNow® mobile apps.
- Continue to use your current mobile apps and add additional custom apps without interruption.

How to get custom app type functionality

To install custom app functionality, contact your ServiceNow representative. This is a very manual process that needs to be discussed with ServiceNow before instance setup and configuration can be shared.

Mobile Publishing resources

Here are some additional resources to help you plan and publish branded mobile applications.

FAQs

The following FAQs are hosted on the ServiceNow Community website. You must have an account and log in to view these resources.

- Mobile Publishing Frequently Asked Questions - Getting Started
- Mobile Publishing Technical FAQ - Form Submission and Beyond

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Video walk-through

The following video walk-through is on YouTube.com and is part of the Mobile App Academy series. It walks you through publishing and distributing your branded mobile app and is about an hour long.

Mobile Publishing 101

ServiceNow Support Knowledge Articles

The following Support knowledge articles (KBs) are hosted on the ServiceNow® Support website. You must have an account and log in to view these KBs.

- Microsoft Entra ID App Registration Mandate for iOS Intune Mobile Apps - Mobile Publishing (KB1640759)
- How to setup Apple Business Manager and configure for mobile branding (KB0821511)
- iOS Universal Links Support - How to Configure Apple-app-site-association file on customer instance (KB0831613)
- How to update XCArchive and create IPA branded iOS app for public distribution (KB0997467)
- Mobile Publishing - Android Push Notifications: How to get Firebase App Id, Project ID, API Key, and Server Key and configure the instance push application record (KB0861670)
- Mobile Publishing - Google metadata (KB1157062)
- Mobile Publishing - Icon guidance (KB1157074)
- How to configure Intune for White label applications (Mobile Publishing) (KB0818363)

Mobile Publishing use cases

Here are several reasons to use Mobile Publishing to brand the mobile apps of your company.

Common reasons for using Mobile Publishing

Use Mobile Publishing if your company needs a branded app for any reason or to satisfy any of the following requirements.

- Need more than two mobile apps to exist on any one device. Because the ServiceNow Mobile Platform doesn't support two mobile apps of the same type on the same mobile device, end users can only have one Now Mobile and one Mobile Agent app (branded or not) on their devices. If end users need a third mobile app type, you can use Mobile Publishing to create custom-type apps with unique mobile client names.
- Enable employee trust in the app and increase employee adoption.
- Distribute your app privately off any app store through your intranet, by email, text link, iTune, or by other means.
- Need an "unlisted app" in the Apple app store. For more information, see Distribute Unlisted Apps to Apple Devices on the Apple support website.
- Use push notifications and you’re an on-prem customer.
- Need to be insulated from potential issues related to releases of the standard published ServiceNow mobile apps.
- Want early access to certain app versions before they’re automatically sent to the phones of your employees. Having early access means that you can test and choose whether to distribute apps later when they’re requested and approved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Remove the need for employees to update their apps on a monthly basis when the standard published ServiceNow mobile apps are updated.
- Must use your own end-user license agreement.
- Must use your own app protection policy.
- Want to customize the app store listings descriptions and images.
- Need to leverage features and flags that are available in the app configuration of EMM vendors.
- Need an additional mobile app that is managed by a MAM or an MDM when you already have a standard published ServiceNow mobile app that isn't managed by a MAM or an MDM.
- Customize app behavior to make them more efficient for your end-users to use. For example, you can request a custom branded mobile app and configure an auto-populated URL so your end-users don't need to type the instance URL during login. This can be configured in the **Login management** section of the **Request a new app** form. For more information, see the Request, test, and publish a branded mobile app section that contains instructions for requesting custom branded apps for both the iOS and the Android platforms.

For more information about deciding whether Mobile Publishing is right for the requirements of your company, see the white paper Mobile Publishing: Decision Trees and Guidance.

Note: You must have an account and log in to the ServiceNow University website to access this white paper.

Licensing

Mobile Publishing is a paid plugin. It is included in the Pro, Enterprise, and App Engine subscription levels (SKU's) of ServiceNow®. Alternatively, you can purchase the plugin on the ServiceNow Store and add it to your ServiceNow subscription. Navigate to the ServiceNow Store, log in with your credentials, and then search for `mobile publishing`.

Next Experience theming for mobile

Use Next Experience theming to give your mobile apps color scheme consistent with your instance web experience.

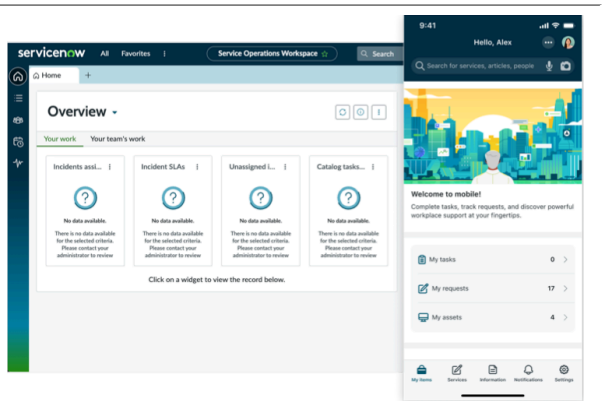
Use colors from your existing Next Experience theme

Important: Use Next Experience theming on Utah and later versions of ServiceNow® instances.

Next Experience theming makes it easier than ever to present your unique company identity across all platforms.

You can also use your Next Experience theme to inherit theme colors from your instance's existing web theme.

For more information on Next Experience themes, see Exploring themes in Next Experience.

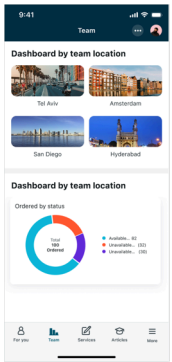


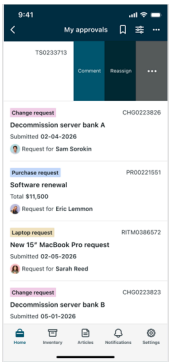
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

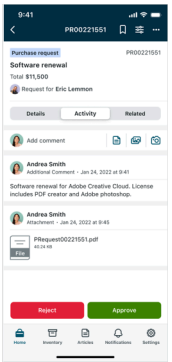
Use color variables to create consistent custom components

As an admin, you can take advantage of color variables, which replace hard-coded colors. Use these variables to create consistent looking components. Color variables are supported in the following components.

- UI Rules
- Navigation sections
- Map pins#Navigation
- Icons
- View templates
- Mobile View Buttons
- Input description field







Upgrading to Next Experience theming

Whether your instance enables Next Experience theming depends on your existing configuration.

New customers

For new customers in the Utah and later releases, Next Experience is active by default.

- For versions Utah to Yokohama, Polaris is the applied default theme.
- For versions Zurich and above, Coral is the applied default theme.

These setting can be changed using a system property. For details see Considerations for activating Next Experience.

Existing customers with no theme customizations

Existing customers upgrading to Utah and later releases have Next Experience active by default unless they have opted-out of Next Experience in a previous release. If you've opted out, you can enable Next Experience theming manually. For details see Considerations for activating Next Experience.

> **Note:** Existing customers upgrading to Zurich who use Polaris as their default Next Experience theme will retain Polaris as their mobile theme unless a different theme is selected. For configuration instruction to change the theme, see Configure Next Experience theming for mobile.

Existing customers with custom themes

Existing customers upgrading to Utah and later releases have Next Experience disable by default after the upgrade. Your custom themes from the last release remain unchanged. You can manually enable Next Experience themes when you're ready to implement the new features. For details see Considerations for activating Next Experience.

Existing customers using the Mobile Publishing application

Mobile Publishing customers who upgrade to Next Experience in Utah should take note of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Starting from Mobile Publishing version 3.2.0, Mobile Publishing integrates Next Experience colors and theming.
- The app splash screen displays the existing predefined colors and is not converted into Next Experience themed colors.

- Mobile Publishing configuration only affects visuals shown before the login page:
  - App icon
  - App name
  - App splash screen

  Elements displayed after login are determined by the theme applied to your instance.

Configure Next Experience theming for mobile

Learn how to enable Next Experience theming, and create and apply themes for your mobile apps.

Enable Next Experience

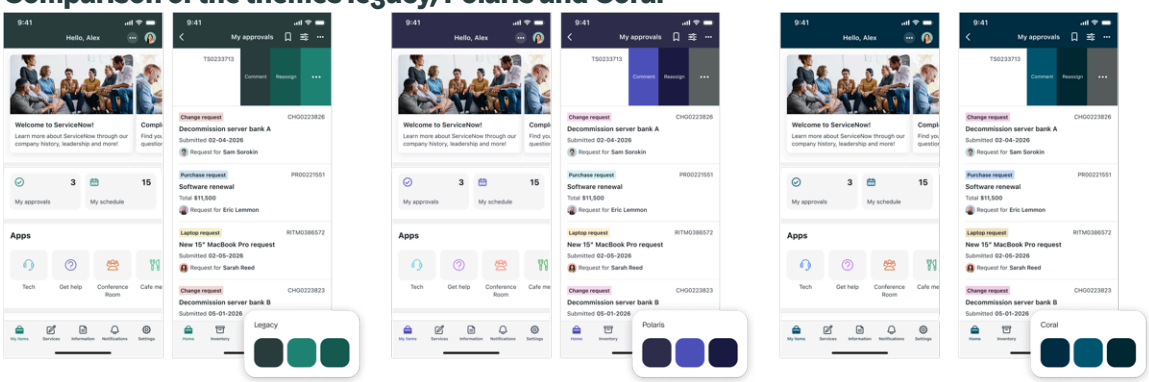
Important: Use Next Experience theming on Utah and later versions of ServiceNow® instances.

To use Next Experience theming, you must have Next Experience enabled on your instance. For activation instructions and more information on Next Experience, see Exploring themes in Next Experience.

Available themes for mobile apps

Themes are defined by records in the UX Themes [sys_ux_theme] table. Your instance includes three base system themes for use in the mobile UI, they are: Coral, Polaris, and mobile legacy.

Comparison of the themes legacy, Polaris and Coral



Note:

- From Zurich versions and above Coral is the default theme with Next Experience enabled.
- For Utah to Yokohama versions, Polaris is the default theme with Next Experience enabled. You can use either one of these options.
- Existing customers upgrading to Zurich who use Polaris as their default Next Experience theme will retain Polaris as their mobile theme unless a different theme is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Coral

Coral is the default theme for instances with Next Experience enabled for versions Zurich and above. Customers upgrading to the Zurich theme will not automatically have their theme upgraded to Coral. Instead they will manually have to select the theme. For configuration instructions, see Assign a Next Experience theme in the Mobile App Builder. The Coral theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience.

A core UX Style [sys_ux_style] record called **Mobile Colors Default** is included with the **Coral** theme. This record cannot be modified, but, users can create a copy of this record or create a new theme record. Give your new or copied record a higher priority value to override the colors specified in the **Mobile Colors Default** record.

Polaris

Polaris is the default theme for instances with Next Experience enabled for the versions Utah through Yokohama.

Note: For customers upgrading to the Zurich theme, Polaris remains your Next Experience theme, unless you manually upgrade to Coral.

A new core UX Style [sys_ux_style] record called **Mobile Colors Default** is included with the **Polaris** theme. This record cannot be modified, but, user can create a copy of this record or create a new theme record. Give your new or copied record a higher priority value to override the colors specified in the **Mobile Colors Default** record.

Mobile Legacy

Mobile legacy is a fallback theme. Instances with upgraded to Utah or later that do not have Next Experience enabled use this theme.

Under the Polaris or Coral theme is a UX Style [sys_ux_style] record named **Mobile Colors Default**. This record defines the color variable names and the colors associated with them.

Create themes and styles

Create Next Experience themes on the UX Theme [sys_ux_theme] table on your instance. By default, instances with Next Experience enabled use the **Coral** theme. (From Utah through Yokohama versions, the default is the **Polaris** theme). Instances without Next Experience enabled use the **Mobile Legacy** theme. These themes can't be modified, but you can copy either of them and change that copy.

Each UX Theme record is linked one or more UX Style [sys_ux_style] records that define the appearance of the UI when you apply a theme to your instance. As with theme records, the default style records aren't editable, but can be copied.

Learn more about Next Experience theme configuration at Configuring Next Experience themes and preferences.

Important: Mobile apps only use the color elements of a UX style. Elements such as font, shadow, opacity, and other non-color elements in a theme do not change the appearance of the mobile UI.

Assign a theme to your mobile client

Set a theme for your mobile apps in the Mobile App Builder using the new **Mobile Theme** field.

If the Mobile Theme field is empty

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Your instance checks the state of whether Next Experience is enabled and determines which UX Theme [sys_ux_theme] record to use for the mobile app. By default:

- For the Zurich version, if Next Experience is enabled, the **Coral** theme is used.
- For Utah through Yokohama, if Next Experience is enabled, the **Polaris** theme is used.

  Note: You can use different mobile themes for each mobile app, when using Next Experience.

- If Next Experience is disabled, the **Mobile Legacy** theme is used.

If the Client Theme field is not empty

Your mobile apps always use the theme specified in the field to theme the mobile app.

Use color variables on your custom mobile components

Use color variables when designing your mobile components to provide a consistent user experience. The following components take advantage of color variables:

- UI rules
- Navigation sections
- Map pins
- Icons
- View templates
- Mobile view buttons
- Input description fields

How to use color variables varies depending on the component you're building. For information on how to apply color variables on each of these components, see Color theme considerations for mobile.

Assign a Next Experience theme in the Mobile App Builder

Use the Mobile App Builder to assign your Next Experience themes.

Before you begin

Role required: admin

To use Next Experience theming, you must have Next Experience enabled on your instance. For activation instructions and more information on Next Experience, see Exploring themes in Next Experience.

Note: If you are a new customer starting with the Brazil release, Next Experience is active by default on your instance. No activation is required, and your mobile apps use the **Coral** theme automatically.

Procedure

1. Open the Mobile App Builder by navigating to **All** > **System** > **Mobile App Builder**.
2. Select the application that contains the mobile app you want to theme.
   For example, **Now Mobile**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the menu on the left side of the screen, select **Mobile app configs**
4. Select the mobile app you want to theme from the list.
5. In the **Mobile theme** section, select a theme from the list.

   With Next Experience enabled, your instance uses the **Coral** by default. If you want to continue to use this theme, you do not need to update this field. You will only need to change this field if you:

   - Have a custom theme that you want to apply to the app.
   - Want to apply the former **Polaris** theme to the app.
   - Had previously opted out of Next Experience.

   For information on creating your own themes, see Exploring themes in Next Experience.

6. Click the **Save** button in the upper right corner of the screen to save your changes.
   Your new theme is applied immediately, logged in users will see the new theme the next time the app refreshes.

Color theme considerations for mobile

Learn how to use color in your mobile applications to improve user experience. Using the right colors for your environment can help guide your users through your app and quickly identify important information.

Using color

Keep consistency in your color decisions throughout the app. Associating specific tasks or workflows with colors helps users know when they're in not in the right place. Consider using the same, or similar colors for related applets. For example, selecting blue for your incident-related applets and green for work order applets can help your users get to related tasks quickly.

Avoid using too many colors. Simple designs of two to three colors results in a cleaner, more accessible layout.

Color can be used to provide contrast for greater readability. In areas where text appears, ensure that your text and background have a high level of contrast to accommodate both low vision and colorblind users. Web Content Accessibility Guidelines (WCAG) 2.0 compliance requires a contrast ratio of at least 3:1. There are several tools online available to help with gauging color contrast.

High contrast, complementary colors can guide your user's focus. Use these colors to highlight areas of your applications that need your user's attention.

General guidelines for color variables

Before you start using color variables, keep the following guidelines in mind.

Next Experience must be enabled

Color variables only take effect when Next Experience is enabled. Otherwise, color variables are ignored

Colors available for variables are on the UX Theme Properties table

Color variables use colors defined on the UX Theme Properties [sys_ux_theme_property] table.

Color variables are additive properties

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Existing color properties (using hard-coded colors) continue to work if the new color variables aren't configured. However, color properties can't dynamically change the color of elements based on the theme.

Color variables override color properties

Color variables override the corresponding non-variable color properties if Next Experience is enabled and the color variable value is found.

For example, given this UI rule action configuration:

```
{"BackgroundColorVariable": "--now-color-primary-0",
 "BackgroundColor": "#3f2c11"}
```

and a web color map with this configuration:

```
{"--now-color-primary-0": "#22ff00"}
```

The resolved background color for this UI rule action will be `#22ff00`.

Color properties are used if a variable is not found or has no value

Color variable will not override if the variable is empty or the color variable value is not found. In these cases, the color property (HEX) is used.

For example, given this configuration:

```
{"BackgroundColorVariable": "", "BackgroundColor":
 "#3f2c11"}
```

The color value is `#3f2c11`.

Given this configuration:

```
{"BackgroundColorVariable": "--now-color-primary-0",
 "BackgroundColor": "#3f2c11"}
```

and a web color map with this configuration:

```
{"--now-color-primary-1": "#1134a1"}
```

The background color value is `#3f2c11`.

Color variables use a naming convention

The naming convention of color variables is to add a `Variable` suffix to existing color properties.

For example, `BackgroundColorVariable` is used for `BackgroundColor`

Configure both hex and color variables

Color variable support by component

Use these links to learn how to use color variables to change theming in your mobile components.

- Color variable support for UI rules
- Color variable support for icon UI sections
- Color variable support for map icons
- Color variable support for icons
- Color variable support for card view templates

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Color variable support for card view buttons
- Color variable support for input descriptions

Color variable support for UI rules

Learn how to use color variables to change theming in your mobile UI rules.

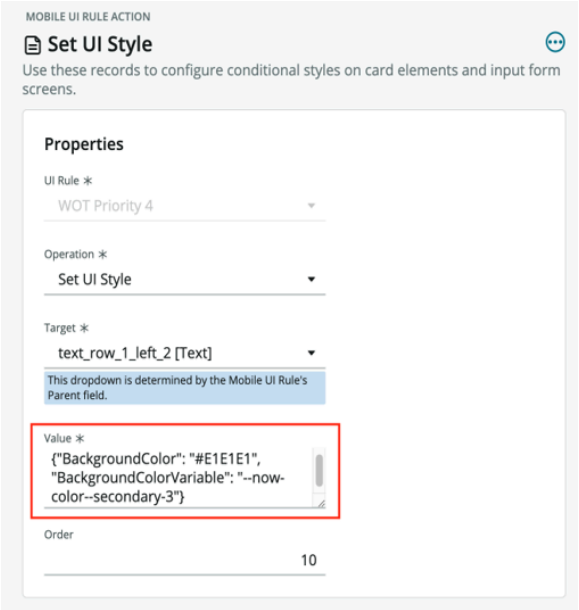
Use the following color variables in the **Value** field of your UI rules with the **Operation** field set to **Set UI Style**

- `BackgroundColorVariable`
- `FontColorVariable` outside or within the `TextDecorator`

You can define any color variable from the UX Theme Properties [sys_ux_theme_property] table. For a list available variables see the color design guide below. For example:

```
{"BackgroundColorVariable":
"--now-color-secondary-3",
"BackgroundColor": "#3f2c11"}
```

For details on creating these UI rule actions, see Create a mobile UI rule action.



Mobile UI rule color guide

Color variables are divided into Use the design guideline to identify the right color variable for your use case.

Alert color palette

Alert color palette colors highlight important statuses, states and tasks. Use alert colors to communicate a specific meaning rather than for decoration or organization.

Grouped color palette

Grouped color palette colors follow color conventions in a line of industry. Use these colors to show that the colored item is associated with a specific industry or line of business. The meaning of each color depends on context, but should remain consistent within your app.

Alert color palette

Color name	Example	Color variables

Critical	Highlighted text
	Highlighted text
		Mobile variable
		`alert--critical-0`
		Web variable
		`--now-color_alert--critical-0`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables

High	Highlighted text
	Highlighted text
		Mobile variable
		`alert--high-0`
		Web variable
		`--now-color_alert--high-0`

Warning	Highlighted text
	Highlighted text
		Mobile variable
		`alert--warning-0`
		Web variable
		`--now-color_alert--warning-0`

Moderate	Highlighted text
	Highlighted text
		Mobile variable
		`alert--moderate-0`
		Web variable
		`--now-color_alert--moderate-0`

Info	Highlighted text
	Highlighted text
		Mobile variable
		`alert--info-0`
		Web variable
		`--now-color_alert--info-0`

Positive	Highlighted text
	Highlighted text
		Mobile variable
		`alert--positive-0`
		Web variable
		`--now-color_alert--positive-0`

Low	Highlighted text
	Highlighted text
		Mobile variable
		`alert--low-0`
		Web variable
		`--now-color_alert--low-0`

Disabled	Highlighted text	**Mobile variable**
		`alert-disabled-background`
		Web variable
		`--now-color_background--secondary`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables

Critical (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--critical-4`
		Web variable
		`--now-color_alert--critical-4`

High (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--high-4`
		Web variable
		`--now-color_alert--high-4`

Warning (Alternate)	Highlighted text	**Mobile variable**
		`alert--warning-4`
		Web variable
		`--now-color_alert--warning-4`

Moderate (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--moderate-4`
		Web variable
		`--now-color_alert--moderate-4`

Info (Alternate)	Highlighted text	**Mobile variable**
		`alert--info-4`
		Web variable
		`--now-color_alert--info-4`

Positive (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--positive-4`
		Web variable
		`--now-color_alert--positive-4`

Low (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--low-4`
		Web variable
		`--now-color_alert--low-4`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables

Disabled (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert-disabled-text`
		Web variable
		`--now-color_text--tertiary`

Grouped color palette

Color name	Example	Color options
Blue	Highlighted text	**Web variable** `--now-color_grouped--blue-0`
Brown	Highlighted text	**Web variable** `--now-color_grouped--brown-0`
Gray	Highlighted text	**Web variable** `--now-color_grouped--gray-0`
Green	Highlighted text	**Web variable** `--now-color_grouped--green-0`
Green-Yellow	Highlighted text	**Web variable** `--now-color_grouped--green-yellow-0`
Magenta	Highlighted text	**Web variable** `--now-color_grouped--magenta-0`
Orange	Highlighted text	**Web variable** `--now-color_grouped--orange-0`
Pink	Highlighted text	**Web variable** `--now-color_grouped--pink-0`
Purple	Highlighted text	**Web variable** `--now-color_grouped--purple-0`
Teal	Highlighted text	**Web variable** `--now-color_grouped--teal-0`
Yellow	Highlighted text	**Web variable** `--now-color_grouped--yellow-0`
Blue (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--blue-4`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped color palette (continued)

Color name	Example	Color options
Brown (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--brown-4`
Gray (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--gray-4`
Green (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--green-4`
Green-Yellow (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--green-yellow-4`
Magenta (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--magenta-4`
Orange (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--orange-4`
Pink (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--pink-4`
Purple (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--purple-4`
Teal (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--teal-4`
Yellow (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--yellow-4`

Color variable support for icon UI sections

Learn how to use color variables to change theming in your mobile icon UI sections.

Icon UI sections have a **Color** section with two fields to control the foreground and background colors for the element.

- **Background color Variable**
- **Foreground color variable**

These two fields can be found on the following tables:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Icon section destination launcher [sys_sg_navigation_section_destination_applet_launcher]
- Icon section destination function [sys_sg_navigation_section_destination_button]
- Icon section destination screen [sys_sg_navigation_section_destination_screen]

For details on creating these actions, see Configure an icon UI section.

You can define any color variable from the UX Theme Properties [sys_ux_theme_property] table. For a list available variables see the color design guide below.

Mobile icon UI section color guide

Color variables are divided into Use the design guideline to identify the right color variable for your use case.

Alert color palette

Alert color palette colors highlight important statuses, states and tasks. Use alert colors to communicate a specific meaning rather than for decoration or organization.

Grouped color palette

Grouped color palette colors follow color conventions in a line of industry. Use these colors to show that the colored item is associated with a specific industry or line of business. The meaning of each color depends on context, but should remain consistent within your app.

Alert color palette

Color name	Color	Example	Color options

Primary			**Mobile variable**
			`primary`
			Web variable
			`--now-color--primary-1`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color name	Color	Example	Color options

Critical			**Mobile variable**
			`alert--critical-2`
			Web variable
			`--now-color_alert--critical-2`

High			**Mobile variable**
			`alert--high-2`
			Web variable
			`--now-color_alert--high-2`

Warning			**Mobile variable**
			`alert--warning-2`
			Web variable
			`--now-color_alert--warning-2`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color name	Color	Example	Color options
Moderate			**Mobile variable** `alert--moderate-2` **Web variable** `--now-color_alert--moderate-2`
Info			**Mobile variable** `alert--info-2` **Web variable** `--now-color_alert--info-2`
Positive			**Mobile variable** `alert--positive-2` **Web variable** `--now-color_alert--positive-2`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color name	Color	Example	Color options

Low			**Mobile variable**
			`alert--low-2`
			Web variable
			`--now-color_alert--low-2`

Grouped color palette

Color name	Color	Example	Color options
Blue			**Web variable** `--now-color_grouped--blue-2`
Brown			**Web variable** `--now-color_grouped--brown-2`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color name	Color	Example	Color options
Gray			**Web variable** `--now-color_grouped--gray-2`
Green			**Web variable** `--now-color_grouped--green-2`
Green-Yellow			**Web variable** `--now-color_grouped--green-yellow-2`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color name	Color	Example	Color options
Magenta			**Web variable** `--now-color_grouped--magenta-2`
Orange			**Web variable** `--now-color_grouped--orange-2`
Pink			**Web variable** `--now-color_grouped--pink-2`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color name	Color	Example	Color options
Purple			**Web variable** `--now-color_grouped--purple-2`
Teal			**Web variable** `--now-color_grouped--teal-2`
Yellow			**Web variable** `--now-color_grouped--yellow-2`

Color variable support for map icons

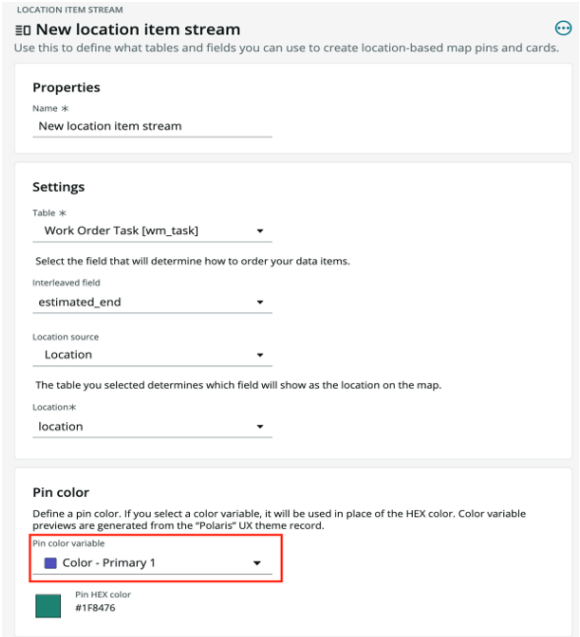
Learn how to use color variables to change theming in your mobile map icons

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Map screens have a **Pin Color** section with a **Pin color variable** field to control the color map pins using a color variable. A map pin is used on the map template screen, to indicate points of interest on the map.

Using this field you can define any color variable from the UX Theme Properties [sys_ux_theme_property] table. For a list available variables see the color design guide below.

For details on creating icon UI sections, see Configure an icon UI section.



Color design guide for map pins

Color name	Pin example	Color options
Primary		**Mobile variable** primary **Web variable** `--now-color--primary-1`
Secondary		**Mobile variable** secondary **Web variable** `--now-color--secondary-3`
Tertiary		**Mobile variable** tertiary **Web variable** `--now-color_grouped--gray-4`
Brand		**Mobile variable** brand **Web variable** `--now-color_brand--secondary`

Color variable support for icons

Learn how to use color variables to change theming in your mobile map screens

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile icons have a **Set appearance** section used to define the appearance of your icons. Use the **FontColorVariable** style option to use a color variable a color.

Using this style you can define any color variable from the UX Theme Properties [sys_ux_theme_property] table. For a list available variables see the color design guide below.

For details on creating map screens, see Configure an icon UI section.

For details on creating icons in mobile, see Mobile icons.

Mobile icon color guide

Color variables are divided into Use the design guideline to identify the right color variable for your use case.

Alert color palette

Alert color palette colors highlight important statuses, states and tasks. Use alert colors to communicate a specific meaning rather than for decoration or organization.

Grouped color palette

Grouped color palette colors follow color conventions in a line of industry. Use these colors to show that the colored item is associated with a specific industry or line of business. The meaning of each color depends on context, but should remain consistent within your app.

Each support color has three options, including an assessable option. Consider using the accessible color option for icons that do not contain text to improve navigability for your users.

Alert color palette

Color name	Example	Color variables
Critical		**Mobile variables** • Option 1: `alert--critical-2` • Option 2: `alert--critical-3` • Option 3 (Accessible): `alert--critical-4` **Web variable**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables
		• Option 1: `--now-color_alert--critical-2` • Option 2: `--now-color_alert--critical-3` • Option 3 (Accessible): `--now-color_alert--critical-4`
High		**Mobile variables** • Option 1: `alert--high-2` • Option 2: `alert--high-3` • Option 3 (Accessible): `alert--high-4` **Web variable** • Option 1: `--now-color_alert--high-2` • Option 2: `--now-color_alert--high-3` • Option 3 (Accessible): `--now-color_alert--high-4`
Warning		**Mobile variables** • Option 1: `alert--warning-2` • Option 2: `alert--warning-3` • Option 3 (Accessible): `alert--warning-4` **Web variable** • Option 1: `--now-color_alert--warning-2` • Option 2: `--now-color_alert--warning-3` • Option 3 (Accessible): `--now-color_alert--warning-4`
Moderate		**Mobile variables** • Option 1: `alert--moderate-2` • Option 2: `alert--moderate-3` • Option 3 (Accessible): `alert--moderate-4` **Web variable**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables
		• Option 1: `--now-color_alert--moderate-2` • Option 2: `--now-color_alert--moderate-3` • Option 3 (Accessible): `--now-color_alert--moderate-4`
Info		**Mobile variables** • Option 1: `alert--info-2` • Option 2: `alert--info-3` • Option 3 (Accessible): `alert--info-4` **Web variable** • Option: 1 `--now-color_alert--info-2` • Option 2: `--now-color_alert--info-3` • Option 3 (Accessible): `--now-color_alert--info-4`
Positive		**Mobile variables** • Option 1: `alert--positive-2` • Option 2: `alert--positive-3` • Option 3 (Accessible): `alert--positive-4` **Web variable** • Option 1: `--now-color_alert--positive-2` • Option 2: `--now-color_alert--positive-3` • Option 3 (Accessible): `--now-color_alert--positive-4`
Low		**Mobile variables** • Option 1: `alert--low-2` • Option 2: `alert--low-3` • Option 3 (Accessible): `alert--low-4` **Web variable**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables
		• Option 1: `--now-color_alert--low-2` • Option 2: `--now-color_alert--low-3` • Option 3 (Accessible): `--now-color_alert--low-4`

Grouped color palette

Color name	Example	Color options
Blue		**Web variable** • Option 1: `--now-color_grouped--blue-2` • Option 2: `--now-color_grouped--blue-3` • Option 3 (Accessible): `--now-color_grouped--blue-4`
Brown		**Web variable** • Option 1: `--now-color_grouped--brown-2` • Option 2: `--now-color_grouped--brown-3` • Option 3 (Accessible): `--now-color_grouped--brown-4`
Gray		**Web variable** • Option 1: `--now-color_grouped--gray-2` • Option 2: `--now-color_grouped--gray-3` • Option 3 (Accessible): `--now-color_grouped--gray-4`
Green		**Web variable** • Option 1: `--now-color_grouped--green-2` • Option 2: `--now-color_grouped--green-3` • Option 3 (Accessible): `--now-color_grouped--green-4`
Green-Yellow		**Web variable**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped color palette (continued)

Color name	Example	Color options
		• Option 1: `--now-color_grouped--green-yelow-2` • Option 2: `--now-color_grouped--green-yelow-3` • Option 3 (Accessible): `--now-color_grouped--green-yelow-4`
Magenta		**Web variable** • Option 1: `--now-color_grouped--magenta-2` • Option 2: `--now-color_grouped--magenta-3` • Option 3 (Accessible): `--now-color_grouped--magenta-4`
Orange		**Web variable** • Option 1: `--now-color_grouped--orange-2` • Option 2" `--now-color_grouped--orange-3` • Option 3 (Accessible): `--now-color_grouped--orange-4`
Pink		**Web variable** • Option 1: `--now-color_grouped--pink-2` • Option 2: `--now-color_grouped--pink-3` • Option 3 (Accessible): `--now-color_grouped--pink-4`
Purple		**Web variable** • Option 1: `--now-color_grouped--purple-2` • Option 2: `--now-color_grouped--purple-3` • Option 3 (Accessible): `--now-color_grouped--purple-4`
Teal		**Web variable**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

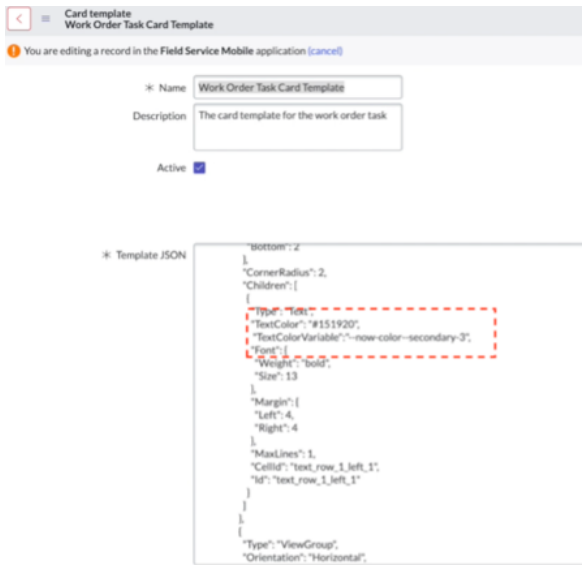
Grouped color palette (continued)

Color name	Example	Color options
		• Option 1: `--now-color_grouped--teal-2` • Option 2: `--now-color_grouped--teal-3` • Option 3 (Accessible): `--now-color_grouped--teal-4`
Yellow		**Web variable** • Option 1: `--now-color_grouped--yellow-2` • Option 2: `--now-color_grouped--yellow-3` • Option 3 (Accessible): `--now-color_grouped--yellow-4`

Color variable support for card view templates

Learn how to use color variables to change theming in your mobile card views.

Card view templates use the values in the **Template JSON** field to determine the appearance of a card. Use the following properties to include color variables in your cards.



- Text: TextColorVariable
- Background: ColorVariable
- HTMLText: TextColorVariable
- Standalone Icons: TextColorVariable
- Viewgroup: BackgroundColorVariable
- Onselect (defined in root-view attribute JSON): TextColorVariable and BackgroundColorVariable

Use these properties to assign a color using color variables from the UX Theme Properties [sys_ux_theme_property] table.

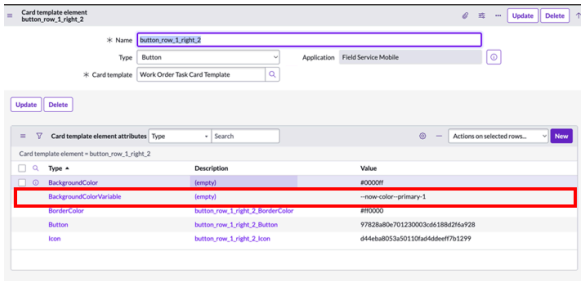
For details creating card templates, see Create a card template with Mobile Card Builder.

Color variable support for card view buttons

Learn how to use color variables to change theming in your mobile card view buttons.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use color variables in **Card template element attributes** to control color values for icon buttons on your mobile cards.



The following color variables are available to use:

- **BackgroundColorVariable**
- **BorderColorVariable**
- **TextColorVariable**

For more information on these attributes, see Card template element attributes.

Button style guide

Color	Example	Variables
Primary	Label	**Background** Mobile variable: `Primary` Web variable: `now-color--primary-1` **Text** Mobile variable: `Text Actionable` Web variable: `now-color_text--primary-actionable`
Secondary	Label	**Background** Mobile variable: `Background Primary` Web variable: `now-color_background--primary` **Text** Mobile variable: `Primary` Web variable: `now-color--primary-1` **Border (2px)** Mobile variable: `Primary` Web variable: `now-color--primary-1`
Positive	Label	**Background** Mobile variable: `Positive` Web variable: `now-color_alert--positive-3` **Text**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Color	Example	Variables
		Mobile variable: `Text Actionable` Web variable: `now-color_text--primary-actionable`
Destructive	Label	**Background** Mobile variable: `Destructive` Web variable: `now-color_alert--critical-3` **Text** Mobile variable: `Text Actionable` Web variable: `now-color_text--primary-actionable`

Bare	Text Button	**Background**
		
		Mobile variable: `Primary/Positive/Destructive`
		
		Web variable: `now-color--primary-1/`
		
		`now-color_alert--positive-3/`
		
		`now-color_alert--critical-3`
		
		Text
		
		Mobile variable: `Text Actionable`
		
		Web variable: `now-color_text--primary-actionable`
		
		Note: This button can be configured with primary, positive, or destructive color.

Disabled	Label	Use this style when the action is unavailable while offline. Can be used with all styles- primary, secondary, text/icon.

Color variable support for input descriptions

Learn how to use color variables to change theming in your mobile input descriptions.

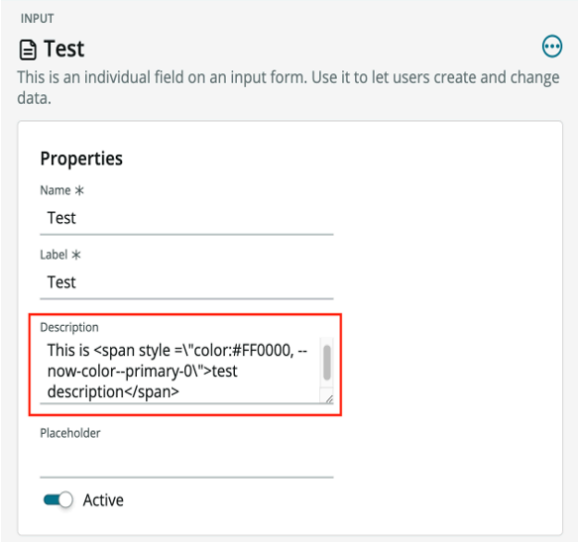
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use color variables in the **Description** field of your inputs to control text color.

Use color variables in the **Description** field of your inputs to control text color when **Description** field is configured as `HTML`.

For example, in addition to color hex values like `#FF0000`, you may use a color variable, such as `--now-color-primary-0`. For a list of available variables see Color theme considerations for mobile.

For details on inputs, see Configure an input form screen.



Input description color guide

Color variables are divided into Use the design guideline to identify the right color variable for your use case.

Alert color palette

Alert color palette colors highlight important statuses, states and tasks. Use alert colors to communicate a specific meaning rather than for decoration or organization.

Grouped color palette

Grouped color palette colors follow color conventions in a line of industry. Use these colors to show that the colored item is associated with a specific industry or line of business. The meaning of each color depends on context, but should remain consistent within your app.

Alert color palette

Color name	Example	Color variables

Critical	Highlighted text
	Highlighted text
		Mobile variable
		`alert--critical-0`
		Web variable
		`--now-color_alert--critical-0`

High	Highlighted text
	Highlighted text
		Mobile variable
		`alert--high-0`
		Web variable
		`--now-color_alert--high-0`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables

Warning	Highlighted text
	Highlighted text
		Mobile variable
		`alert--warning-0`
		Web variable
		`--now-color_alert--warning-0`

Moderate	Highlighted text
	Highlighted text
		Mobile variable
		`alert--moderate-0`
		Web variable
		`--now-color_alert--moderate-0`

Info	Highlighted text
	Highlighted text
		Mobile variable
		`alert--info-0`
		Web variable
		`--now-color_alert--info-0`

Positive	Highlighted text
	Highlighted text
		Mobile variable
		`alert--positive-0`
		Web variable
		`--now-color_alert--positive-0`

Low	Highlighted text
	Highlighted text
		Mobile variable
		`alert--low-0`
		Web variable
		`--now-color_alert--low-0`

Disabled	Highlighted text	**Mobile variable**
		`alert-disabled-background`
		Web variable
		`--now-color_background--secondary`

Critical (Alternate)	Highlighted text
	Highlighted t...
		Mobile variable
		`alert--critical-4`
		Web variable
		`--now-color_alert--critical-4`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alert color palette (continued)

Color name	Example	Color variables

High (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--high-4`
		Web variable
		`--now-color_alert--high-4`

Warning (Alternate)	Highlighted text	**Mobile variable**
		`alert--warning-4`
		Web variable
		`--now-color_alert--warning-4`

Moderate (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--moderate-4`
		Web variable
		`--now-color_alert--moderate-4`

Info (Alternate)	Highlighted text	**Mobile variable**
		`alert--info-4`
		Web variable
		`--now-color_alert--info-4`

Positive (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--positive-4`
		Web variable
		`--now-color_alert--positive-4`

Low (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert--low-4`
		Web variable
		`--now-color_alert--low-4`

Disabled (Alternate)	Highlighted text
	Highlighted text
		Mobile variable
		`alert-disabled-text`
		Web variable
		`--now-color_text--tertiary`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped color palette

Color name	Example	Color options
Blue	Highlighted text	**Web variable** `--now-color_grouped--blue-0`
Brown	Highlighted text	**Web variable** `--now-color_grouped--brown-0`
Gray	Highlighted text	**Web variable** `--now-color_grouped--gray-0`
Green	Highlighted text	**Web variable** `--now-color_grouped--green-0`
Green-Yellow	Highlighted text	**Web variable** `--now-color_grouped--green-yellow-0`
Magenta	Highlighted text	**Web variable** `--now-color_grouped--magenta-0`
Orange	Highlighted text	**Web variable** `--now-color_grouped--orange-0`
Pink	Highlighted text	**Web variable** `--now-color_grouped--pink-0`
Purple	Highlighted text	**Web variable** `--now-color_grouped--purple-0`
Teal	Highlighted text	**Web variable** `--now-color_grouped--teal-0`
Yellow	Highlighted text	**Web variable** `--now-color_grouped--yellow-0`
Blue (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--blue-4`
Brown (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--brown-4`
Gray (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--gray-4`
Green (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--green-4`
Green-Yellow (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--green-yellow-4`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped color palette (continued)

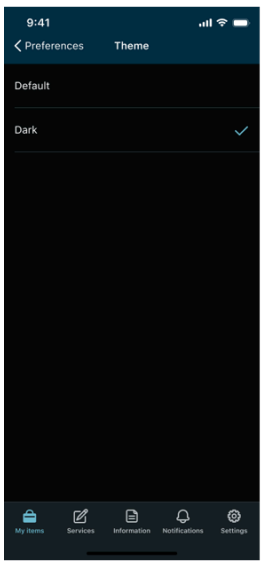
Color name	Example	Color options
Magenta (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--magenta-4`
Orange (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--orange-4`
Pink (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--pink-4`
Purple (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--purple-4`
Teal (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--teal-4`
Yellow (Alternate)	Highlighted text	**Web variable** `--now-color_grouped--yellow-4`

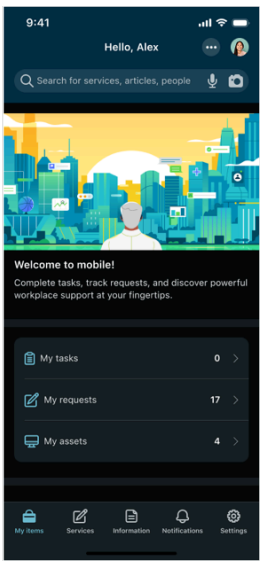
Next Experience dark theme support for mobile

Switch between theme variants in ServiceNow® applications.

Use a dark theme on the Mobile Agent and Now Mobile apps to improve focus and readability, and accessibility. Dark theme support is available in the following areas of your mobile apps:

- Native mobile screens and components
- Embedded web screens
- Virtual Agent
- Performance Analytics and Reporting dashboards





Enable dark theme on your instance

Administrators can enable dark mode on an instance using the `glide.ui.polaris.dark_themes_enabled` system property. For details on dark theme configuration, see Working with the dark theme.

Note: Dark theme is available as part of the Next Experience UI. You must activate this UI to enable dark theme. For details see Considerations for activating Next Experience.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

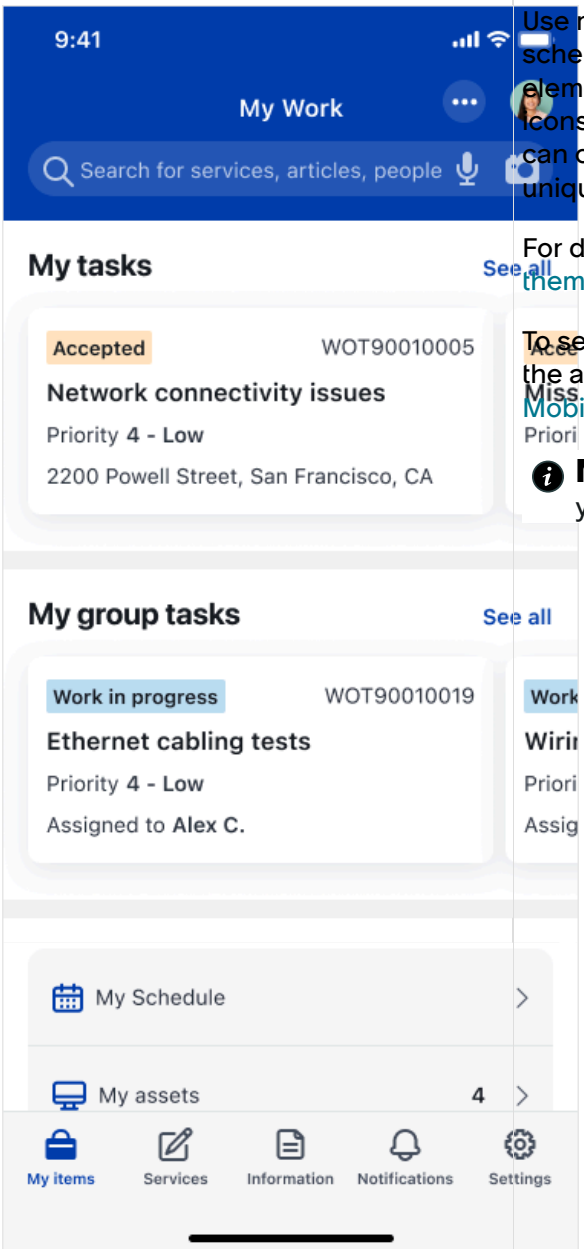
Access dark theme in the mobile UI

As a user, you can switch between the default and dark theme in the **Preferences** section of the **Settings** tab. For details see Theme settings.

Legacy mobile theming

Use themes on your mobile applications so that your customers and employees can recognize your unique company identity.

Important: Use legacy mobile theming on Tokyo and earlier ServiceNow® instances. For Utah and later releases, see Next Experience theming for mobile.



Use mobile themes to change the color scheme of your mobile apps. The colors for elements such as headers, links, buttons, and icons can be controlled using themes. You can configure each of your mobile apps with a unique theme.

For details on creating a theme, see Create a theme for your mobile applications.

To see how your selected theme colors affect the appearance of your mobile apps, see the Mobile theme color guidelines.

Note: You can configure themes on your apps without custom branding.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Virtual Agent theming

Theming for virtual agent is handled separately from mobile theming. For details on configuring the appearance of Virtual Agent, see Branding your chat client.

Create a theme for your mobile applications

Use mobile themes to give your applications a unique appearance that works with your company identity.

Before you begin

Role required: admin

About this task

Important: Use legacy mobile theming on Tokyo and earlier ServiceNow® instances. For Utah and later releases, see Next Experience theming for mobile.

Note: Certain elements, such as banner text color, are not configurable with legacy theming and require Next Experience theming. For details, see Next Experience theming for mobile.

Procedure

1. Navigate to Create a theme with Theme Builder.
   Follow the instructions to create your theme.
2. Navigate to Publish your themes with Theme Builder.
   Follow the instructions to publish your theme.

What to do next

After you configure a mobile theme, you can apply the mobile theme to your mobile apps. For details, see Assign a theme to your mobile application.

Assign a theme to your mobile application

After you configure a mobile theme that reflects your company identity, you can assign the theme to your mobile applications.

Before you begin

Role required: admin

Important: Use legacy mobile theming on Tokyo and earlier ServiceNow® instances. For Utah and later releases, see Next Experience theming for mobile.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Mobile app configs** from the menu.
4. Open the mobile app configuration where you want to apply your theme.
5. Scroll down to locate the Client Theme section, select **Choose**, and then select the desired mobile app theme record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For information about creating a mobile theme, see Create a theme for your mobile applications.

6. Select **Save**.

Mobile theme color guidelines

Learn how the colors that you select in your mobile themes are applied on your mobile applications.

Important: Use legacy mobile theming on Tokyo and earlier ServiceNow® instances. For Utah and later releases, see Next Experience theming for mobile.

Color choice considerations

Consider the following information when you select colors for your mobile applications:

- How your color choices look with colors in other parts of the app, such as your screen icons and UI styles. Avoid using too many colors. Simple designs of two to three colors result in a cleaner, more accessible layout.
- How your color choices look with colors in other elements that may display within your app. Elements like knowledge articles and service portal pages may appear in your apps. Avoid color schemes that don't work well with your existing elements.
- How higher contrast, complementary colors can guide your user's focus. Use color selection to highlight areas of your apps that require your user's attention.
- How color can be used to provide contrast for greater readability. In areas where text appears, ensure that your text and background colors have a high level of contrast to accommodate both low-vision and color-blind users.

Important: Currently, ServiceNow® mobile Android apps do not support using #RGB notation to specify theme colors for the apps. However, #RRGGBB notation is supported by both iOS and Android apps.

Theme color locations in mobile apps

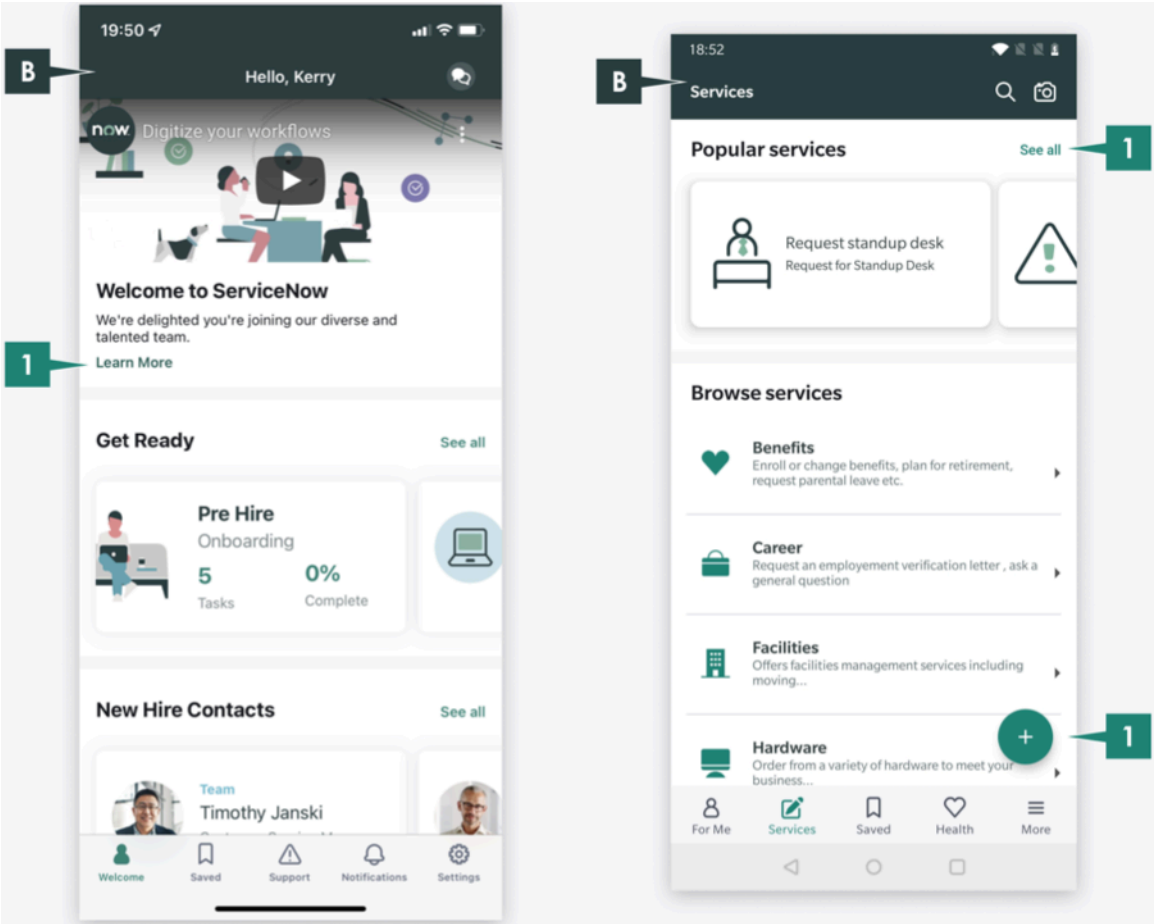
This example shows the colors that are used in the default mobile app theme. Use the numbers in this image to see where these colors appear in the different areas of your mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile Features

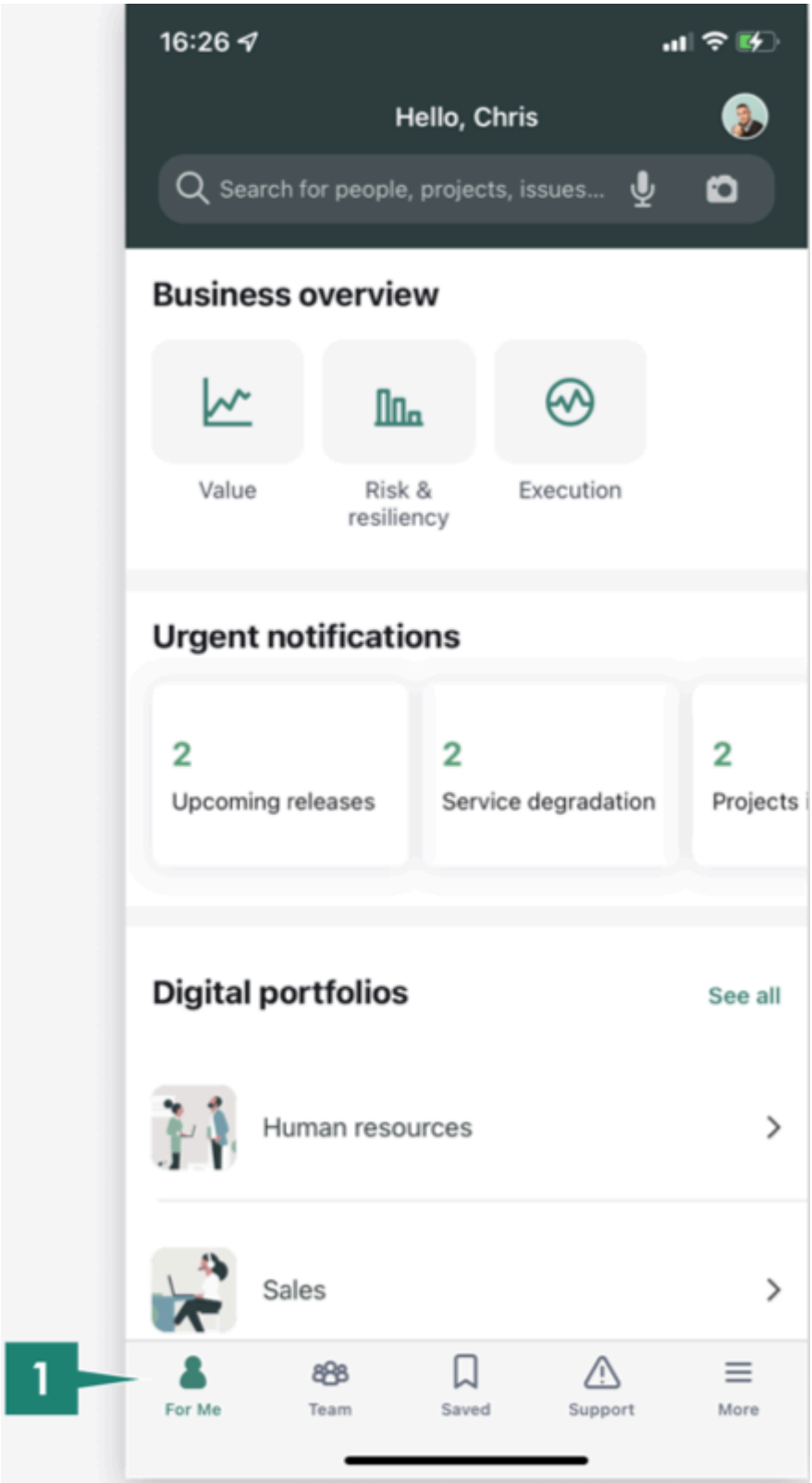
Use the following figures to see how your color choices affect the elements within your mobile apps.

Application Launch Page



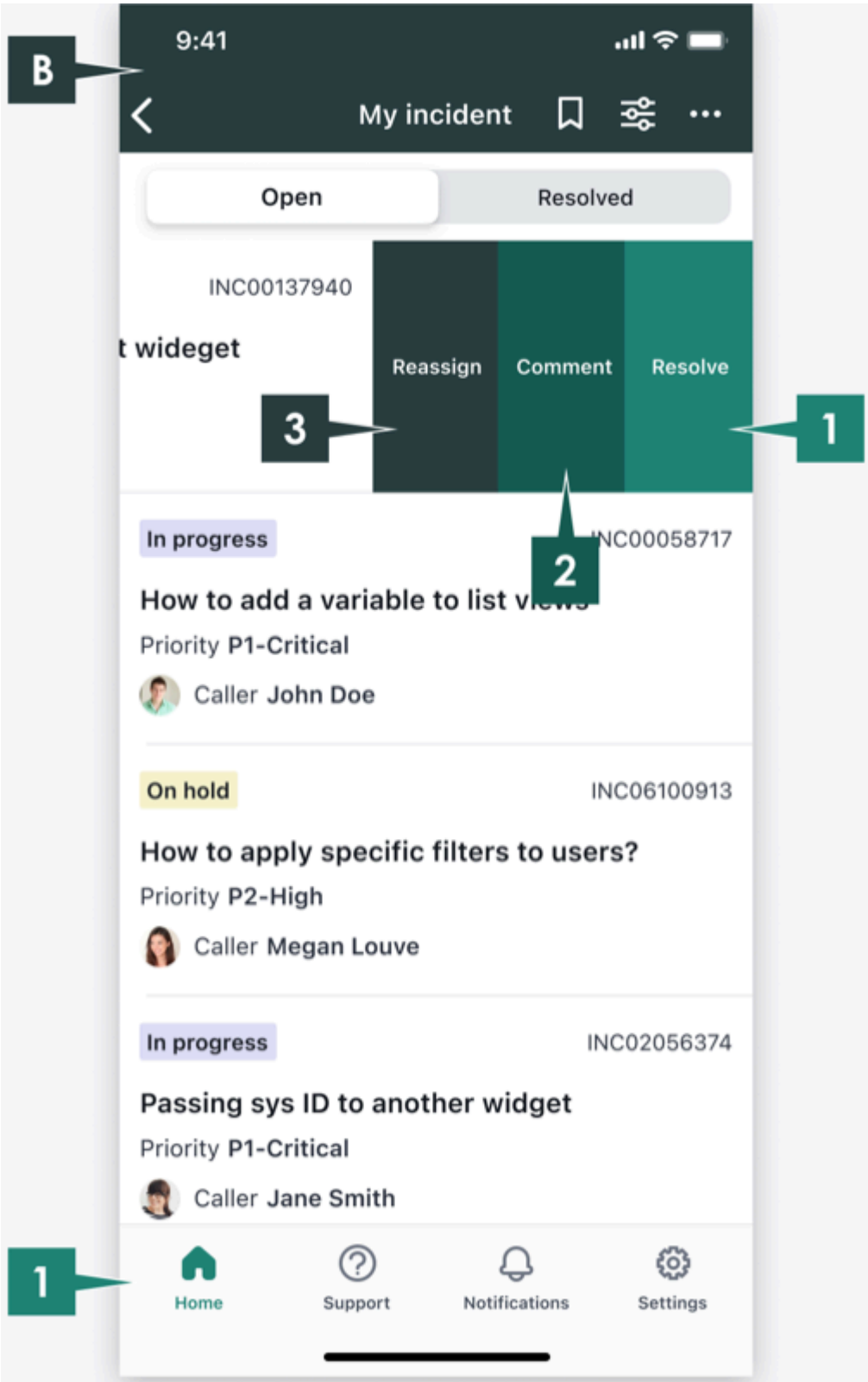
Navigation Bar

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



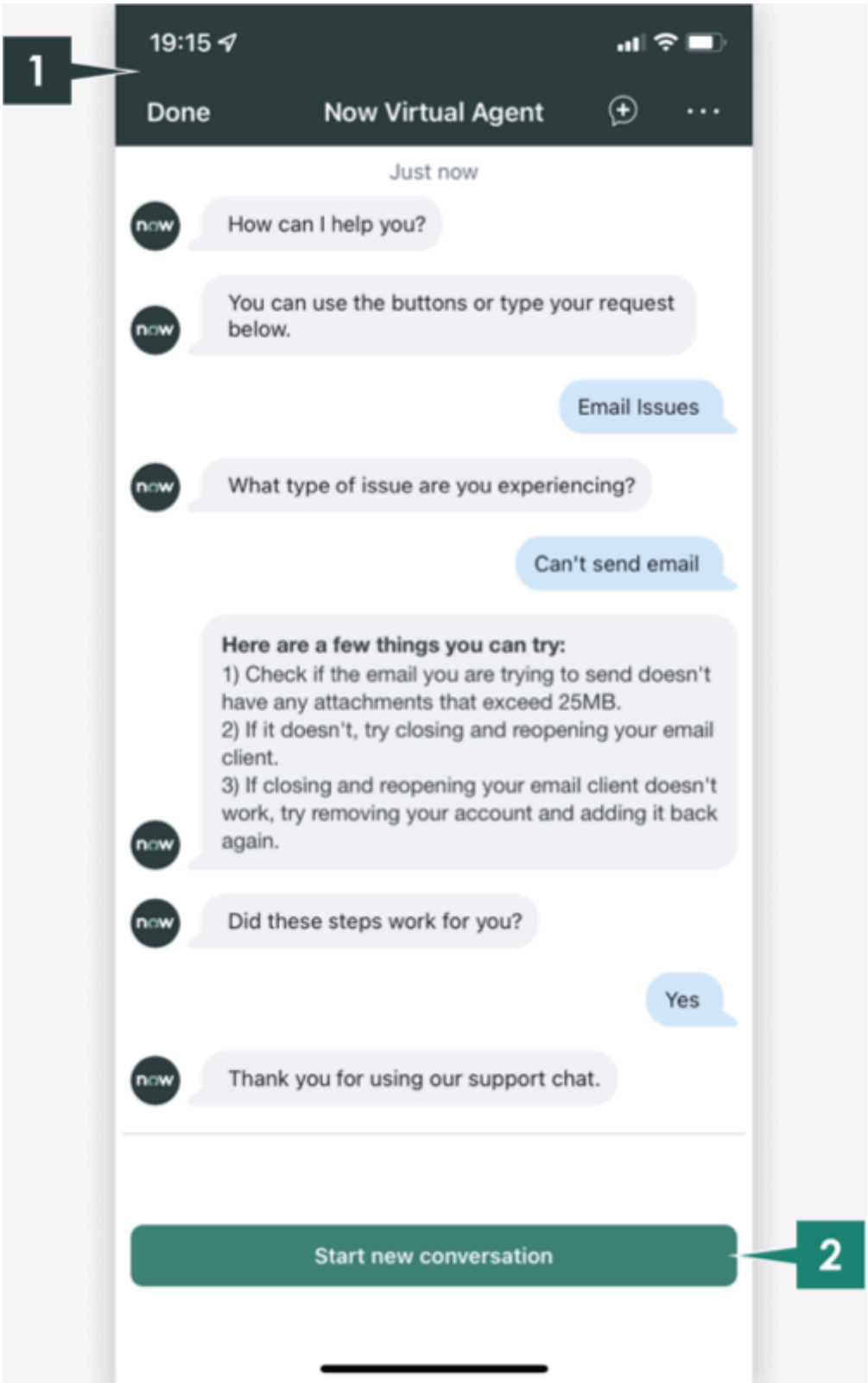
List

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



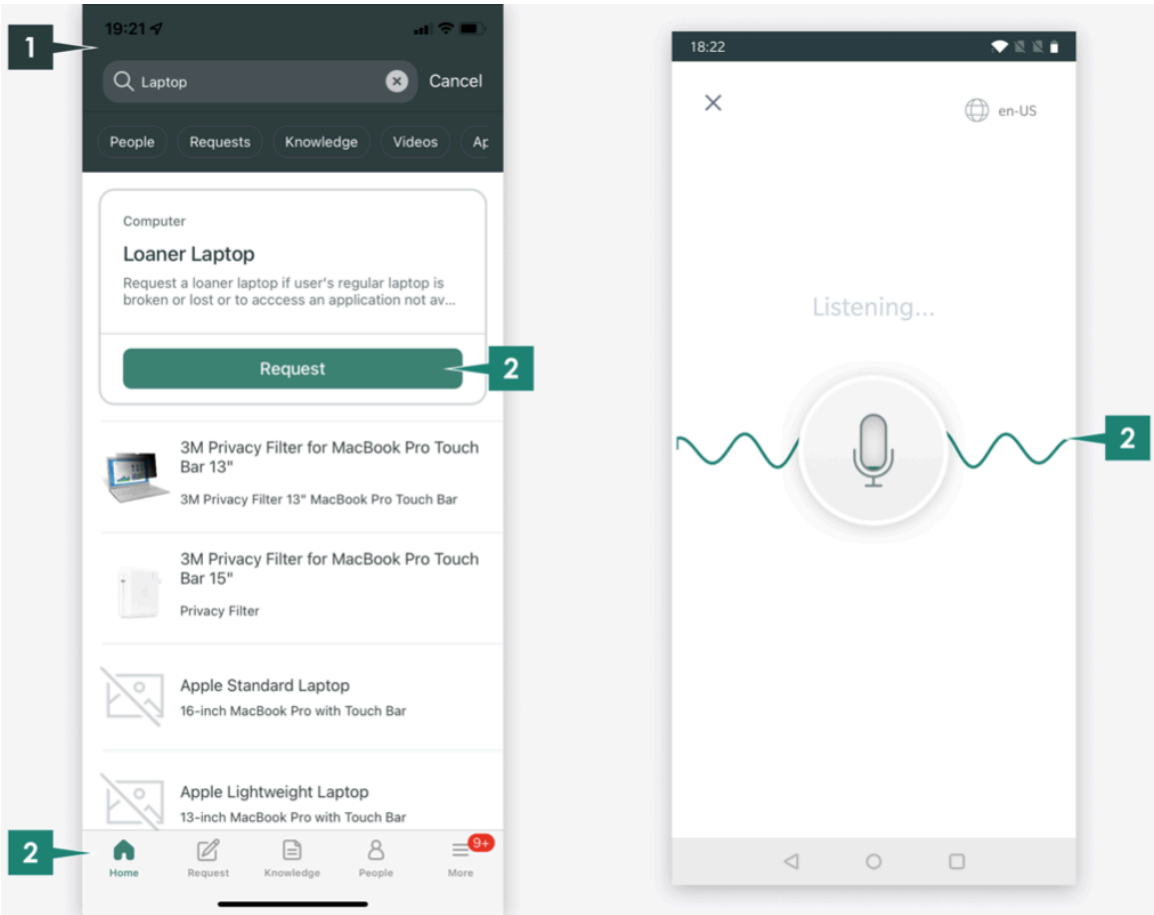
Virtual Agent

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



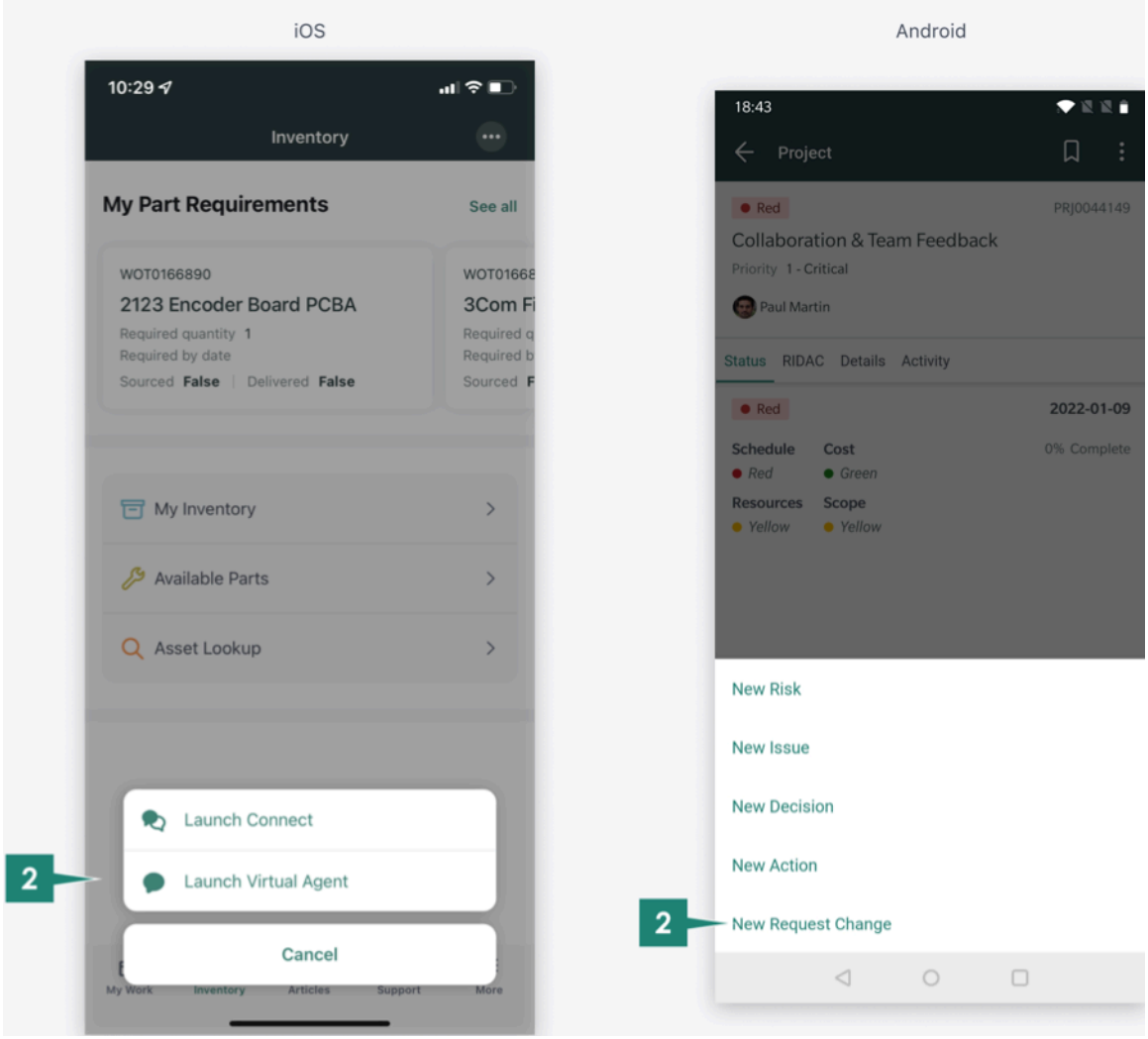
Search

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Actions

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

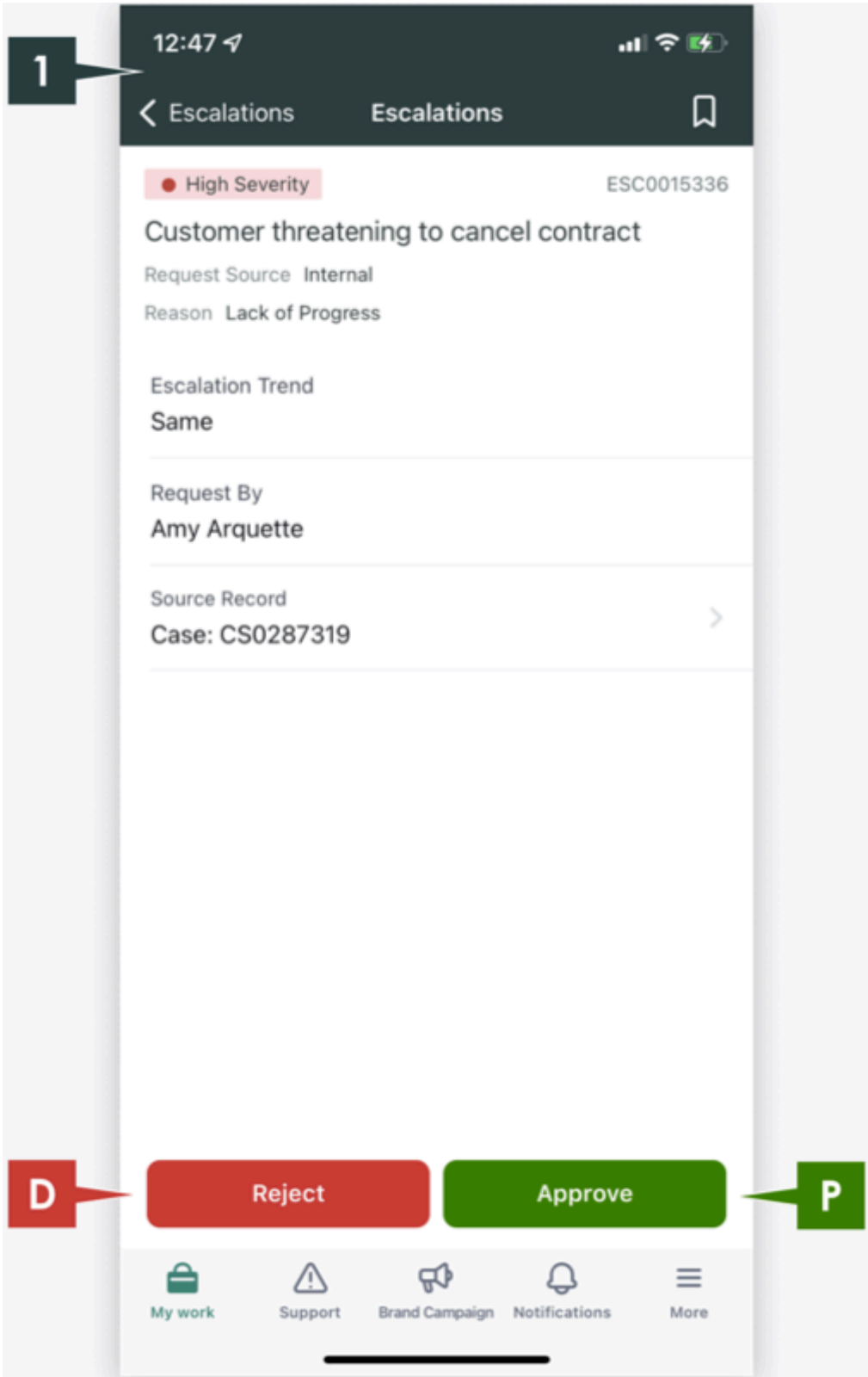


Record screen and components

Use the following figures to see how your color choices affect a record screen and its components within your mobile apps.

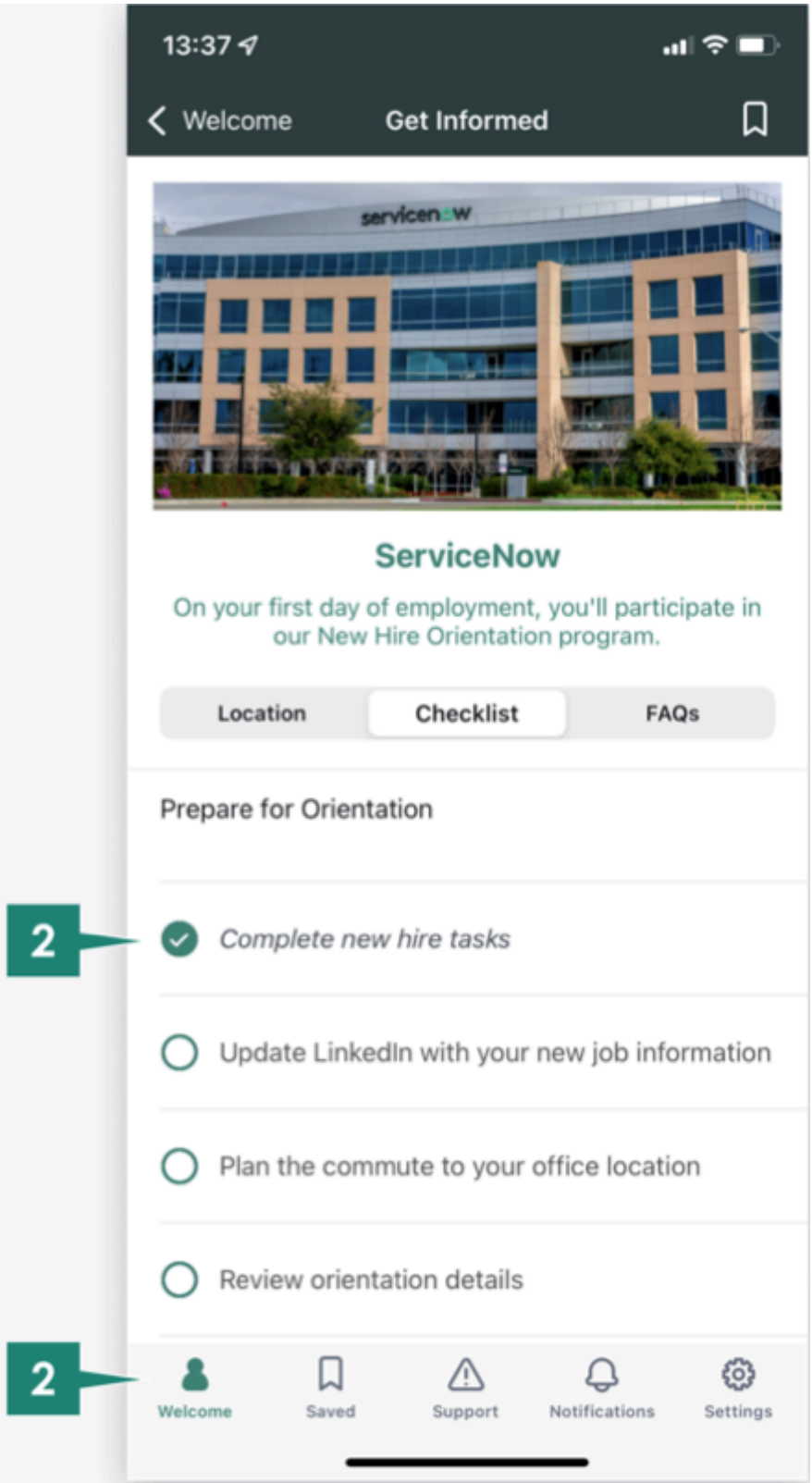
Record screen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



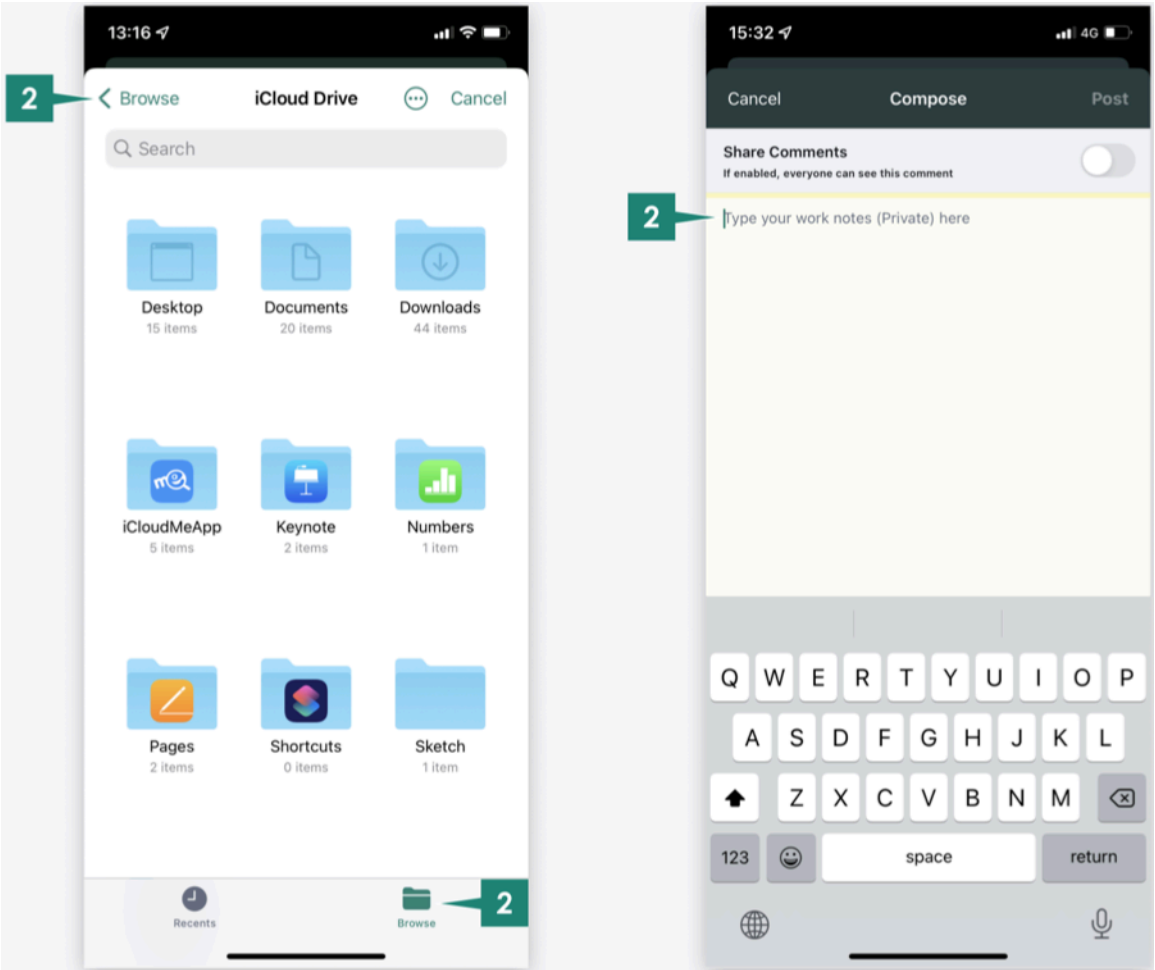
Checklist

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



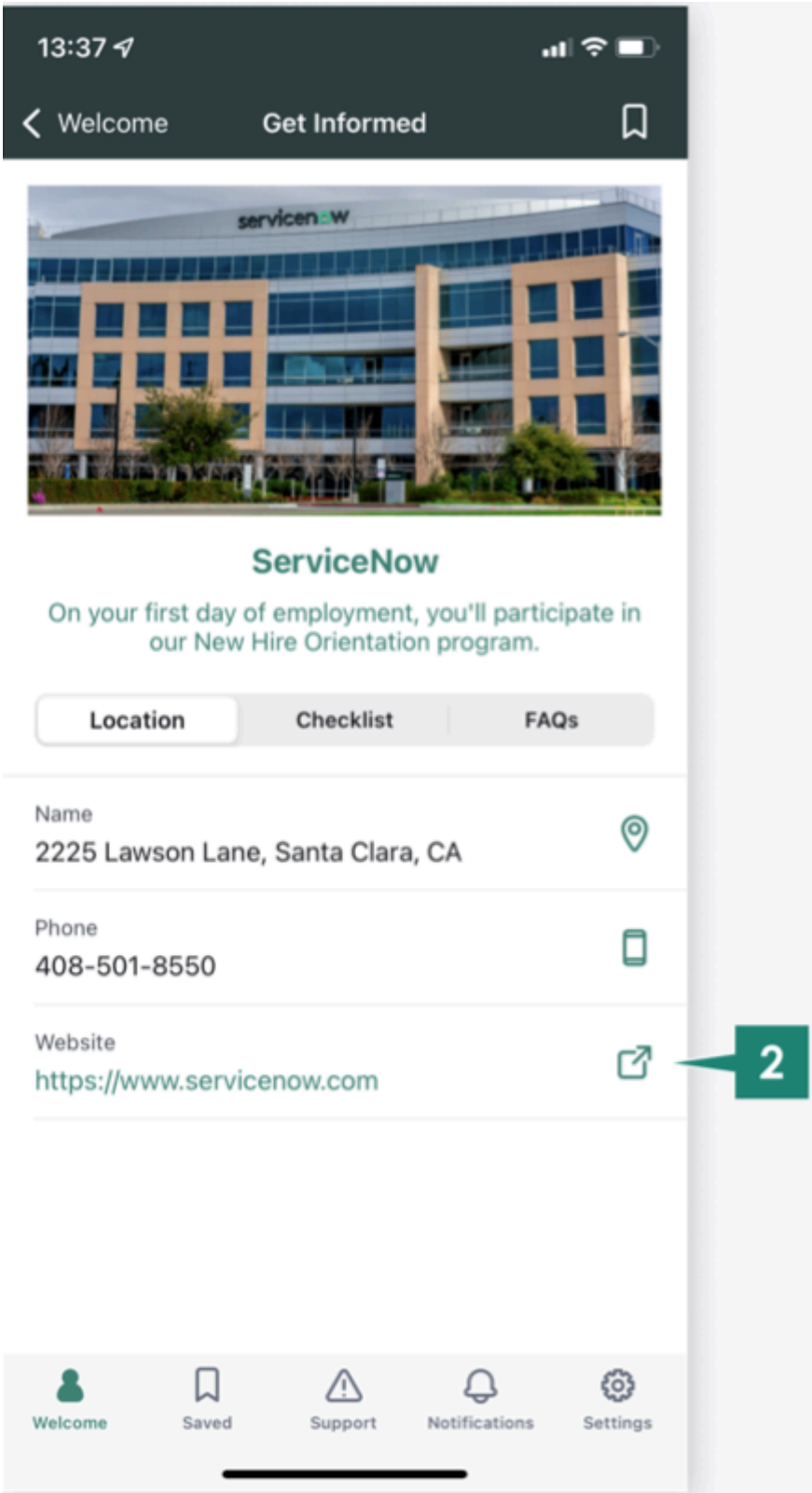
Activity stream

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



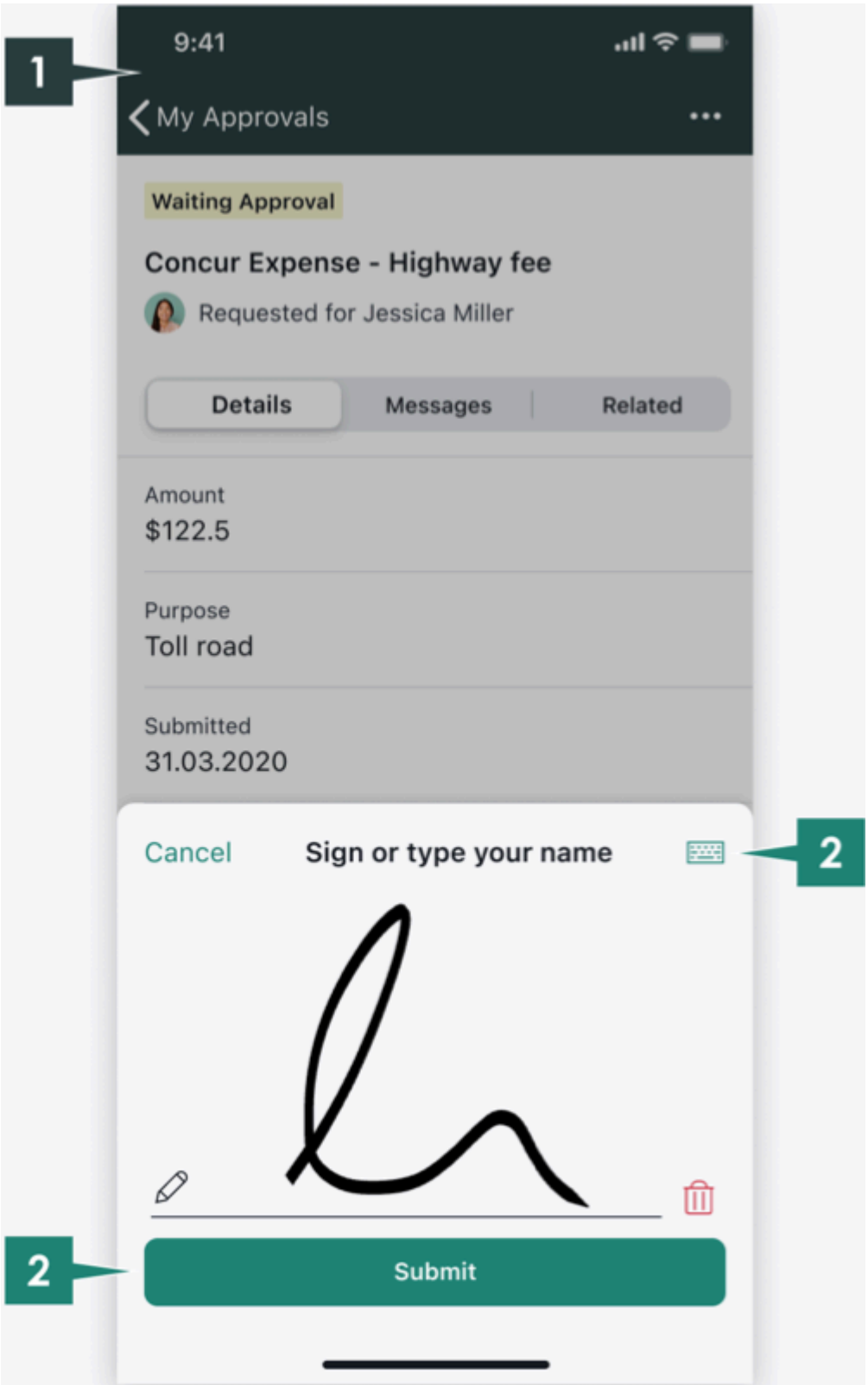
Links

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



E-signature

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

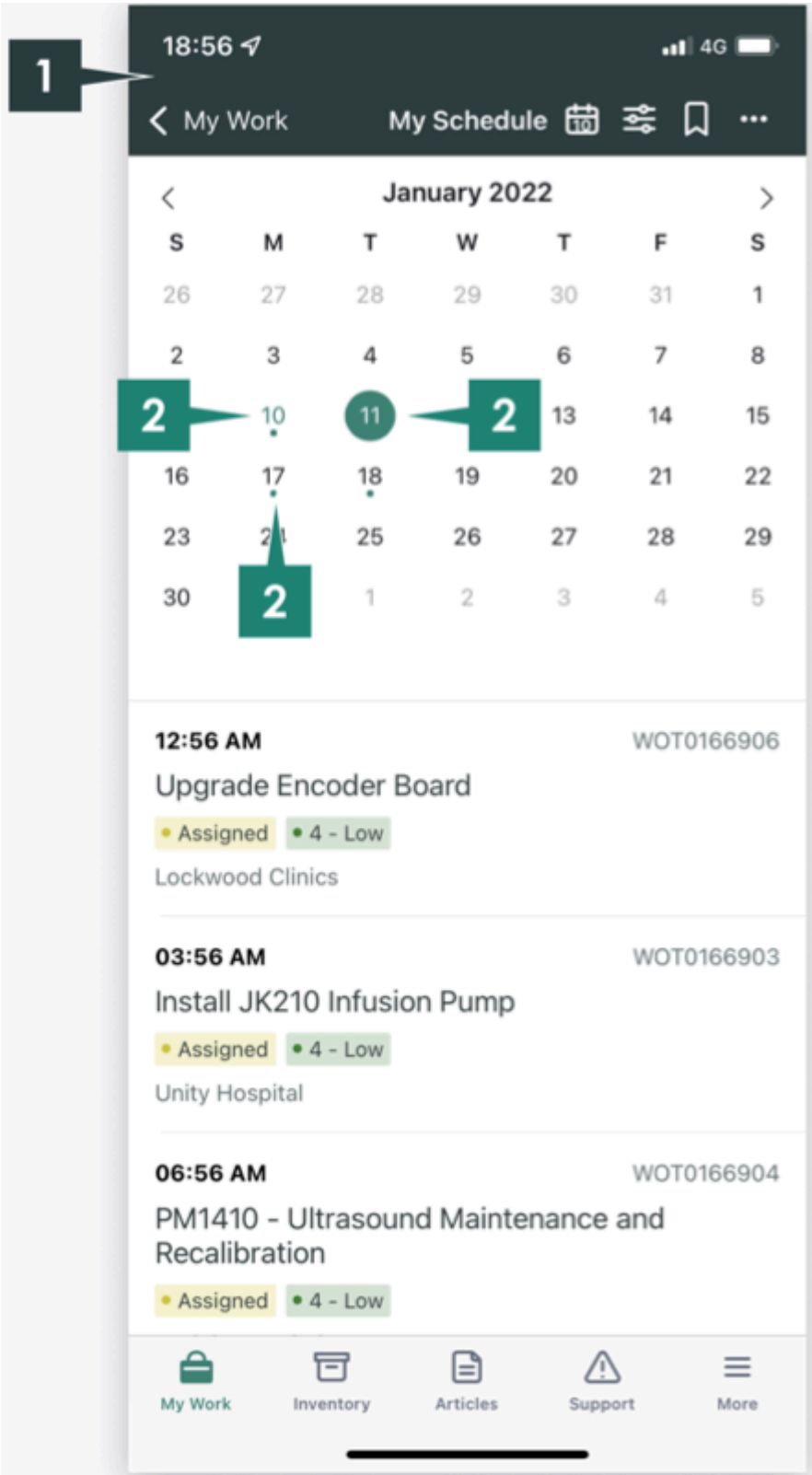


Screen templates

Use the following figures to see how your color choices affect the various screen templates within your mobile apps.

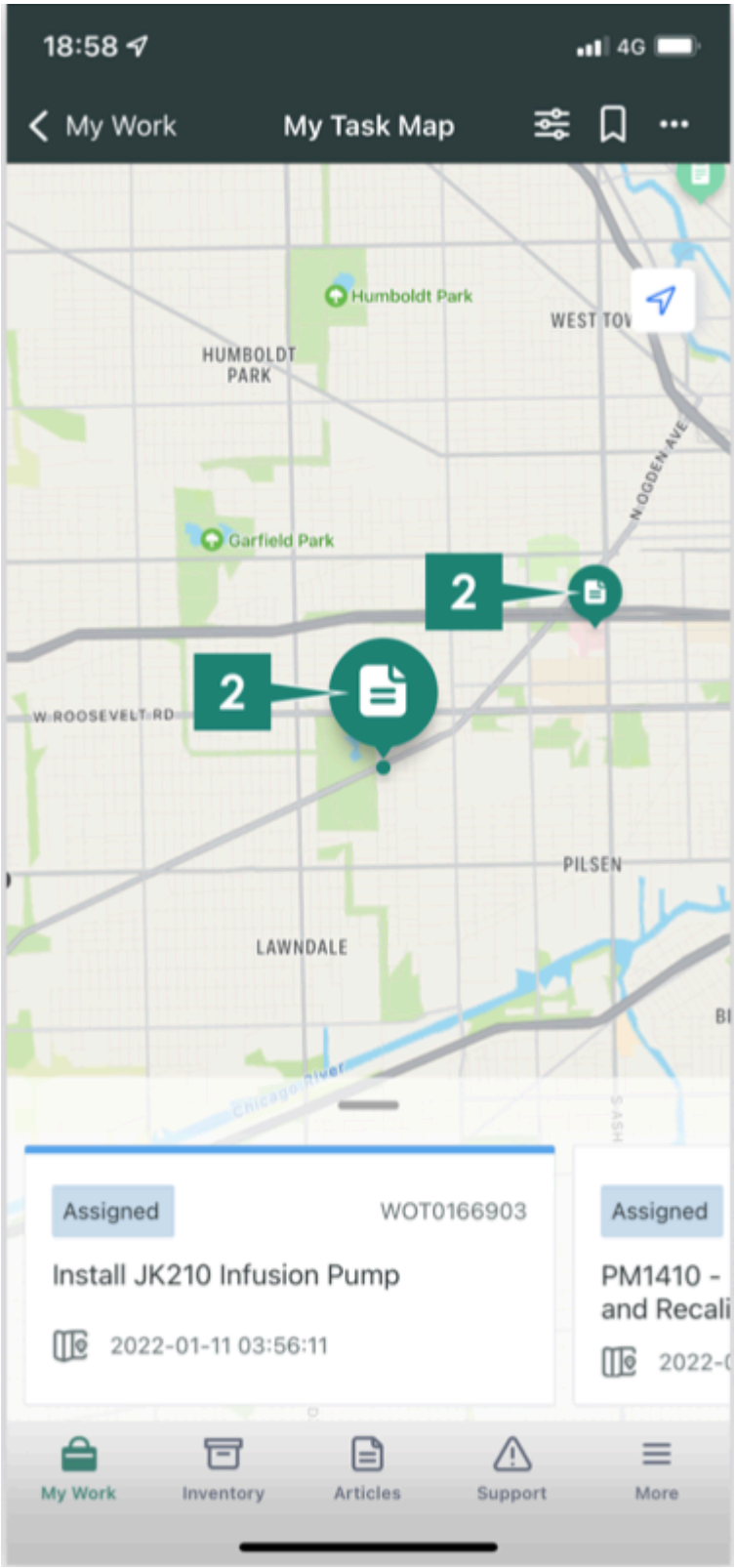
Calendar

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Map

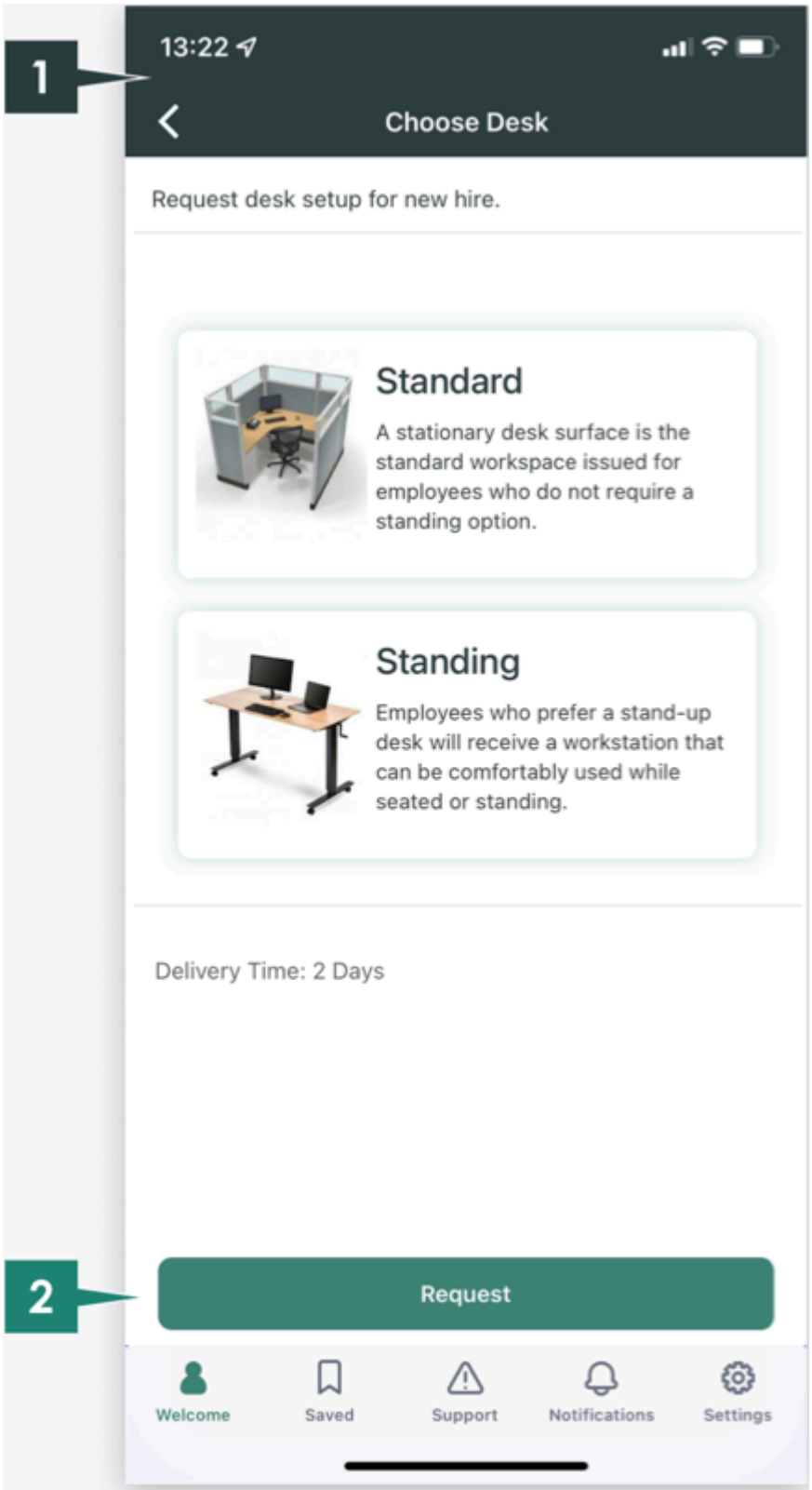
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Note: The **Pin color** field in the list stream record that is associated to your map screen determines the color of the pins on your maps.

URL template

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

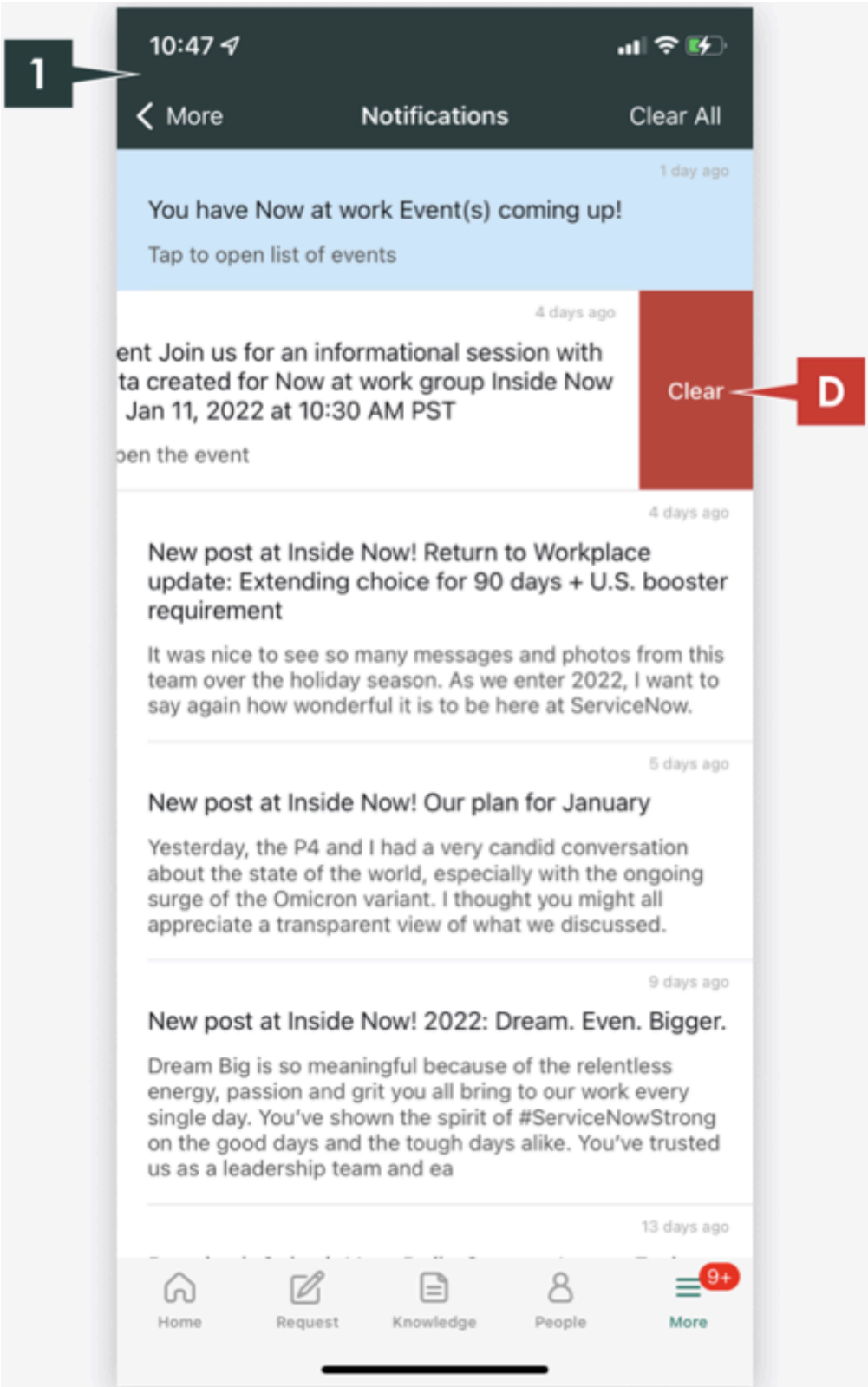


Settings and notifications

Use the following figures to see how your color choices affect the various settings and notification screens within your mobile apps.

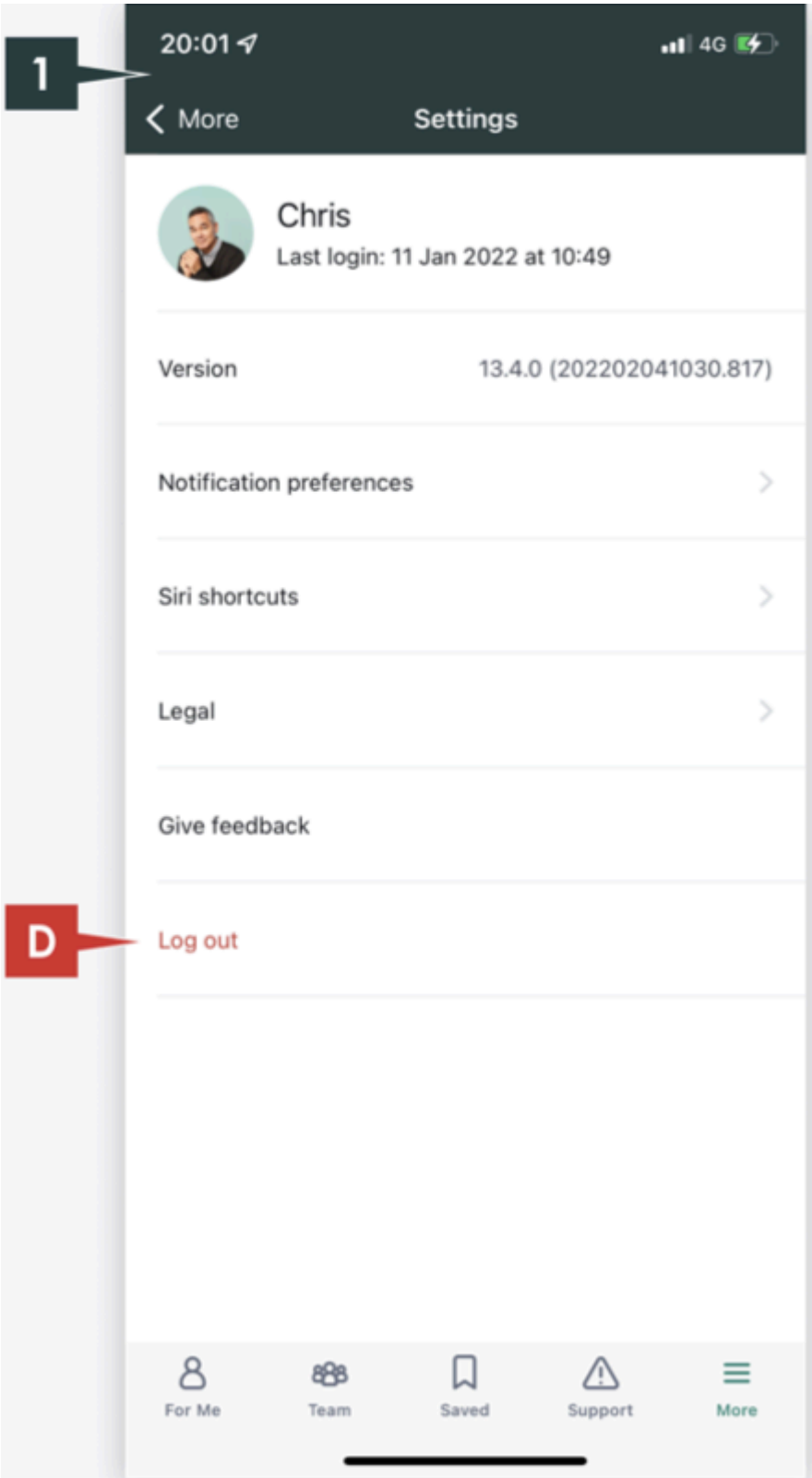
Notifications

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



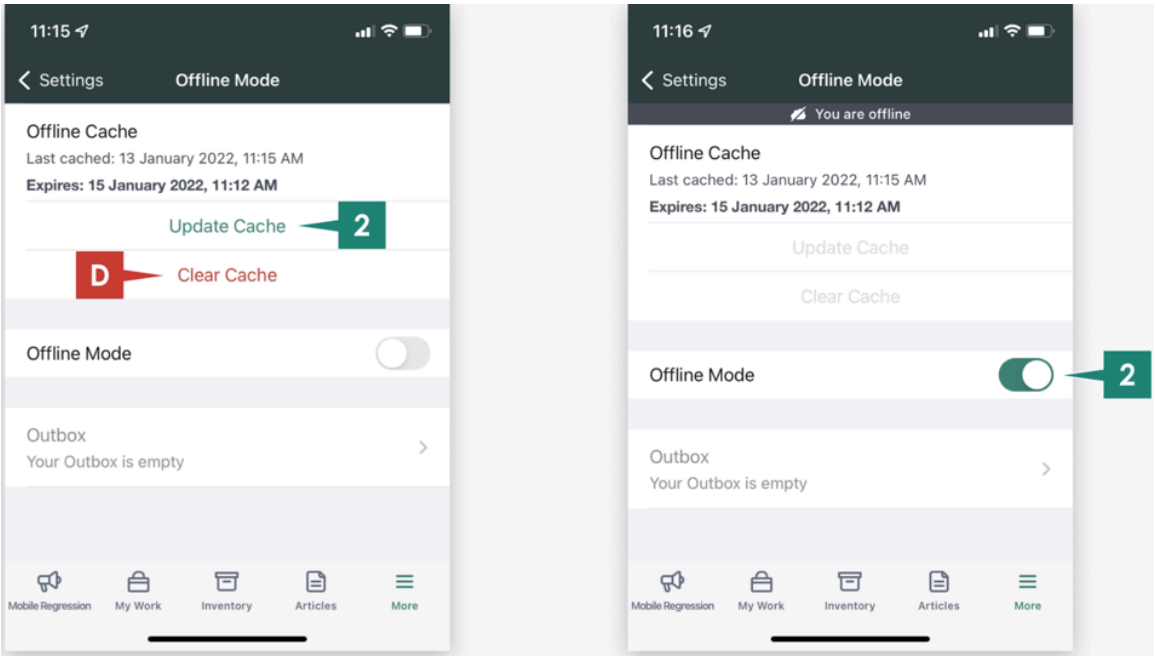
Settings

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

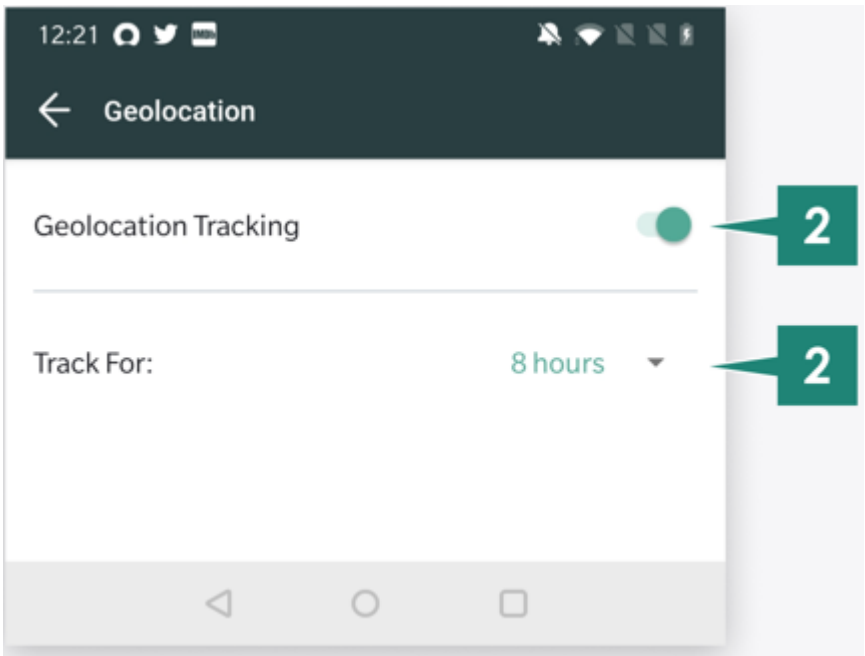


Offline mode settings

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

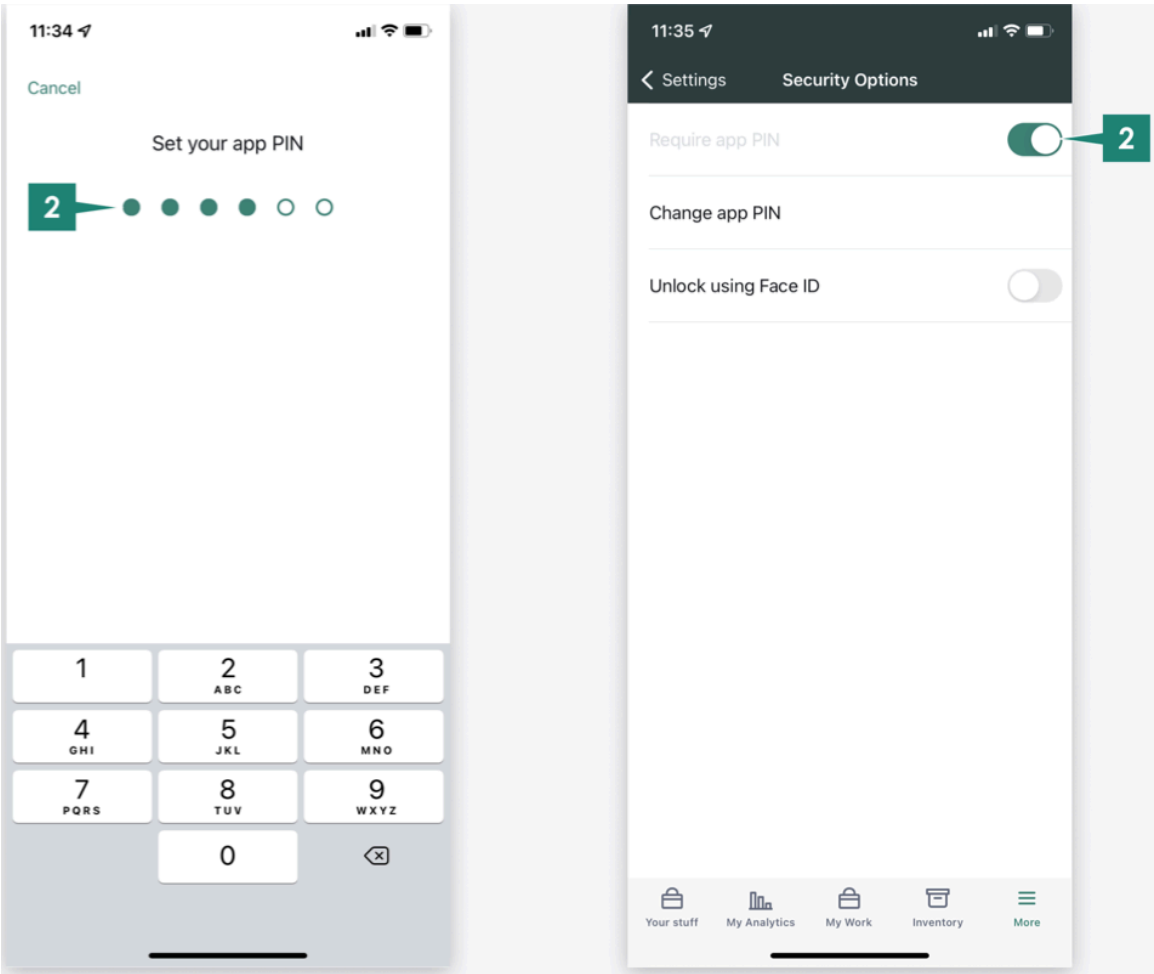


Geolocation settings

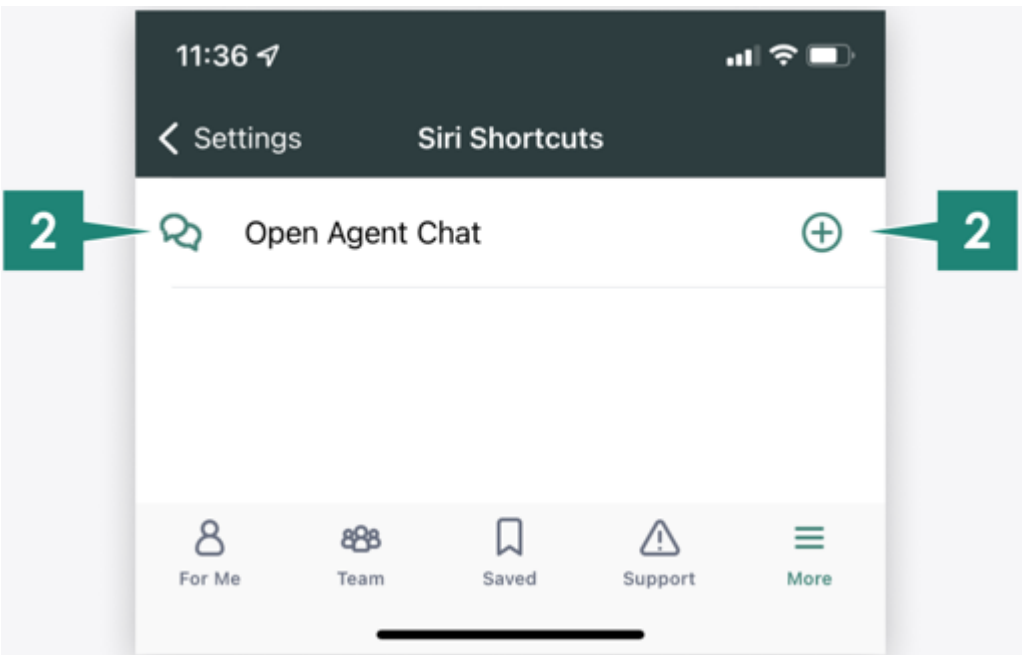


PIN settings

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Siri shortcuts settings (iOS Only)

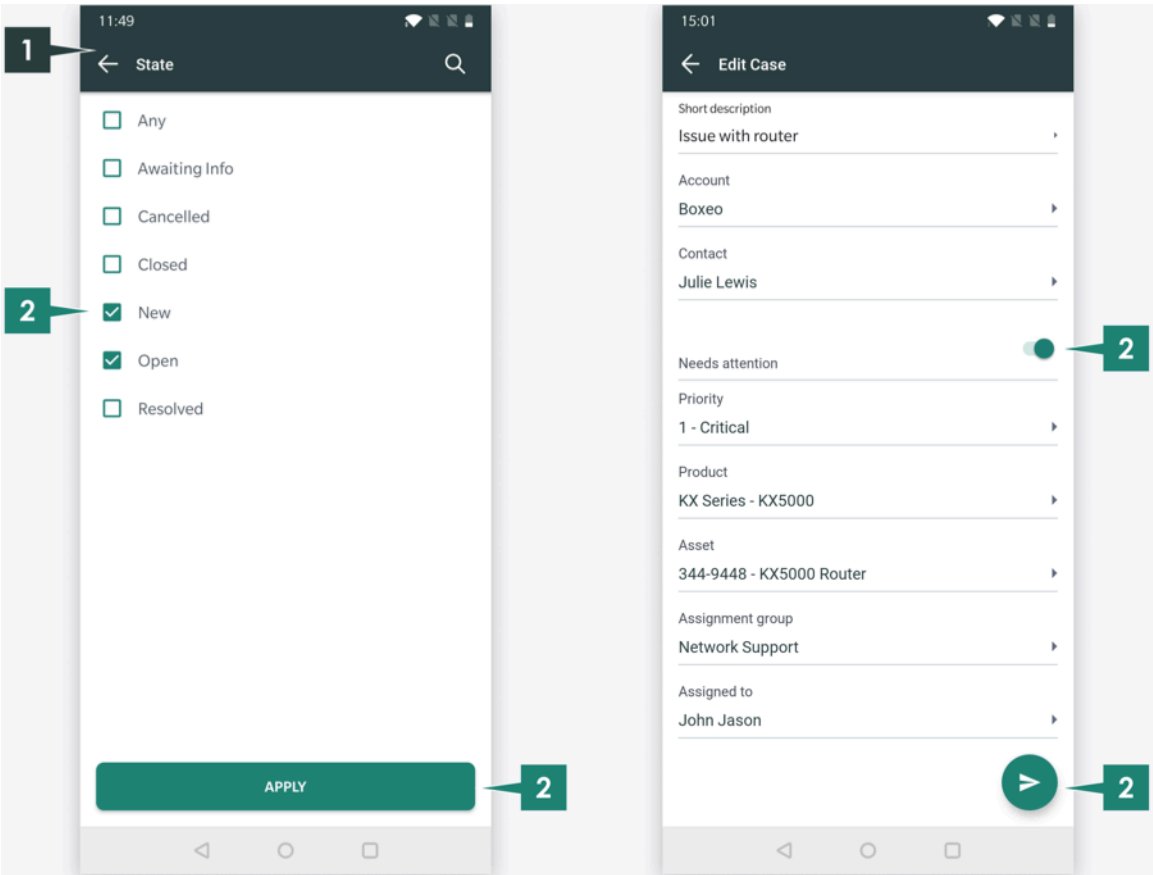


Modals

Use the following figures to see how your color choices display in your Android and iOS modals.

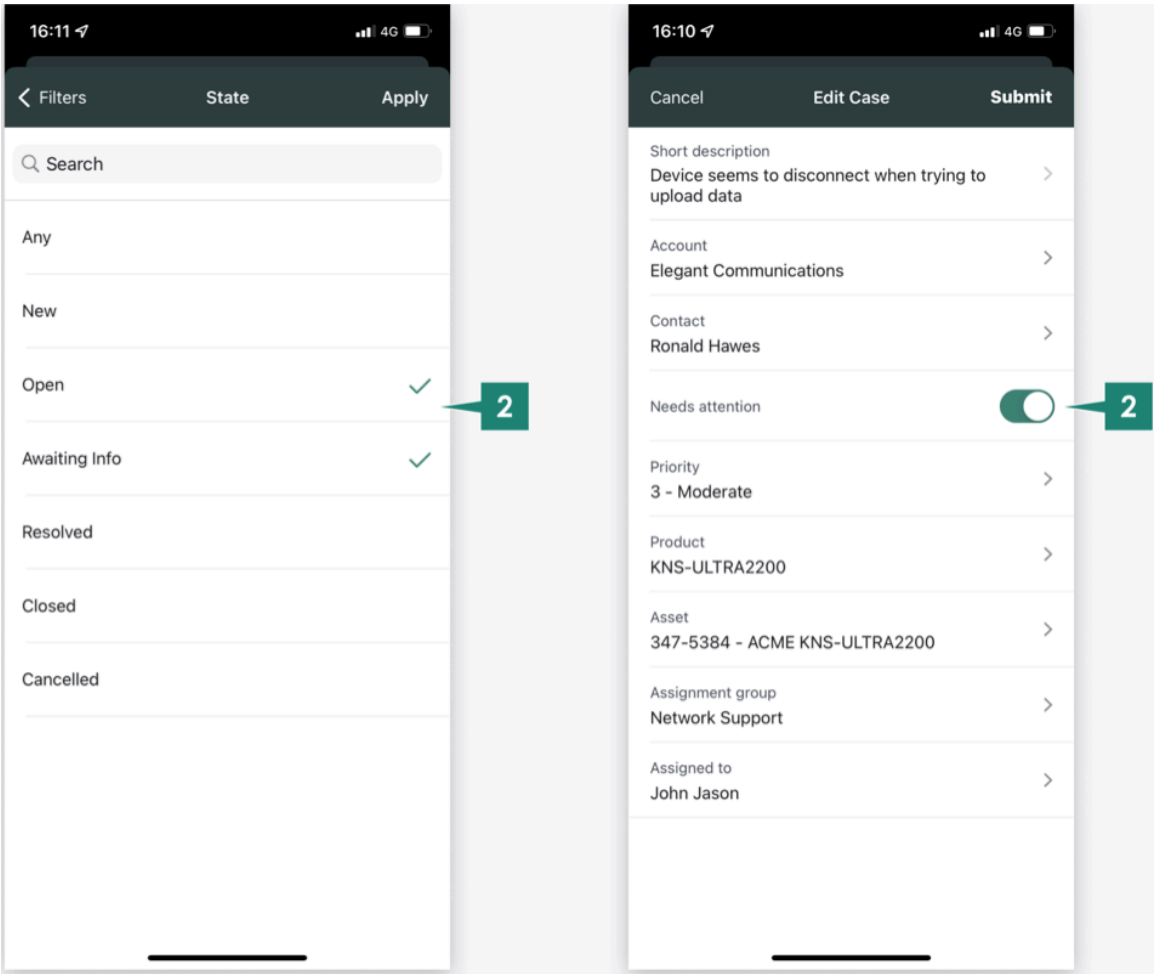
Android modals

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



iOS modals

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Button emphasis considerations

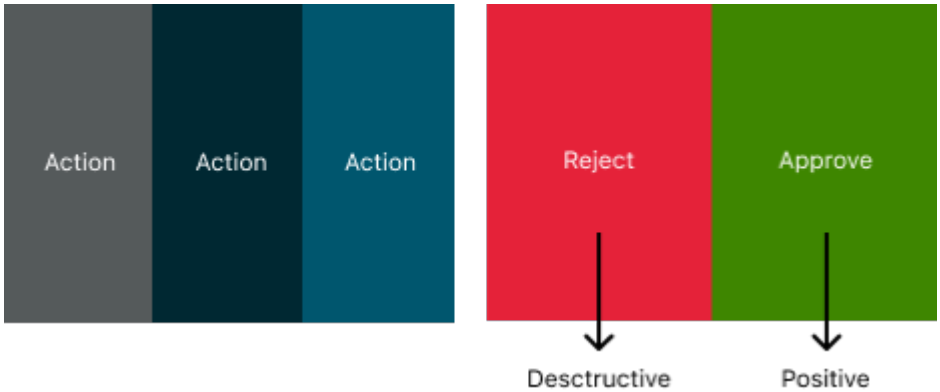
Use button emphasis to define the appearance and color of function buttons throughout your mobile app. The appearance and color of function buttons helps users identify the types of actions they trigger.

Important: Use legacy mobile theming on Tokyo and earlier ServiceNow® instances. For Utah and later releases, see Next Experience theming for mobile.

Select the mobile theme colors for button emphasis throughout your mobile app. You can define different colors to compliment your branding guidelines and you can vary your selection according to different locations on your mobile app.

The available theme colors for button emphasis are primary, secondary, tertiary, positive, and destructive. The following diagram shows the default colors that are available. For more information, see Mobile theme color guidelines.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure button emphasis according to function location

Configure button emphasis in different locations within your mobile app to help users identify the type of functions they can activate.

Before you begin

Role required: admin

> **Important:** Use legacy mobile theming on Tokyo and earlier ServiceNow® instances. For Utah and later releases, see Next Experience theming for mobile.

About this task

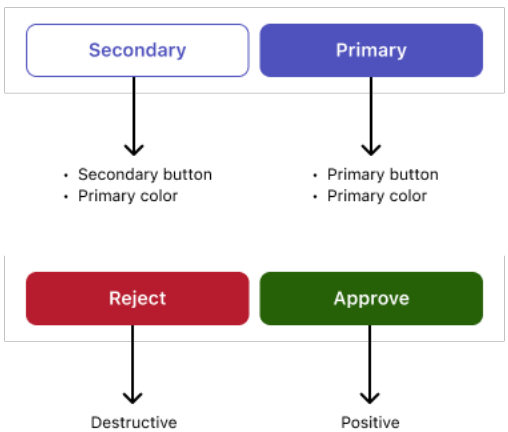
Button emphasis configuration is performed in web-based UI. For more information, see Associate a function with a location in the app. Starting from San Diego additional colors are included in the release, and button emphasis is supported in additional locations. These colors are configured in the web-based UI for the listed screen locations.

Procedure

1. Navigate to **All**.
2. In the filter navigator, enter `sys_sg_button_instance.list`, to open the Function instances table.
3. Select either a new or existing record.
4. Select a button emphasis for the chosen function location type.

Function location	Action
Swipe action	**a.** In the **Location** field, select either **Trailing swipe** or **Leading swipe**. **b.** In the **Button emphasis** field, select either **Destructive** or **Positive**. **Note:** If you select **None** the color is dynamically assigned based on the swipe button location. This color can be defined as either primary, sec ondary, or tertiary. **c.** Configure the other fields in the table as re quired. **d.** Select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Function location	Action
Top menu action or Quick action function	**a.** In the **Location** field, select either **Top** or **Quick Action** **b.** In the **Button emphasis** field, select either **Destructive** or **Positive**. **Note:** If you select **None**, the color is the primary theme color. **c.** Configure the other fields in the table as required. **d.** Select **Submit**.
Footer function or Media section	**a.** In the **Location** field, select **Footer**. **b.** In the **Button emphasis** field, select either **Primary**, **Destructive**, **Secondary**, or **Positive**. **Note:** If you select **None**, the color is the primary theme color. **c.** Configure the other fields in the table as required. **d.** Select **Submit**. **Button emphasis options for footer functions** 

Configuring screen reader support in mobile

Screen reader support (known as VoiceOver for iOS devices and TalkBack for Android devices) in mobile provides an audible description of what is displayed on your mobile screen. These can be elements like the content of mobile cards, the icons of the navigation bar, or the data within a list screen.

Users enable screen reader support by navigating to the settings area on their mobile device and selecting the appropriate options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For ServiceNow mobile apps, the screen reader automatically processes text to be read from either hard-coded text or the **Translation** fields. However, some of the elements that the screen reader accesses doesn't contain meaningful content. An example of this are button names that are defined as an icon type. In such circumstances there is an option to add an alternative text value.

Adding voiceover text for buttons defined as icon type within cards

Screen reader support provides voiceover text for elements on the screen. However, elements like buttons that are defined as icon type may require additional configuration. Alternative text is added to these elements enabling the screen reader to read the content of the button within cards.

Before you begin

Role required: admin

About this task

You can define alternative text for buttons defined as icon types within both cards and card templates. This topic covers the configuration for cards. For more information about creating buttons defined as icon type, see Configure an icon UI section.

Procedure

1. Navigate to **All**.
2. In the filter navigator, enter `sys_sg_view_config.list` to open the Cards page.
3. Select the card that contains a button defined as an icon type.
4. In the Card page of the selected card, select the **Card elements** tab in the **Related Links** area of the screen.
5. Select one of the card button elements, where you want to add the alternative text.
   The Card element page displays.
6. Select **New**, in the **Card element attributes** area.
   The Card element attribute page displays.
7. In the **Type** field, enter the text `AlternateTextValue`.
8. In the **Translatable value** field, enter the text to be read out by the screen reader.
9. Select **Submit**.
10. Select **Update** in the Card element page.

Adding voiceover text for buttons defined as icon type within card templates

Screen reader support provides voiceover text for elements on the screen. However, elements like buttons defined as icon type may require additional configuration. Alternative text is added to these elements enabling the screen reader to read the content of the button within card templates.

Before you begin

Role required: admin

About this task

You can define alternative text for buttons defined as icon types as card elements within both cards and card templates. This topic covers the configuration for card templates. For more information about creating buttons defined as icon type, see Configure an icon UI section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All**.
2. In the filter navigator, enter `sys_sg_view_template.list` to open the Card templates page.
3. Select the card template that contains a button defined as an icon type.
   The Card template page displays.
4. In the Card template elements area of the page, select one of the card button element templates, where you want to add the alternative text.
   The Card template element page displays.
5. Select **New**, in the **Card template element attributes** area.
   The Card template element attribute page displays.
6. In the **Type** field, enter the text `AlternateTextValue`.
7. In the **Translatable value** field, enter the text to be read out by the screen reader.
8. Select **Submit**.
9. Select **Update** in the Card template element page.

Displaying campaigns on ServiceNow mobile

Use campaigns to deliver messages and important information to your users. You can set up and display a campaign on ServiceNow mobile.

Mobile campaigns enable you to share curated content using a scrolling list of images. You can mix any of three card types in the carousel: video, image, and text. At the bottom of the campaign cards, dots represent up to eight cards and numbers more than eight cards. A mobile campaign, with its carousel format, is most effective when displayed at the top of the mobile home page.

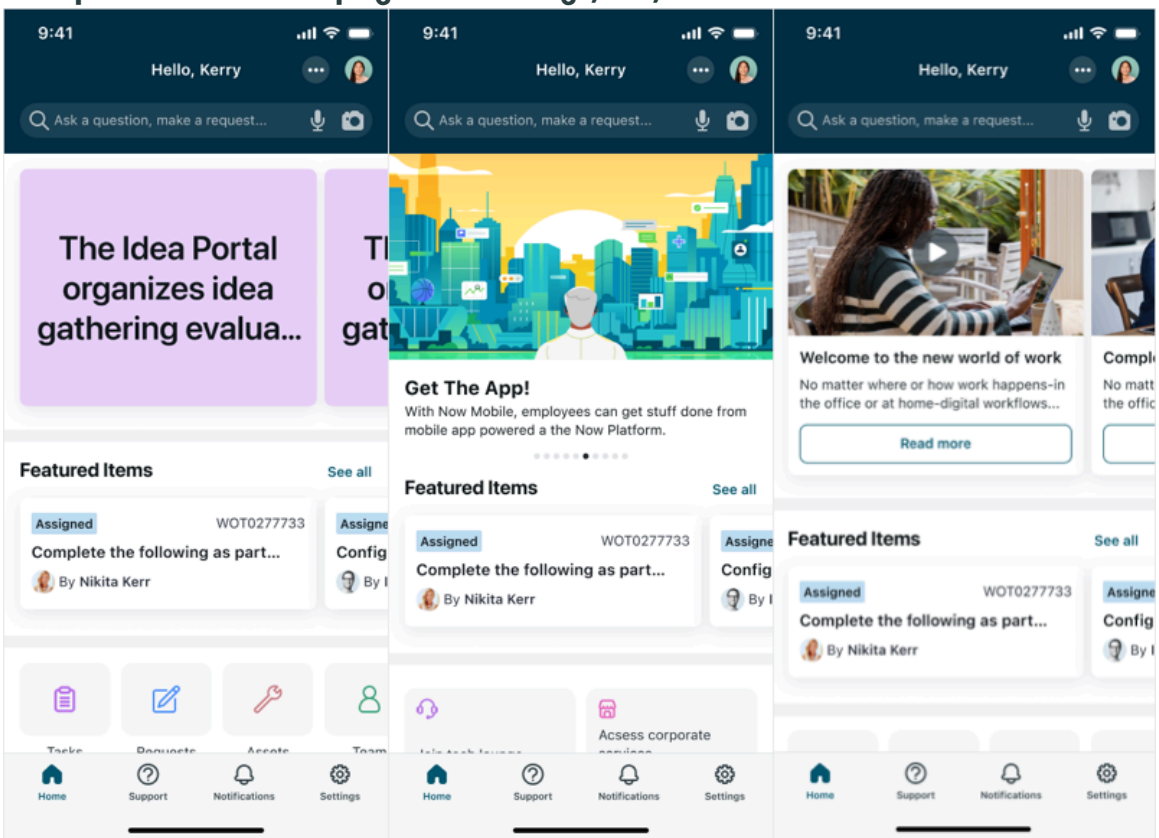
Note:

To set up a campaign to display on mobile devices, you must have the Employee Center Pro Content Publishing plugin [com.sn_content_delivery] installed. For more information, see Activate Content Publishing.

You create campaign content through Content Experiences with Employee Center Pro. For more information, see Campaigns for Content Experiences and Configure mobile content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Examples of a mobile campaign with an image, text, and video card



Displaying mobile campaign process

Content for campaigns include videos, images (banners), and text cards.

You specify how to display the cards within a mobile campaign by first creating templates that provide information about the appearance of cards. Once you have defined the card appearances, you build and link components to use the data provided by the item views and display the content as a campaign on your mobile device.

This process involves multiple components contained in a content UI section:

- An item view for each type of content card, which serves as a template for the appearance of the three types of cards: video, image, and text.
- An item configuration for each type of content card, which contains the item view.
- An item stream that contains the data item, which collects the relevant content for the campaign, and the item configuration.
- An item stream container, which references the item stream.

Create appearance templates for cards for a mobile campaign

Create item card templates that contain information about the appearance of each type of card displayed in a mobile campaign.

Before you begin

Role required: admin

About this task

When creating cards, you need to assign an item view. Item views provide information about a card's appearance. Therefore, for each card style you want to use, you need a create a separate

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

item view even if the card type is the same. For example, if you want some image cards to have light text on a dark background and other image cards to have dark text on a light background, you would need to create a separate item view for each of those styles.

Procedure

1. In the web-based UI, enter `sys_sg_item_view.list` in the filter navigator to open a list of item views.
2. Click **New**.
3. On the form, fill in the fields.

Legacy card New record form

Field	Description
Name	Name of the item view. **Note:** For easy identification, include the card type (image, text, or video) in the name.
Short Description	Optional additional details.
Item view JSON	The configuration code you created for the card type. For more information, see Configure the details for the appearance of cards for a mobile campaign.
Table	The Employee Center table [`sn_cd_content_mobile`], which contains the content of the cards.
Dependency fields	Dependency fields taken from data entered in the **Item view JSON** field.
UI Styles	UI styles to apply to text cards. For information about how to configure the font color and background color for text cards, see Mobile UI styles.

4. Click **Submit**.

Result

After creating item views for each card style, you need to build and link components to display your mobile campaign. For more information, see Configure mobile campaign components.

Configure the details for the appearance of cards for a mobile campaign

Configure item views to provide the details that define the appearance of cards within a mobile campaign to enhance display options and make your campaign more effective.

When creating item views for cards for a mobile campaign, you need to construct required JSON code to define the appearance of the cards. You then provide this code in the **Item view JSON** field of the Item view form, as described in Create appearance templates for cards for a mobile campaign

Note: If any of the configurable values are empty or the line of code is removed, the default value is used.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Item view JSON for text cards

For a text card, copy this sample JSON code and paste it in the **Item view JSON** field within an item view form.

```
{
  "Type": "ViewGroup",
  "Distribution": "Equal",
  "Orientation": "Vertical",
  "Alignment": "Center",
  "Margin": {
    "Left": 0,
    "Right": 0,
    "Top": 0,
    "Bottom": 0
  },
  "Children": [
    {
      "Type": "Text",
      "CellId": "title",
      "TextAlignment": "center",
      "Margin": {
        "Left": 16,
        "Right": 16
      },
      "MaxLines": 3,
      "Font": {
        "Weight": "bold",
        "Size": 36,
        "MinSize": 24
      },
    }
  ],
}
```

The parameters in the sample JSON code are as follows:

- The *Type* parameter value is not configurable.
- The *CellId* parameter value in the sample code is based on the value in the default base system version of the Employee Center table [sn_cd_content_mobile]. If the value in that table has changed, add the changed value in the sample JSON code.

  Note: To access the table to check the values, enter `sn_cd_content_mobile.list` in the navigation filter of your application navigator.

- The other parameter values in this sample code for text cards are standard setup values that provide a balanced appearance for the cards. You can customize these values.

Item view JSON for video cards

For a video card, copy this sample JSON code and paste it in the **Item view JSON** field within the item view form.

```
{
  "Type": "Media-Video",
  "CellId": "video_link.url",
  "TitleCellId": "title",
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  "SubtitleCellId": "text"
}
```

The parameters in the sample JSON code are as follows:

- The *Type* parameter value is not configurable.
- The *CellId*, *TitleCellId*, and *SubtitleCellID* parameter values in the sample code are based on the values from the default base system version of the Employee Center table [sn_cd_content_mobile]. If any of the values in that table have changed, add the changed value in the sample JSON code.

Note: To access the table to check the values, enter `sn_cd_content_mobile.list` in the navigation filter of your application navigator.

Item view JSON code for image cards

For an image card, copy this sample JSON code and set any values that differ from the default values. If you want to use the default values, you can delete that line of code. Once you have set your desired values, paste the JSON code in the **Item view JSON** field within the item view form.

```
{
  "Type": "Media-Image",
  "CellId": "image",
  "TitleCellId": "title",
  "SubtitleCellId": "text",
  "Parallax": <true|false>,
  "DisplayType": "<over|under>",
  "DisplayTheme": "<light|dark>",
  "FocusOnFaces": <true|false>
}
```

The standard parameters in the sample JSON code are as follows:

- The *Type* parameter value is not configurable.
- The *CellId*, *TitleCellId*, and *SubtitleCellID* parameter values in the sample code are based on the values from the default base system version of the Employee Center table [sn_cd_content_mobile]. If any of the values in that table have changed, add the changed value in the sample JSON code.

Note: To access the table to check the values, enter `sn_cd_content_mobile.list` in the navigation filter of your application navigator.

The custom parameters for the item view for image cards are as follows:

Parallax

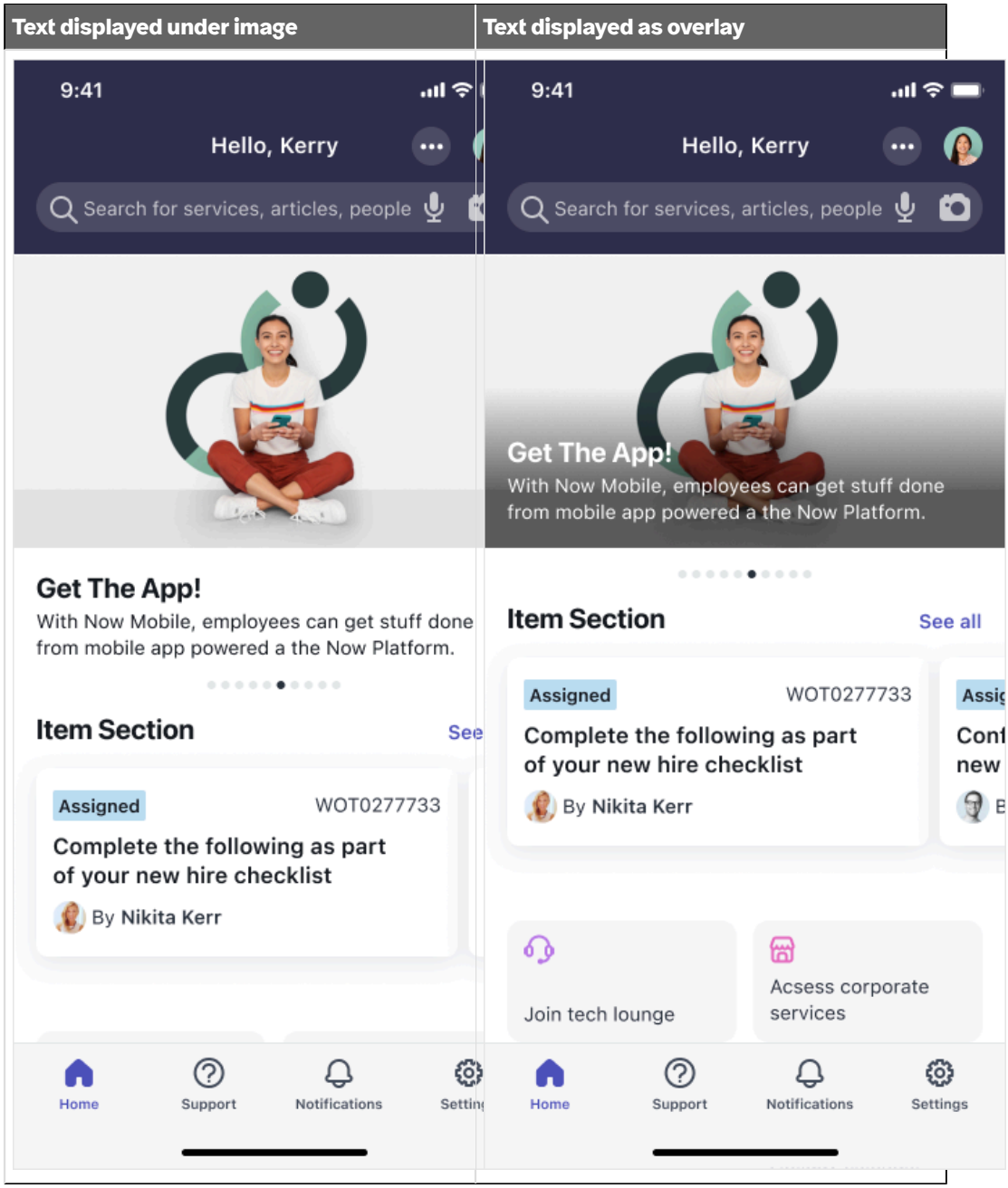
Determines whether to create an illusion of depth and perspective on the image.

- `true` (the default): The text at the bottom of the card moves a slower speed than the background image, making the two objects appear as though they are on a different three-dimensional plane.
- `false`: The text at the bottom of the card and the image move at the same speed.

DisplayType

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

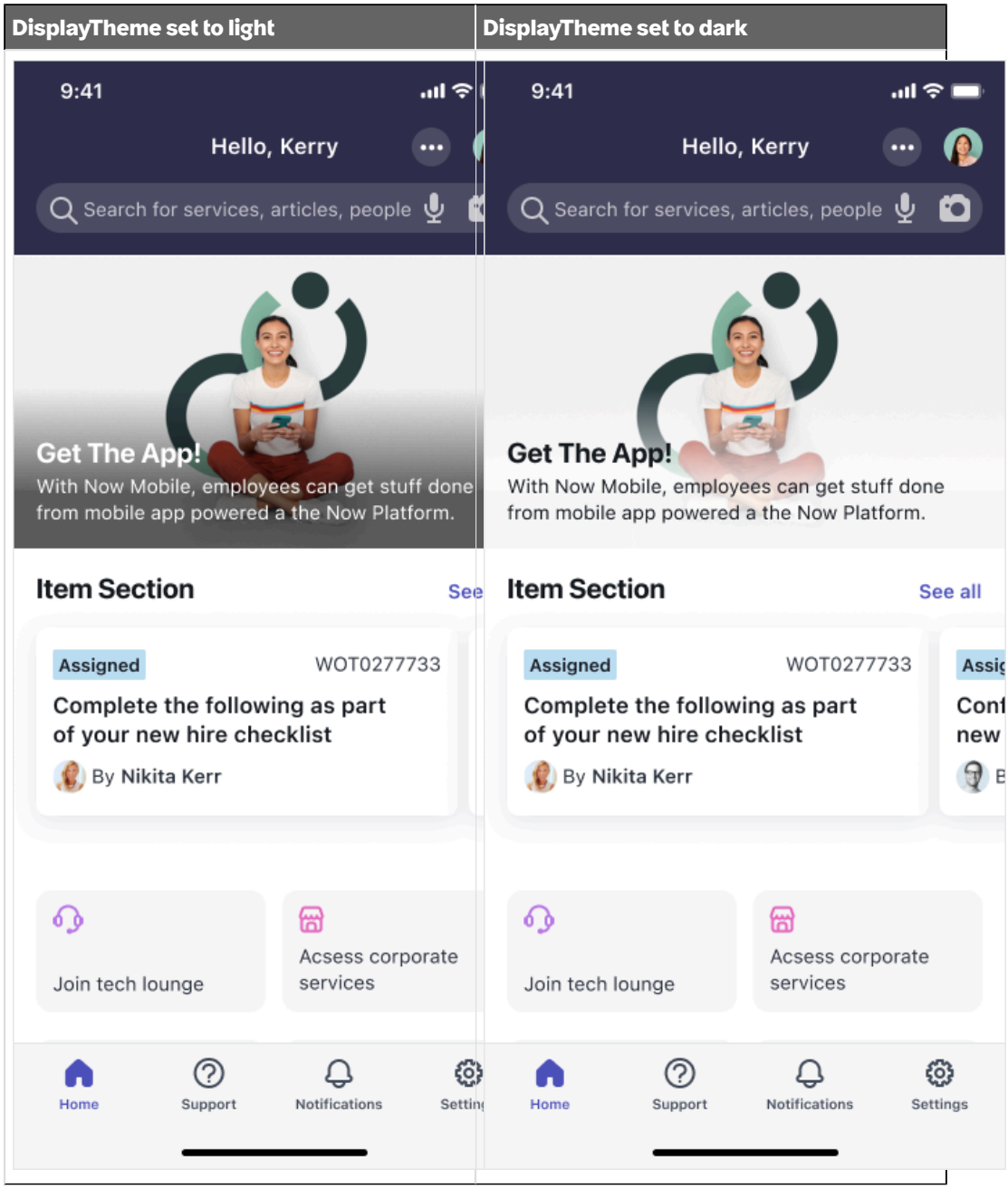
Determines whether text is displayed under the image (`under`) or as an overlay on the image (`over`). The text includes the title and the subtitle. For a smooth visual experience, use the same format for all the card types. The default value is **over**.



DisplayTheme

Determines the color of the text overlay. This option is available only if the display type is `over`. Use `light` for text that is to be displayed over a dark background. The default value is **light**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



FocusOnFaces

When set to `true` (the default), images on an image card are cropped to where the faces are captured in the frame.

Configure mobile campaign components

Configure components to display the image, video, and text cards in a campaign for your users to view and interact with on mobile devices.

Before you begin

To configure components to display a campaign on mobile devices, ensure that you have established the following items:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Developed content for your campaign. For more information, see Campaigns for Content Experiences and Configure mobile content.
- Defined the appearance criteria for at least one card type. For more information, see Create appearance templates for cards for a mobile campaign and Configure the details for the appearance of cards for a mobile campaign.
- Have the Employee Center Pro Content Publishing plugin [com.sn_content_delivery] installed. For more information, see Activate Content Publishing.

Role required: admin

Procedure

1. Create a data item to collect the data for the campaign content.

   a. In the web-based UI, enter `sys_sg_data_item.list` in the filter navigator to open a list of data items.

   b. Click **New** to create a data item.

   c. On the form, fill in the fields.

Data item form

Field	Description
Name	A title for the data item. You can have multiple data items with the same name.
Description	Optional additional details.
Condition Type	Select the method to use when building conditions to retrieve data from your data item. The available options are: **Declarative** Create conditions for the data item using the condition builder. **Scripted** Use a script to determine the conditions of your data item. A text window to enter a script appears below this field when you select this option. **Append Encoded Query** This condition is only used when creating data items for chart screens. Don't choose this **Condition Type** for campaigns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Table	`sn_cd_content_mobile`, the Employee Center table, which contains the content of the cards.
Query Condition	Condition that filters content data retrieved from the Employee Center table. For example, if a field called month exists in the table, you could set the condition **[month][is][September]** to indicate you want to pull content only when the month equals September.
Group by	Select the field used to group the records in your list.

d. Click **Submit**.

2. Create an item configuration for each item view you use.

a. In the web-based UI, enter `sys_sg_master_item.list` in the filter navigator.

b. Click **New** to create an item configuration.

c. On the form, fill in the fields.

item configuration form

Field	Description
Name	A title for the list item configuration. **Note:** Include the card type in the name.
Card	The card you want to use for the list item. Search for an existing card or select **New** to configure one.
Table	`sn_cd_content_mobile`, the Employee Center table, which contains the content of the cards.
Condition	Condition that filters display-related data retrieved from the HR Service Content Delivery table. Use a declarative condition to create conditions for the item configuration using the condition builder. For example, you could specify to display all image records related to the condition September, which you defined in the data item condition. You then set the condition **[Content type][is][Image]** and as a result all

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	images tagged as September are displayed in the mobile campaign.
Embedded screen	Not applicable for mobile campaigns.

3. Create a list stream, which connects the data item with the item configuration.

   a. In the web-based UI, enter `sys_sg_item_stream.list` in the filter navigator.

   b. Click **New** to create an list stream.

   c. On the form, fill in the fields.

   List stream form

Field	Description
Name	A title for the list stream.
Data item	The data item you created.

   d. In the List Stream M2M item configuration section, click **Insert a new row**.

   e. Insert the item configuration you created.

   f. Click **Save**.

   g. Click **Submit**.

4. Create a list stream container.

   a. In the web-based UI, enter `sys_sg_item_stream_container.list` in the filter navigator.

   b. Click **New**.

   c. In the **Name** field, enter a title for the list stream container.

   d. Right-click on the form header ( ) and select **Save**.

   e. In the Stream Container M2M streams section, click **New**.

   f. On the form, fill in the fields.

   Stream Container M2M Stream form

Field	Description
Stream	The stream that you want to add to the stream container.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Stream container	The stream container that contains the stream.
Order	A number that indicates where to place the stream container. Lower-numbered items display before higher-numbered items.

g. Click **Submit**.

h. Click **Update**.

5. Create a screen launcher content UI section to contain the campaign.

a. In the web-based UI, enter `sys_sg_content_section.list` in the filter navigator.

b. Click **New**.

c. On the form, fill in the fields.

Content section form

Field	Description
Title	Title for the content UI section. This title is not displayed in the mobile UI.
Active	Option for enabling the display of the campaign in your mobile instance.

d. Click **Submit**.

What to do next

Add the content UI section to a screen launcher. For more information, see Configure a content UI section.

Using the mobile apps

Learn how to use ServiceNow® mobile apps to get your work done from anywhere using your mobile device.

Get started

Select one of the tiles for information about the end-user experience with ServiceNow mobile apps and how to configure the apps on mobile devices.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Work with the ServiceNow instance Learn how to add and work with ServiceNow instances on your mobile application.	**Configure mobile app features** Customize the way to use features and capabilities within your ServiceNow mobile apps.	**Use mobile search** Use text, voice, and photos to help you find information and achieve goals.
Use mobile device maps Learn how to use both indoor and outdoor maps to complete tasks.	**Use accessibility features** Learn about the accessibility features available for your ServiceNow mobile apps.	**Select language settings** Select a language for your mobile apps and learn how it works with the language defined for your device.

Working with mobile instances

To work with ServiceNow mobile applications, you must add at least one web-based UI instance to each of the mobile applications. The added instance or instances contains the mobile features and capabilities that are configured by your administrator.

For information on administrator-based documentation regarding instances, see Mobile instances.

Add a ServiceNow instance to ServiceNow mobile apps

Learn how to access an instance using a ServiceNow mobile app.

Before you begin
Role required: user

About this task
After you add ServiceNow mobile apps to your mobile device, you must connect them to the web-based UI instance that you work with. When working with the Now Mobile app and the Mobile Agent, you must add the same instance to both apps.

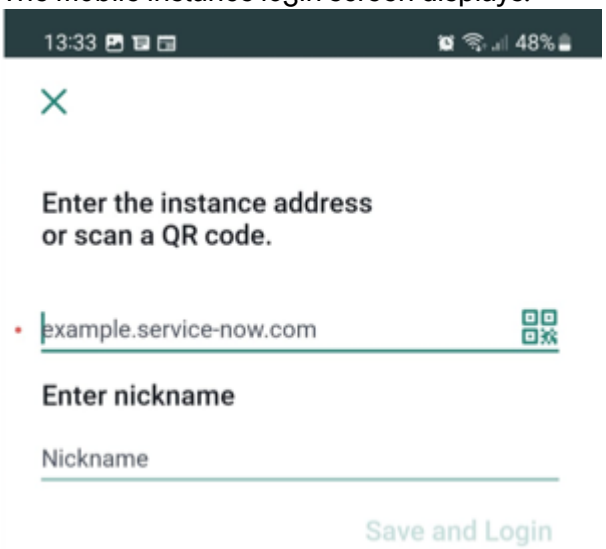
Note: For more information about working with more than one instance on your mobile device, see Working with multiple ServiceNow instances on a single mobile device.

If you download the mobile app from an enterprise mobility management (EMM) suite, enter your user credentials as prompted. For more details on EMM, see Enterprise mobility management (EMM). If you didn't download the mobile app from an EMM suite, follow the steps in this topic.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Tap the icon for one of the ServiceNow mobile apps.
   The mobile instance login screen displays.



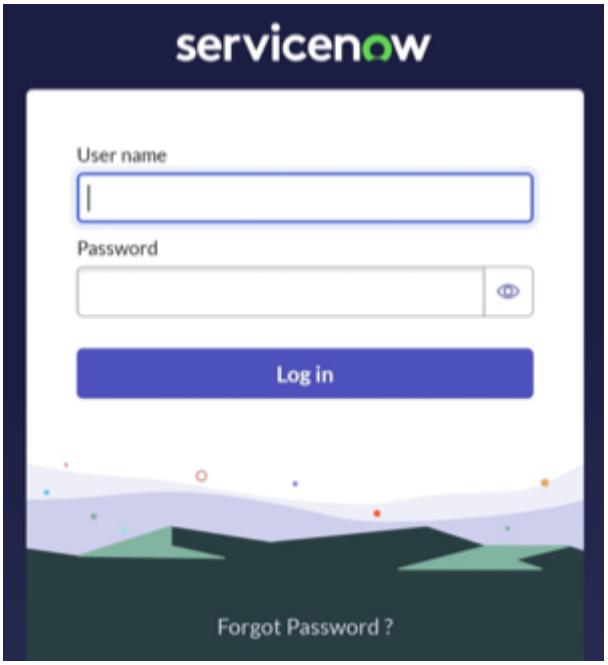
2. In the instance address field, enter the instance address in one of two ways.

Option	Description
Manual entry	Type the instance address in the instance ad dress field. **Note:** You don't need to include `#.service-now.com` at the end of the in stance name.
Scan QR code	Tap the QR icon (), and then scan the QR code given by your administrator. The QR code automatically fills in the name of the instance.

Note: For both the Now Mobile app and Mobile Agent app, there's an option to test with a demo account, where you can select a role that matches the demo you would like to see. For more information, see Now Mobile app demo and Mobile Agent app demo.

3. **Optional:** #Enter a nickname for this instance to help you easily locate changes you make within the instance.
4. Tap **Save and Login**.
   The mobile app login screen displays.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Enter your **User name** and **Password** and then tap **Log in**.
   The mobile app landing page displays and you can start your work.

Related topics

Mobile authentication

Log in to instances on IP-restricted networks with your mobile device

Learn how to log in with your mobile device to a ServiceNow® instance that uses adaptive authentication to restrict access based on IP addresses.

Before you begin

Role required: user

Make sure you have access to a company-provided computer to begin the registration process.

About this task

To register your mobile device, you must begin by logging in to the ServiceNow instance using a company-provided computer. This computer should use an IP address that has access to the instance.

Registering your mobile device and your ServiceNow instance credentials with the instance, sets up a trust relationship between your profile and the instance. If more than one user must use a single mobile device, your ServiceNow instance administrator can configure that by using system properties.

Procedure

1. Log in to the desired ServiceNow instance using a company-provided computer and your login credentials.
2. Select your name in the upper right and then select **Profile**.
3. On your profile page, in the Related Links section, select **Register trusted mobile app**.
   You're presented with a validation QR code on the company-provided computer.
4. Open the ServiceNow mobile app on your device and enter the ServiceNow instance address.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Because the instance restricts access based on IP addresses, a Registration screen displays on your mobile device. You must establish trust with the ServiceNow instance by entering a validation secret in the form of a QR code.

5. On your mobile device, tap **Scan the QR code** and then scan the QR code on the company-provided computer with your mobile device.
6. Press **Submit** on your mobile device to send the validation secret to the ServiceNow instance server.
   After submitting the QR code to the instance, an instance login screen displays on the mobile device.
7. Enter your user name and password to log in to the ServiceNow instance as usual.

Changing instances on your mobile device

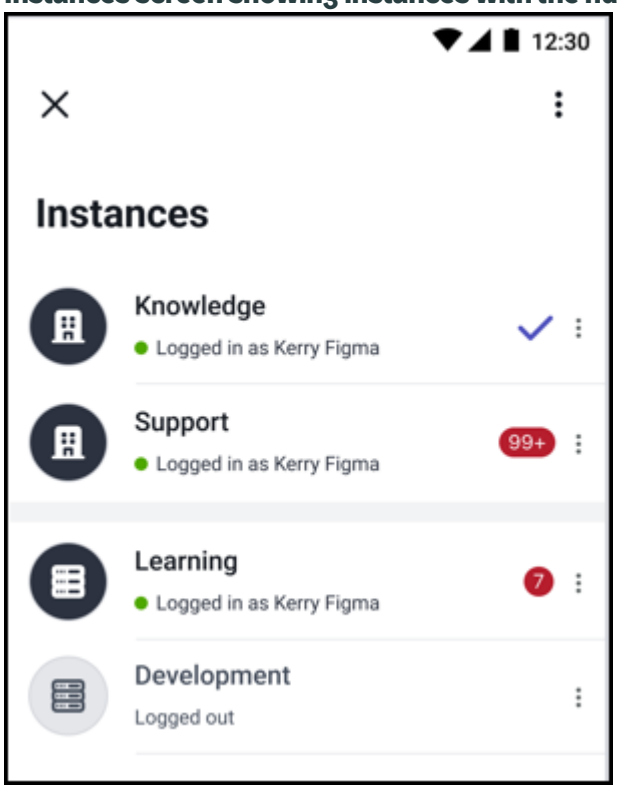
Use multiple#ServiceNow instances on a single mobile device, to quickly change to different instances without the need to log out and log in. Also, you can automatically receive notifications from any of the instances you're logged in to.

Note: Depending on the configuration by your administrator, you may only have access to a single instance and therefore not have permission to change to other instances.

You can change ServiceNow instances in the following ways.

- Tapping on the instances icon ( ) in the header area of your mobile device.
- Accessing the Instances screen from the Settings page and selecting a different instance to work with.
- Tapping on a notification banner displayed at the top of your mobile screen, which includes a link. When you tap on the link, you're redirected to a different instance.

Instances screen showing instances with the number of unread notifications



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The displayed number of unread notifications applies to notifications from instances created in the Utah version and later.

Considerations when using multiple instances

- Notifications - Notifications are only received from instances which you're currently logged in to from your mobile device.
- PIN code - If you need a PIN code to enter your mobile apps, changing instances doesn't need you to reenter a PIN code.
- Offline behavior - You can't change instances while you're offline. To work with multiple instances, you must turn off the offline option.
- Location tracking - Location tracking is available only on a single instance. Location tracking is suspended if you move to another instance during an active session. However, if you return to the initial instance and the defined tracking period didn't end, then the location tracking automatically continues.

Working with multiple ServiceNow instances on a single mobile device

Learn how to add, change, edit, and remove instances on your mobile device.

Before you begin

Role required: user

Note: Depending on the configuration by your administrator, you may only have access to a single instance and therefore not have permission to change to other instances.

Procedure

1. Access the instance by doing one of the following:
   - Tap on the instance icon (), which displays in the header area of the mobile app. The icon displays when you have added two or more instances to the Instances screen.
   - Tap the Settings icon (), and then on the **Settings** page tap **Instances**.
2. Choose whether to add, log in, log out, remove, or edit an instance.

   Note: You can't rename or remove preconfigured instances. Preconfigured instances are defined by your administrator and are identified by the following icon ().

Action	Procedure
Adding a new instance	**a.** Tap the top menu in the Instances page. **b.** Tap **Add instance**. **c.** Enter the instance name or scan the QR code. For more details, see Add a Service Now instance to ServiceNow mobile apps. **d.** (Optional) Enter a nickname. **e.** Tap **Save and log in**, to add your selected in stance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action	Procedure
	f. Enter your user name and password for this instance. **g.** Tap **Log in** to display the landing page of your instance.
Logging in to an instance	For iOS, you can do one of the following: ○ In the Instances page, tap on the instance you want to log in to. ○ In the Instances page, swipe to the left on the instance you want to log in to, and se lect **Log in** from the displayed menu. For Android, you can do one of the following: ○ In the Instances page, tap on the instance you want to log in to. ○ **a.** In the Instances page, tap on the more menu on the instance you want to log in to. **b.** From the bottom menu option, select **Log in**.
Logging out of an instance	For iOS: **a.** In the Instances page, swipe to the left on the instance you want to log out from. **b.** From the displayed menu options, tap **Log out**. For Android: **a.** In the Instances page, tap on the more menu on the instance you want to log out from. **b.** From the bottom menu option, select **Log out**.
Removing or renaming an instance	For iOS: **a.** In the Instances page, swipe to the left on the instance you want to rename or remove from the list. **b.** Tap **Edit**. **c.** From the menu option, tap either **Rename** or **Remove** from the list. **d.** Confirm the change that you want to make. For Android:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action	Procedure
	a. In the Instances page, tap on the more menu on the instance you want to rename or remove from the list. **b.** From the bottom menu option, tap either **Rename** or **Remove** from list. **c.** Confirm the change that you want to make.

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 mobile UI includes ServiceNow® branding.

Note: 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:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- 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 Core UI. `$tablet.do` has been disabled in Core UI 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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- 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.

Using a shared device with multiple users

Use a single device between multiple users to have a secure and personalized experience, where each user accesses their account through a unique PIN.

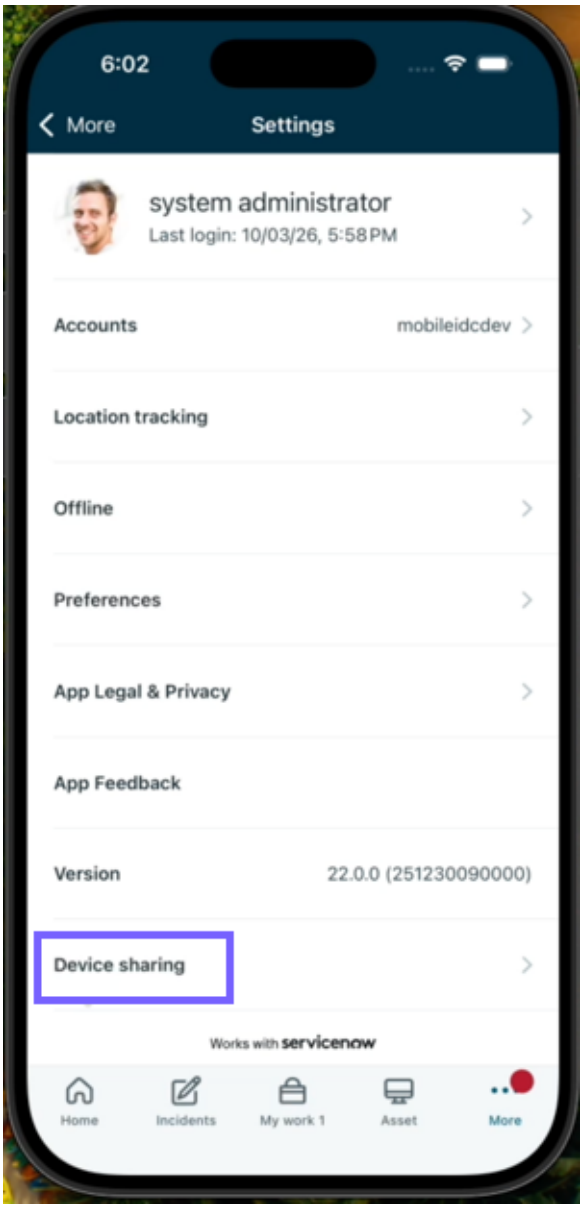
Note:

- This feature must be enabled by your administrator. To check if it is available to you, go to **Settings** and look for Device sharing in the menu.
- For the admin configuration topics of this feature, see Enable multiple users to work on a shared device.

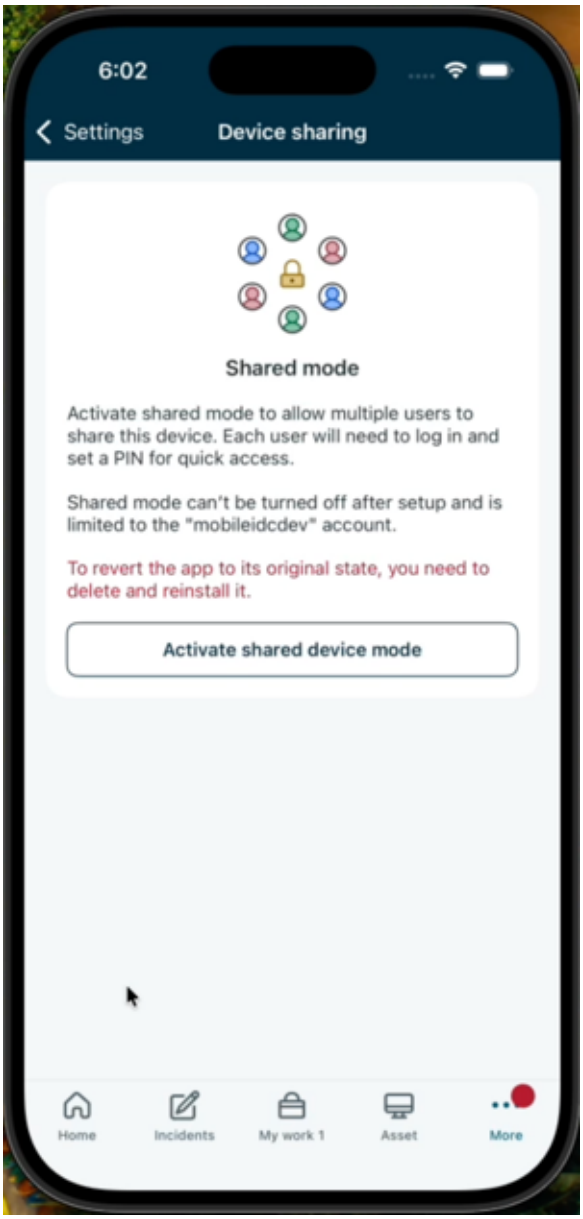
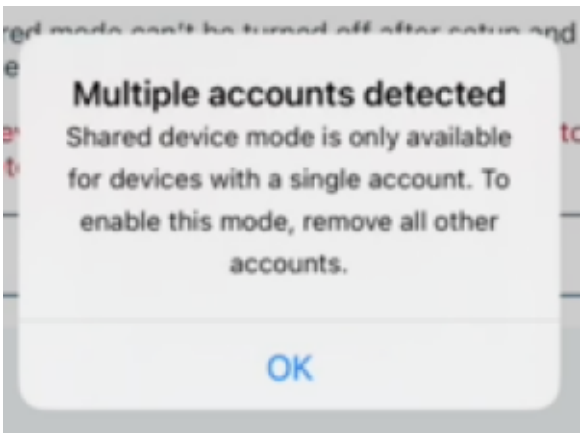
Shared device flow

This table shows the end-to-end flow of the shared device feature, covering both the initial setup experience and subsequent use by returning users.

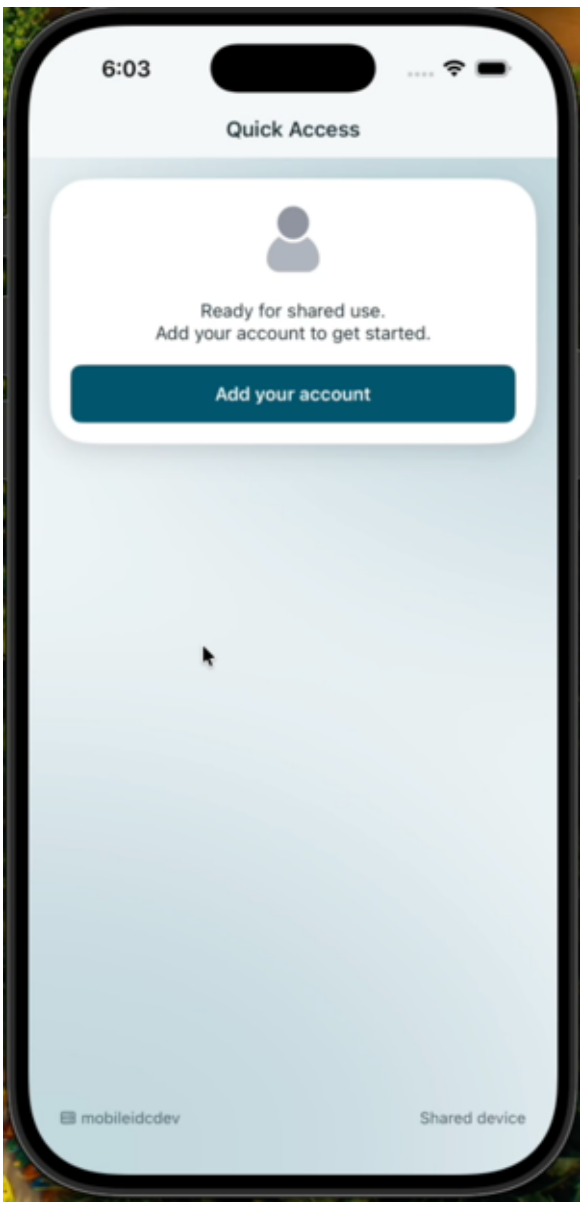
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
In the **Settings** page, select the Device sharing option.	

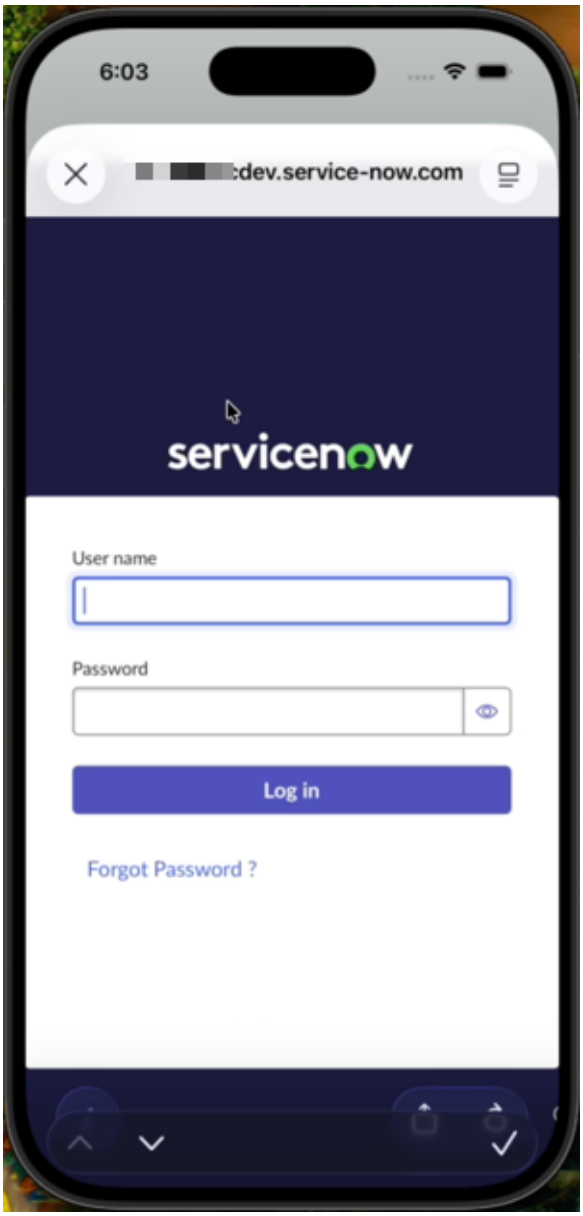
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
The Device sharing page gives details of how shared mode operates. Select the **Activate shared device mode** button to enable the feature.	
You may see the following message if the mobile app is linked to more than one ServiceNow account. Since the shared device mode only works only with a single account on a device, you must remove the additional accounts from the app. To remove additional accounts: **1.** Click **OK** on the message. **2.** Select **Settings** to go back to the Settings page. **3.** Select **Accounts**. **4.** If the account you want to remove is logged in, swipe on the account and select **Log out**.	

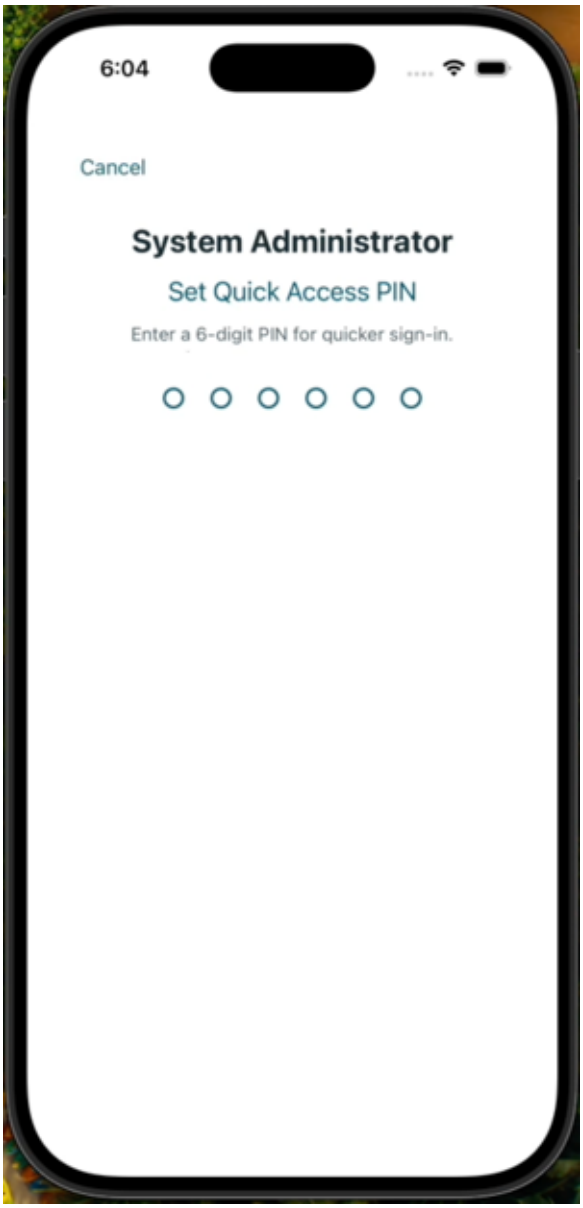
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
5. For accounts you want to remove, do the following: **a.** Swipe on the account name, select **Edit** and then **Remove from list**. **b.** Select **Remove** in the confirmation message. **Note:** Repeat steps (a) and (b) for each account you do not need for the shared mode. **c.** Close the Accounts page. **6.** Return to the Settings page, select **Device sharing** from the menu and select **Activate shared device** mode.	
In the Quick Access page select **Add your account**. The bottom of the Quick Access page displays the account name and that the device is in the shared device mode. If the maximum number of users has been reached and you try to add yourself to the shared device, you are given the option to remove an existing user who is the least active from the list. This frees up a slot, allowing you to login yourself on the shared device. **Note:** Before removing another user, it is advisable to check with your administrator first.	

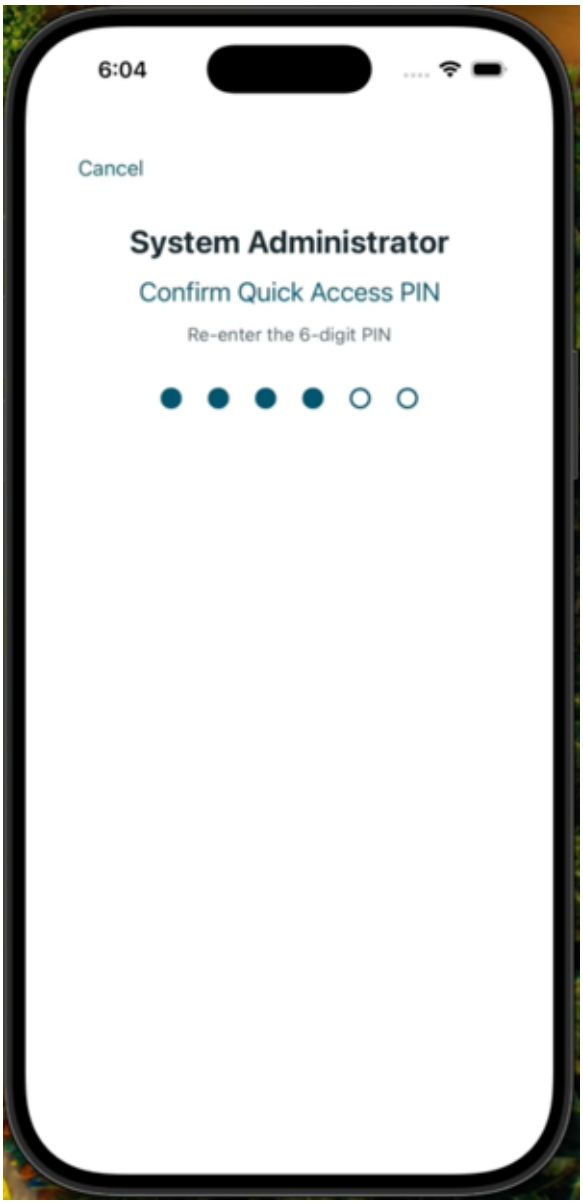
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
In the log in page, enter your Username and Password, and then select **Log in**.	

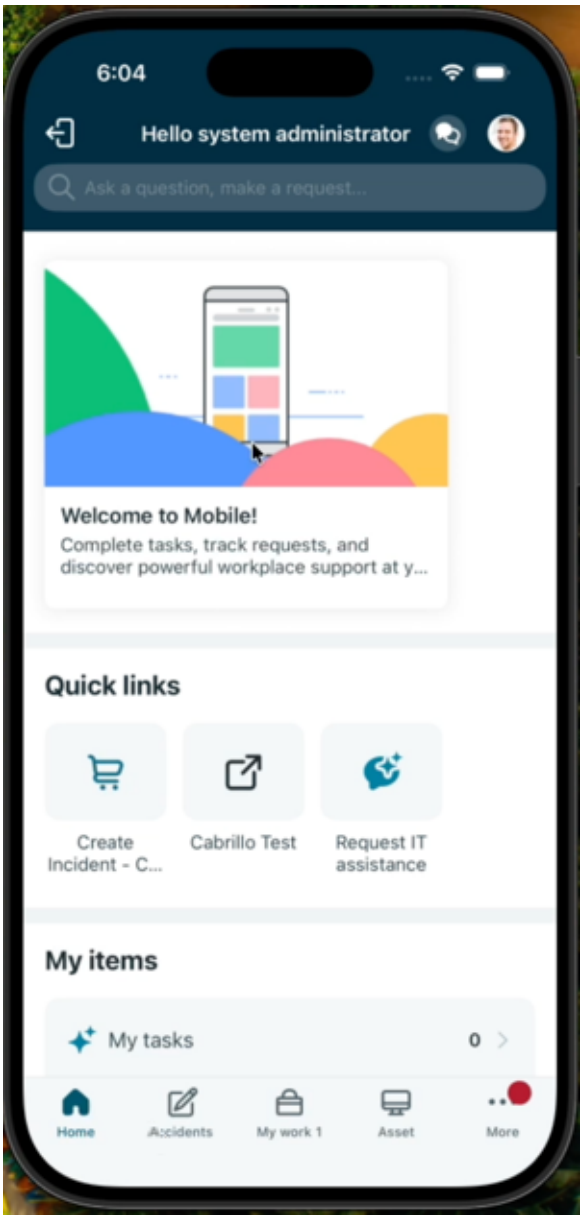
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
After you pass the login page, you need to set a six digit PIN. This is the PIN number you use each time you log into this specific application and account on this device.	

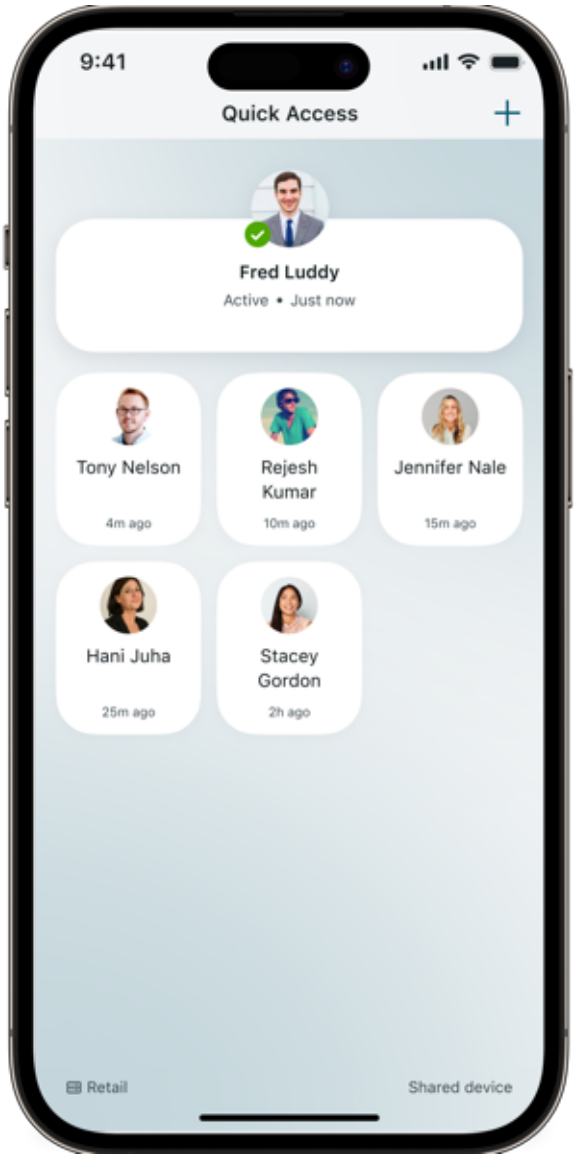
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
When logging in for the first time, you need to reenter your PIN for confirmation purposes. You will also see this confirmation when resetting a PIN.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Instructions and processes	Visual display
At the end of the authentication process, you are logged into the ServiceNow mobile app as a regular user. In the header is the exit account button. Tap the button to open the Quick Access page. **Note:** To return to the app, you need to tap on your user in the Quick Access page and enter your PIN.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

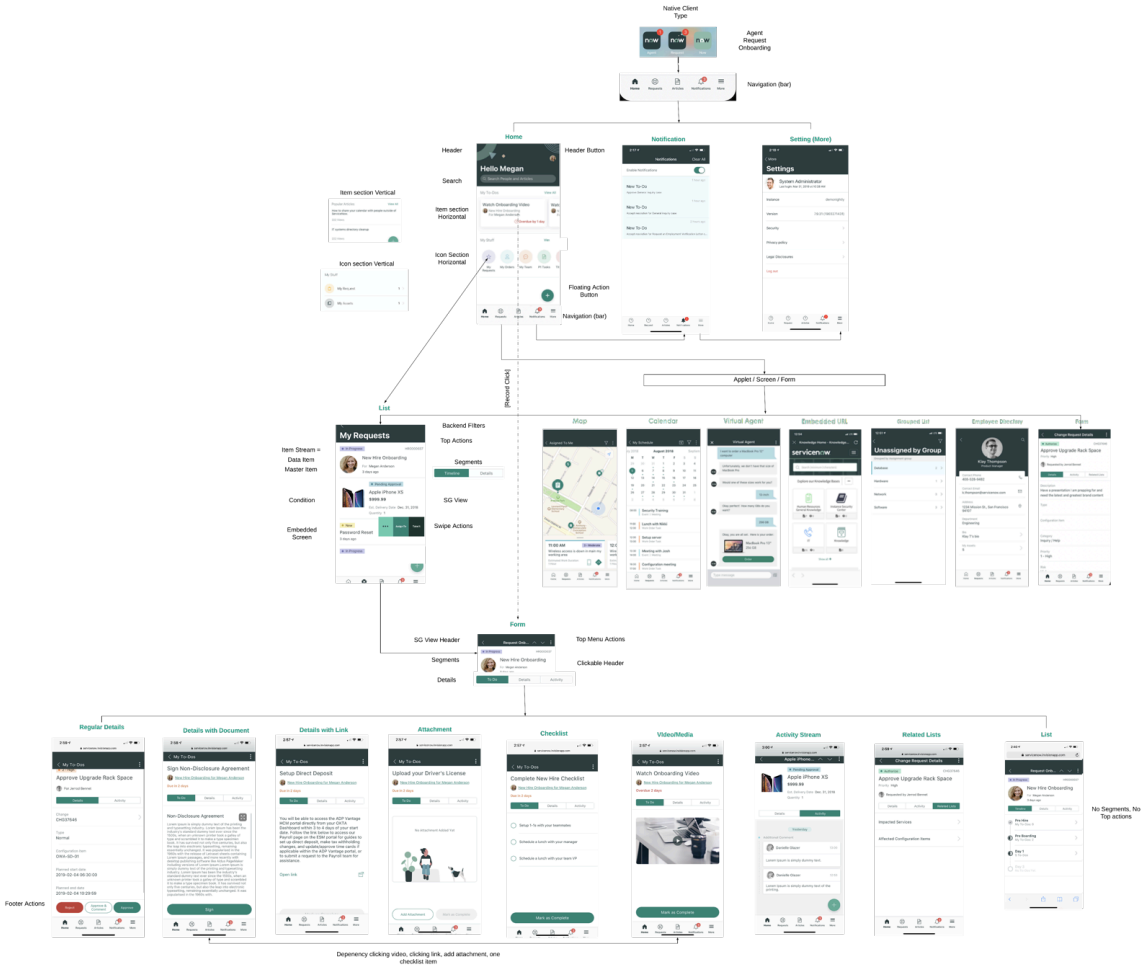
Instructions and processes	Visual display
The Quick Access page displays all the users who are added to this device. The user displayed at the top is the active user. On this page you can do the following: • Select the Add user button + to add any additional users to this device. **Note:** There may be a limit to the number of users you can add to a device. • Select a user for them to log into the device via the PIN authentication process.	

Mobile app structure

Learn how components and settings are organized within ServiceNow® mobile apps to understand how to find the tools and data you're looking for.

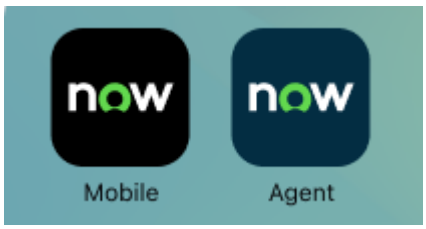
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Components of a ServiceNow app



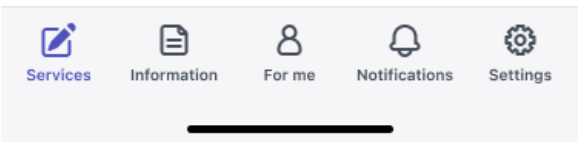
App Icons

Each ServiceNow app has its own icon on your mobile device. You can configure your apps to show a badge indicating the number of unread notifications you have in the app.



Note: If your company has provided you with branded ServiceNow mobile apps, your icons may not match the image shown here.

Navigation bar



Each ServiceNow app displays a navigation bar along the bottom of the screen. This bar displays icons called tabs, which you can use to access settings, notifications and commonly used screens or launcher screens.

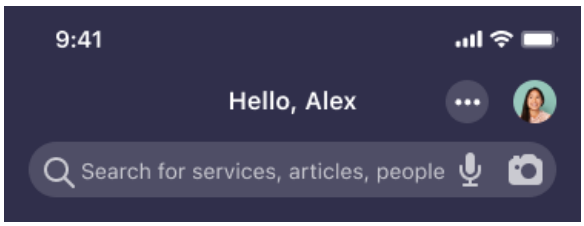
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Your administrator selects which tabs appear in the navigation bar, and the order in which they appear. If a navigation bar has six or more icons, a **More** (☰) tab displays. Tap the **More** tab to see the additional tabs in a list format.

For information on navigation bar configuration, see Navigation bar.

Launcher screens

Launcher screens serve as a landing page or a home page. Using a launcher screen, you can access other screens in various formats, as well as search, do quick actions, and find user information.



Header

The header of the launcher screen defines how the title of the screen appears and what information is shown in the header. For more details on configuring headers, see Configure a launcher screen header.

Search

Use global search to search through defined search sources configured on your instance. For more details, see Global search for mobile.

UI sections

UI sections appear as containers within launcher screens. Within sections, you can see other screens, analytics previews, record information, and more. For more details on these sections, see Launcher screen UI sections.

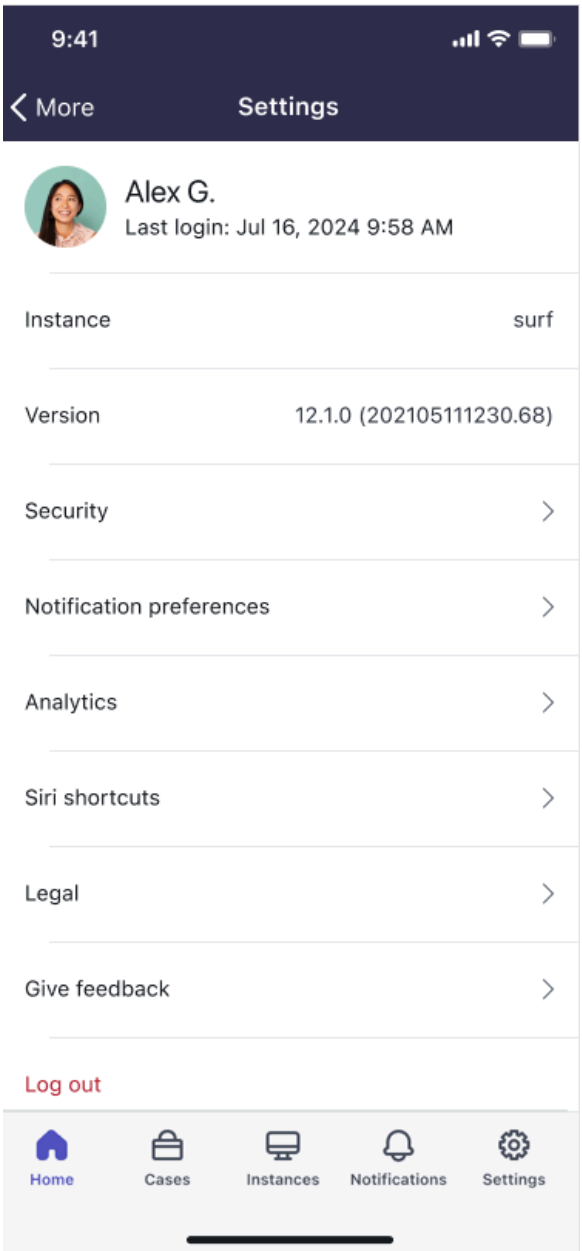
Quick Actions

Quick actions are a way to access commonly used functions, such as transferring records or using a template in the mobile app. For more details on quick actions, see Quick actions.

For more information on launcher screens configuration, see Launcher screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Settings



Use the settings screen to configure multiple options and review information about the app. The settings page is accessed from the Settings tab on the navigation bar. The following are examples of available options. These options may vary according to the operating system you use.

Header

The header displays the name of the logged-in user and last login time and date.

Instance

Tap to view the ServiceNow instance you're currently using, and the instances that are available to you. For more information, see Working with mobile instances.

Location tracking

Option to enable location tracking. Location tracking keeps a record of your location either for a defined period or while performing actions.

For more information, see Using location tracking for mobile. For information on location tracking configuration, see Location tracking for mobile.

Offline

Tap to open the offline mode page. Here you can select to work offline and to download the cache.

For more information about working in offline, see Offline mode for mobile. For information about offline configuration, see Offline mode.

Preferences

Tap to list additional settings. For example, languages, enable push notifications, themes, analytics, and banners.

- Language: Tap to display the Language page, where you can select a language for

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

your ServiceNow mobile app. For more information, see Languages on your mobile device.

- Notification: Option to enable push notifications on your mobile device. For more information, see Enable notification settings for mobile.
- Security: Tap to display the option to set up an app PIN. For more information, see App PIN settings for mobile.
- Theme: Option to enable the dark theme or the default theme on your mobile app. For more information. see Theme settings.
- Start my week: Option to select which day to allocate as the start of your week.
- Analytics: Enable analytics tracking for your mobile app journey. For more information about analytics settings, see Analytics settings for mobile.
- Banners: Tap to open the Banners page. Within the page, select the number of seconds a banner displays. You can also select whether to group multiple messages. For more information, see Define notification banner display time.
- Chart accessibility: Select whether to display data analytics views in color or black and white patterns. For more information, see Change mobile analytics views for accessibility.
- Swipe from edge: For Android devices that have the option to swipe a screen from the side of the device.

Legal

Tap to view the apps legal disclosures and privacy policy.

Give feedback

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tap to provide feedback on your ServiceNow mobile app experience. For more information, see Mobile app feedback.

Version

The version of the mobile app on your mobile device.

Log out

Tap to log out of the connected ServiceNow instance.

Notifications

The notifications page is accessed from the **Notifications** tab on the navigation bar. This page displays push notifications sent to you. Tap any notification to view its contents.

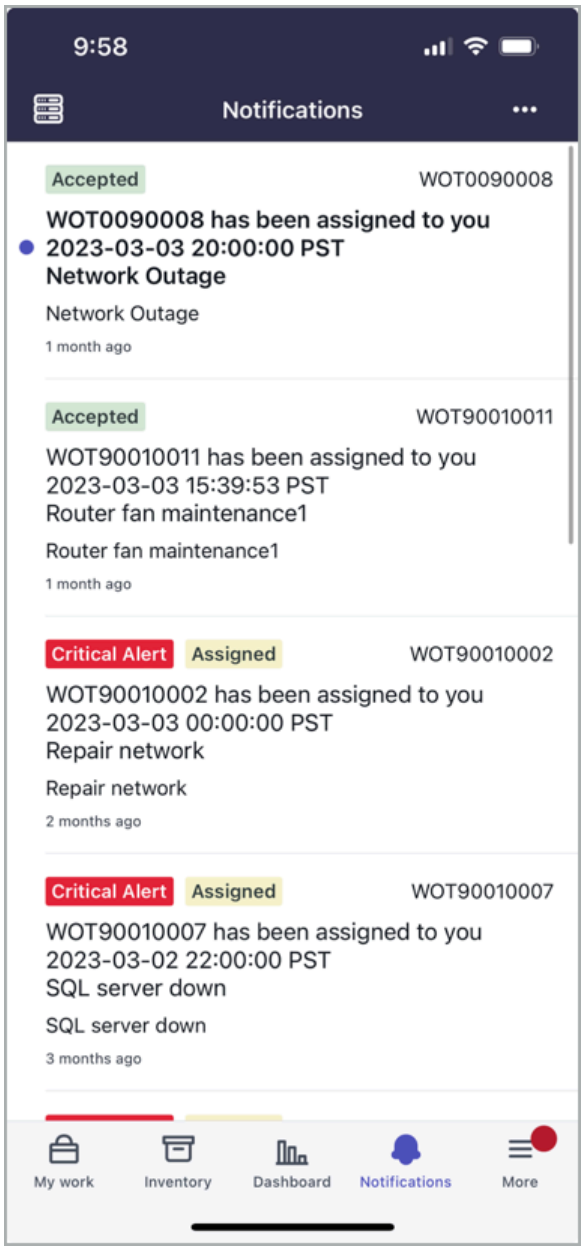
Notifications that are defined by the administrator as critical are flagged with the words Critical Alert. This type of notification helps you to prioritize which ones should be addressed first.

Unread notifications are marked with a blue dot in the margin and the title is bold. Swipe left to reveal the option to delete the message. Swipe right to reveal the option to mark the message as read/unread.

You can mark all notifications as read or delete all notifications by tapping on the more menu (⋮) and selecting the appropriate option.

For more information on notifications, see Mobile notifications, Handling mobile alerts, and Critical alerts.

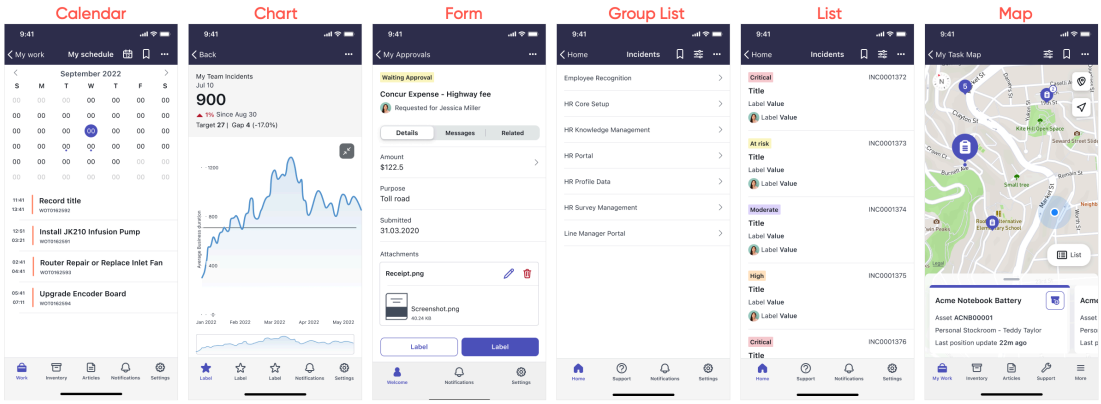
For information on mobile notification configuration, see Mobile push notifications.



Screens

Examples of screen types that you can view on your mobile device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Screens within your mobile apps are designed for specific tasks. The template may include other optional screens that you can access for additional information. All screens display information that is based on records in a data item.

Segments

Screens can contain one or more segments, which display information from a specific data item. If a screen has more than one segment, you're able to switch between segments using a tabbed interface.

Embedded screens

Within a record screen, you might see one or many embedded screens. An embedded screen could be a details screen, an activity stream screen, a related list screen, or an embedded list screen.

Functions

Screens can be associated with one or more functions. Access these functions through the top menu or swipe actions. Use functions to perform tasks relating to the current record, or navigate to another screens, launcher screens, or external resources.

For more information on screens and how to configure them, see Mobile screen types.

Related topics

Mobile hierarchy

Navigation bar

Launcher screens

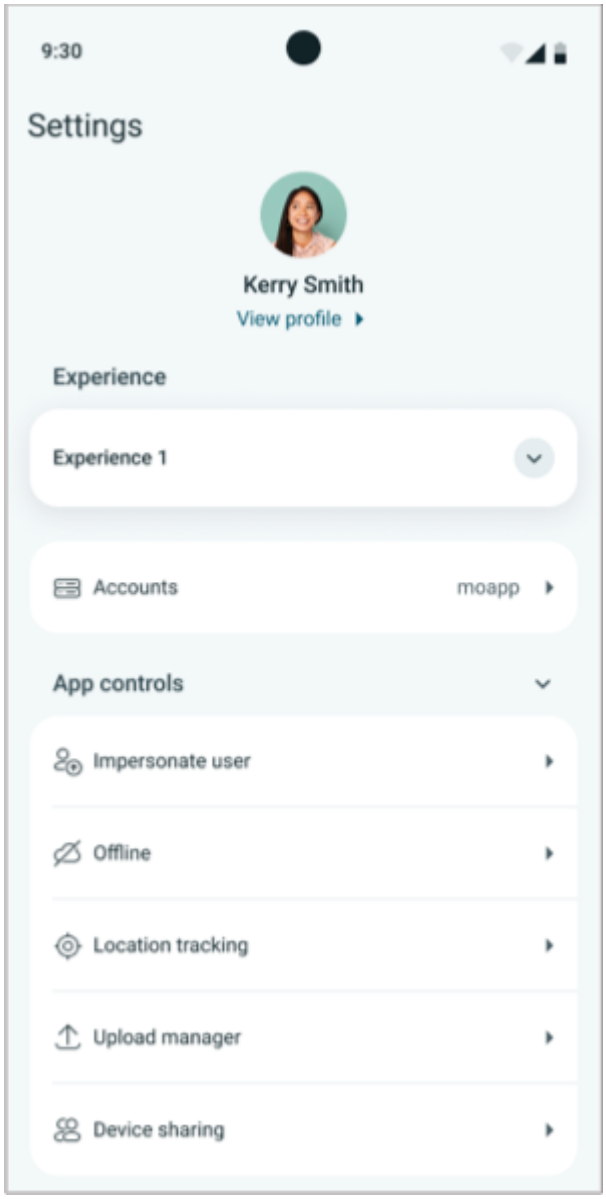
Mobile screen types

Mobile app settings

Use the settings in your mobile applications to manage accounts, accessibility, notifications, location tracking, and more.

The Settings page in ServiceNow's mobile apps is where you manage things like account settings, accessibility options, experience type, and offline mode behavior. It is the central hub for personalizing and securing how the mobile app behaves on your device. The Settings page is usually accessed from an icon in the navigation bar, but your administrator may decide on a different location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The following is a list of the default option listings in the settings page.

Note: You may not see all these options listed, as it depends on your administrator's configuration.

- Experience
  - Experience
  - Accounts
- App Controls
  - Impersonate user
  - Offline
  - Location tracking
  - Upload manager
  - Device sharing
- Display

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Theme
- Language
- Preferences
  - Notifications
  - Security
  - Advanced settings
    - System Banners
    - Start my week
    - Chart accessibility
    - Analytics
- About
  - App Legal & Privacy
  - App Feedback
  - Version
- Log out

Related topics

App PIN settings for mobile

Analytics settings for mobile

Enable notification settings for mobile

Using location tracking for mobile

Display mobile screen performance data

Offline mode for mobile

Refresh mobile app meta-data

App PIN settings for mobile

Improve the security of your ServiceNow mobile apps by setting a security PIN.

Using a PIN with your mobile app

A security PIN is a 6-digit code you must enter for added security. When this feature is enabled, you are prompted to enter your pin:

- When logging into your app
- When the app has been inactive for five minutes
- When the app is closed using your operating systems force quit or force close option.
- When accessing the security settings for the app

If your mobile device uses faceID, touchID, or similar biometric security, you can use biometric authentication in place of the PIN.

For information for administrators on PIN settings for your instance, see Require an app PIN for the mobile app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a PIN for a mobile app

Create a PIN for your mobile app.

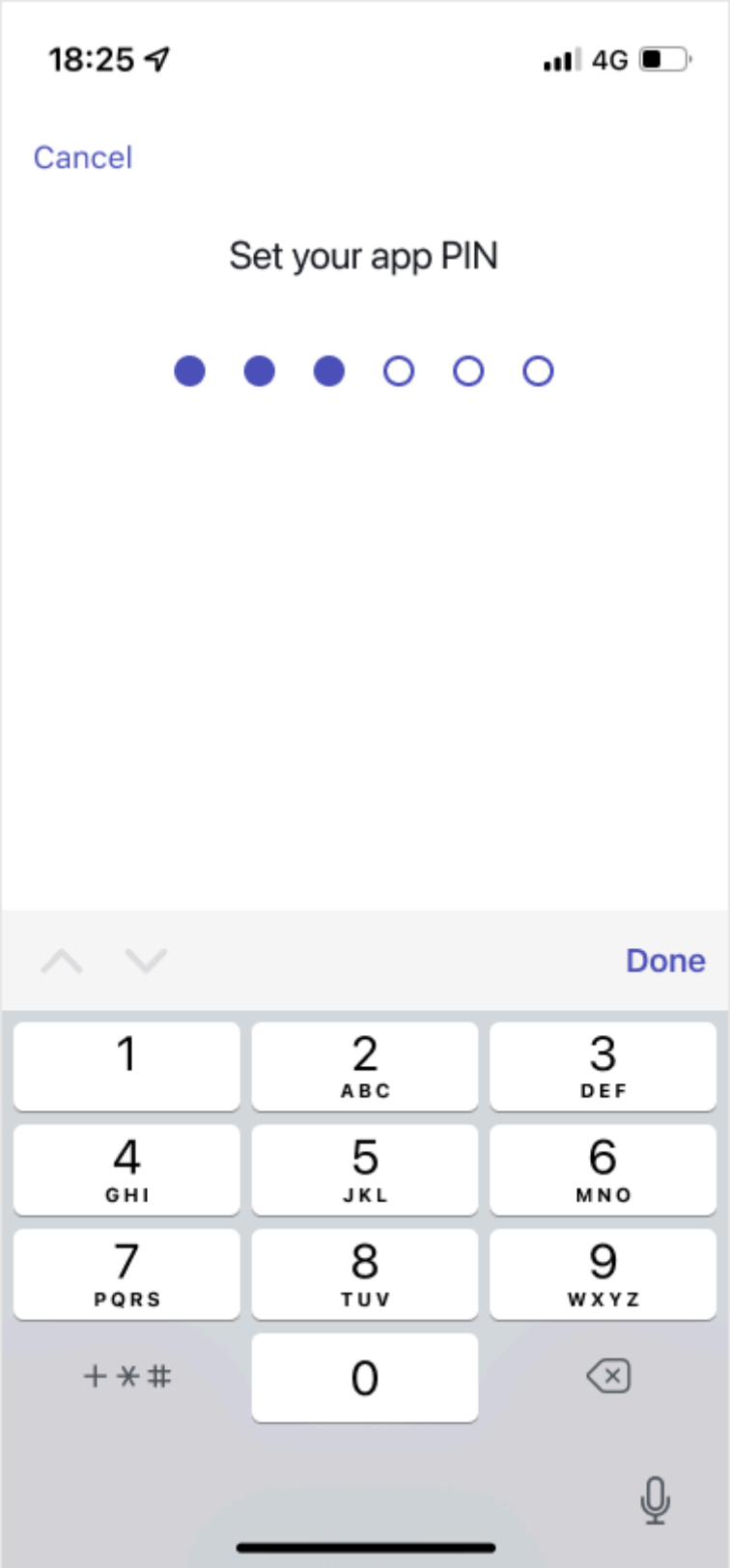
Before you begin

Role required: admin

Procedure

1. Log into a ServiceNow mobile app.
2. On the navigation bar, tap the **Settings**.
3. On the settings page, tap **Security**.
4. Tap **Require an app PIN**.
5. When prompted Enter a 6 digit PIN for your app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. When prompted, re-enter the same 6 digit PIN.
   Your app is now configured with a security PIN.
7. **Optional:** Enable **Unlock with Fingerprint Sensor** to use your device's fingerprint biometric security instead of your PIN.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Change your PIN for a mobile app

Change the pin for your ServiceNow mobile apps.

Before you begin
Role required: admin

Procedure

1. Log into a ServiceNow mobile app.
2. On the navigation bar, tap the **Settings**.
3. On the settings page, tap **Security**.
4. Tap **Change app PIN**.
5. At the prompt, enter your current app PIN.
6. When prompted, enter a new 6 digit PIN.
7. When prompted, re-enter the same 6 digit PIN.
   Your app is now configured with a new security PIN.

Remove your PIN from a mobile app

Remove the pin from a ServiceNow mobile app.

Before you begin
Role required: admin

Procedure

1. Log into a ServiceNow mobile app.
2. On the navigation bar, tap the **Settings**.
3. On the settings page, tap **Security**.
4. Tap **Disable app PIN**.
   Your app no longer configured with a security PIN.

Analytics settings for mobile

Enable analytics tracking of your user journey in a mobile application.

When launching a mobile application for the first time, European users are prompted to select whether to consent to analytics tracking. Non-EU/non-US users see a notice of enabled analytics tracking.

All users can enable/disable tracking in the mobile application at **Settings** > **Analytics** > **Enable Analytics**.

For detail on how an administrator can configure and track analytics for mobile, see Usage Insights.

Enable notification settings for mobile

Enable push notifications on your mobile device to receive information and messages directed to you.

Before you begin
Role required: none

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Log in to the ServiceNow mobile app.
2. On the navigation bar, tap the **Settings** button.
3. On the settings page, tap **notification preferences** and then enable the **Enable notifications** toggle.

Theme settings

Use different themes on the Mobile Agent and Now Mobile apps to improve focus, readability, and accessibility.

Before you begin

Role required: none

Procedure

1. Log in to a ServiceNow mobile app.
2. On the navigation bar, tap the **Settings** button.
3. In the **Settings** page, tap **Theme**
4. Tap the theme you require:
   - Light: Enables light mode.
   - Dark: Enables dark mode.
   - System default: Automatically matches the device's current theme setting.

Note: If you don't see the theme settings, confirm that your mobile app is upgraded to version 16.0 or later.

Using location tracking for mobile

Use location tracking so that you can keep a record of your location, either for a defined period of time or while you perform tasks .

There are two location tracking options available, action-based and manual.

- Action-based tracking - Starts and stops location tracking based on actions you perform.
- Manual tracking - Starts location tracking for a defined period of time or tracks your location all the time.

Your administrator selects which tracking options are available to you. Either action-based, manual, or both. If both options are made available to you, you can select which tracking option you want to work with.

To monitor your activity, turn on location tracking from your mobile device. Location tracking continues even when there's no internet connection.

Note: The location setting on your mobile device takes precedence over the location setting in the mobile app. Grant permission on your mobile device to enable the app to track your location.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enable location tracking

Access Location tracking by tapping the#**Settings**# tab in the navigation bar, and selecting #**Location Tracking**.

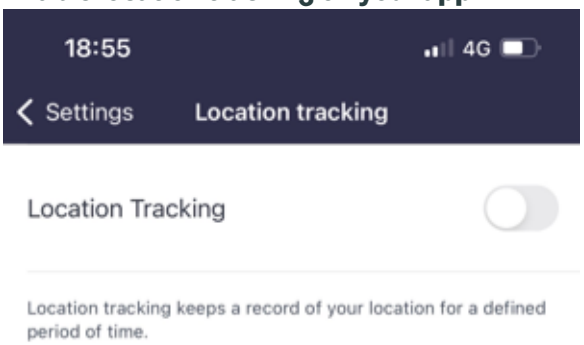
On the next screen, enable the **Location tracking** option.

> **Note:** You may see a prompt from your mobile device to grant location tracking permission to the mobile app. Select #**OK** to enable geolocation tracking.

Depending on the administrator's configuration, one of the following location tracking options are available:

- Manual tracking option
- Action-based tracking option
- A screen enabling you to choose between manual and action-based tracking.

Enable location tracking on your app

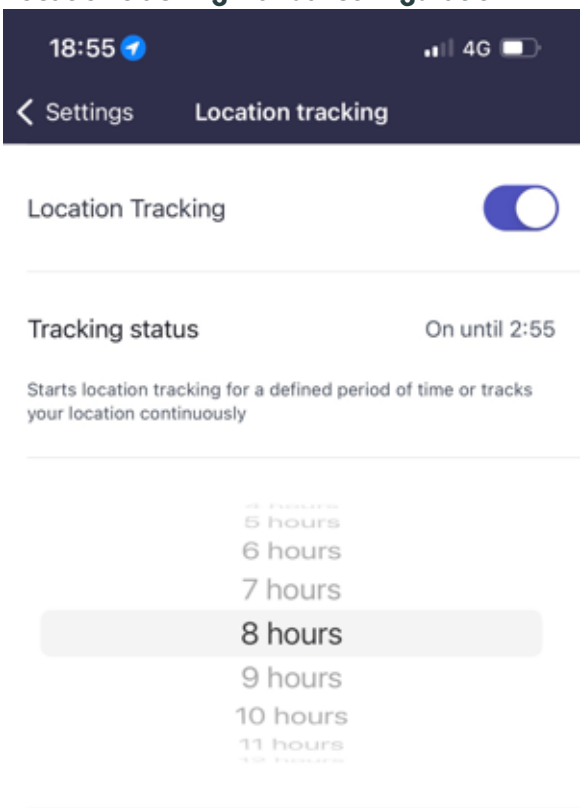


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Set manual tracking

Tap the **Manual tracking** option in the Location tracking screen. You have the option to either select a period of time in hours to record location tracking, or to record location tracking all the time.

Location tracking manual configuration

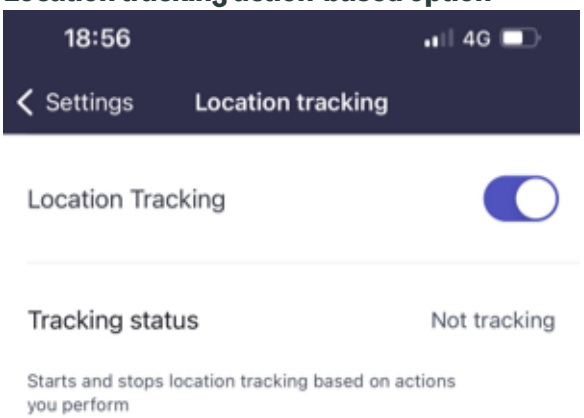


Set action-based tracking

Tap **Action-based** to enable the action-based location tracking option.

> **Note:** A message stating Tracking or Not tracking displays. This text indicates whether your mobile device is tracking at this current moment.

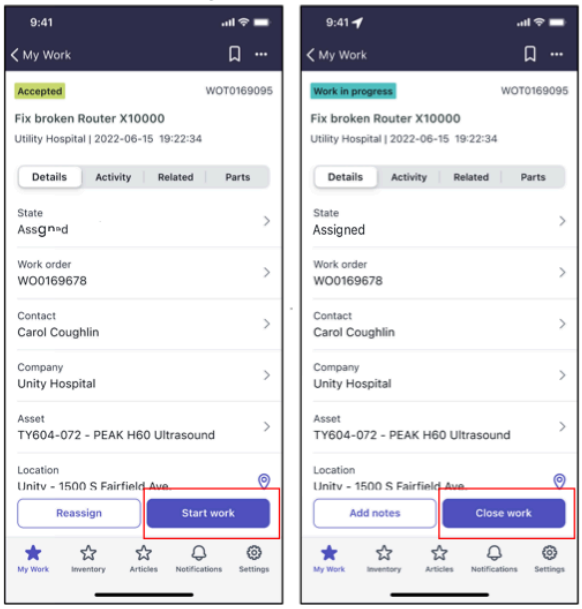
Location tracking action-based option



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action-based location tracking starts and stops when you tap on the corresponding button within a record, as defined by your administrator.

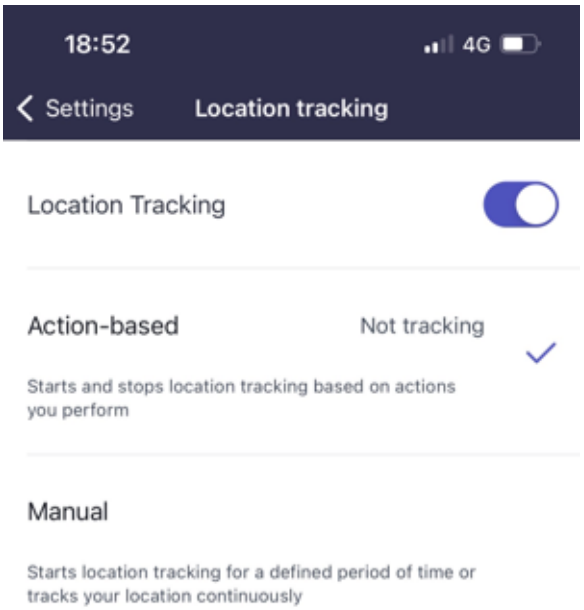
Start and Stop buttons used in action-based location tracking



Select from either tracking option

If your administrator has enabled both options, you can select the tracking option you want to work with.

Location tracking screen with both options available



Location tracking behavior in defined situations

Location tracking behavior when logging out and in

When you initiate location tracking, the app saves the tracking start and end time. When the end time passes, the tracking session expires, and location tracking is turned off.

By default, if you log out during an active location tracking session, when you log back into the same instance, the app checks if the location tracking session has expired. If the session has not expired, the location tracking session automatically resumes, until the defined end time.

Location tracking behavior when overriding an active tracking session

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If during an active location tracking session you tap another action that starts location tracking, the last tapped action overrides the existing tracking session.

Define notification banner display time

Define the length of time a banner notification is displayed at the top of your screen. Increasing the display time provides additional time to read a message before it disappears, and for the screen reader to read out the entire message.

Before you begin

Role required: none

About this task

Select the length of time a notification banner displays at the top of your screen. The default value is three seconds. If you select to use the voiceover feature throughout your mobile device, the default time automatically increases to 10 seconds.

Procedure

1. Log in to a ServiceNow mobile app.
2. On the navigation bar, tap the **Settings** button.
3. In the **Settings** page, tap **Preferences**
4. In the **Preferences** page, tap **Banners**.
5. In the **Banners** page, select the time for a notification to display before it disappears.

Display mobile screen performance data

Display performance-related data, like SQL counts, business rules, and REST API responses in a debug drawer at the bottom of the screen. This data enables administrators to measure the performance of each mobile screen and to identify any performance issues.

Before you begin

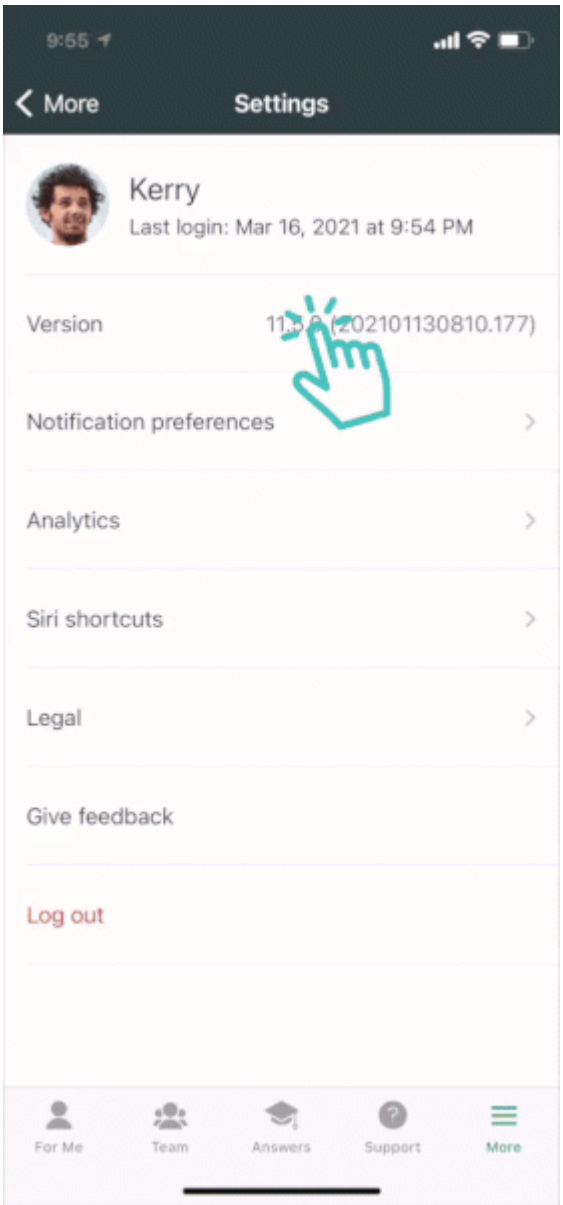
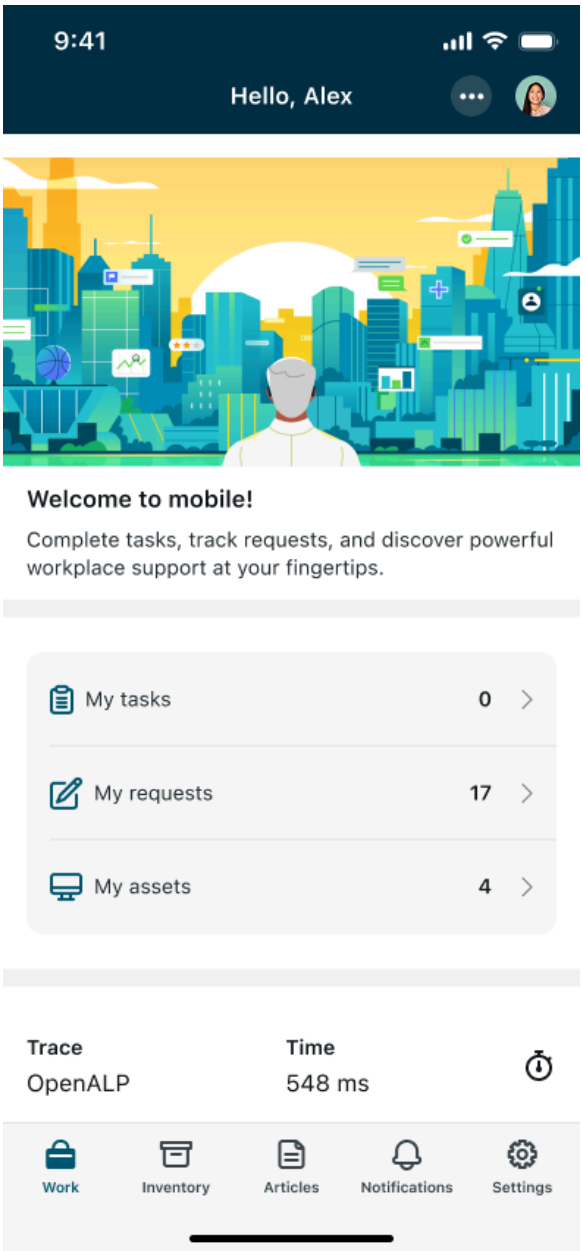
Role required: none

About this task

Enable the debug drawer option to show the performance and timing related to each API call, when a page is loaded or an action is completed. Administrators use this information to assess network, server, and web performance.

Note: Administrators are not able to configure any settings of this feature.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Accessing of debug drawer option	Debug drawer displayed with screen data
	

Procedure

1. Log in to a ServiceNow mobile app.
2. On the navigation bar, tap the **Settings** button.
3. Choose from the following option to either enable or disable the debug drawer option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Procedure
Enable debug drawer	**a.** On the settings page, tap **Version** rapidly five times. The **Debug Drawer** option displays in the settings page. **b.** Enable **Debug Drawer**, to display the de bug drawer on each screen.
Disable debug drawer	On the settings page, tap **Version** rapidly five times. The **Debug Drawer** option no longer displays.

Offline mode for mobile

Access and submit actions to records in your mobile apps, even if you don't have an internet connection.

Plan ahead when you use offline mode. If you're working in an area with no internet access, download what you want to work on ahead of time while you're still connected to the internet.

When you're 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 synchronize your device with the instance. The cached changes in your outbox update to the instance.

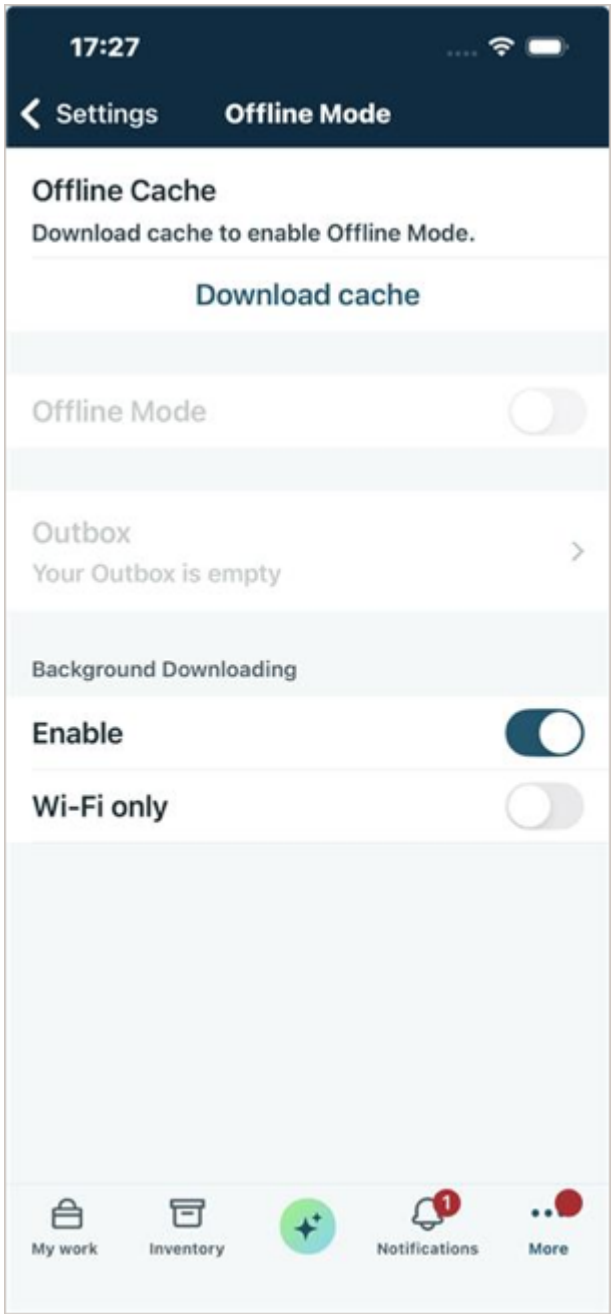
For information on configuring mobile offline, see Offline mode.

Enable offline mode

Enable offline mode in your **Settings** tab. Tap **Offline** 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 cache** and then select **Offline mode**.

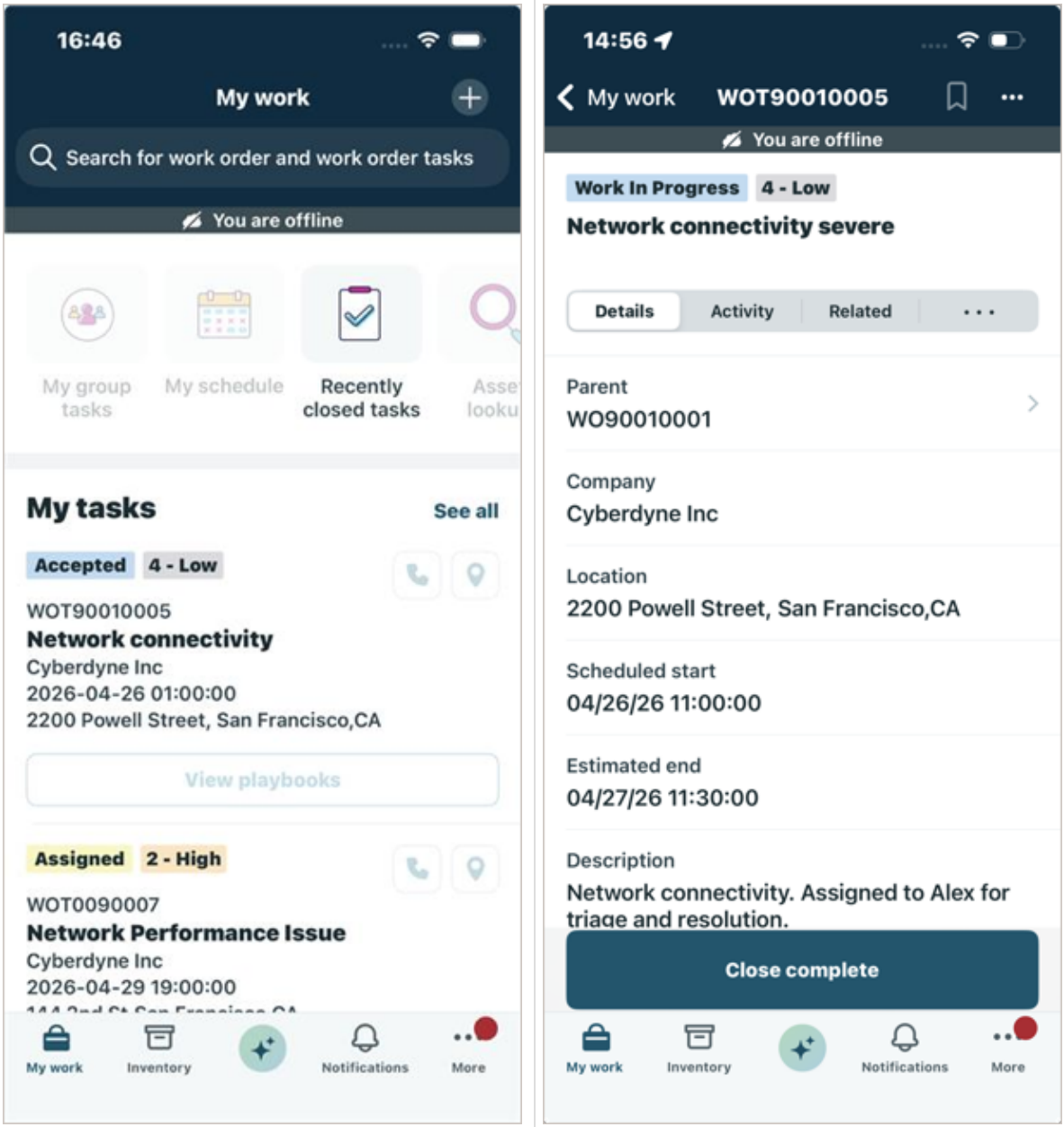
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Navigate the mobile app in offline mode

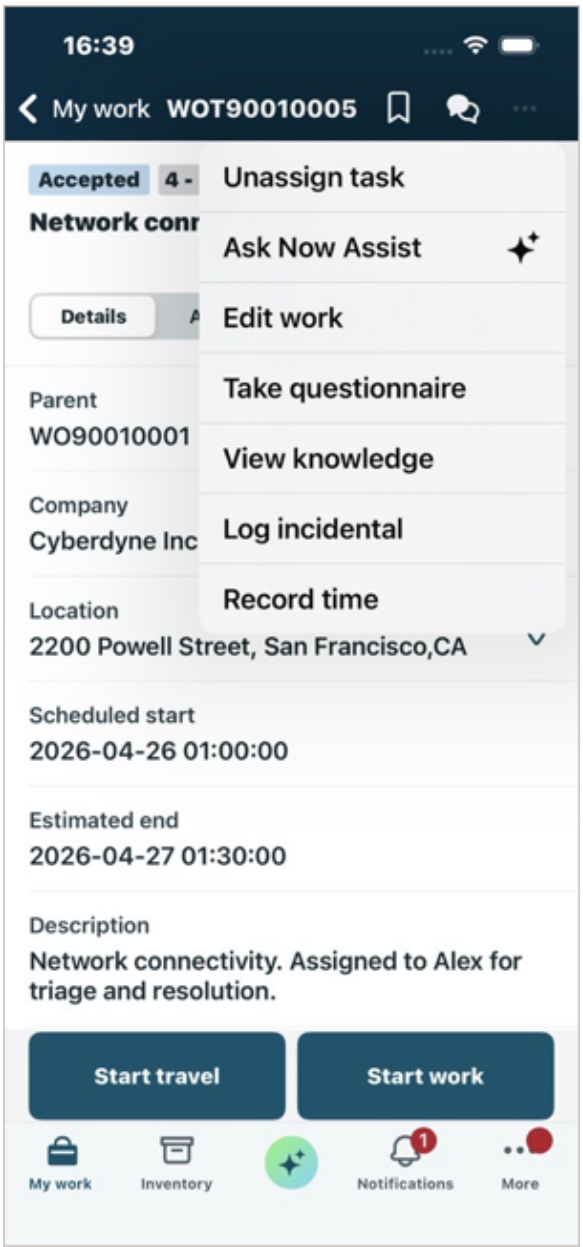
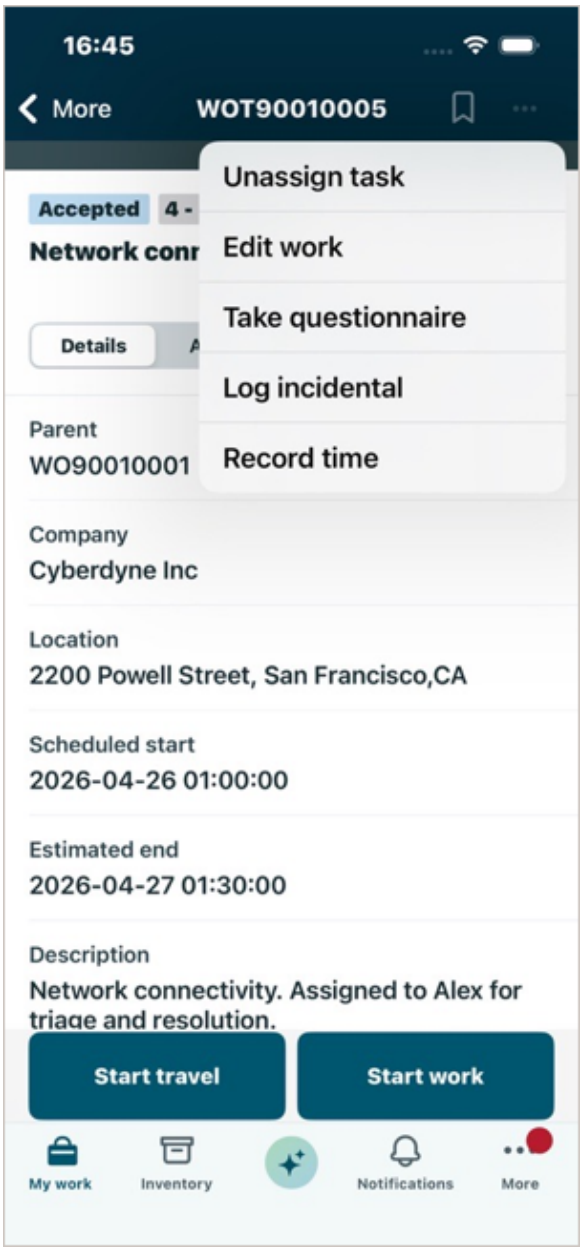
When you're in offline mode, a banner that reads Offline Mode displays across the top of all screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



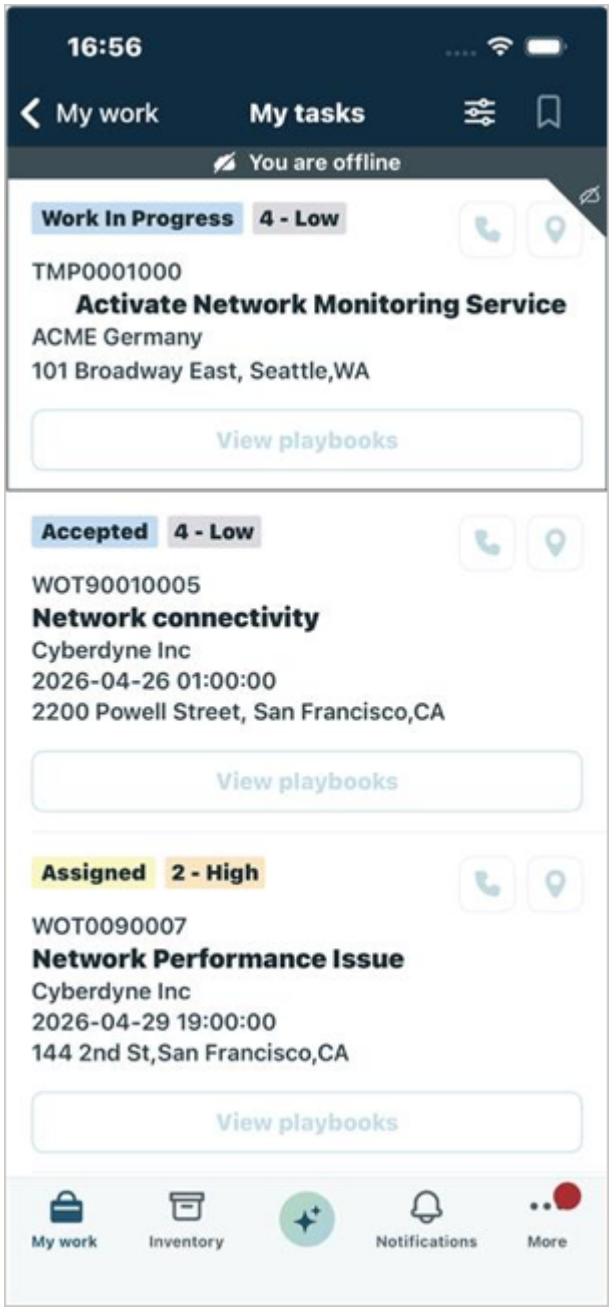
Depending on how your administrator configures the mobile app, you're unable to submit certain actions while you're in offline mode. These actions are hidden from the user interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Online with actions available	Offline with some actions unavailable
	

When you submit an action while you're in offline mode, the change gets marked with a cloud offline icon. Changes remain marked until your device synchronizes to the server.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Disable offline mode and synchronize outbox

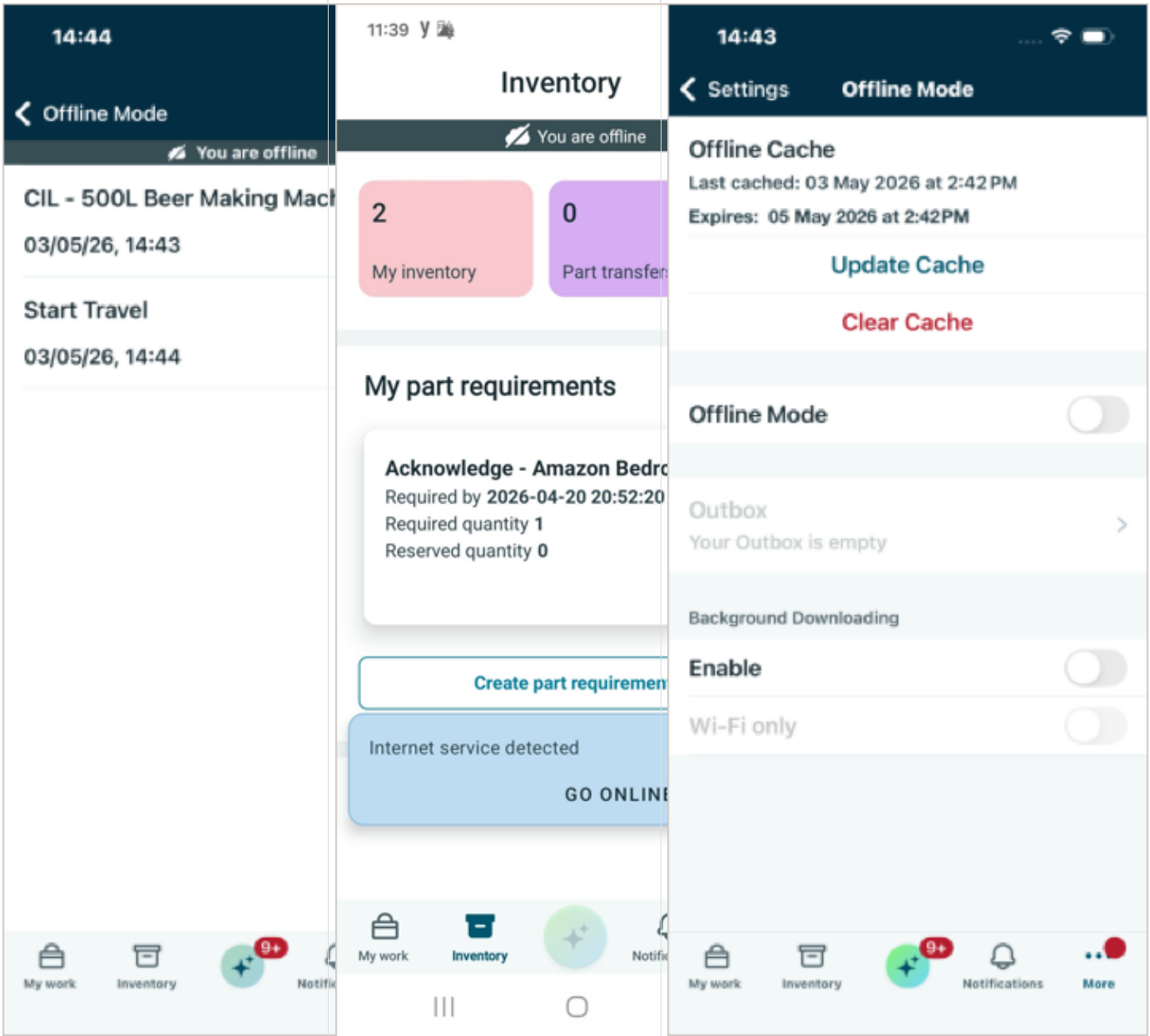
To turn off offline mode and sync pending actions, do the following:

- Navigate to **Settings** > **Offline** in the mobile app. Then deselect **Offline Mode**.
- Tap **Sync all** from the outbox items list.

Once connectivity is restored, a pop-up displays prompting you to select **Go Online and Sync** to upload any pending changes from the outbox.

Note: After the synchronization completes, you're back online and your offline cache is deleted.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



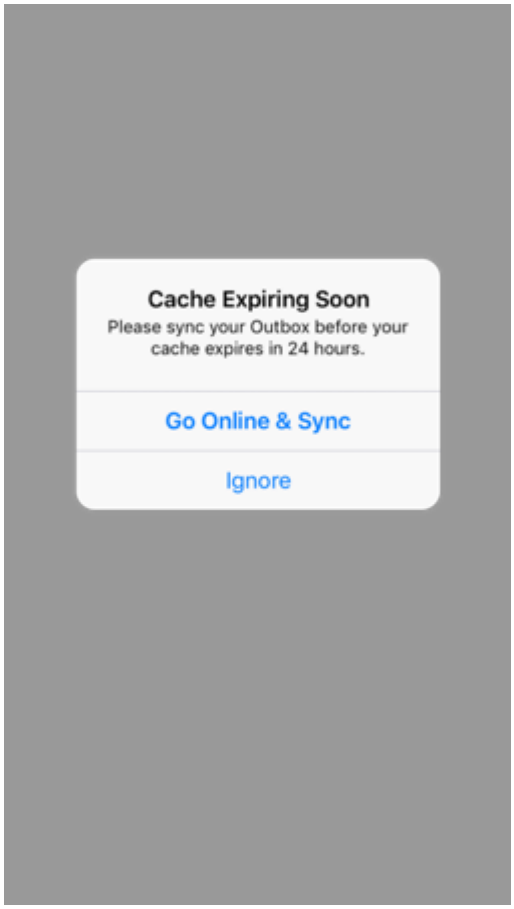
Cache expiration

Your administrator configures a default length of time after which your offline cache expires.

When a cache expires, you must go online and sync your changes. Warning messages appear periodically to remind you to synchronize your cache before it expires.

Note: Always synchronize your cache before and after going offline.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



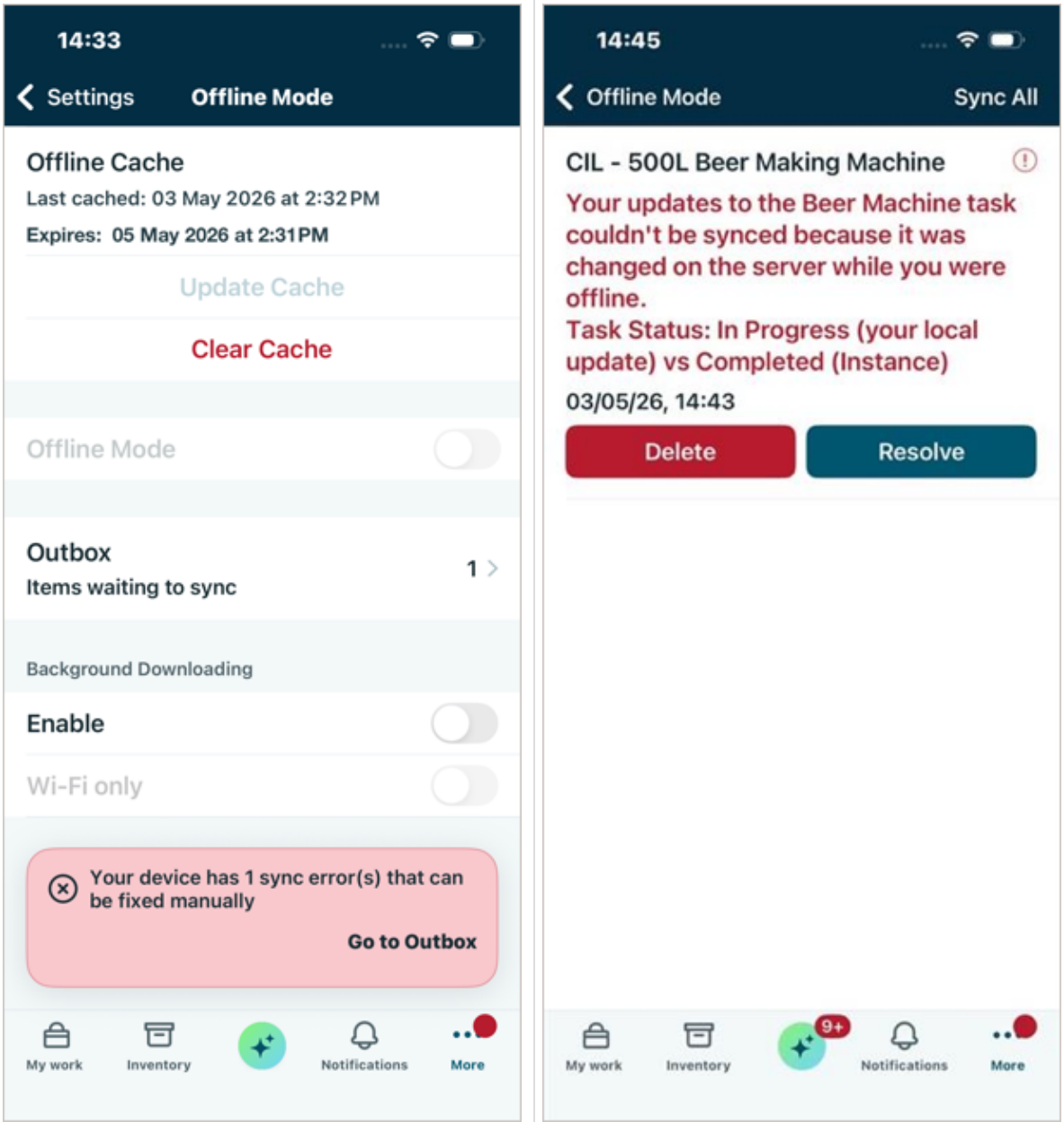
Resolve synchronization errors

Problematic changes that you made in offline mode don't synchronize to the instance. They remain in the outbox until they are resolved.

You can't synchronize changes that contradict changes made by other users while you were offline. For example, you may receive an error message if you try to synchronize 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** > **Outbox**. Error messages indicate where errors occurred in your cached records while you were offline. You can resolve any of the listed issues directly from your outbox. Tap **Resolve** to fix the error or tap **Delete** to remove the issue from the list.

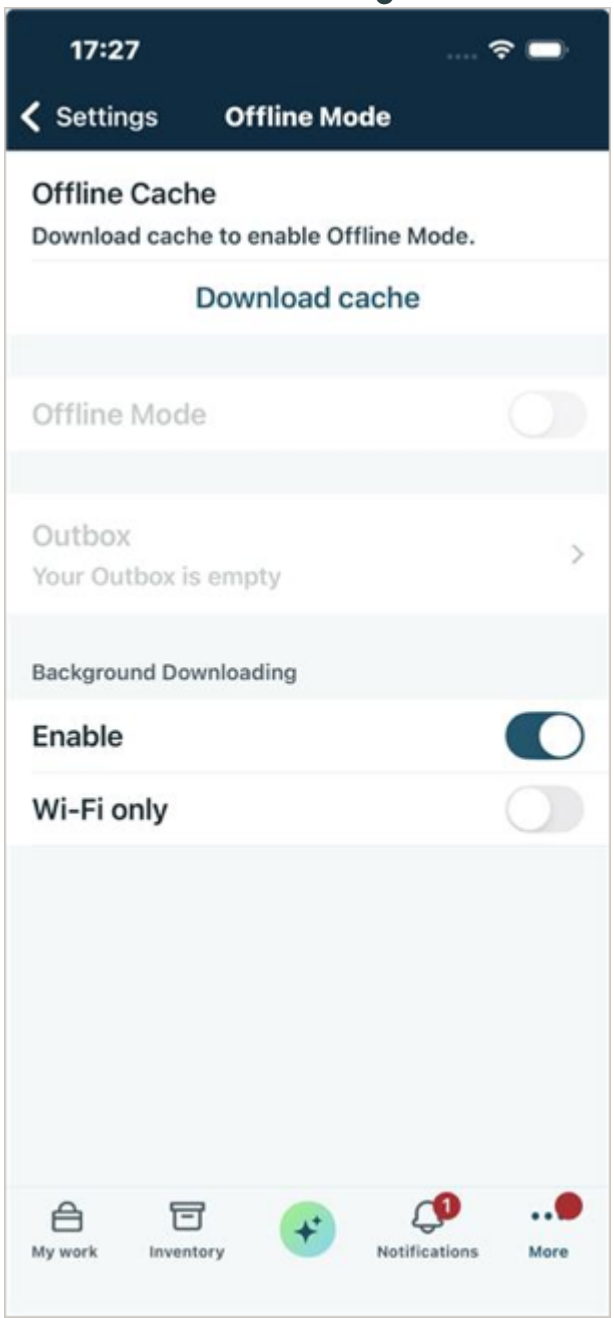
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can either tap **Resolve** to fix the error or tap **Delete** to remove the issue from the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Scheduled offline caching



Enable scheduled offline caching to automatically download your cache according to your work schedule. Scheduled caching works in the background, so you can continue to use the app while the download completes. You can enable or disable this feature in your app settings.

Note: To download content only when connected to Wi-Fi, enable the **Wi-Fi only** option.

Refresh mobile app meta-data

See the latest updates your administrators have made to your ServiceNow mobile apps by refreshing a screen launcher page.

Before you begin

Role required: none

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Some changes to ServiceNow mobile app made by your administrator require a refresh of your app metadata before you can see the updated information. Changes that may require a refresh include:

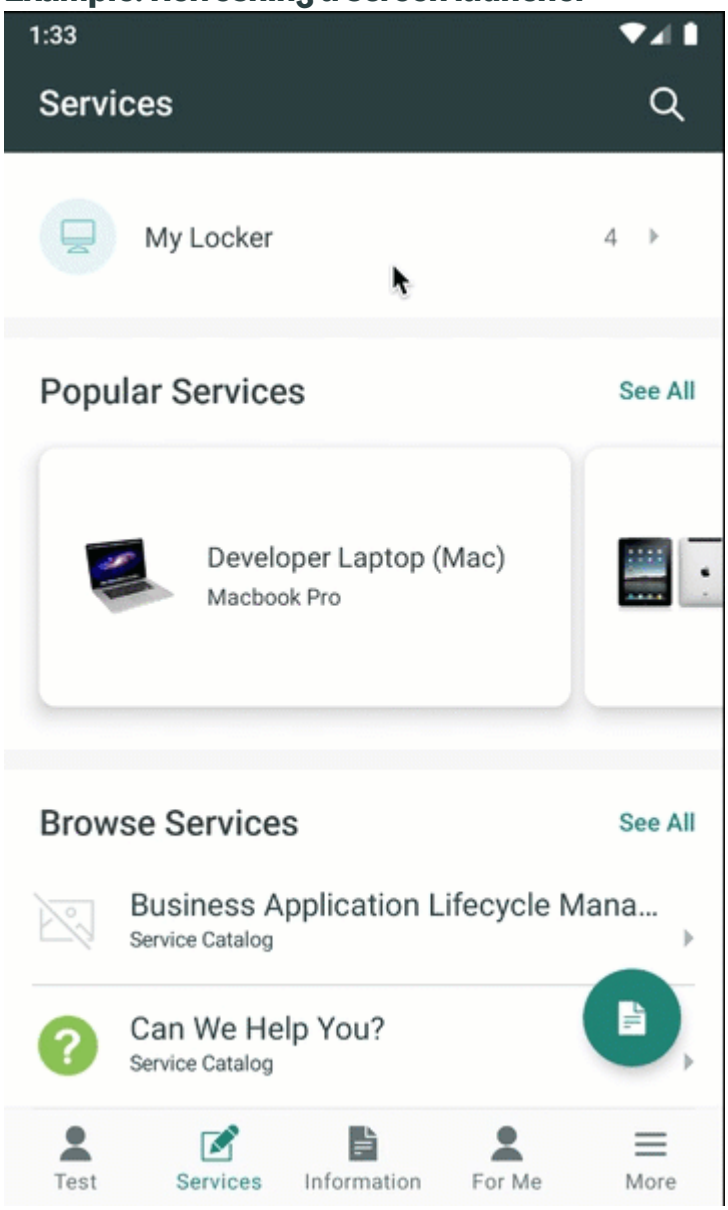
- Changes to push notification properties
- Changes to screen launchers
- Changes to the navigation bar

Avoid inconsistencies in your apps by refreshing your app when instructed by your administrator.

Procedure

1. Navigate to any screen launcher on your mobile app.
2. Scroll to the top of the screen launcher page.
3. Tap the screen and drag down until you see the refresh ( ) icon, then release.

Example: Refreshing a screen launcher



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Languages on your mobile device

Select a language for your ServiceNow mobile app that may differ from the language defined for your mobile device.

Note: This capability is available from ServiceNow mobile app version 16.0.

For a list of supported languages, see Localization on mobile devices.

Sources of languages for ServiceNow mobile apps

Languages displayed in ServiceNow mobile applications are sourced from two areas: the ServiceNow mobile app's language and the selected ServiceNow instance language.

- The ServiceNow mobile app language is the main language setting for the mobile app. Examples are texts like the main screen titles (such as **Settings**), and local button titles (such as the **Clear All** button on the filters screen or the **See All** option in record sections).
- The ServiceNow instance language is the selected setting on your ServiceNow mobile app instance. These localized components from the instance include things like field labels, web content, and other data stored on the server in the **Translated** field.

Note:

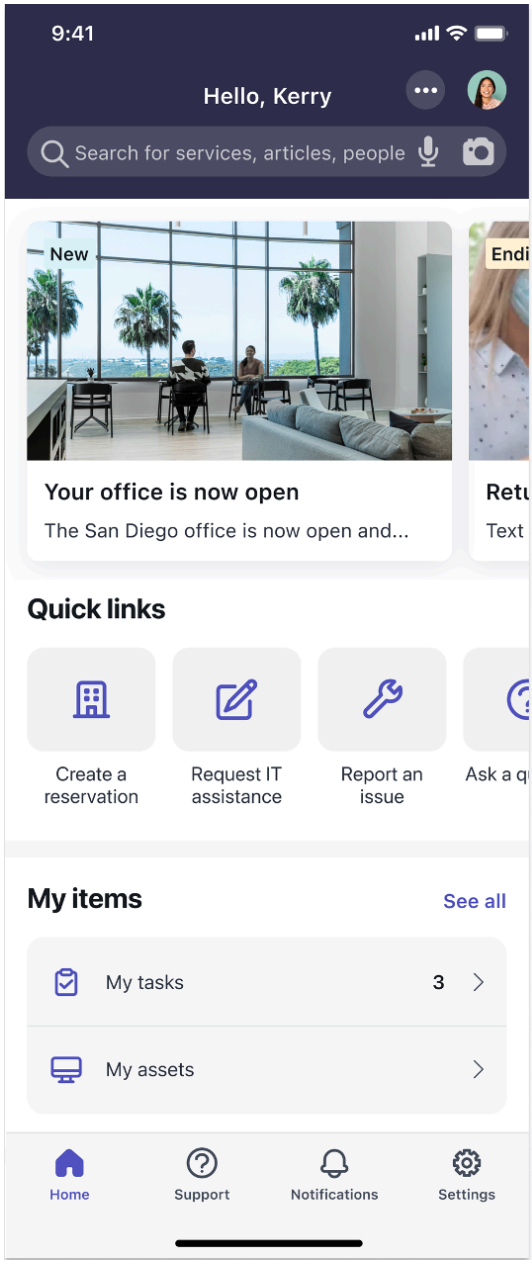
- As the ServiceNow mobile app language and the instance language may differ, there may be a blending of languages within your ServiceNow mobile app. For a clearer user experience, both language settings should be the same.
- The way you select language settings varies between the ServiceNow mobile client version on your mobile device. For more information, see:
  - Selecting languages on your mobile device (ServiceNow mobile client version 22.2 and later)
  - Selecting languages on your mobile device (ServiceNow mobile client version 22.1 and earlier)

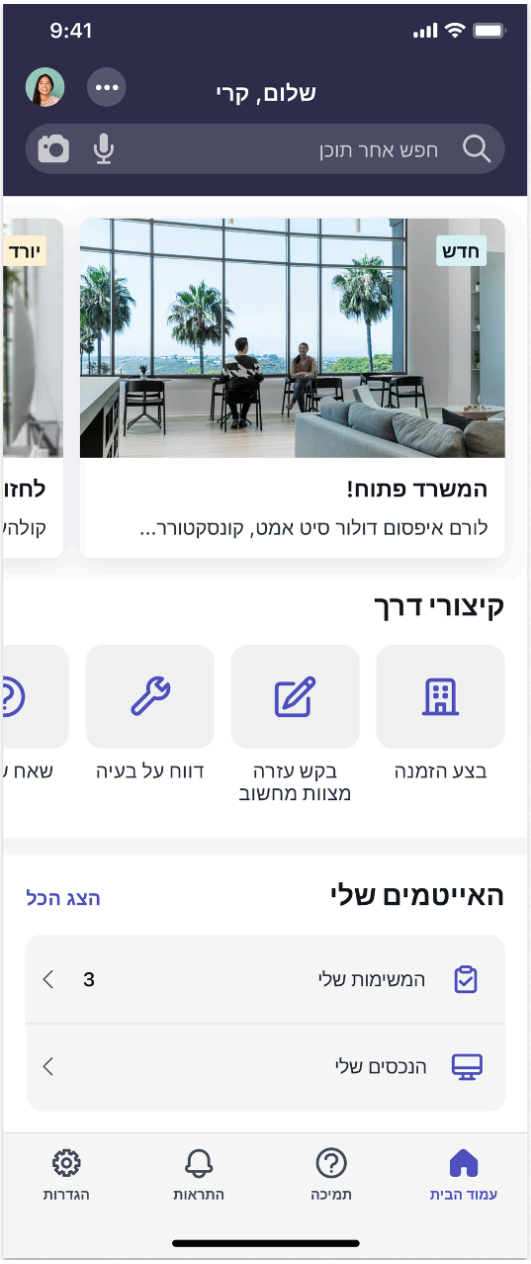
There's an additional display of content within your ServiceNow mobile apps, which is manually added by you. This content isn't affected by either the mobile app language setting or the instance language setting. Examples of these texts are the inputs you manually enter into areas like forms, records, and notes within the activity stream.

Support of right-to-left languages

The display of right-to-left languages is supported in ServiceNow mobile apps. As of the Washington DC release, Arabic and Hebrew are supported right-to-left languages. Text and visual components are right-to-left aligned to mirror the more common left-to-right alignment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.





Selecting languages on your mobile device (ServiceNow mobile client version 22.2 and later)

There are two areas where you can define the language for your ServiceNow mobile apps: the instance language setup and the mobile app language setup.

Things to consider

- For the optimum user experience, the same language should be used for the instance and the ServiceNow mobile app language.

  For a list of supported languages, see Localization on mobile devices.

- The setup in this topic only applies if you're using ServiceNow mobile client version 22.2 and later.
- When using Android version 12.0 or 13.0, the setup may differ depending on how your admin has configured the app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For the optimum user experience, the same language should be used for the instance and the ServiceNow mobile app language.

For a list of supported languages, see Localization on mobile devices.

Defining the ServiceNow instance language from mobile app login screen

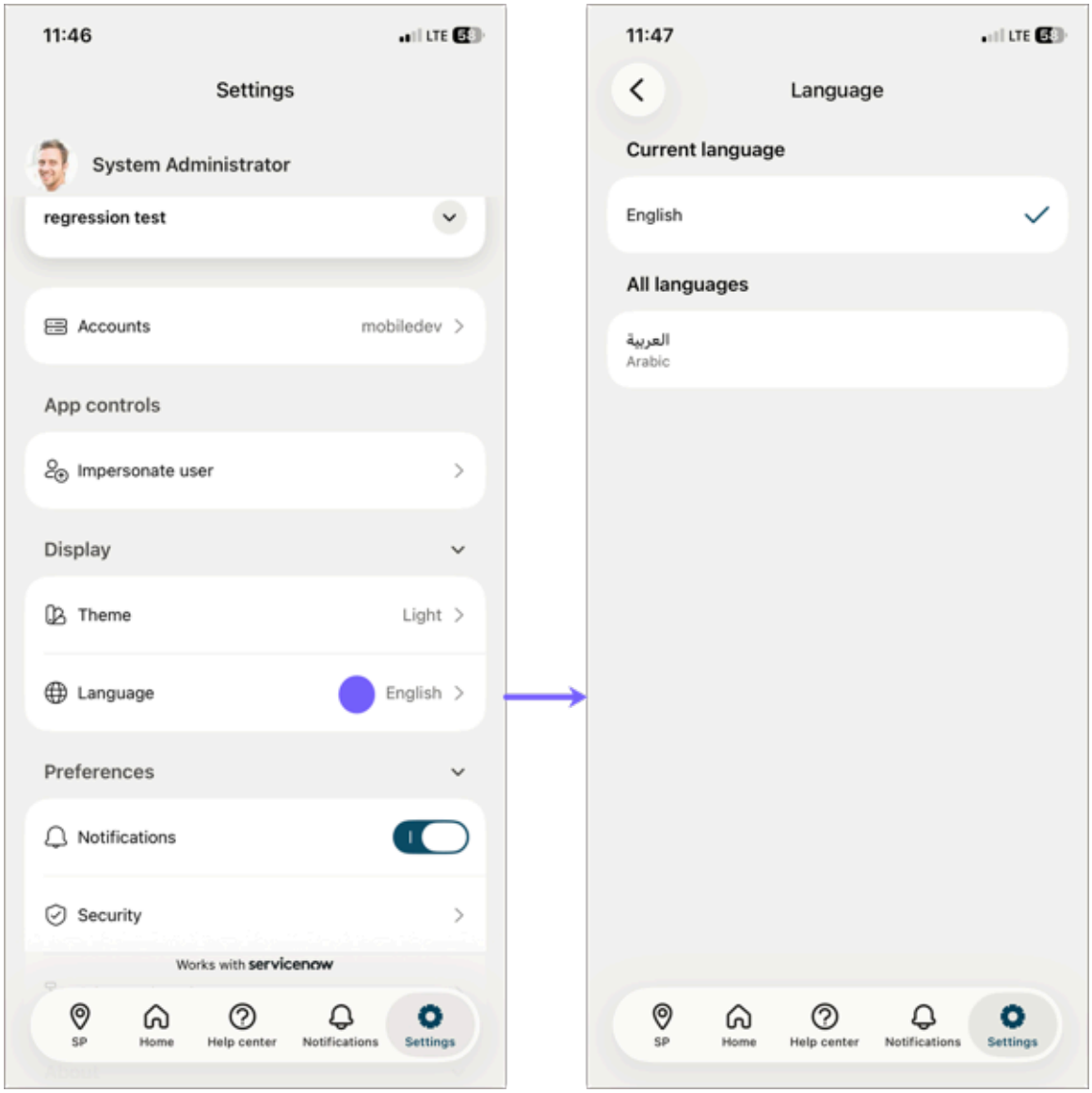
You can change the instance language by selecting the relevant language from the drop-down field in the mobile app login screen. If this field isn't displayed, this means that your instance has been preconfigured for a specific language and can't be changed.

Defining the mobile app language

You can change the mobile app language in the ServiceNow mobile app itself. The selected language incorporates both the Preferred language and the Instance language.

Note: In device ServiceNow mobile client version 22.1 and earlier, the Preferred language and Instance language is selected separately.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Selecting languages on your mobile device (ServiceNow mobile client version 22.1 and earlier)

There are two areas where you define the language for your ServiceNow mobile apps: the instance language setup and the mobile app language setup.

Note: For the optimum user experience, the same language should be used for the instance and the ServiceNow mobile app language.

For a list of supported languages, see Localization on mobile devices.

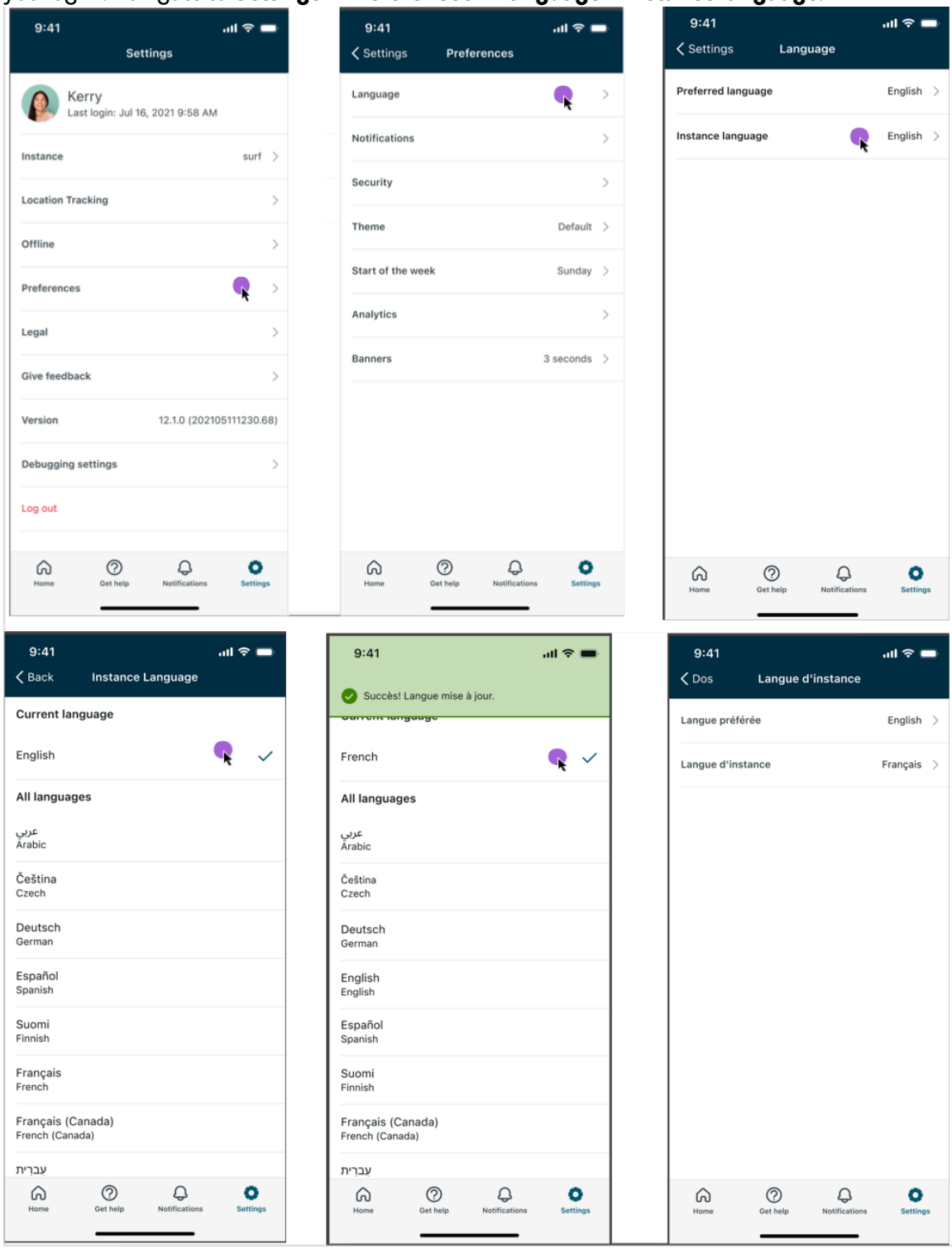
Defining the ServiceNow instance language from mobile app login screen

You can change the instance language by selecting the relevant language from the drop-down field in the mobile app login screen. If this field isn't displayed, this means that your instance has been preconfigured for a specific language and can't be changed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Alternatively, you can change the instance language from your mobile device, after you log in. Navigate to **Settings** > **Preferences** > **Language** > **Instance language**.

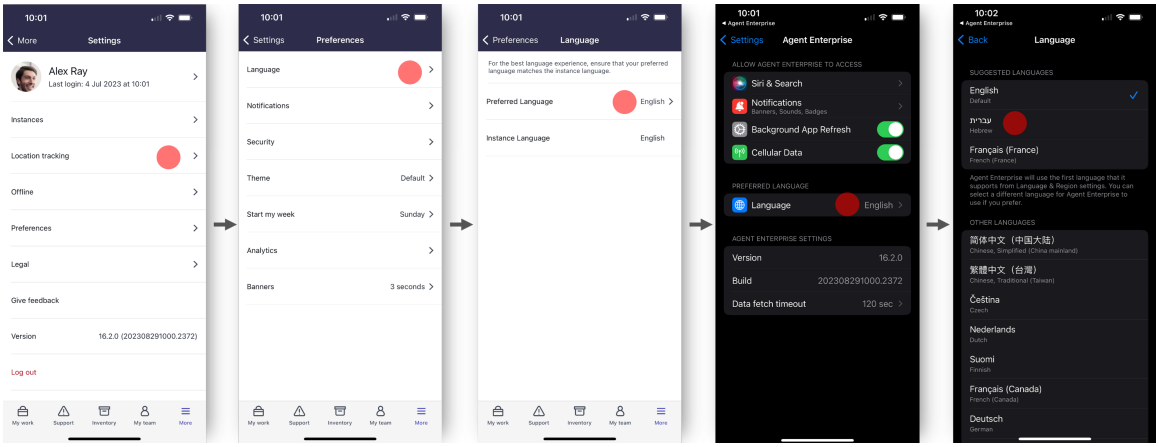


Defining the mobile app language

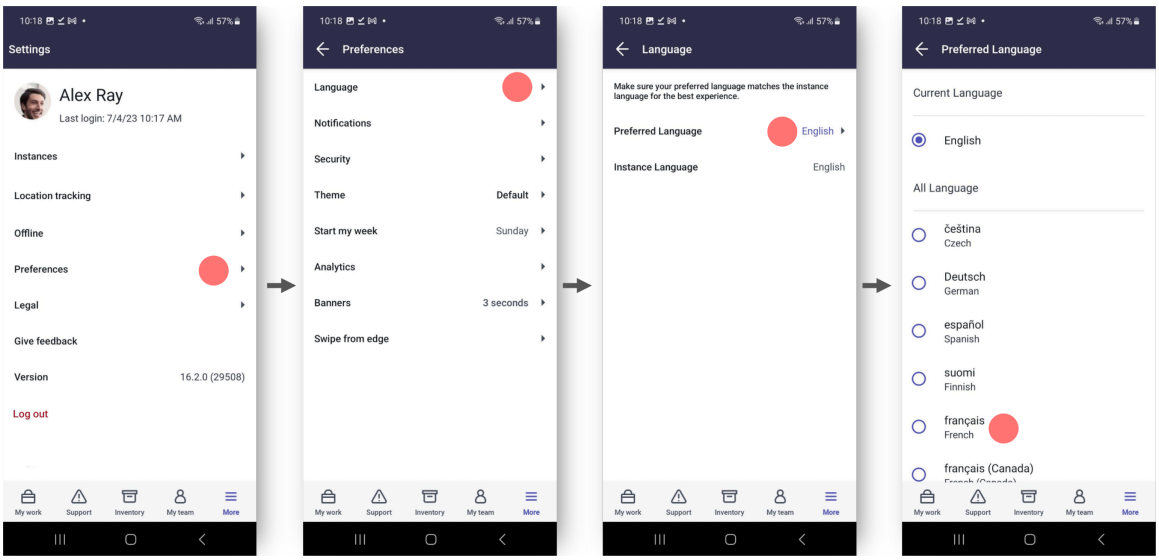
You can change the mobile app language in the ServiceNow mobile app itself. The process differs for Android and iOS applications as shown.

Changing the language in ServiceNow mobile apps - iOS

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

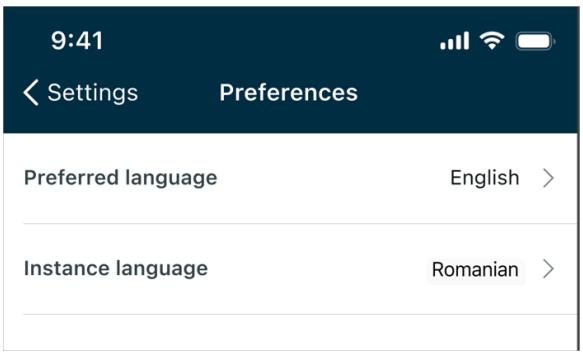


Changing the language in ServiceNow mobile apps - Android



Language page in your ServiceNow mobile apps

For both the iOS and Android workflows when changing the language for ServiceNow mobile apps you're directed to the Language Preferences page in the ServiceNow mobile app. The Language Preferences page contains the following fields.



Note: You can only select languages that are available on your instance.

The **Preferred Language** is the ServiceNow mobile app language and can be configured from this page.

The **Instance Language** is the selected setting on your ServiceNow mobile app instance. These localized components from the instance include things like field labels and web content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

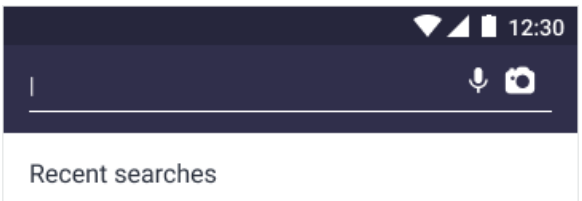
Mobile search

Learn how to use global search to find information within search sources configured for your mobile apps.

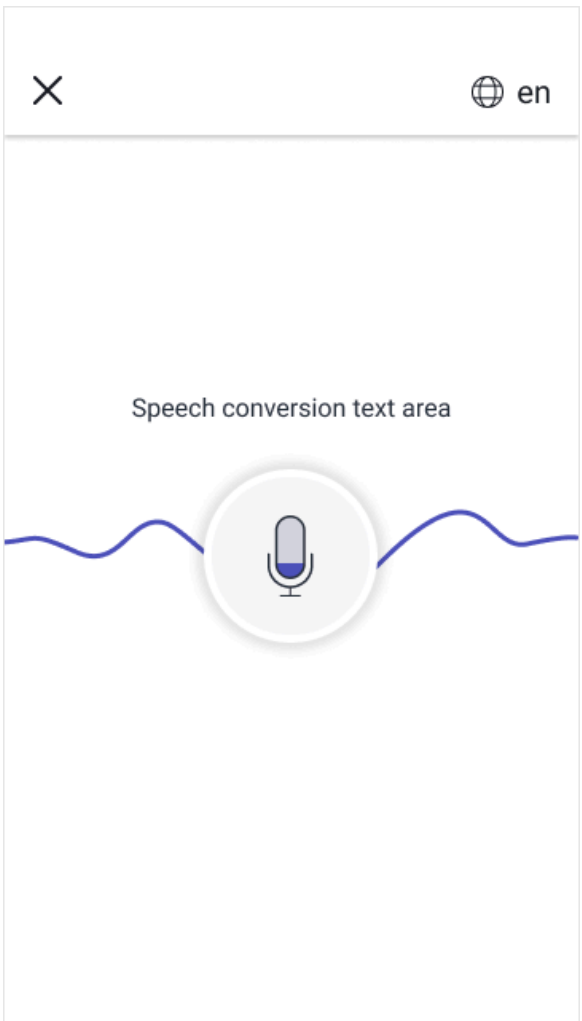
ServiceNow apps have several configurable ways to search to help you find what you need, to get work done on your mobile device.

Text search

Use search in the launcher screen header to quickly find information within the defined search sources while on your mobile device.



Your administrator can configure global search within a launcher screen header and define a set of tables that can be searched through. For details on how an administrator can configure global search, see Enable global search in your screen launcher.



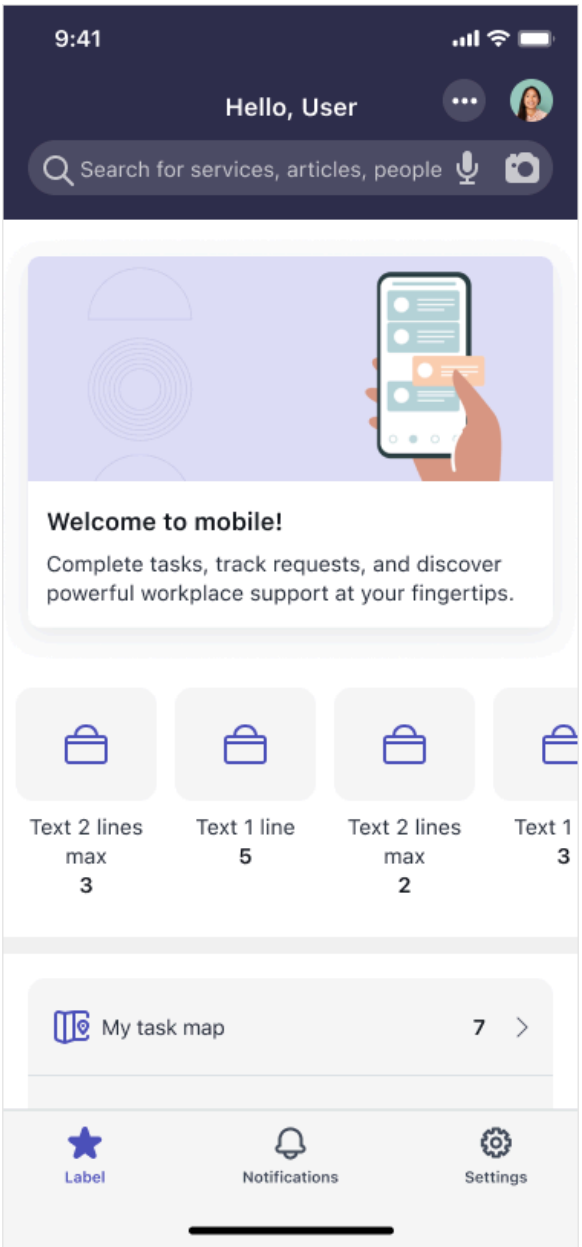
Voice search

If enabled by your administrator, you can tap to talk on the microphone icon ( ) to the right of the search bar. You can then speak to your device and your voice is captured as search text. For details on how an administrator can configure voice search, see Enable voice search.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Photo search

If enabled by your administrator, you can tap on the camera icon ( ) to the right of the search bar to perform image-based searches. For details on how an administrator can configure photo search, see Mobile photo search.



Mobile text search

Find items, articles, and people by entering text in the search area.

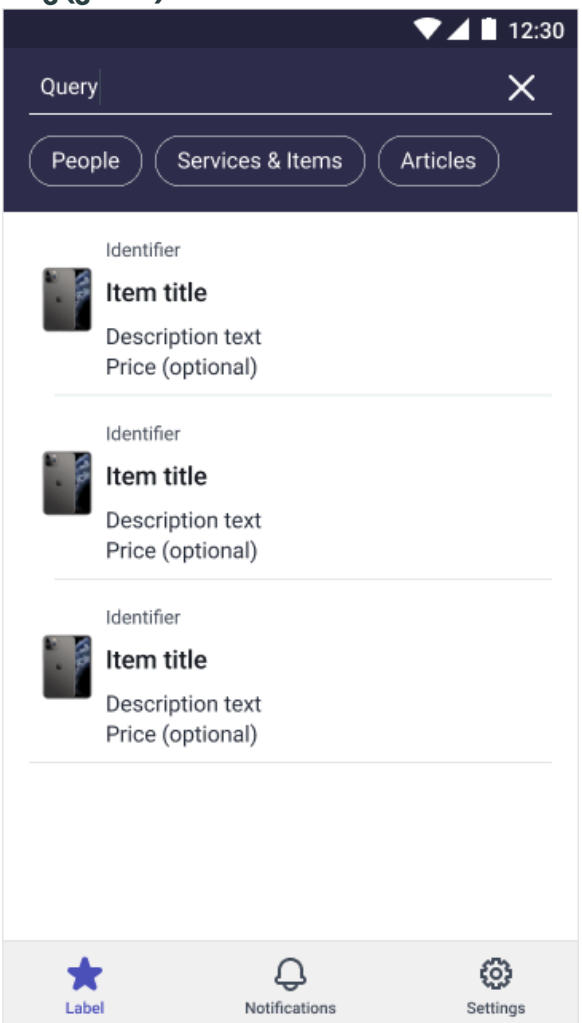
Use search in the launcher screen header to quickly find information within the defined search sources while on your mobile device.

Your administrator can configure a search area within launcher screen headers and define a set of tables that can be searched through. There are two search engine types which your administrator can configure, Zing text indexing and search engine and AI Search. Zing search is available throughout all mobile platforms, whereas AI Search is available only on Now Mobile. For details on how an administrator can configure this features, see Enable global search in your screen launcher.

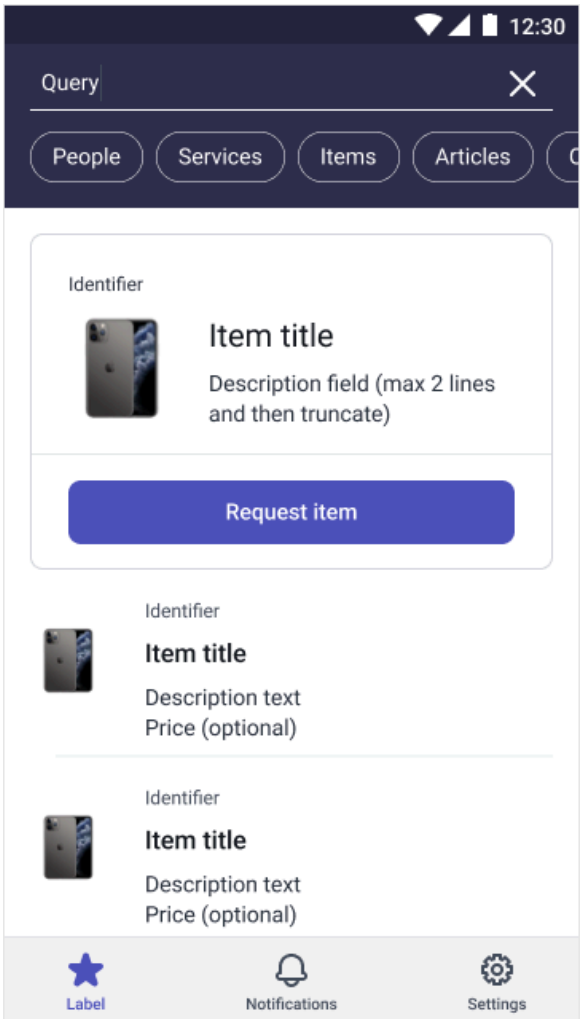
The appearance and capabilities of the Zing and AI Search results differ. You may notice this difference as admins can configure the different search engines on different launcher screens throughout a single instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Zing (global) search results



AI Search search results



Both search engines provide search suggestions as you type. They also include navigation tab filters which streamline the results displayed to help you find your specific answer. Zing search engine is available for all mobile platforms and utilizes additional data sources not associated with AI Search, such as CMDB records. For a list of tables that AI Search doesn't support for indexing, see ServiceNow AI Platform tables excluded from AI Search indexing.

AI Search has the following additional capabilities and behaviors to assist you in your search.

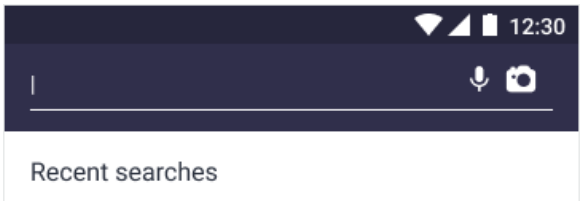
- Recent and popular searches - When tapping the search bar, suggested search options display according to your personal search history and queries by all users on the instance.
- Auto-correct typos - Misspelt words are automatically corrected.
- Synonym handling - The search engine is able to look for similar words entered and produce results accordingly. For example, if you enter "holiday" the AI Search also searches for "vacation".
- Genius cards and action items - Genius result cards display the most relevant answers in an attractive visual layout. They can also contain buttons for you to perform an action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile voice search

Find items, articles, and people using native speech recognition from an app on their mobile device.

Using voice search

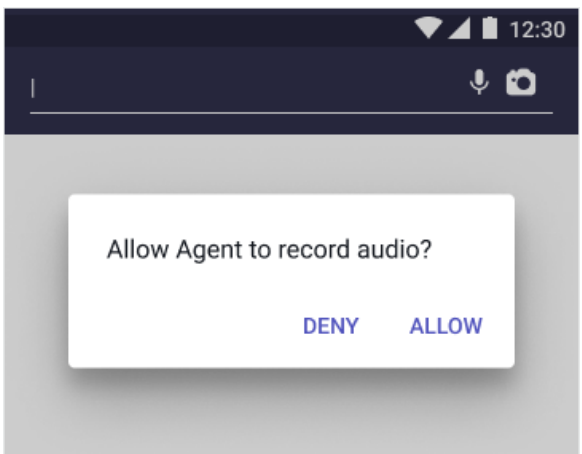


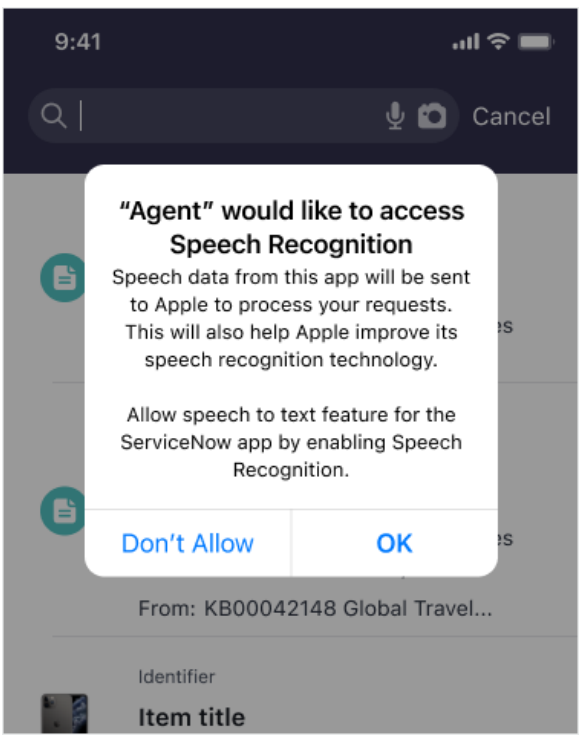
Take advantage of the speech recognition feature of your mobile device. Use voice search by tapping the microphone icon ( ) that appears on the right side of a search bar. Use your device's voice recognition interface to record your search query, which is then converted to text and entered as the search query in your app.

The first time you use the voice search feature, your mobile device may prompt you to allow your ServiceNow app to record audio.

Note: Your administrator must enable this feature. For details on enabling voice search on your instance, see Enable voice search.

The first time you use the voice search feature, your mobile device may prompt you to allow your ServiceNow app to record audio.





© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you deny this permission, you cannot use the voice search feature. The microphone icon changes to a disabled microphone icon ( ).

Third-party data usage

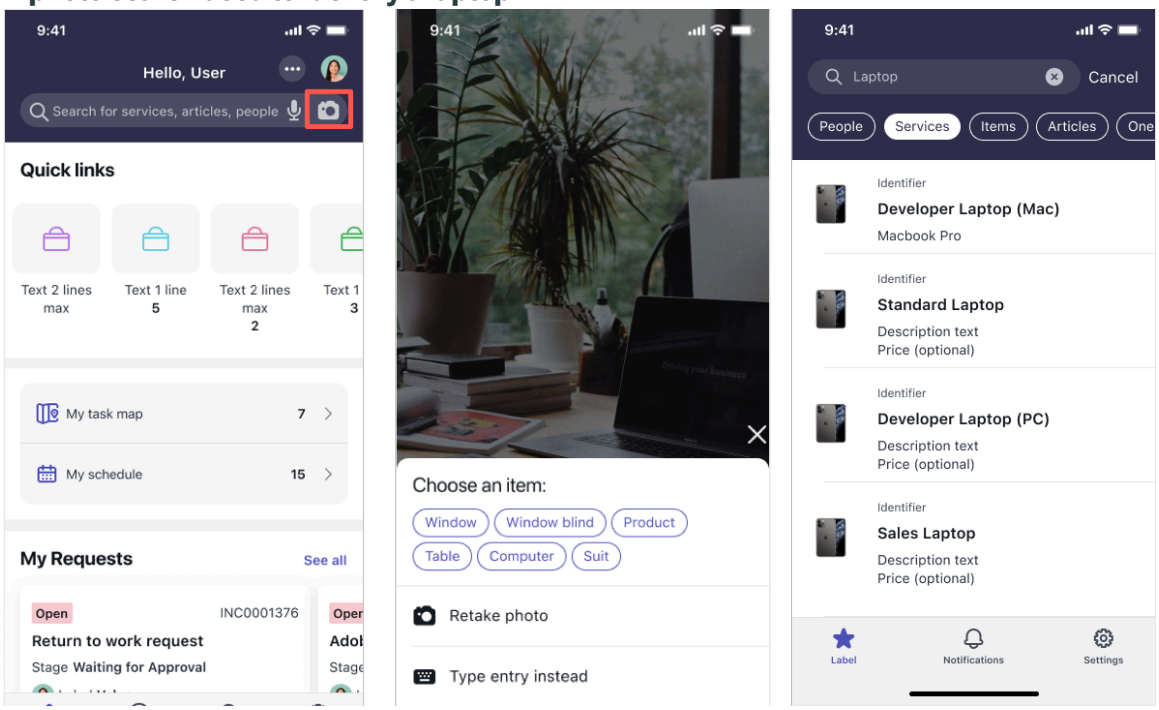
Depending on your mobile device's operating system, the voice recordings you create with the voice search feature are sent to Google or Apple to be processed into a text query. ServiceNow does not have control of the recording once it has been sent.

Mobile photo search

Configure photo search to give your users the ability to perform image-based searches using the objects around them.

Photo searches in your mobile apps

A photo search used to identify a laptop



When photo search is configured on your instance, a photo icon ( ) appears in your launcher screen search bar. Your users can tap this icon to use the camera on their mobile device to take a picture. The picture is identified using the Google Vision API, which returns one or more results. Users can select a result, which is used as their search query.

Note: For details on how an administrator can configure photo search, see Mobile photo search.

Third-party data usage

Images you take using the photo search feature are sent to Google for identification using Google Vision API. ServiceNow does not have control of the image once it has been sent. For details on how Google Vision API handles your image, see https://cloud.google.com/vision/docs/data-usage.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Filtering and sorting results in mobile

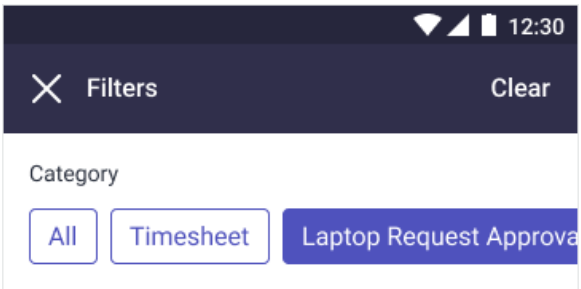
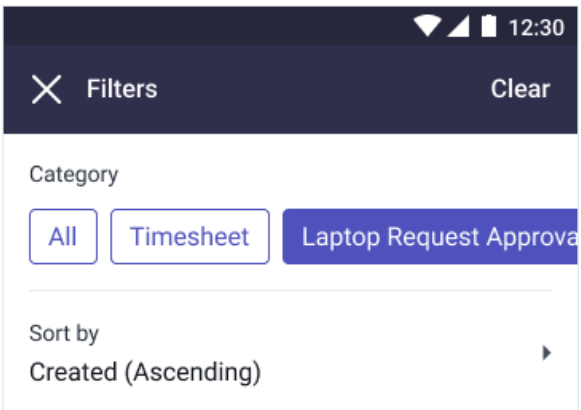
Use mobile filter capabilities within list, map, and calendar screens to help you search for specific data and streamline your results. Sorting lets you define how to view the filtered results.

Before you begin

Role required: user

Procedure

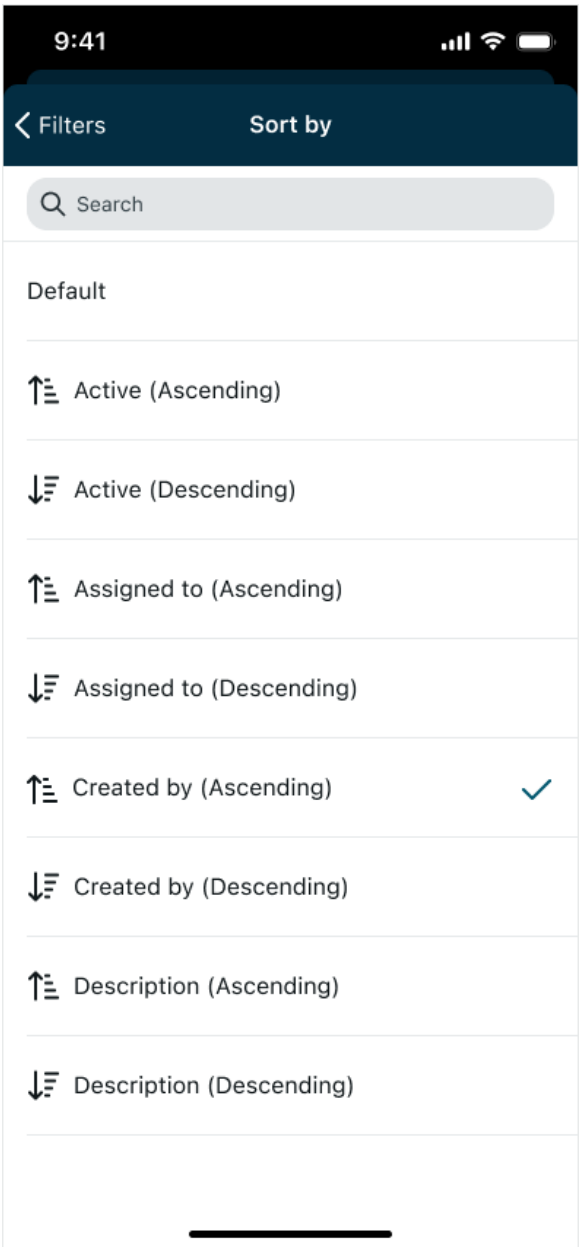
1. Tap the filter icon ( ) to filter your records.
2. Apply filtering and sorting options to your list by performing the following actions.

Select the category or categories you want to filter. Your administrator decides which categories are available. **Note:** If only one category is defined, the instance does not present the option to select categories. To see the filter conditions and sorting options that are common between all the displayed categories, tap **All**.	
Select **Sort by** to display a list of options by which you sort your filtered results.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select how you want to view your filtered results. Your administrator sets the default value. After you make your selection:

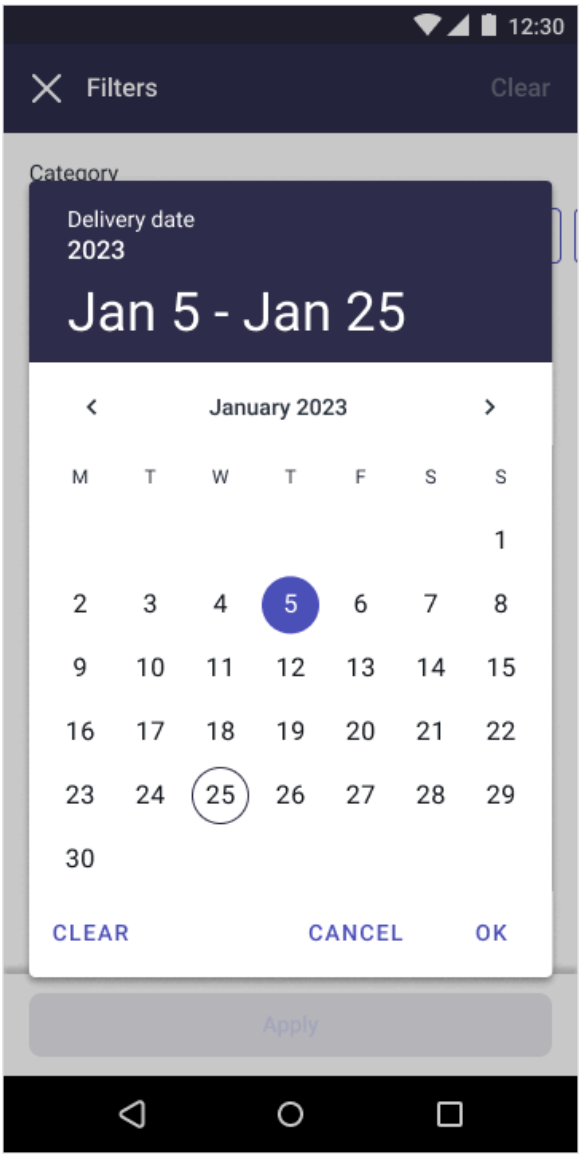
- Tap the back button (←) to return to the filtering options.
- Tap **Apply** to apply your filtering and sorting selections.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

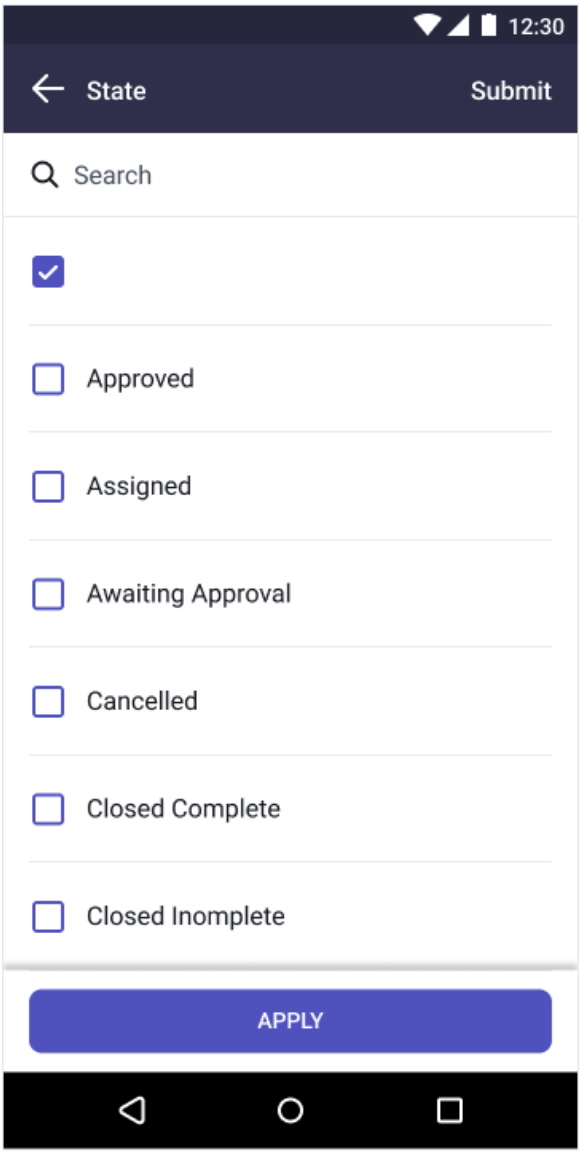
For date fields, tap the date field to display a calendar interface. The following actions are available:

- Swipe to the left or right to view previous or future months.
- To select or de-select a date, tap the day.
- To search a date range, tap a day, then tap a second day. The filter searches for dates matching that range.



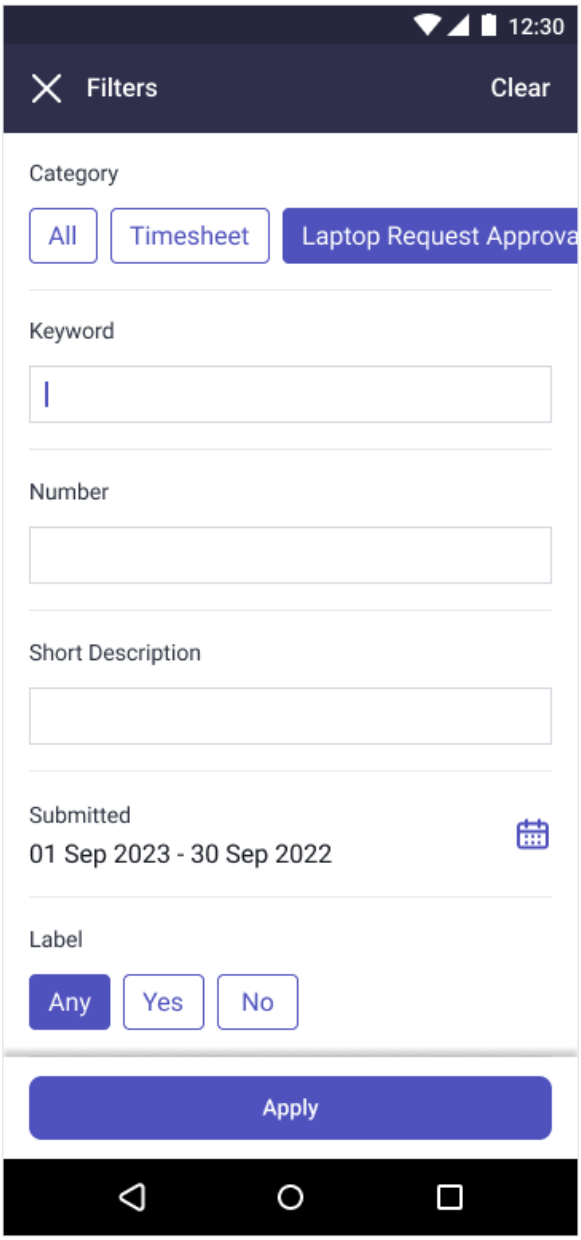
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For fields where you must select a value rather than enter a value, the available options display as check boxes. Tap one or more options to select or de-select, and then tap **Apply**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select **Apply**, after you define your filtering and sorting options.



3. **Optional:** Bookmark your filter and sorting selections for easy access. See, Mobile saved views.

Accessing and posting to the mobile activity stream

Use the activity stream to submit and list work notes, files, images, and videos to a record within your mobile app.

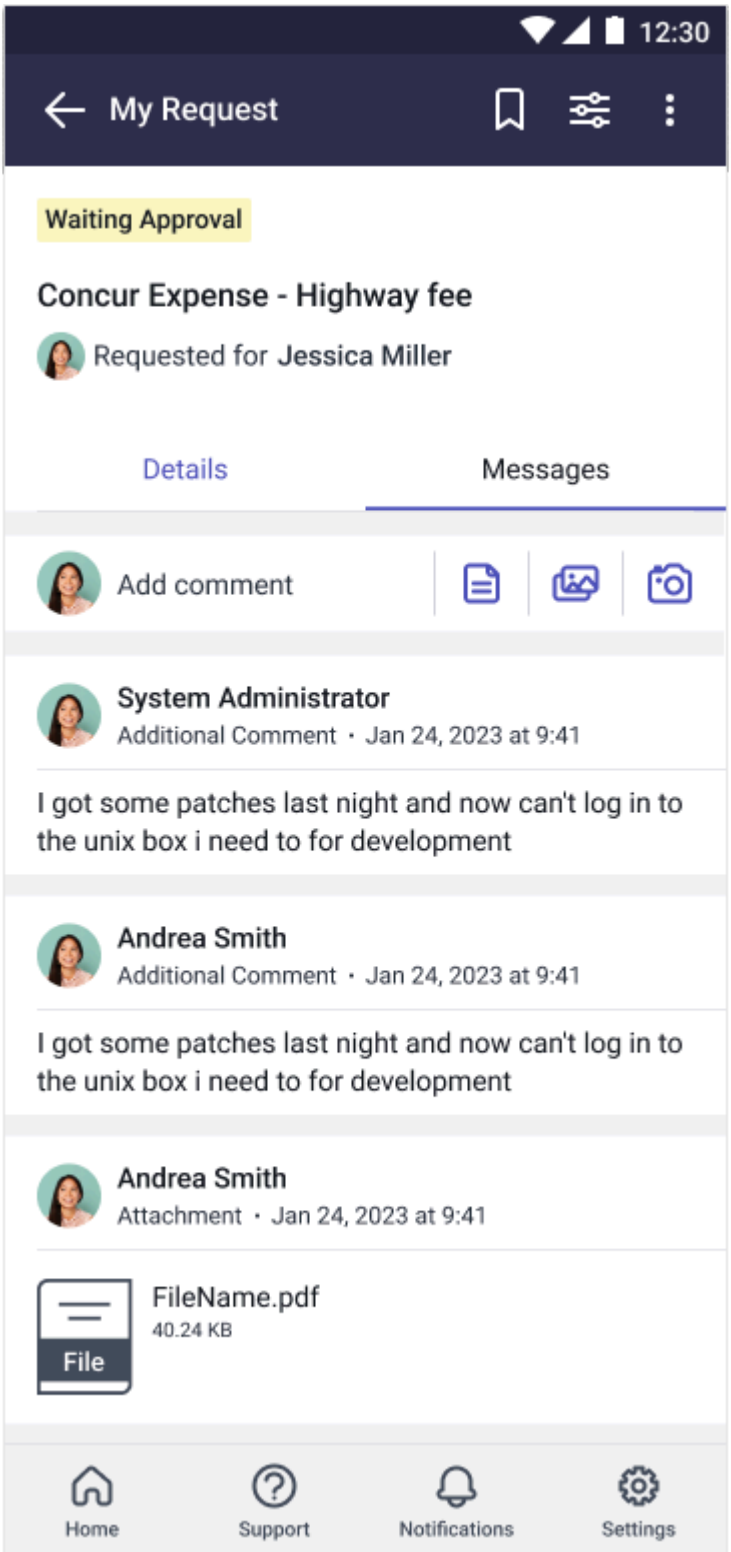
Before you begin

Role required: none

About this task

An activity stream enables you to communicate with other users about the work done on a record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Procedure

1. Access the activity stream screen segment for a record by opening a record and tapping the **Activity Stream** tab.

   Note: The default tab name is activity stream, but your administrator might have changed it to a name like Updates, History, or Notes. The example in the above image uses the name **Updates** for the activity stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Tap an icon displayed within the ribbon in the record title bar to post items to the activity stream.

Activity stream item	Procedure
Text	**a.** Tap the **Add comment** button. **b.** On the Compose screen, enter your text in the work notes area. **c.** (Optional) Enable the **Share Comments** but ton if you want all users on the instance to see your comment. **d.** Tap **Post** to save your message in the activi ty stream.
Files	**a.** Tap the file icon ( ). **b.** Browse to the files that you want to post. **c.** Tap **Add**. An upload screen opens, detailing the up load progress of the files you selected. In cases where files fail to upload, you are pre sented with information detailing the rea son for the unsuccessful post.
Multimedia files	**a.** Tap the image icon ( ). **b.** Tap on the images and videos that you want to post to the activity stream. **c.** Tap **Add**. An upload screen opens, detailing the up load progress of the multimedia files you se lected. In cases where files fail to upload, you are presented with information detail ing the reason for the unsuccessful post.
Captured photo or video	**a.** Tap the camera icon ( ). **b.** Select to either take a photo or record a video and then use your mobile device to perform one of those actions. **c.** Approve the photo or video. The photo or video automatically posts to the activity stream.

Mobile notifications

Mobile notifications appear as badges on your ServiceNow mobile app screen. The notifications alert you to required actions or events.

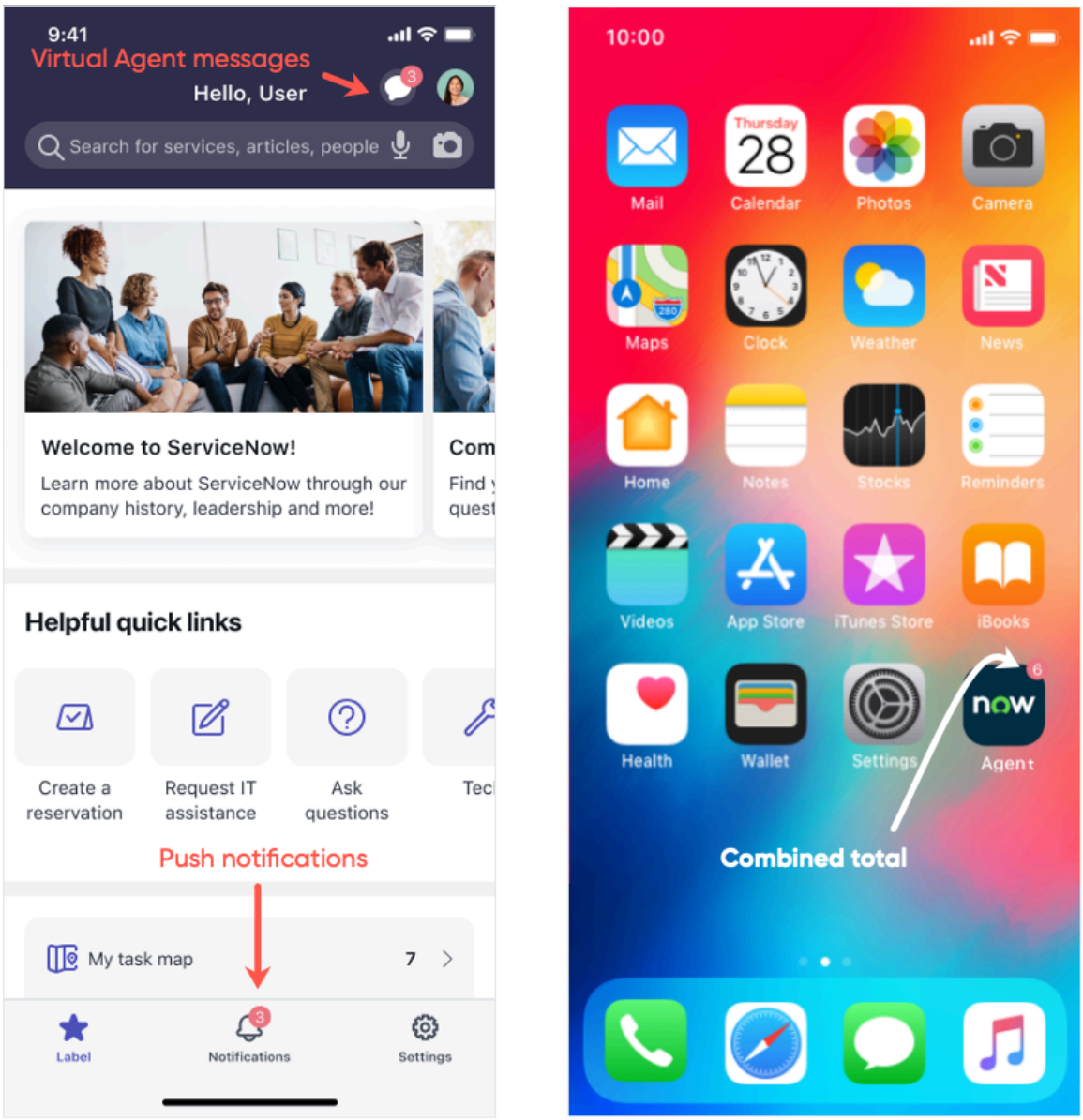
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Important: Notification badge count behavior can be inconsistent on Android devices. Specifically, the Samsung Galaxy S20 shows badges based on whether you have configured the device to show notification badges with numbers or dots. For more information, see the Samsung documentation. Also, Google Pixel devices do not show a notification count.

Notification badge count behavior

The badges that appear on your device contain a number. This number shows how many unread notifications and unread Virtual Agent messages that a user has. Notification message counts and Virtual Agent message counts are added. A combined count displays on the ServiceNow mobile app icon on your device as shown in the following image:

How badge numbers for Virtual Agent messages and push notifications are incremented



After you read a notification, the badge notification count decreases. Notifications can be read, not read, or dismissed as described in the following situations:

- If you don't read a notification, the badge count increases.
- If you read a notification, the badge count decreases.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- If you delete a notification without reading it, the badge count decreases.
- If you delete a notification that has already been read, the badge count doesn't change.

Notification counts on badges are tracked per user, not per device. If you are connected to a ServiceNow instance using multiple devices, all devices show the same badge count. The following image shows the badge count of three different devices, which are connected to an instance by one user.

Multiple devices connected to the same instance show the same notification badge count

Offline mode behavior

When a mobile client goes into offline mode, the client reflects the last number of notifications on the badge count before the device went offline. The read and unread status of notifications does not update while the device is offline.

Handling mobile alerts

Mobile alerts are an overlay pop-up window that displays over a record screen. The mobile alert displays an important message and a button to redirect you to an alternative screen.

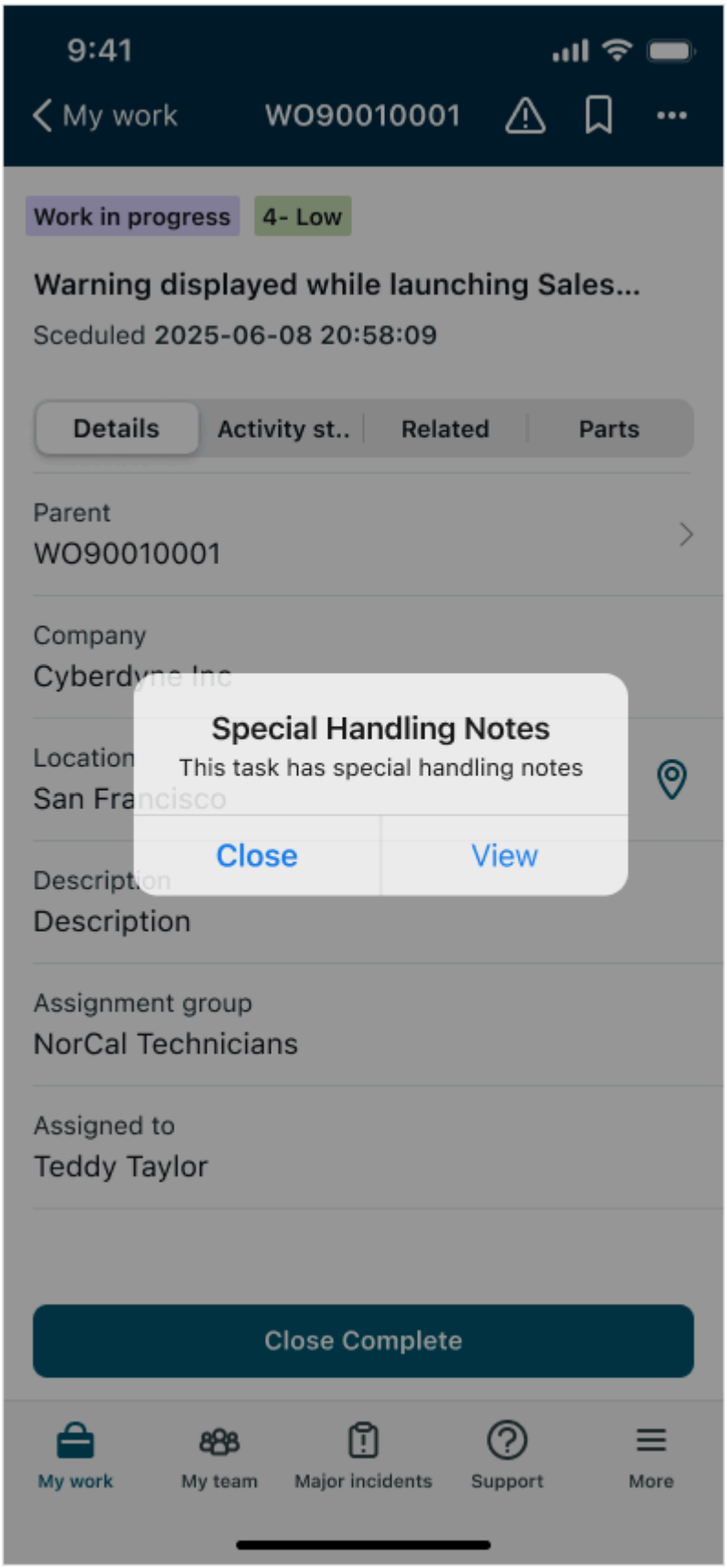
Before you begin

Role required: admin

About this task

Mobile alerts are a way that administrators can highlight an important message and provide a call to action. In addition to the overlay pop-up window, a mobile alert icon also displays in the screen header. This icon gives you access to the alert even after closing the overlay pop-up window.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



For information about configuring mobile alerts for a record screen, see Configure a mobile alert for a record screen. You must be a member of the admin role to perform this configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Select either the action button or the dismiss button, after reading the mobile alert message.
   - Tap the dismiss button, named "Close" in the image, to close the overlay banner.

     You can view the alert again when you revisit the record screen that initially activated the overlay banner.
   - Tap the action button, named "View" in the image, for the instance to redirect you to the designated screen.
2. **Optional:** To view the overlay banner again, do one of the following.
   - Revisit the record screen that initially activated the overlay banner.
   - Tap the Alert icon (⚠) in the screen header. The red spot indicates that you have not performed the call to action.

Critical alerts

Receive critical alerts, even if you have configured your mobile device to a Do Not Disturb or Silent mode setting. Critical alerts are a more acute form of push notifications, where your mobile device is set up to receive visual and audio alerts usually when an issue needs immediate attention.

To receive critical alerts, the feature must be enabled by your administrator. Once your administrator performs this configuration, you're able to set up your mobile device to receive critical alerts.

Note: If you don't enable the option to receive critical alerts, you still receive these alerts as notifications, however they behave as regular notifications. In the notification tab within your mobile app, these notifications are still listed as critical alerts.

Enable critical alerts on your mobile device

When logging in for both iOS and the Android operating system, a pop-up displays asking if you want to enable critical alerts on your mobile device.

Note: For Android operating system users to receive critical alerts, you must make sure that your mobile device can receive regular notifications. This is achieved by accepting an initial pop-up, which displays before the critical alert notification.

The next stage varies between operating systems.

- To enable critical alerts for iOS – Tap **Allow** on the pop-up to enable critical alerts.
- To enable critical alerts for the Android operating system – Tap on the **Open Settings** button to open the **Do not disturb permission** page. Select the ServiceNow mobile apps that are to receive critical alerts.

Mobile saved views

Use saved views to gain quick access to frequently used screens and views.

Saved views enable you to save any screen or web page within your mobile app.

You can bookmark any screen on the mobile platform, including the following items:

- List
- Maps

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Forms
- Charts
- Calendars
- Embedded web pages (Cabrillo JS)

For lists and maps, you can save values, for example, a list of all critical incidents or a specific map location.

Note:

If configured by your administrator, you can access your saved views while working in offline mode. However, you cannot save, rename, or remove views in offline mode.

Bookmarking and using mobile saved views

Create bookmarks for mobile views like forms, maps, and charts. Decide how you want to display these saved views, and deselect them when you no longer need them.

Before you begin

Role required: user

Procedure

1. Tap the saved view icon ( ) in the screen header.
2. In the **Save item name** field, either accept the default name for the saved view or enter a name of your choice.

   Note: You can rename the saved view later by swiping left on the item in the Saved Items list, tapping **Rename**, entering a new name, and confirming the change.

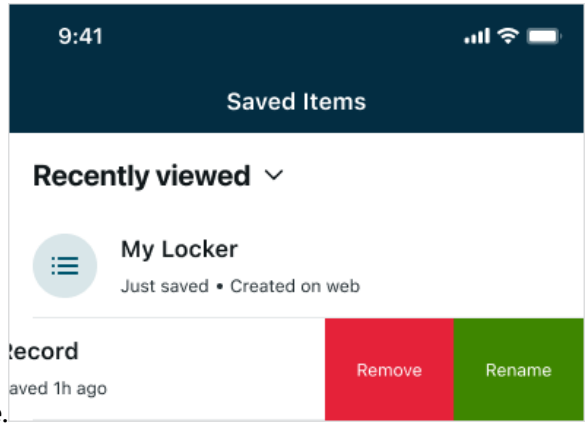
3. Tap **Save item name**.

   The saved view icon changes to a filled status ( ) indicating that the page is bookmarked and available in the Saved items list.

4. Tap the Saved icon ( ) in the navigation bar to access all your saved views from the Saved items list.
5. Deselect a saved view either from a bookmarked screen or from the Saved items list.

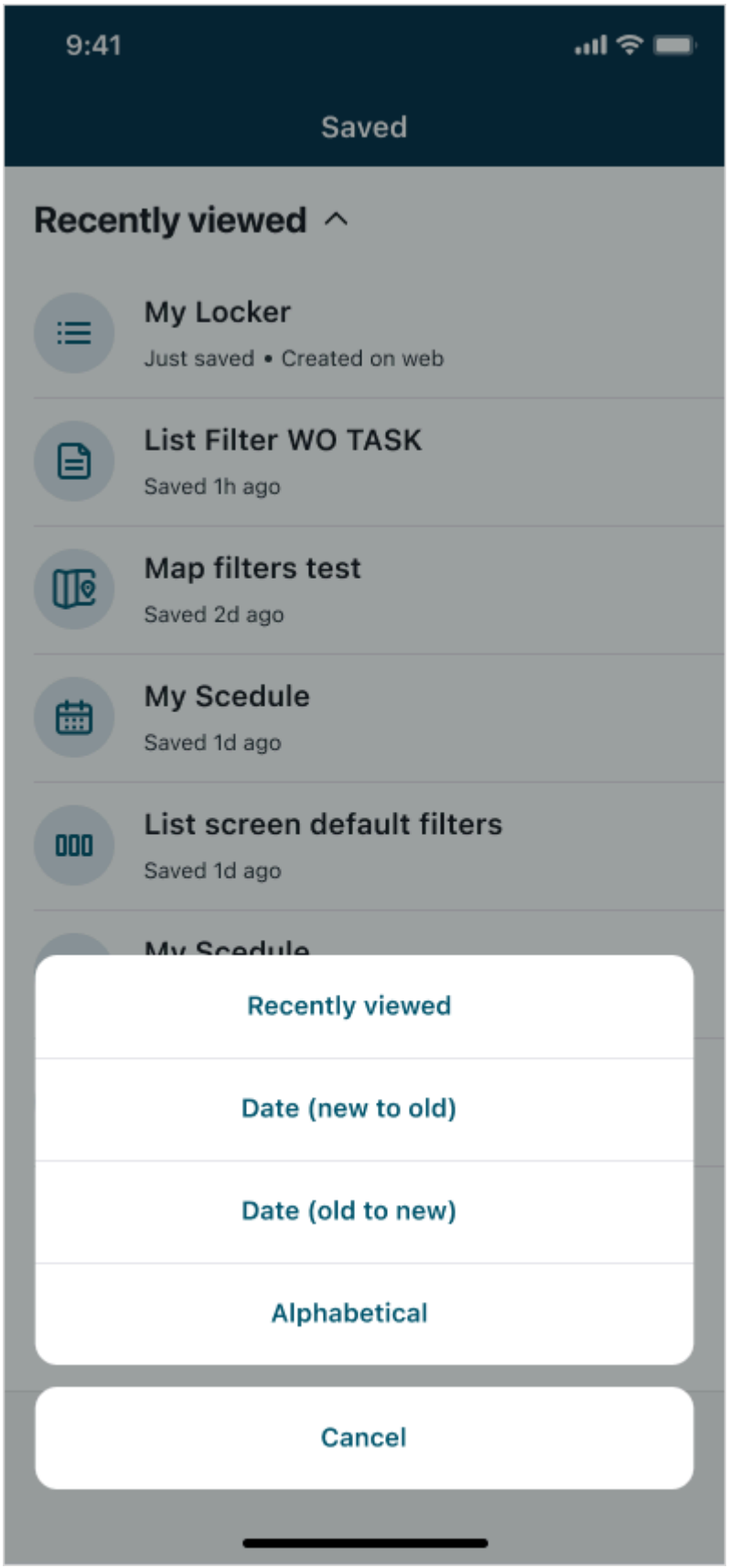
Option	Procedure
From a bookmarked screen	**a.** Locate the bookmarked screen you want to deselect. **b.** Tap the saved view icon ( ). The icon's appearance changes to an un filled state ( ), indicating that the screen is no longer saved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Option	Procedure
From the Saved items list	**a.** Tap the Saved icon (Saved) in the navigation bar. **b.** Swipe to the left on the saved item. **c.** Tap **Remove**.  The saved view is no longer listed in the Saved items list and the page is no longer bookmarked.

6. **Optional:** Arrange how you want your saved items listed.
   a. Tap the Saved icon (Saved) in the navigation bar.
   b. Tap on the arrow next to the heading above your listed saved views.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



c. From the saved items menu, select how to display your saved views, for example, alphabetically or most recent to least recent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using the calendar screen

Use the calendar screen to create and view events related to specified dates. Scroll in either the calendar interface or the events list, to view corresponding information for the selected date or event.

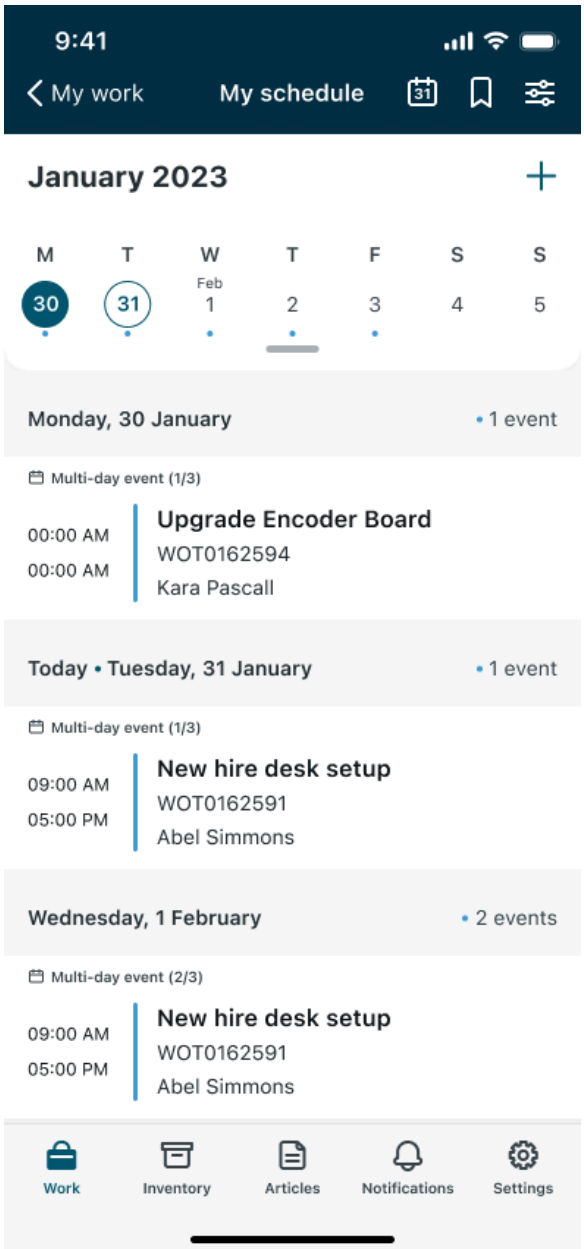
Use the calendar screen to create your daily schedule, list when tasks are due, or even view the timetable of colleagues within your team. You can view dates up to three years in the future or three years in the past, from the current date.

You can use the calendar screen while offline. The changes you make are incorporated when you go back online.

The calendar screen is divided into two sections. The upper section that contains the calendar interface and the lower section that contains the events list. In the calendar interface, a small circular indicator below the date means that there is at least one event associated with that day. Tap on any date with an indicator to display the events associated with it.

The lower section contains the events list, which displays a chronological listing of all the events contained within the calendar, for the exposed days. While scrolling to an event in the events list, the calendar displays the corresponding date. As well as displaying individual events per calendar day, the following types of events are also available:

- Multi-day event – An event which takes place for more than one full day, like a vacation or a conference. Each of the days within the sequence is marked with its partial day out of the total number of days. For example, two out of three days.
- All day event – An event which takes place for a period of 24 hours, like a 1-day conference or a security drill.



The table describes the various buttons displayed in a calendar screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Depending on your administrators' configurations, some of these buttons may not display.

Button	Definition
New event button - iOS New event button - Android 	New event button. Tap to display quick actions in order to create a new event.
More button - iOS More button - Android 	More button. According to your administrators' configuration, the more button may contain functions related to the calendar screen, for example, create a new event or navigate to a map.
	Today button. Tap to return the calendar to the current day and to refresh the calendar data. This option minimizes the amount of scrolling when viewing events that are a long time in the past or future.
	Filter button. Use the filter option to help you search for specific content in the calendar. For more information about filtering, see Filtering and sorting results in mobile.
	Saved items button. Use this option to save the current filter setting.

Defining the first day of the week

To define the first day of the week in your calendar screen, go to the **Settings** area and select **Preferences**. Tap the **Start day of the week** option and then select the appropriate start day of the week.

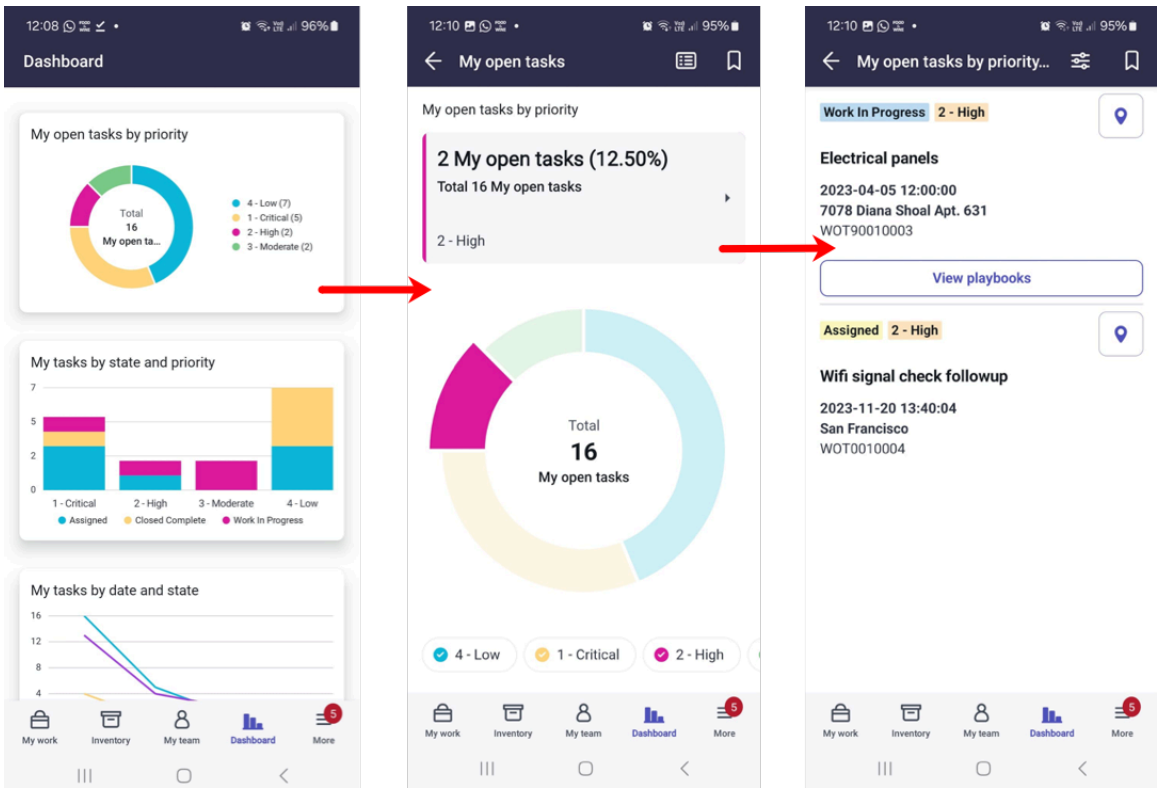
Mobile platform dashboards

Use a mobile dashboard to display data visualizations in graphical format. Adding data visualizations KPI Details and charts helps users more easily identify trends and turning points through indicator scores and visual representation.

A mobile dashboard is a launcher screen that enables you to see preconfigured data visualizations and analytical views via trend lines and score visualizations. Tap the analytics sections in your launcher screen to open data visualizations and analytical information displaying the status of instance data. For example, you can review the number of incidents opened per week or the average resolution time of projects. Depending on the configuration of your administrator, you can view a list of records that relate to a tapped section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information about accessibility features supported in the analytics previews, see Change mobile analytics views for accessibility.



Data visualizations reporting charts display views of current state instance data. These charts display information such as the number of high priority work orders or the number of pending approvals over a defined period.

The available score report in mobile is single score.

The available bar report in mobile is vertical bar.

The available donut report in mobile is donut.

The available pie report in mobile is Pie charts.

The available time series trend-by charts in mobile are:

- Line
- Spline
- Step line

Displaying KPI Details for the mobile dashboard

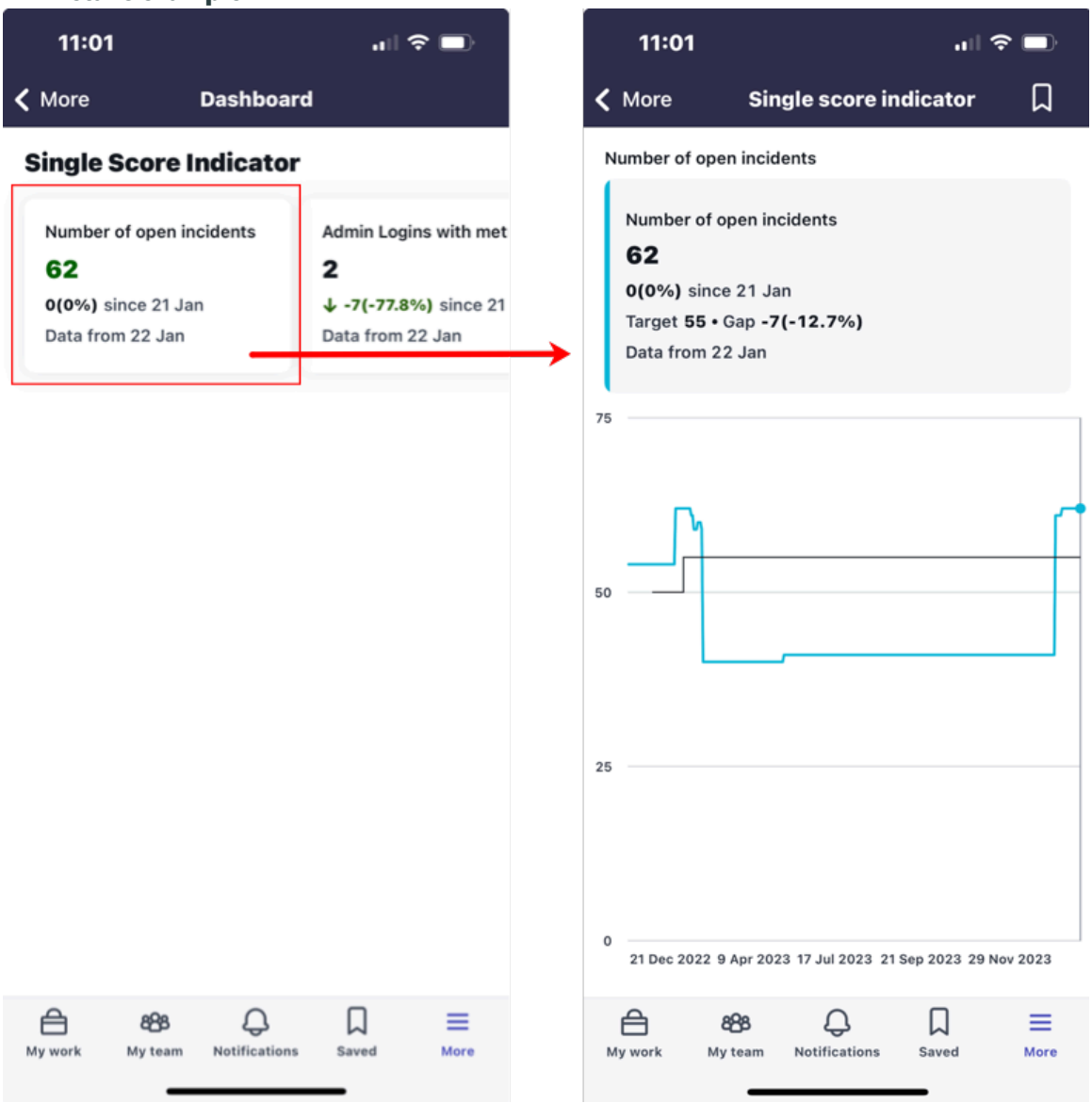
Use KPI Details charts to help identify trends and turning points through indicator scores and visual representation. These charts are used when reporting on KPIs and metrics.

The mobile platform supports the KPI Details latest score, which shows a single indicator score and the change in that score compared to a previous period. For example, you can configure the data visualization to show the number and percentage difference of high priority incidents over a time period.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

KPI Details chart

KPI Details example



Score - latest score KPI Details

Latest score KPI Details show a single indicator score and the change in that score compared to a previous period. The latest score KPI Details in the launcher screen displays the single score value, the time of the change, and the compare-to date.

Tap the latest score KPI Details to display a detailed chart. Alternatively, you can navigate to a chart screen via a navigation button. To magnify or contract the chart view, spread or pinch your fingers on the screen. You can also configure indicator targets to highlight on a chart the goals you want to achieve.

Note: The ability to magnify charts is available for the Android operating system.

Available KPI Details features

Mobile dashboards support the following KPI Details features from the web-based UI:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Data configuration: Direction property; target and gap calculations in chart screen
- Style configuration: Change color

Data visualizations for the mobile dashboard

Use data visualizations to help identify trends and turning points through indicator scores and visual representation. These data visualizations display the current state of instance data and are used when reporting on metrics.

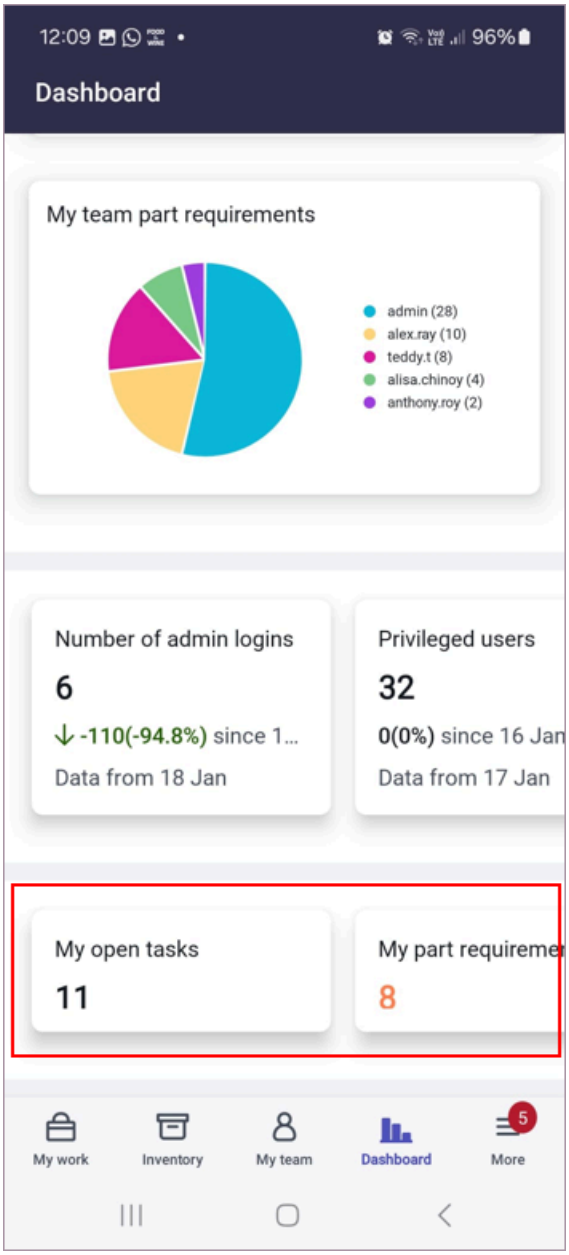
The mobile platform supports the following reporting data visualizations.

Time series reports Time series reports show you data points over a period of time, for example, the number of cases resolved within the first response. For more information, see Time series reports for mobile.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Single score reports

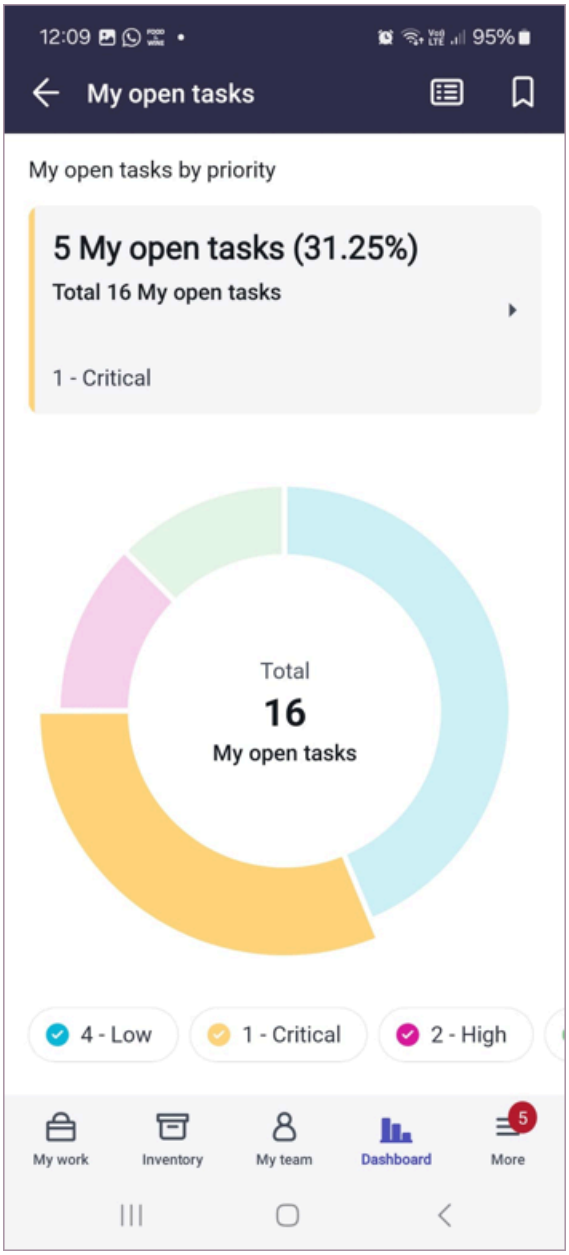
Single score reports display a single key value, for example, the number of critical incidents opened by the QA team. For more information, see Single score reports for mobile.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Donut reports

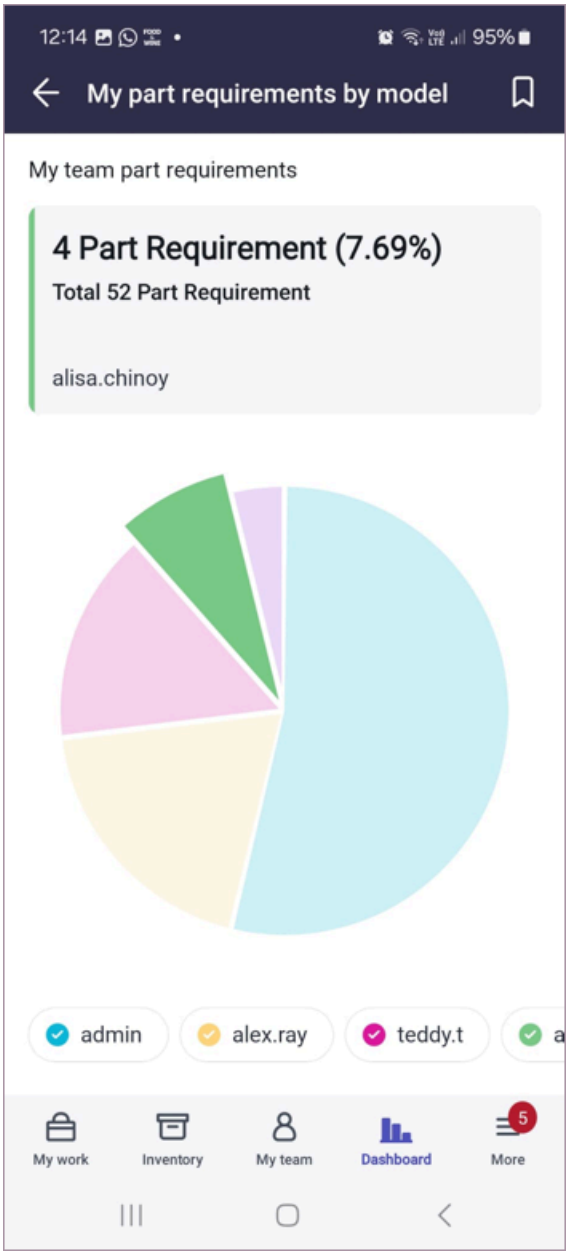
Donut reports show how one grouping relates to the total amount, for example, the number of tasks completed by a team compared with the status of other task definitions. For more information, see Donut reports for mobile.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Pie charts

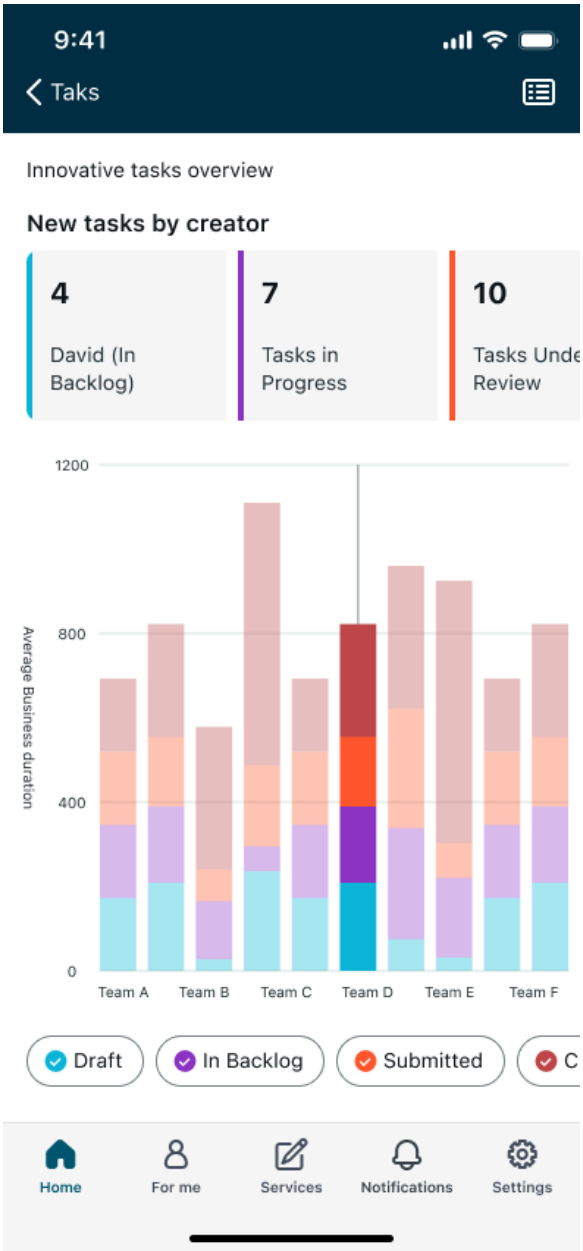
Pie charts show segments that make up a whole. For example, the number of incidents listed by priority. For more information, see Pie charts for mobile.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Bar reports

Bar reports compare two or more values. Use a stacked bar report to show information in segments that are proportional to the values they represent. A bar report, for example, can display the number of incidents assigned to employees while a stacked bar report can segment the incidents into categories. For more information, see Bar reports for mobile.



Time series reports for mobile

Learn to use time series reports for mobile, which enable you to display a series of data points over successive intervals of time. For example, the number of incidents opened over a certain period. The mobile platform supports the following time series reports, line, spline, and step line.

Note: For information on how to configure time series reports, you need to create mobile dashboard previews within a launcher screen. For more information, see Launcher screens and Mobile dashboard preview.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Tap a time series dashboard preview in a launcher screen to display a detailed screen of the report. Alternatively, you can navigate to a chart screen via a navigation button.

Scroll along the lines to display the number of records contained in your selection. A list of the data contained in the displayed lines is listed in the header. Tap each segment in the header to see a list of records contained within that segment. To magnify or contract the chart view, spread or pinch your fingers on the screen. Tap the zoom-out button ( ) to return the screen to its original magnification. For time series charts that support multiple lines, select lines from the legend that you want to include or omit from the chart.

Note: The ability to magnify charts is available for the Android operating system.

To list the records corresponding to the point highlighted in the chart line, tap the navigation arrow ( ) in the chart header. Tap the list icon ( ) in the screen header to display a list of all the records contained within the time series chart.

Available time series report types

Mobile dashboards support the following time series report types:

- Line
- Spline
- Step line

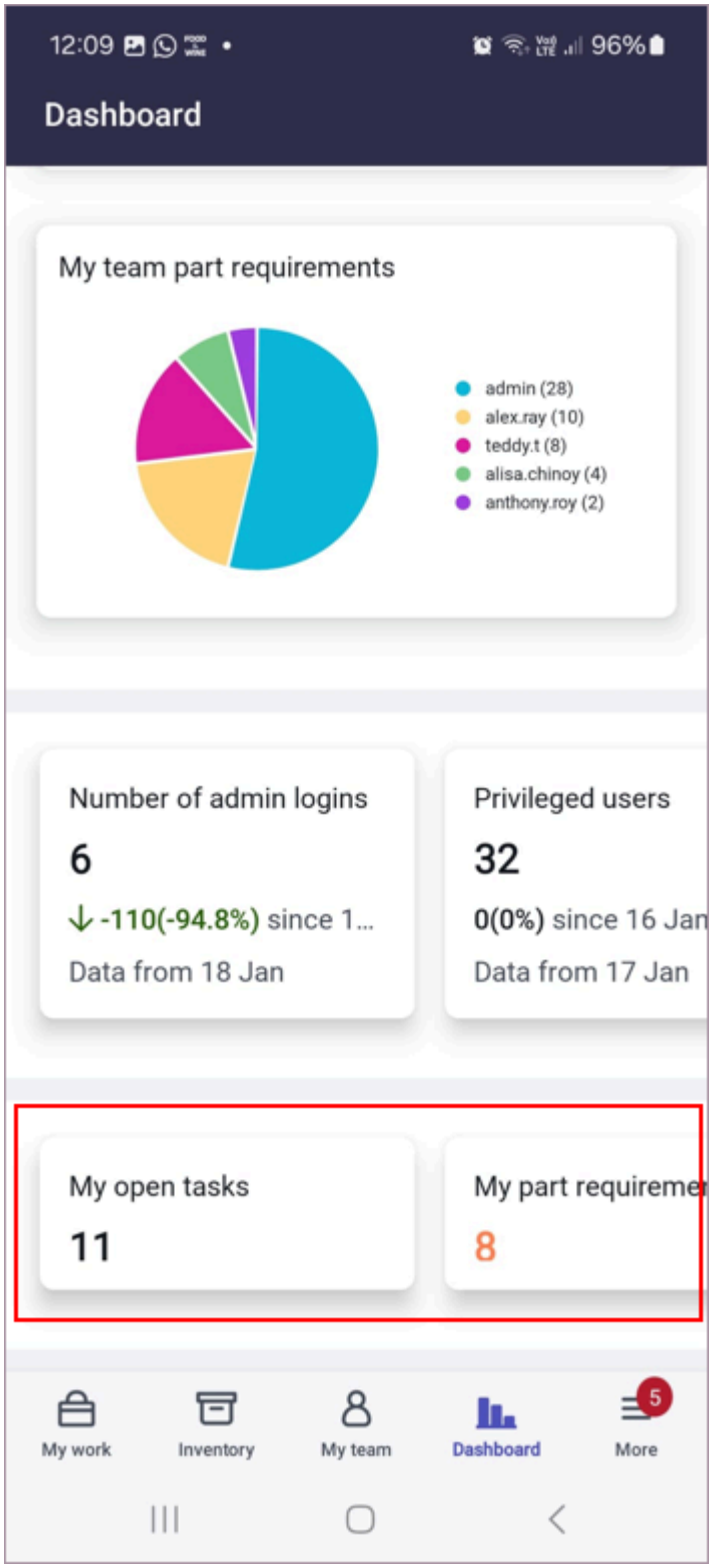
Single score reports for mobile

Learn to use a single score reports for mobile. This report is a single value that you can use to share metrics or scores that are key to your business needs. For example, the number of high priority incidents opened by your team.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For information on how to configure single score reports, you need to create mobile dashboard previews within a launcher screen. For more information, see Launcher screens and Mobile dashboard preview.

Tap on the single score to see a complete list of records relating to the report. You can then tap on individual records for additional information.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Donut reports for mobile

Learn to use donut reports for mobile, which enable you to see the portions and percentages between different priorities at a single glance. For example, a donut report showing open incidents by priority, enables you to see whether incident counts of different priorities are within acceptable ranges.

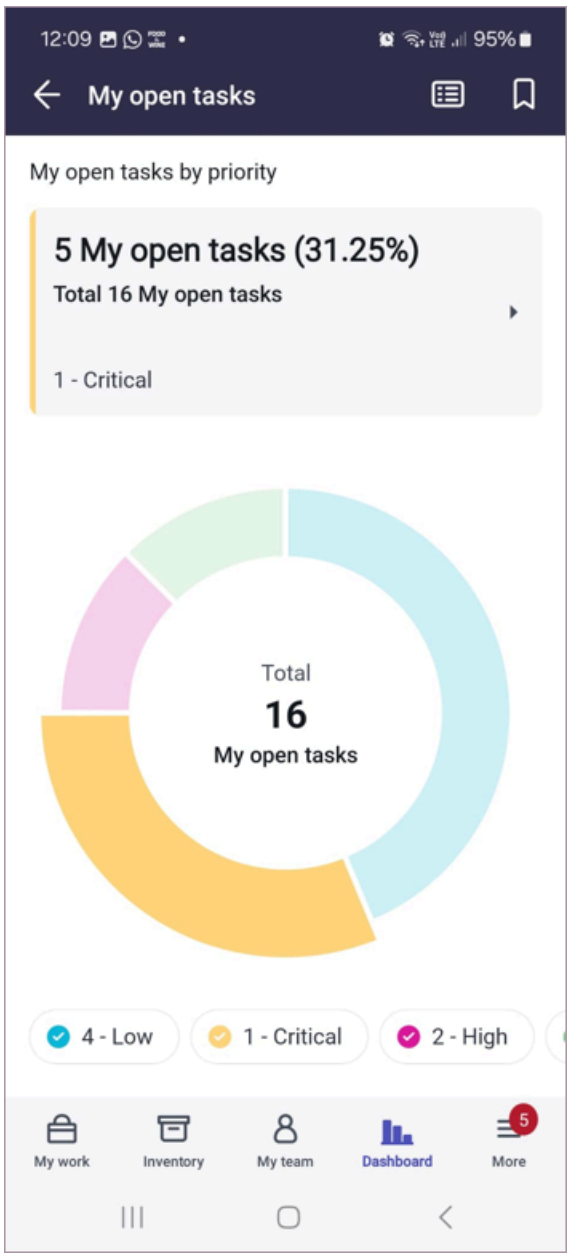
Note: For information on how to configure donut reports, you need to create mobile dashboard previews within a launcher screen. For more information, see Launcher screens and Mobile dashboard preview.

To display a donut report, tap on the dashboard preview in a launcher screen. Alternatively, navigate to a chart screen via a navigation button. The total number of records and the chart title are displayed in the center of the donut.

Tap on a donut segment to display in the header the number of records contained in that segment. Also displayed in the header is the percentage of records for that selected segment, compared to the remaining segment records within the chart.

To list records related to the selected segment, tap the segment, then tap the navigation arrow ( ) in the chart header. Tap the list icon ( ) in the screen header, to display a list of all the records contained within the donut chart.

Use the legend at the bottom of the chart to include or omit segments from the donut. As you add or remove filters, the data in the center of the donut report changes to correspond to the records currently displayed in the donut report.



Pie charts for mobile

Learn to use pie charts for mobile, which show segments that make up a whole. This data visualization enables you to see the portions and percentages between different priorities at a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

single glance. For example, a pie chart report showing open incidents by priority, enables you to see whether incident counts of different priorities are within acceptable ranges.

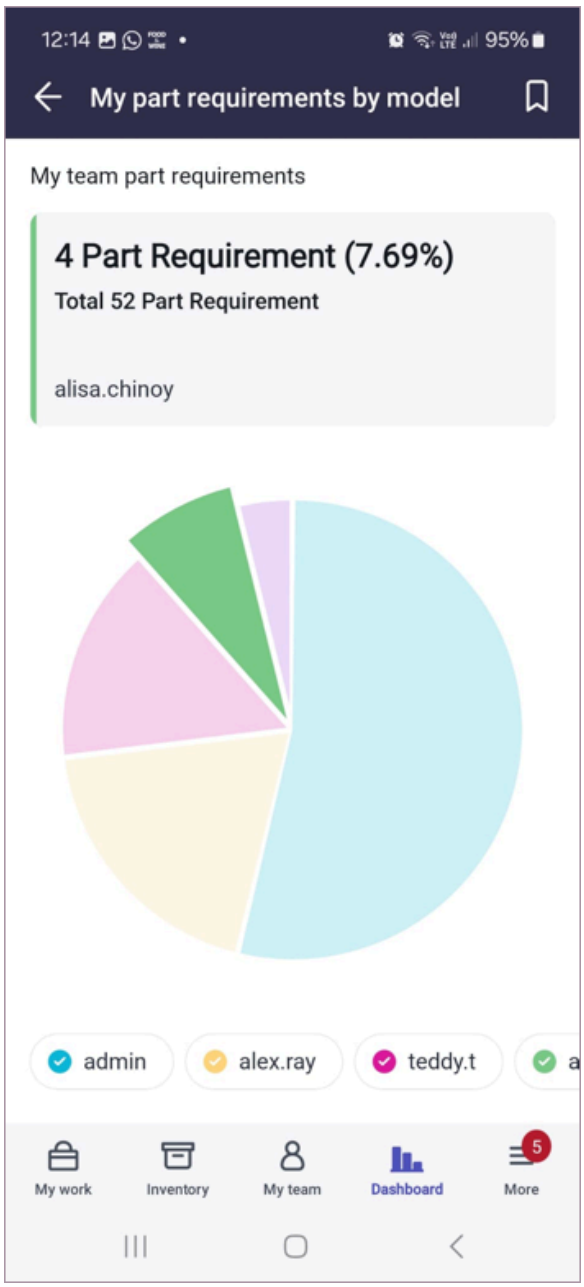
Note: For information on how to configure pie charts, you need to create mobile dashboard previews within a launcher screen. For more information, see Launcher screens and Mobile dashboard preview.

To display a pie chart, tap on the dashboard preview in a launcher screen. Alternatively, you can navigate to a chart screen via a navigation button.

Tap on a pie chart segment to display in the header, the number of records contained in that segment. Also displayed in the header is the percentage of records for that selected segment, compared to the remaining segment records within the chart.

To list records related to the selected segment, tap the segment, then tap the navigation arrow ( ) in the chart header. Tap the list icon ( ) in the screen header, to display a list of all the records contained within the pie chart.

Use the legend at the bottom of the chart to include or omit segments from the pie chart.



Bar reports for mobile

Use bar reports to compare individual or aggregate scores across data dimensions. Each bar represents a specific category of data. A stacked bar report helps you differentiate between each segment within a category. Mobile dashboards support vertical bar charts.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For information on how to configure bar reports, you need to create mobile dashboard previews within a launcher screen. For more information, see Launcher screens and Mobile dashboard preview.

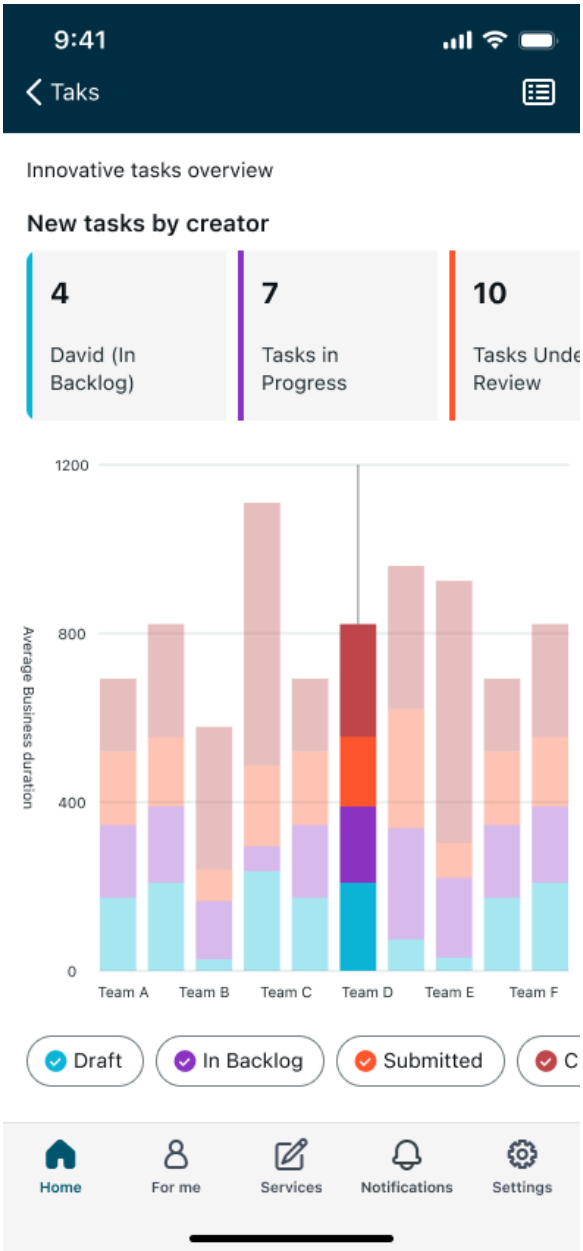
To display a bar report, tap a dashboard preview of a bar report in a launcher screen. Alternatively, navigate to a chart screen via a navigation button.

Tap on a bar or scroll along the bars to display the number of records contained in your selection. A list of the segments contained in the bar is listed in the header. Tap each segment in the header, to see a list of records contained within that segment. To display a list of all the records contained within the bar report, tap the list icon ( ) in the screen header.

To magnify or contract the chart view, spread or pinch your fingers on the screen. Tap the zoom-out button ( ) to return the screen to its original magnification.

Note: The ability to magnify charts is available for the Android operating system.

For stacked bars, use the legend at the bottom of the chart to either include or omit segments from the bar report.



Mobile app feedback

Learn how to provide feedback regarding your ServiceNow in-app experience.

ServiceNow strives to continuously improve the Mobile Platform, and therefore it is important to gather valuable feedback from you. While ServiceNow is not directly responsible for your in-app experience or the functionality available for your role, we aim to guide you toward directing your feedback and concerns to the appropriate stakeholder who can take direct action.

Starting with version 11.3 of the native client, anyone using a ServiceNow® mobile app can provide feedback regarding their in-app experience.

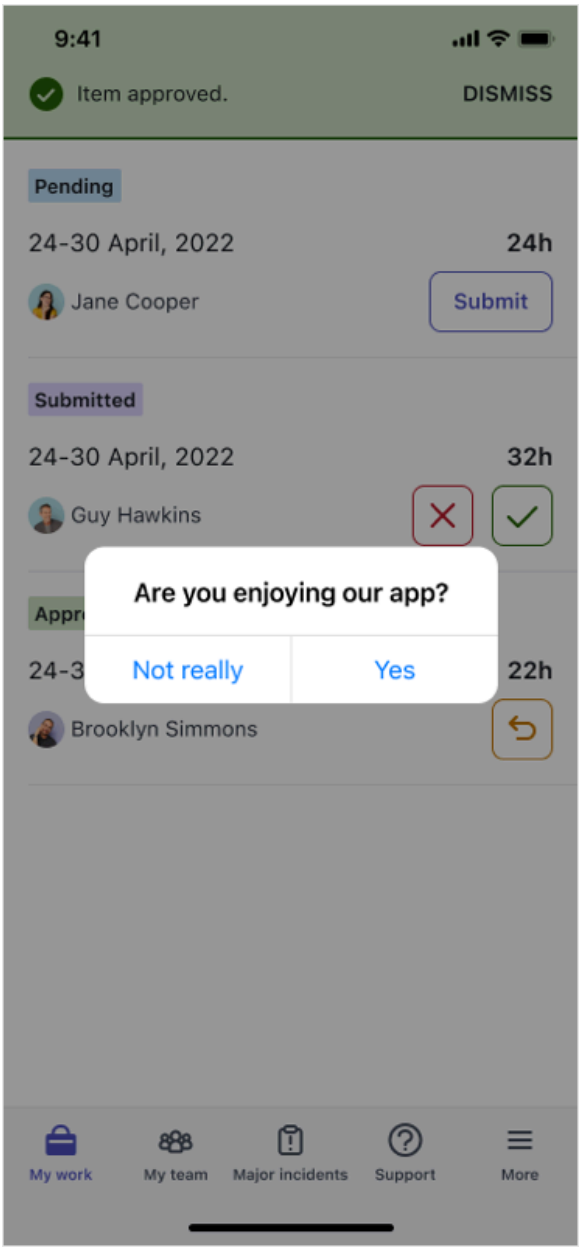
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: This functionality only exists for ServiceNow General Availability applications. This functionality is not available in ServiceNow MAM (Intune) apps.

Providing feedback

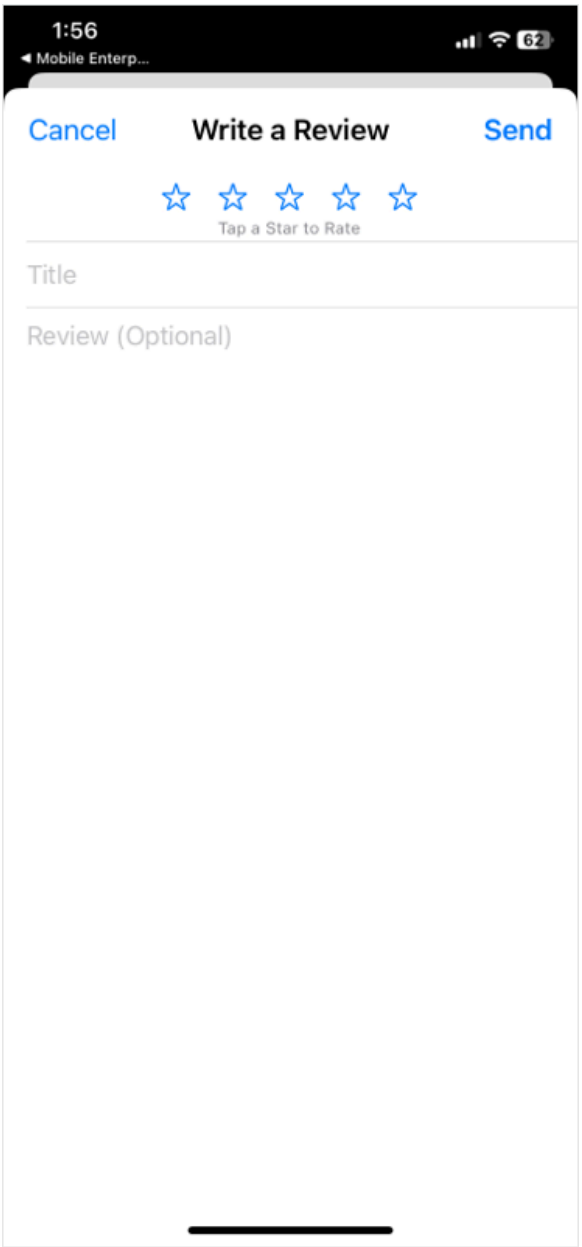
After completing three successful actions, the mobile app displays a prompt asking if you are enjoying the experience.

This prompt appears only once throughout all your sessions, to avoid additional interruptions.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

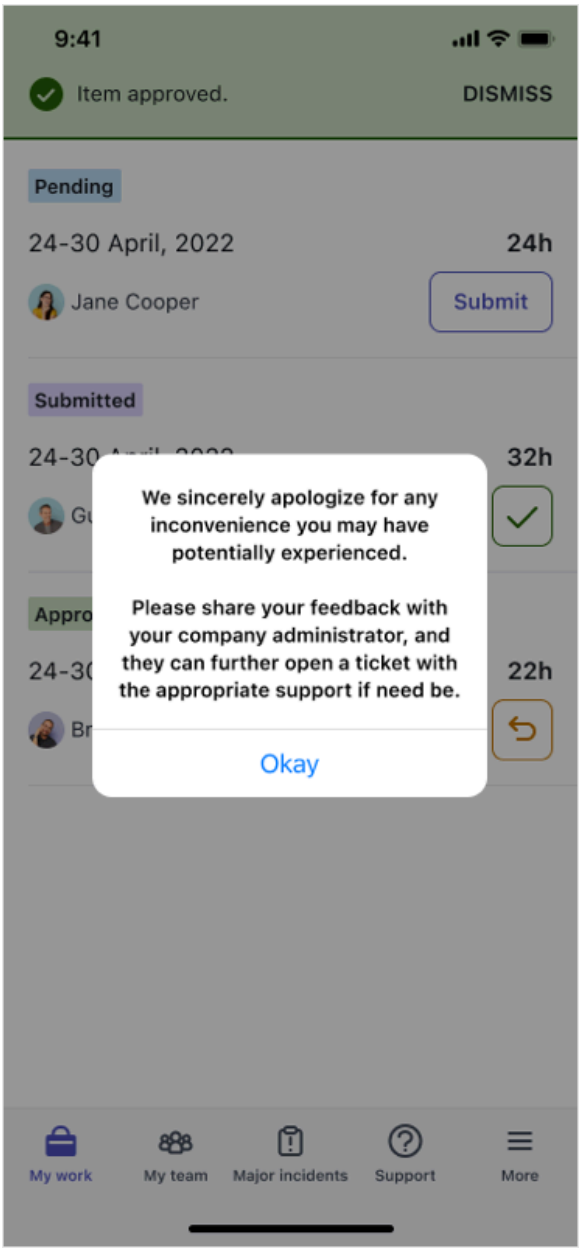
If you are satisfied with the in-app experience, tap **Yes** to open the review page in the store. Here you rate the app and provide feedback about the benefits of the app and the functionality provided.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

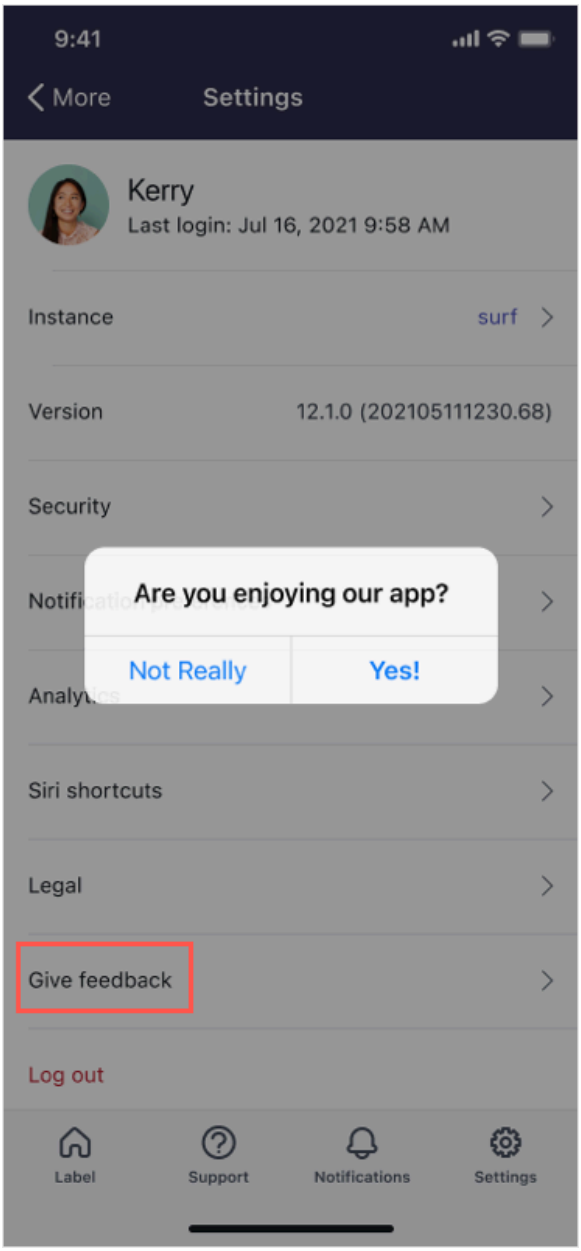
If you are not satisfied with the in-app experience, tap **Not really**. A message displays guiding you to direct your concerns with the appropriate stakeholder who can take the necessary action.

Note: Because feedback is gathered in different and unique ways for each environment, a generic message displays, directing you to the appropriate stakeholder.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you want to provide feedback at any time, tap **Settings** from the navigation tab and select **Give feedback**.

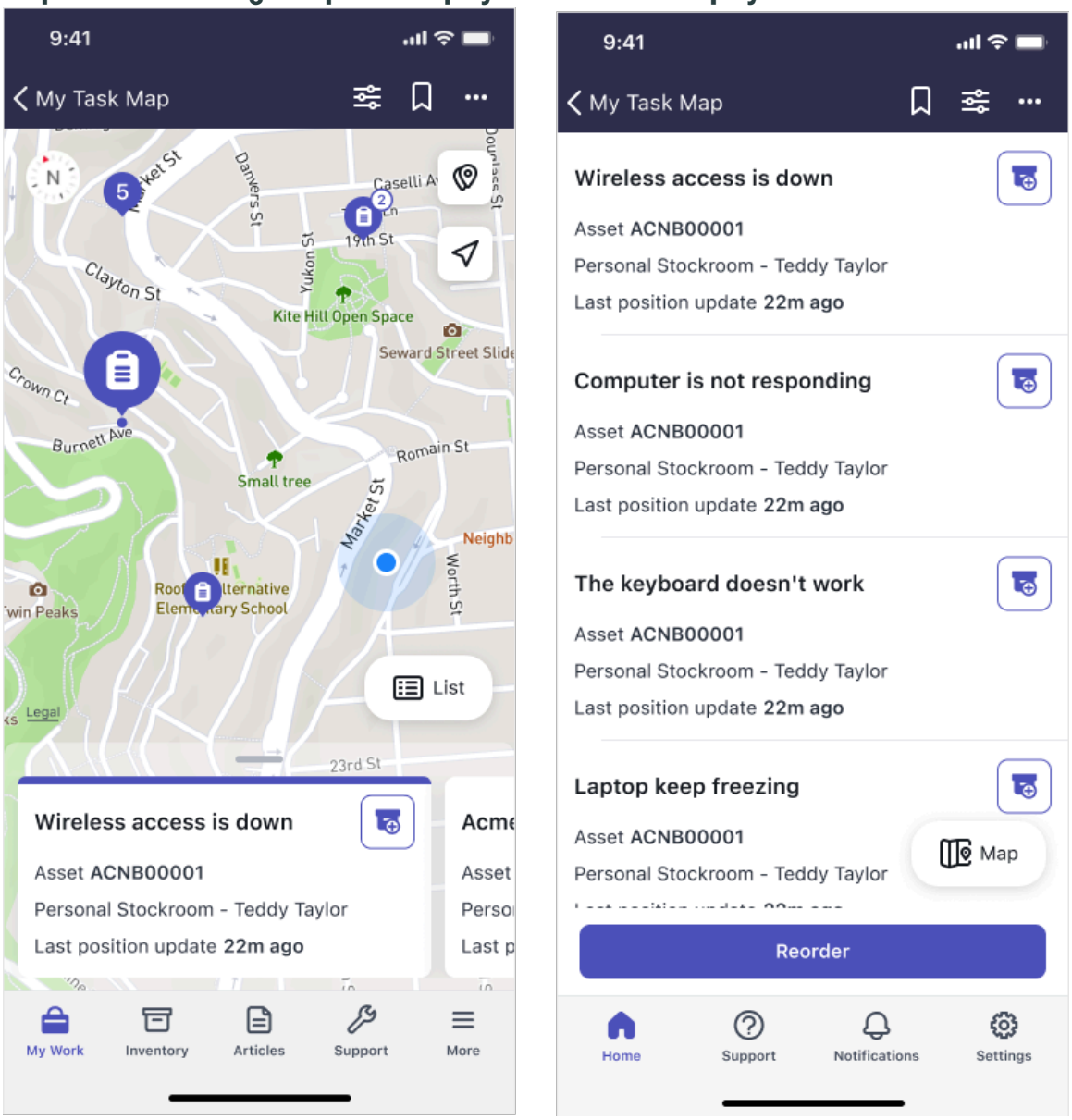


Using the map screen

Use the map screen to see highlighted locations associated with records. You can switch between the map view and list view to help you understand the information displayed within a map.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

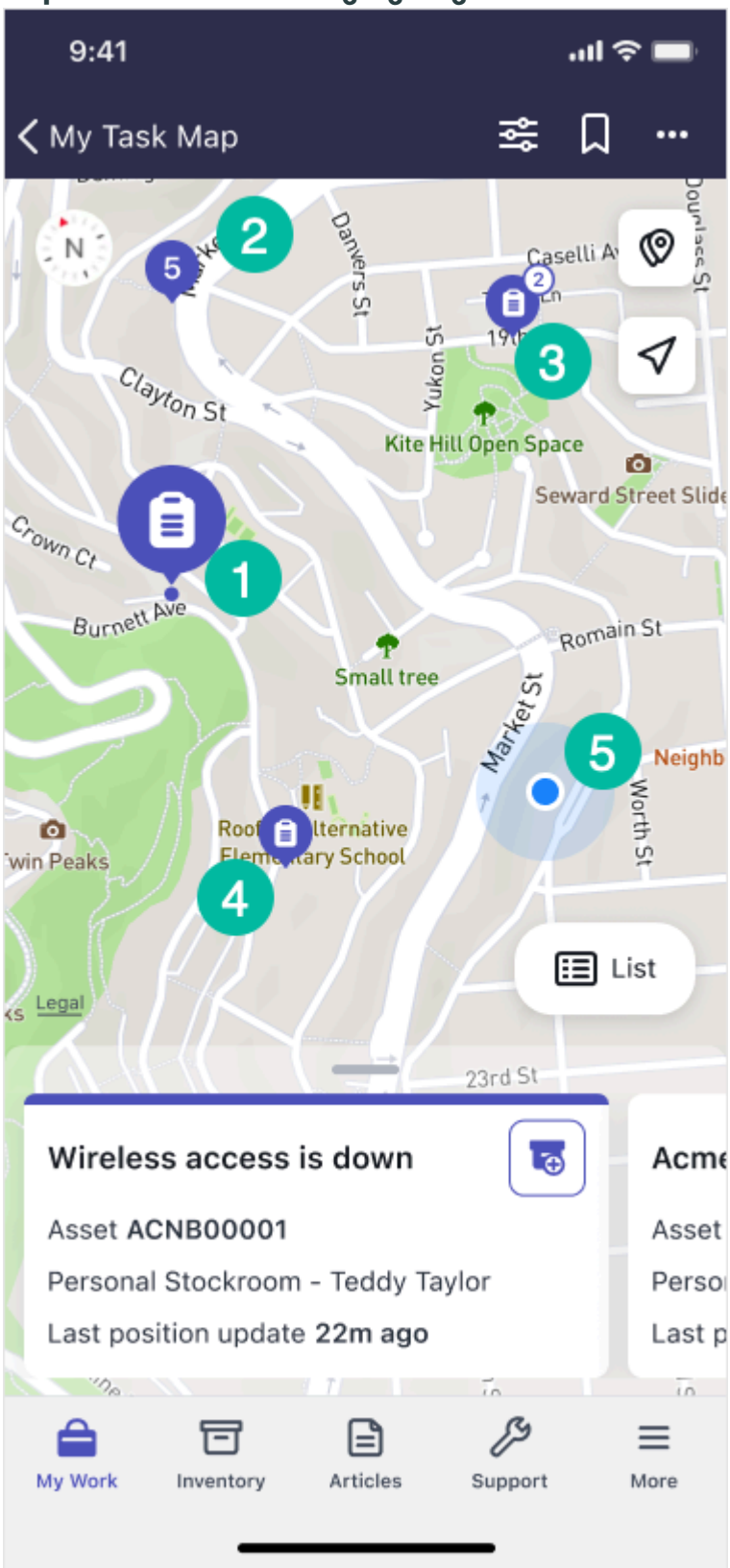
Map screens showing a map view display and a list view display



Map screens help you see location-based information on a map from your mobile app. Points of interest are displayed in a map using pins that are configured by the administrator. These pins represent things like the location of work order tasks or incidents that need addressing. You can switch between a map view and a list view to obtain additional information displayed on a map.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Map view with indicators highlighting various items



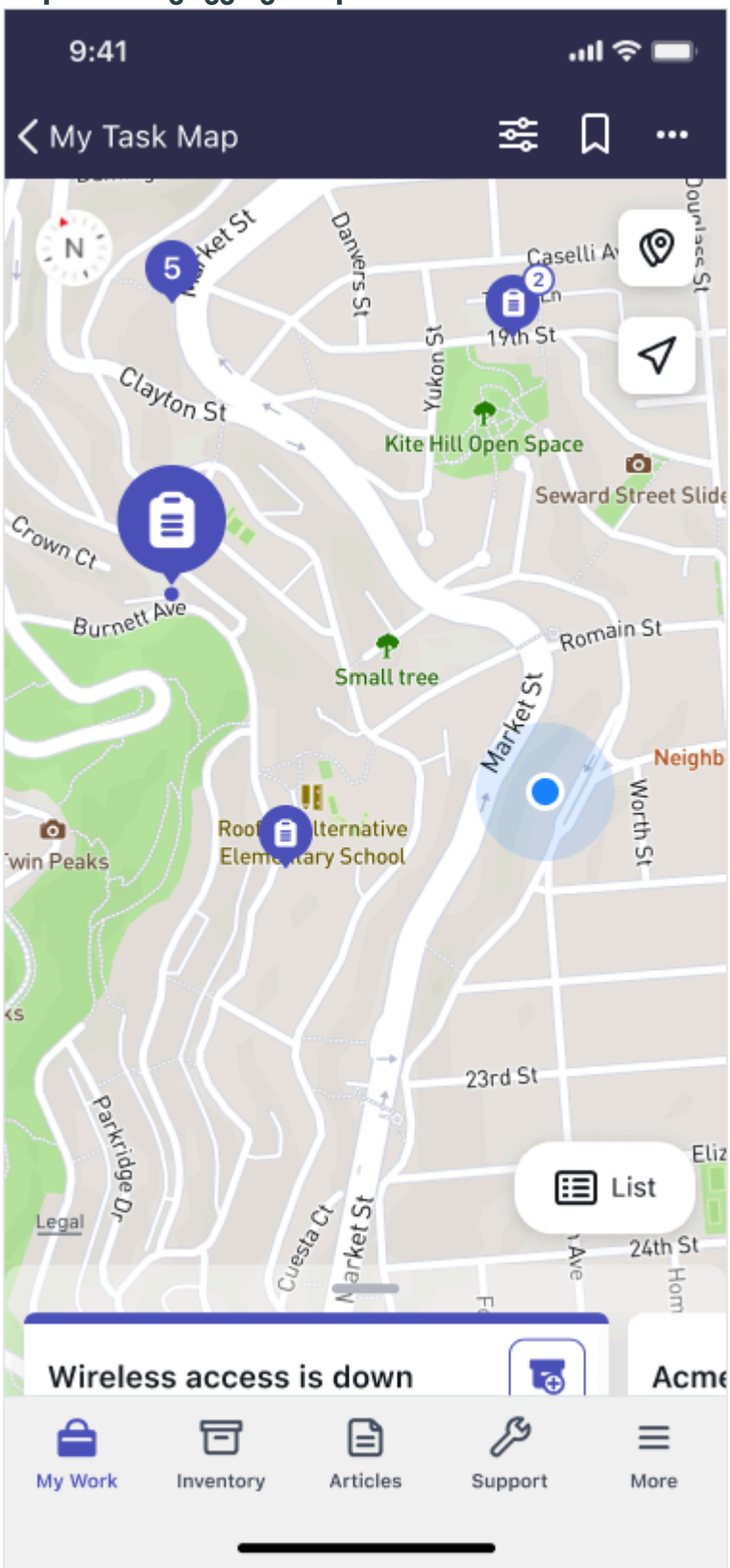
The table describes the various indicators and icons displayed in a map screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Icon / Indicators	Definition
	My location button. Tap to find your current location on the map. **Note:** You must enable the location option on your mobile device settings for this functionality to work.
	Overview button. Tap to see a zoomed-out view containing your points of interests and your location on the map.
List	List button displayed in the map view. Tap to display the list view.
1	A selected point of interest. In the image, the pin is enlarged because it is selected. The corresponding card with data is displayed at the bottom of the screen.
2	Area point of interest. This icon represents a clustering of points of interest in an area. Tap on the icon to see any combination of the following: • Single points of interest • Multi-record points of interest • A point of interest consisting of additional aggregated points of interest. In the map of South America below, there are 11 points of interest highlighted within a location in Bolivia. As you zoom in, you see how these points of interest are distributed over different locations.
3	Multi-record point of interest. This icon represents many points of interest at the same address. For example, shopping malls or an office building may fall into this category.
4	A single point of interest that is currently not selected.
5	Your current location
Map (Not shown in the map view image above)	Map button displayed in the list view. Tap to display the map view. This button is the only icon displayed in the list view.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Maps showing aggregated points of interest



Indoor Wayfinding and reservations

Use your ServiceNow mobile app to locate indoor resources at your site. You can also use this feature to get step-by-step directions to the office or to other resource locations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Your administrator configures your ServiceNow instance to use map plugins. These plugins support indoor map-based reservations and Indoor Wayfinding. This configuration enables you to view an indoor map of your building that shows the available resources that you can reserve. Examples of indoor resources are desks, conference rooms, lockers, or collaboration spaces.

You use map-based reservations to locate these resources on a map of your indoor space and then submit requests to reserve these resources. You use Indoor Wayfinding to get directions to desired locations in your building, such as the desk or office of a co-worker.

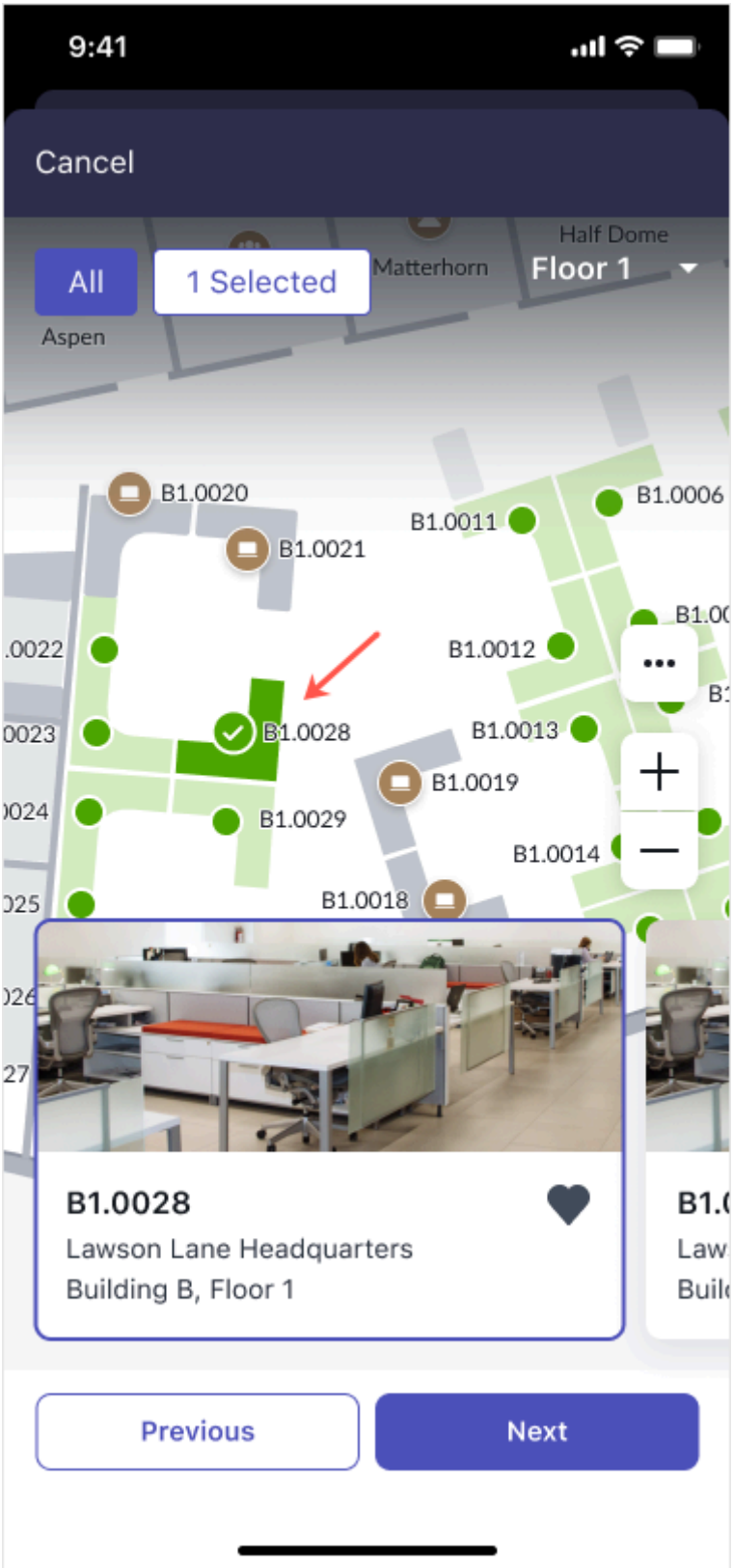
Indoor Wayfinding and reservations includes these features.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View interactive office floor plans on your mobile device

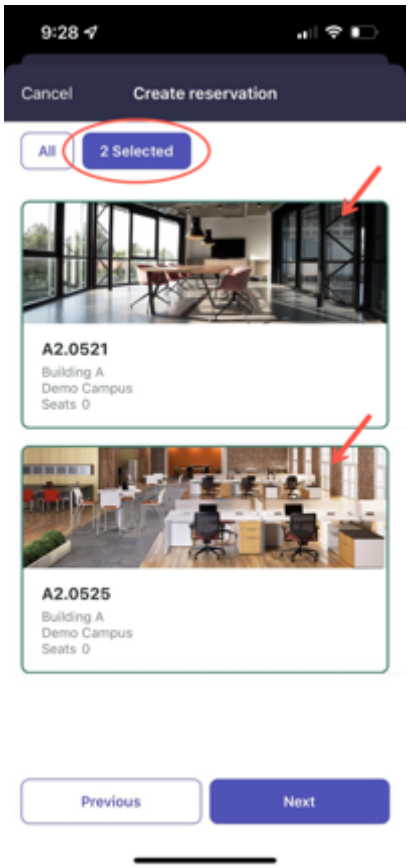
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select and reserve available resources



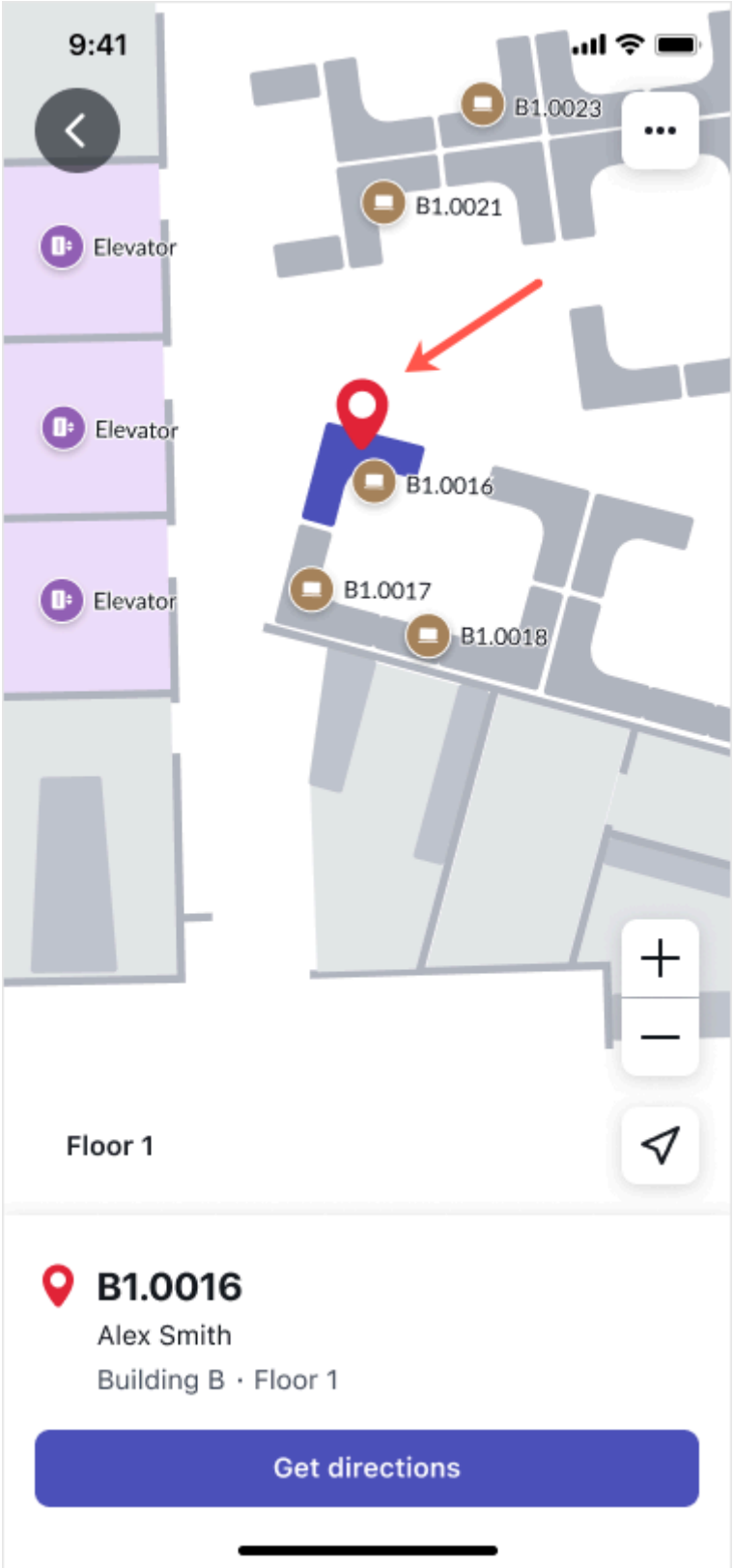
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reserve multiple assets of the same kind at one time



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

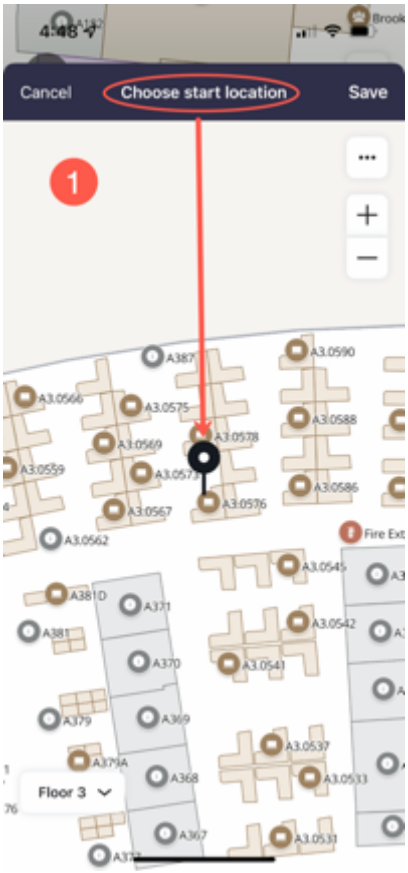
View a desired destination on a map and start wayfinding



Switch between floors of an office building

First, choose the starting location:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

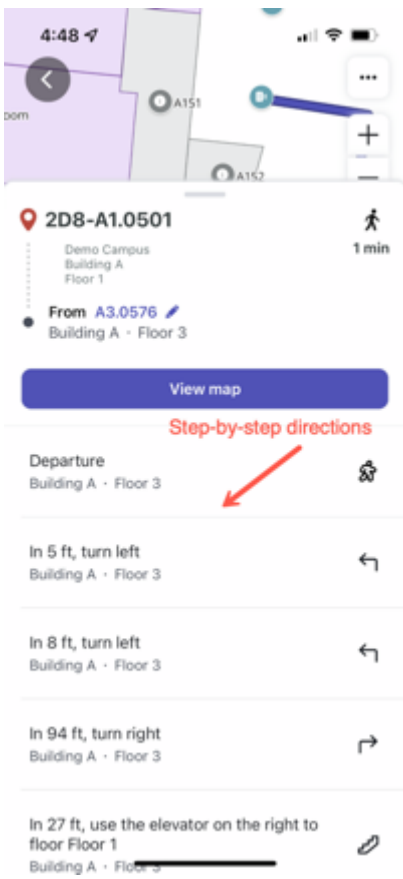


Then view the wayfinding route from your starting point:

Finally, view the route to your destination:

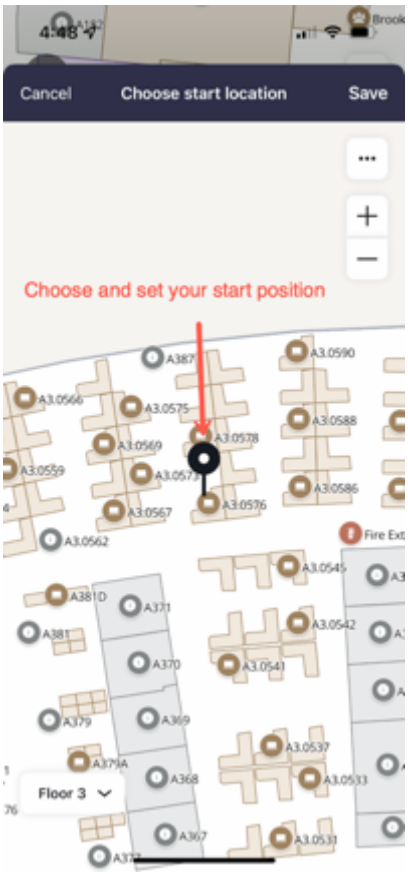
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Get step-by-step directions in text to any office location



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Choose and set your own starting position



Find and reserve an indoor resource

View an interactive map of the interior of your building to locate available resources such as desks or conference rooms. After locating a resource, you can then reserve it.

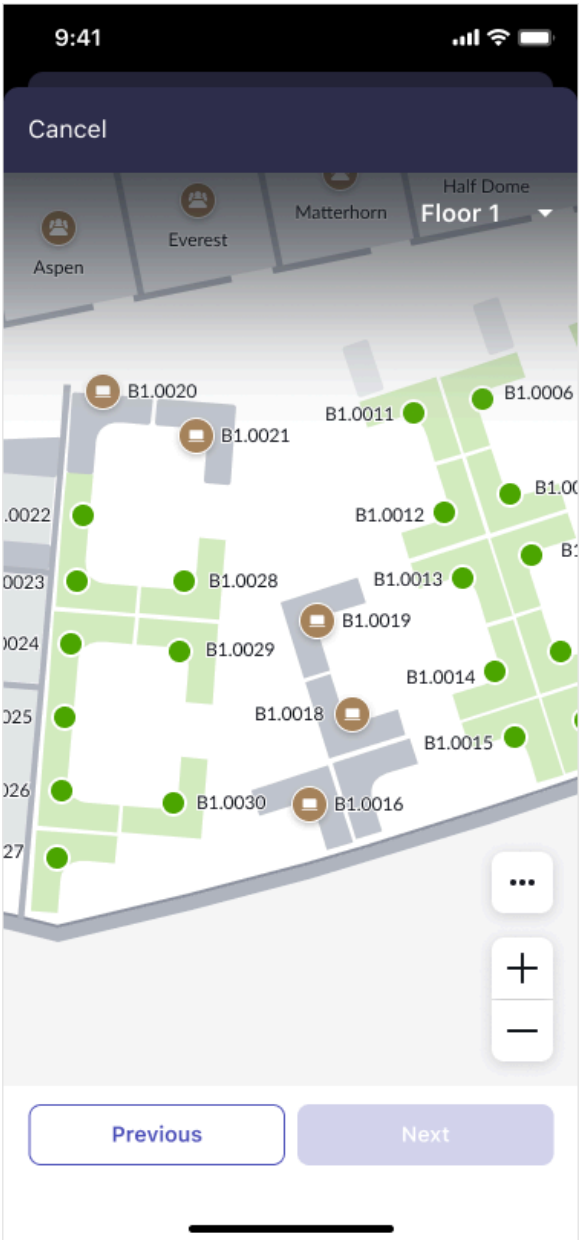
Before you begin

Role required: none

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Use interactive maps of your building to locate and reserve available resources as shown in this image, which shows available desks that can be reserved:

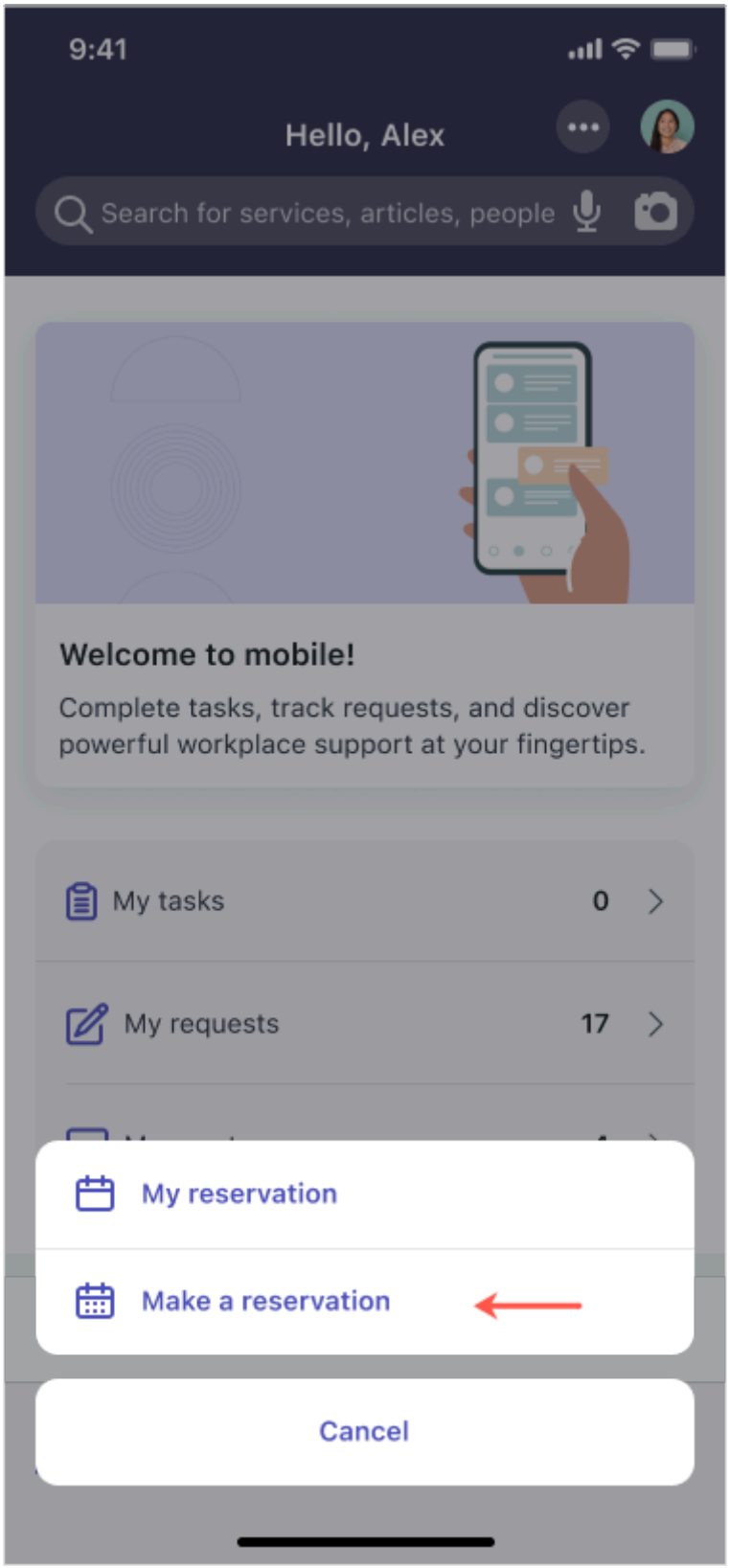


For more information about reserving an indoor map resource, see Make a reservation using the Now Mobile app

Procedure

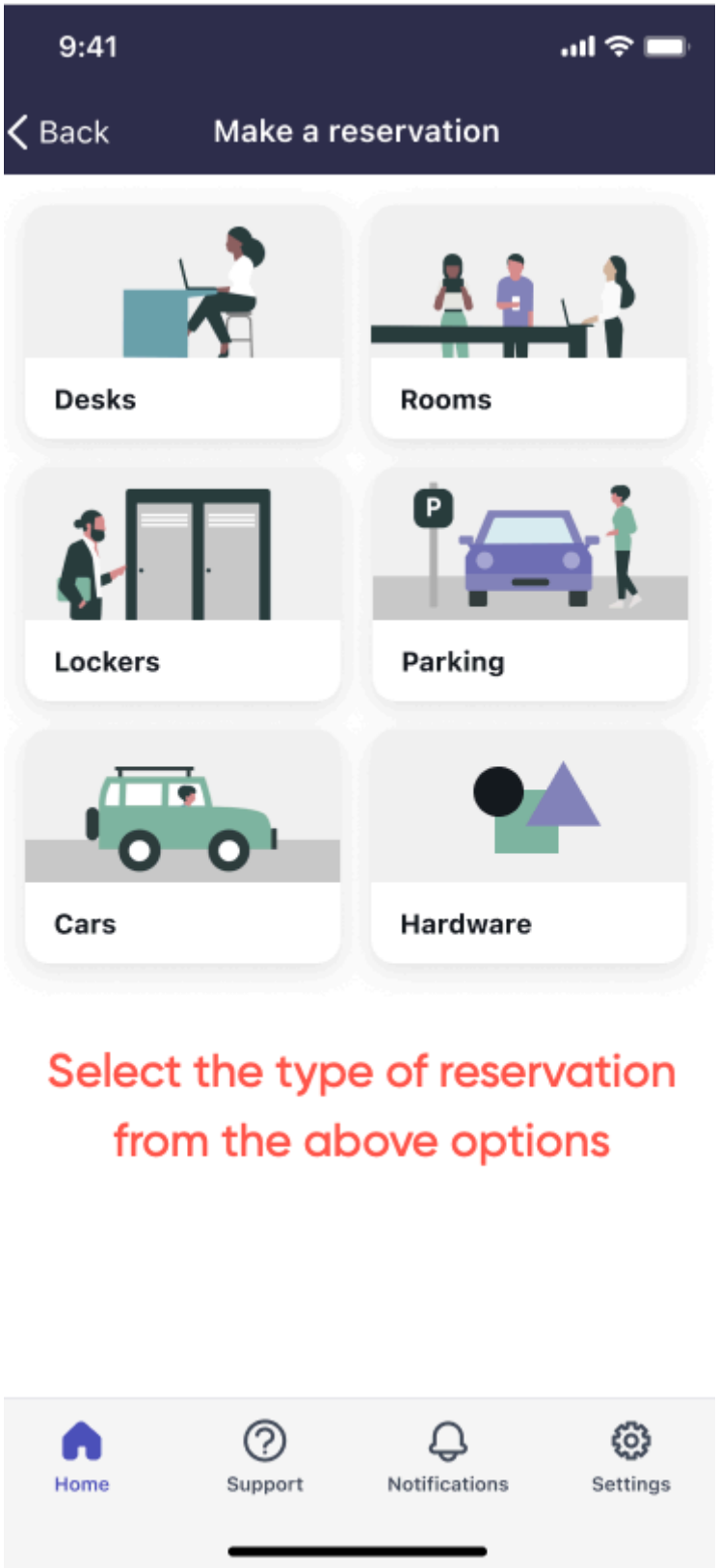
1. Open your ServiceNow mobile app on your device.
2. In the Quick links, select **Make a reservation**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



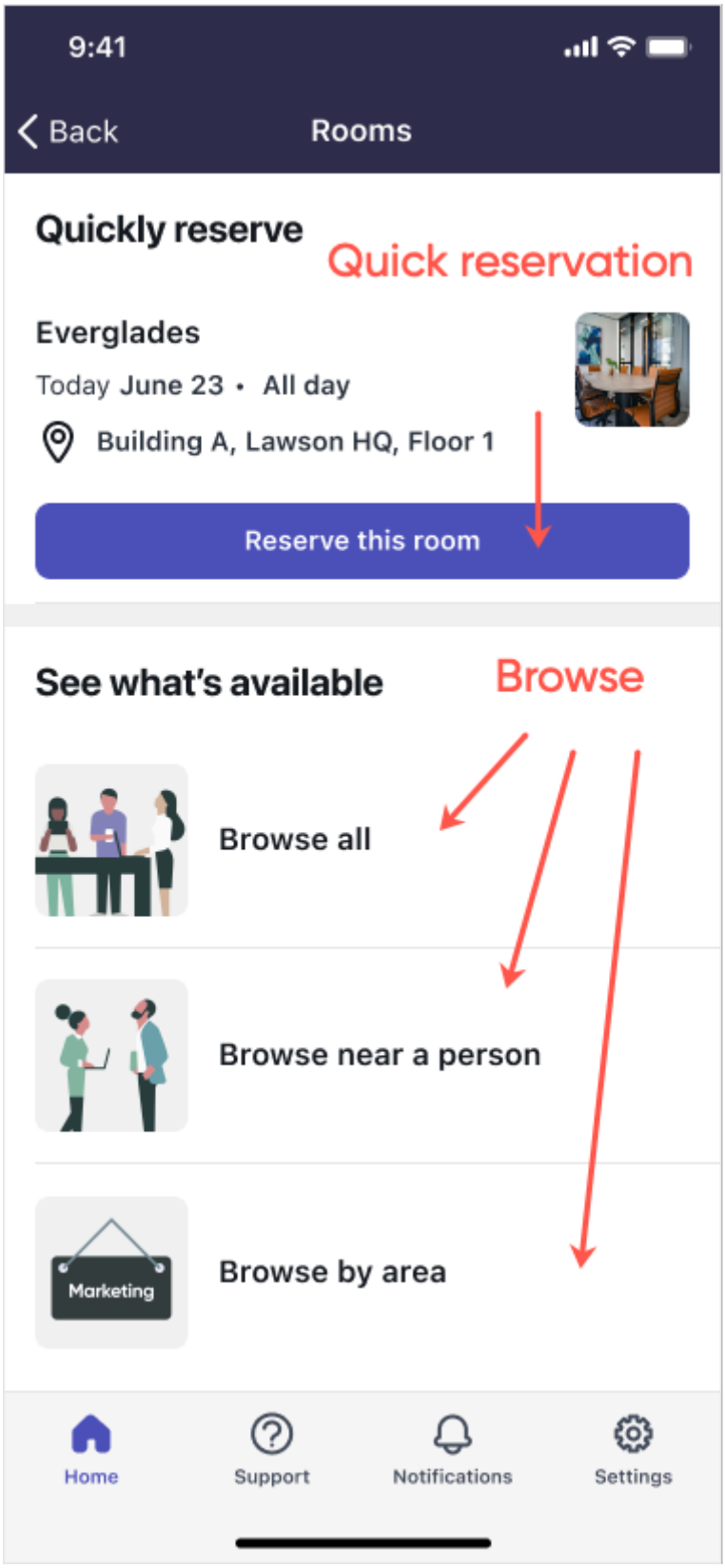
3. Select the type of reservation, such as desks, rooms, lockers, or parking places.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



4. Select a quick reservation or browse resources to see what's available.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. On the form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

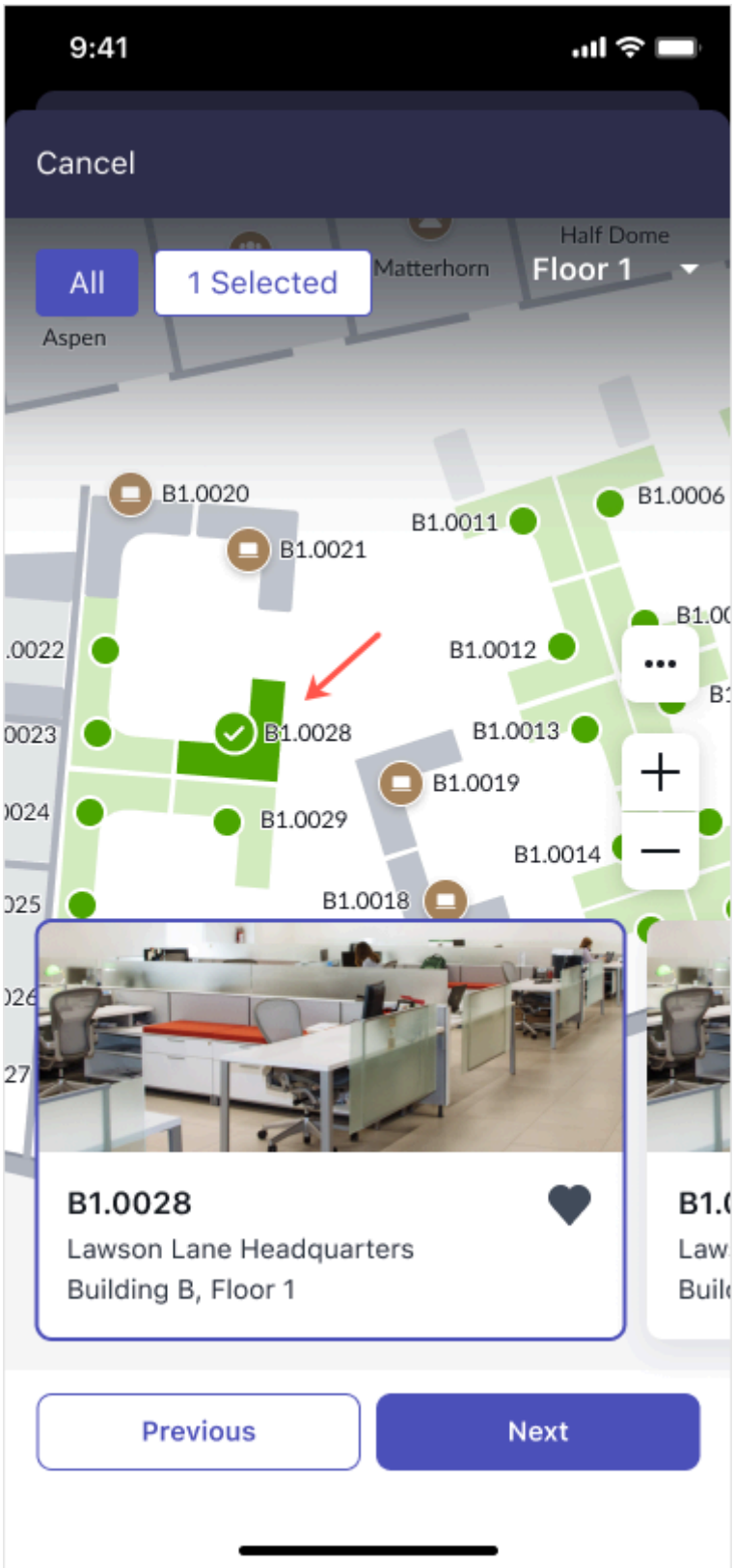
Create reservation form

Field	Description
Building	Building where you want to reserve the asset.
Floor	Floor where you want to reserve the asset.
Reservation start	Start time of the reservation.
Reservation end	End time of the reservation. This field is automatically set to an hour after the start time.
Capacity	Capacity of the reservation. **Note:** If you are using an iOS device, tap on **Done** after specifying the capacity.
Toggle Map view	Option to view the available reservations using a map view instead of a list view. This toggle is available only if activated by your organization.

Floor and capacity options are available to help find resources easier.

6. **Optional:** Select the options menu icon (⋯) so that you can view the map legend to learn what the map icons mean.
7. Select an available resource on the map and verify it is the resource that you want to reserve.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



8. Verify the reservation details and either revise or submit.
   - If you must change something, select **Previous** to return to the selection screens.
   - If you are satisfied with your reservation, select **Submit**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

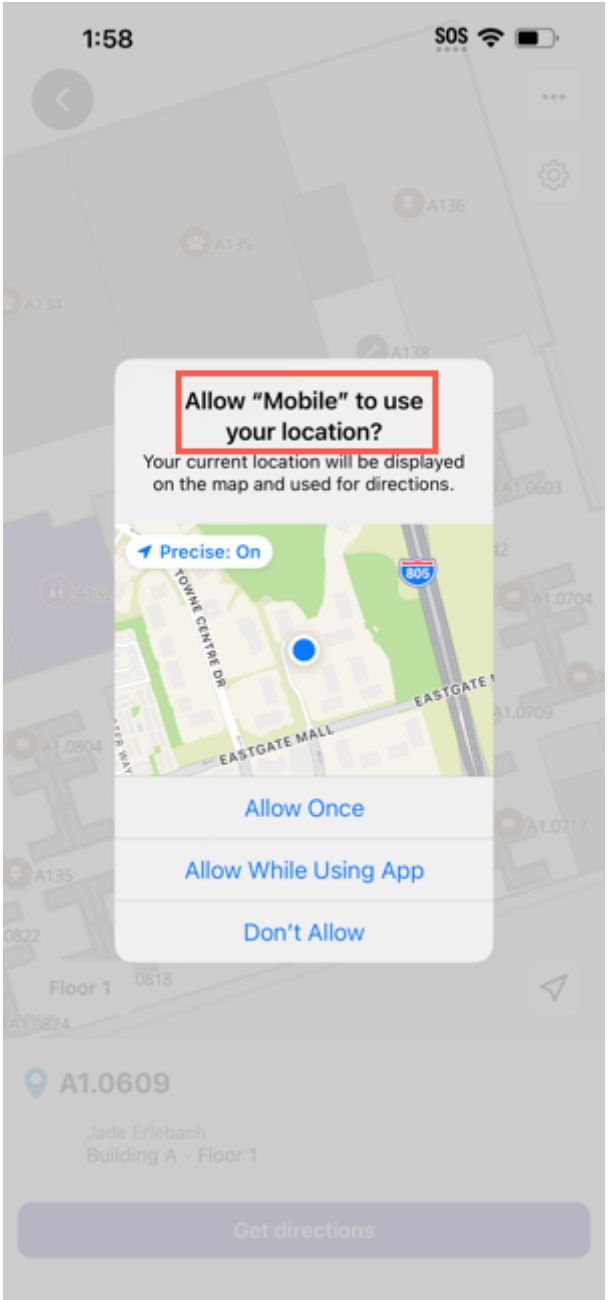
Result
After you receive confirmation of your reservation on your device, the reservation is complete. You can use your reservation.

Indoor positioning

If an admin has configured your mobile app for indoor positioning, you can get guided directions in real time to a resource on your device's Indoor Wayfinding map.

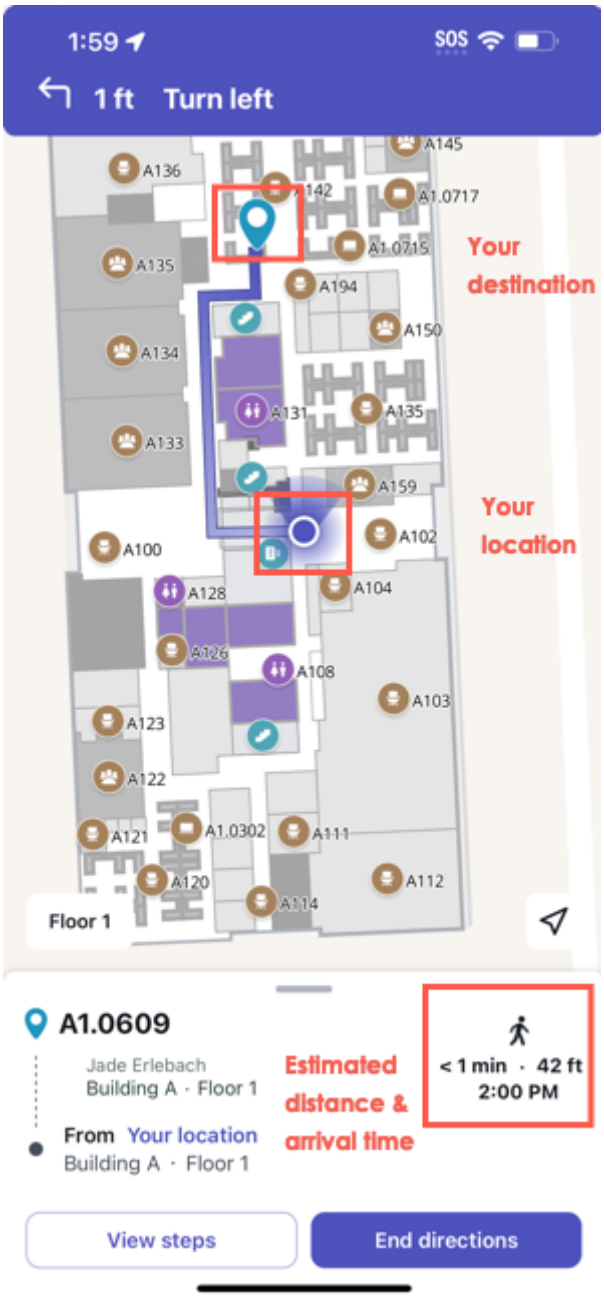
Indoor positioning includes these following features.

Decide whether you want to share your location with the mobile app



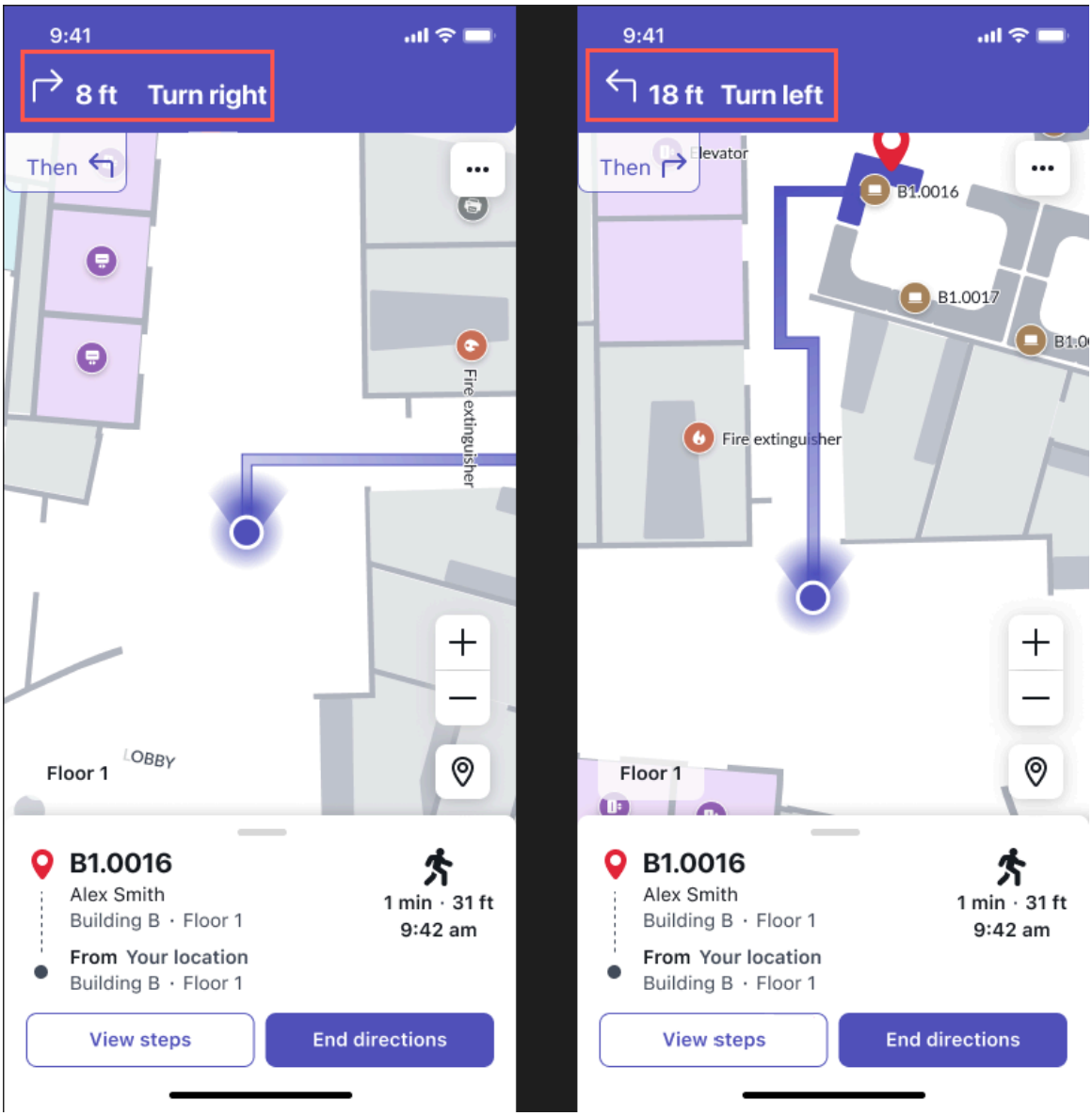
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

View a guided path to your destination and the estimated travel time, distance, and arrival time



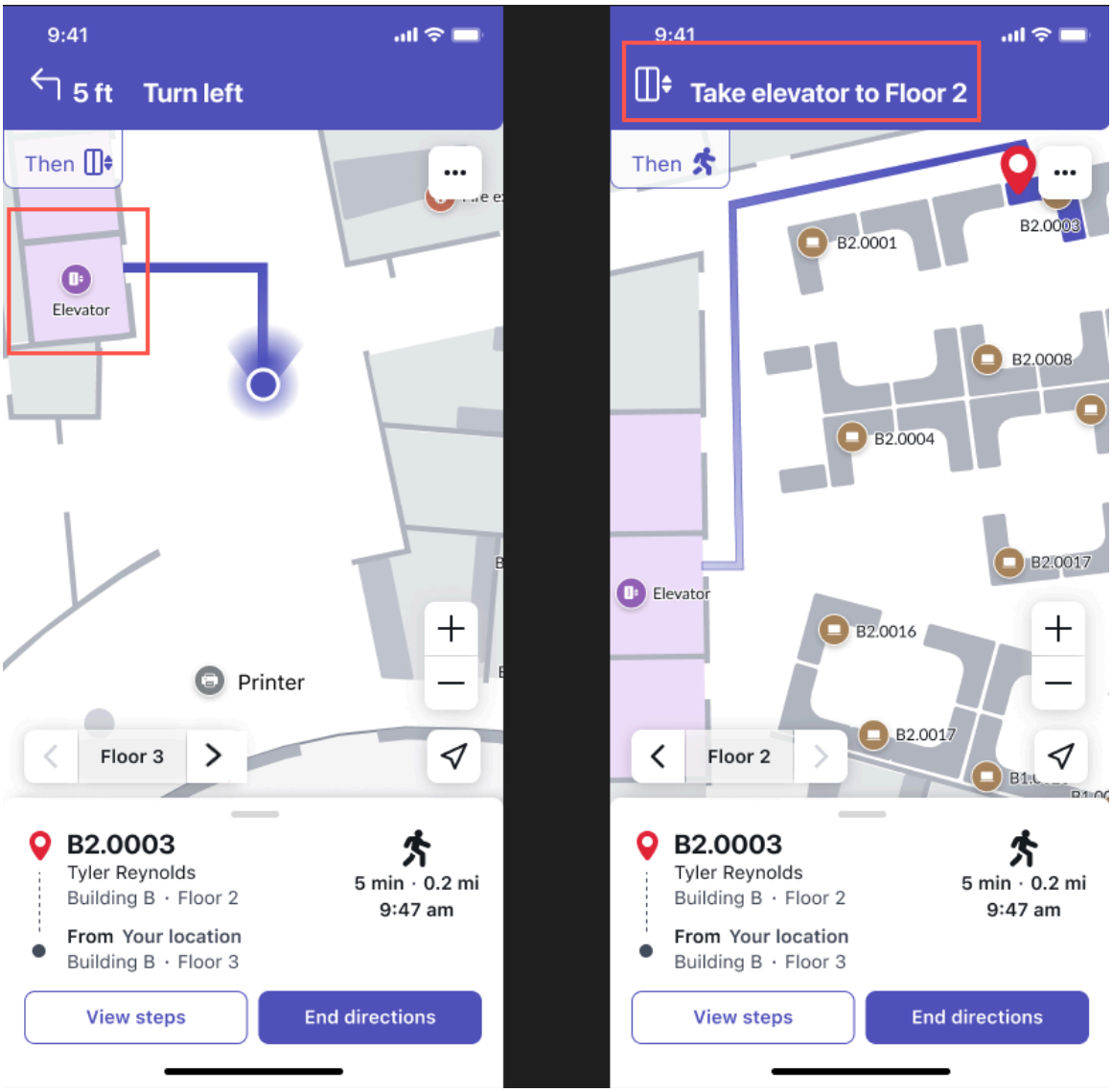
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Get step-by-step directions



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Get complex directions that span multiple floors in a building



Find resources with indoor positioning

When indoor positioning is enabled on your device, you can get step-by-step interactive directions to resources in a building that has been mapped for this feature.

Before you begin

Your ServiceNow instance admin must configure indoor positioning before you can enable it on your device.

Role required: none

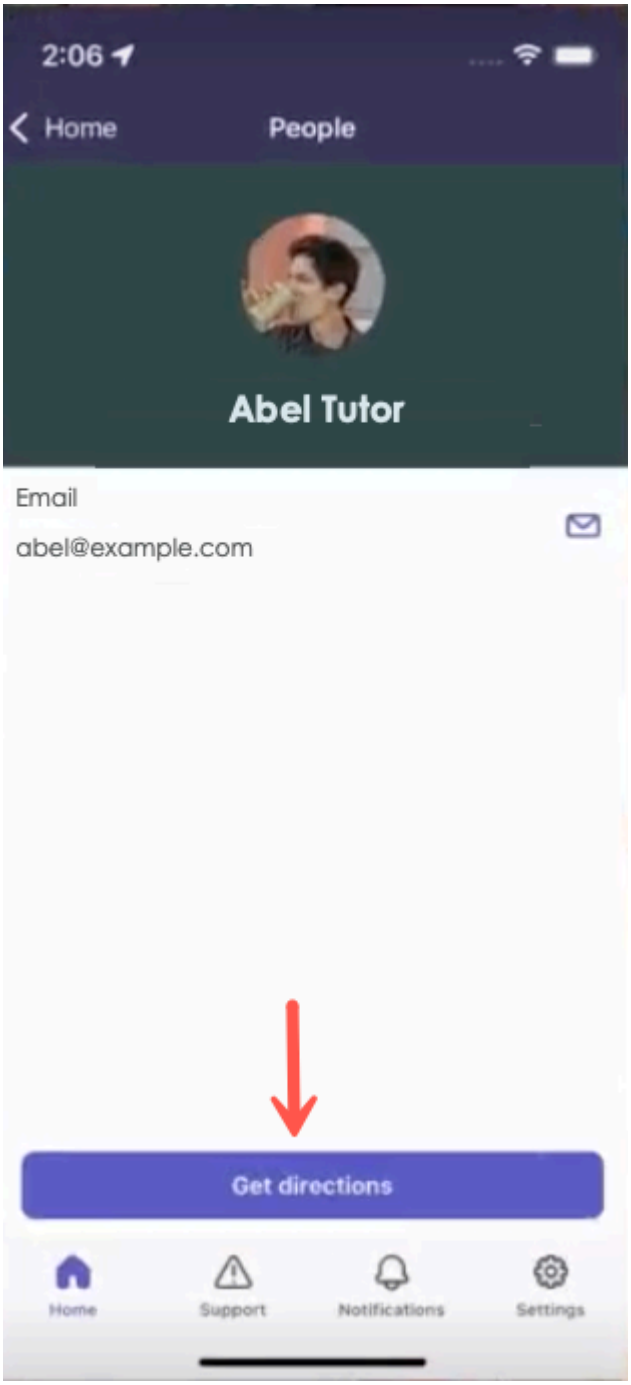
Procedure

1. Open your ServiceNow mobile app on your device.
2. Search for a resource.

   For example, you can search for a person, a conference room, or other indoor resource.

3. When you've located the resource, select **Get directions**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The map shows where the person or resource is on the map. The mobile app prompts for whether the device can use your location.

4. Respond to the request to use your location.

   Choose from the following options.

Location option	Description
Allow Once	Your location appears on the map with an icon ( ). This permission only lasts for this session. The next time you search for an asset or person, you're prompted to permit the mobile app to use your location again.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Location option	Description
Allow While Using the App	Your location appears on the map with an icon ( ). This permission persists each time you use the app. The next time you search for an asset or person, you aren't prompted to permit the mobile app to use your location.
Don't Allow	No icon shows your location on the map.

5. Depending on whether you allowed the mobile app to use your location, use the following steps.

Option	Procedure
If you allowed the mobile app to use your location	**a.** Select **Start directions**. Your path to the person or resource appears on the map. **b.** Select **View steps**. Follow the path and your position is updated automatically. Directions appear on the top banner, which indicate the way to turn (left or right) and if you must climb stairs. In addition, the distance, time left to travel to the resource, and expected arrival time also appear on your device. This information is updated in real time.
If you didn't allow the mobile app to use your location	**a.** Select **Choose start location**. Follow the prompts on the screen to choose your start location. **b.** Select **Save** to save your start location. **c.** Select **View steps**. The route to the person or resource you searched for appears on the map. The expected distance, travel time, and arrival time also appear in the mobile app.

6. When you arrive at your destination, select **End Directions**.

Accessibility features in mobile

To make the user interface of the ServiceNow Mobile Platform accessible to users with disabilities, ServiceNow includes features that support several specifications in the Web Content Accessibility Guidelines.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Screen reader support in mobile

Screen reader support (known as VoiceOver for iOS devices and TalkBack for Android devices) in mobile provides an audible description of what is displayed on your mobile screen. This can be elements like the content of mobile cards, the icons of the navigation bar, or the data within a list screen.

You enable screen reader support by navigating to the settings area on your mobile device and selecting the appropriate options.

Note: The screen reader setting applies to your whole mobile device and not just ServiceNow mobile apps.

Change mobile analytics views for accessibility

You have the option to change the data analytics views from color segments to black and white patterns. This option can be used for accessibility purposes.

Before you begin

Role required: user

About this task

The **Chart accessibility** button gives you the option to view charts in either black and white patterns or colored segments, for all chart analytic types. Using black and white patterns assists people with accessibility requirements.

Procedure

1. Tap More ( ) in the navigation bar.
2. Tap Settings ( ).
3. Enable the **Chart accessibility** button, on the Settings page, to view charts in black and white patterns.

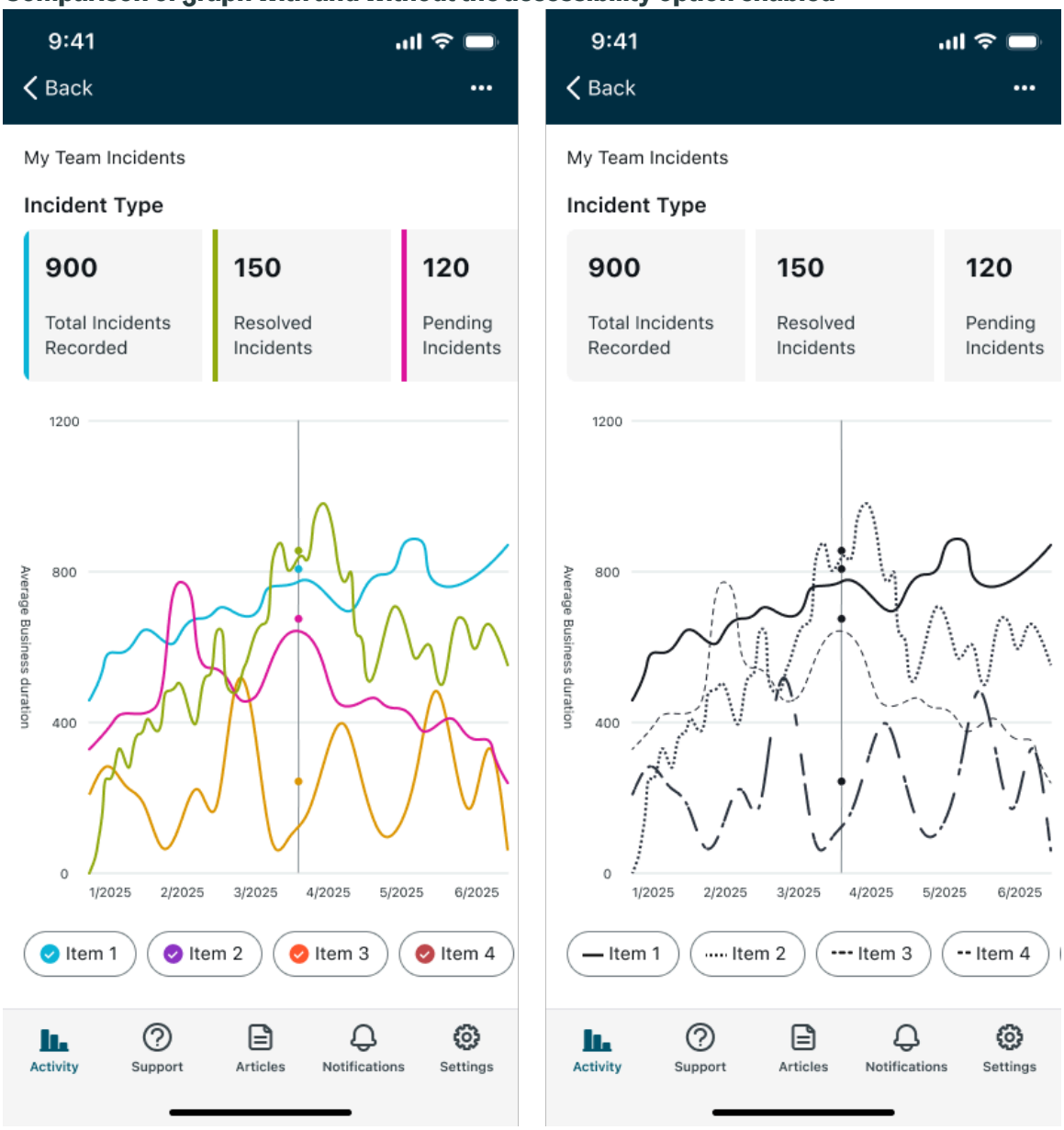
   Note: If you don't see the **Chart accessibility** button, refer to your admin to enable this feature.

Result

Select the display option best suited for your requirements.

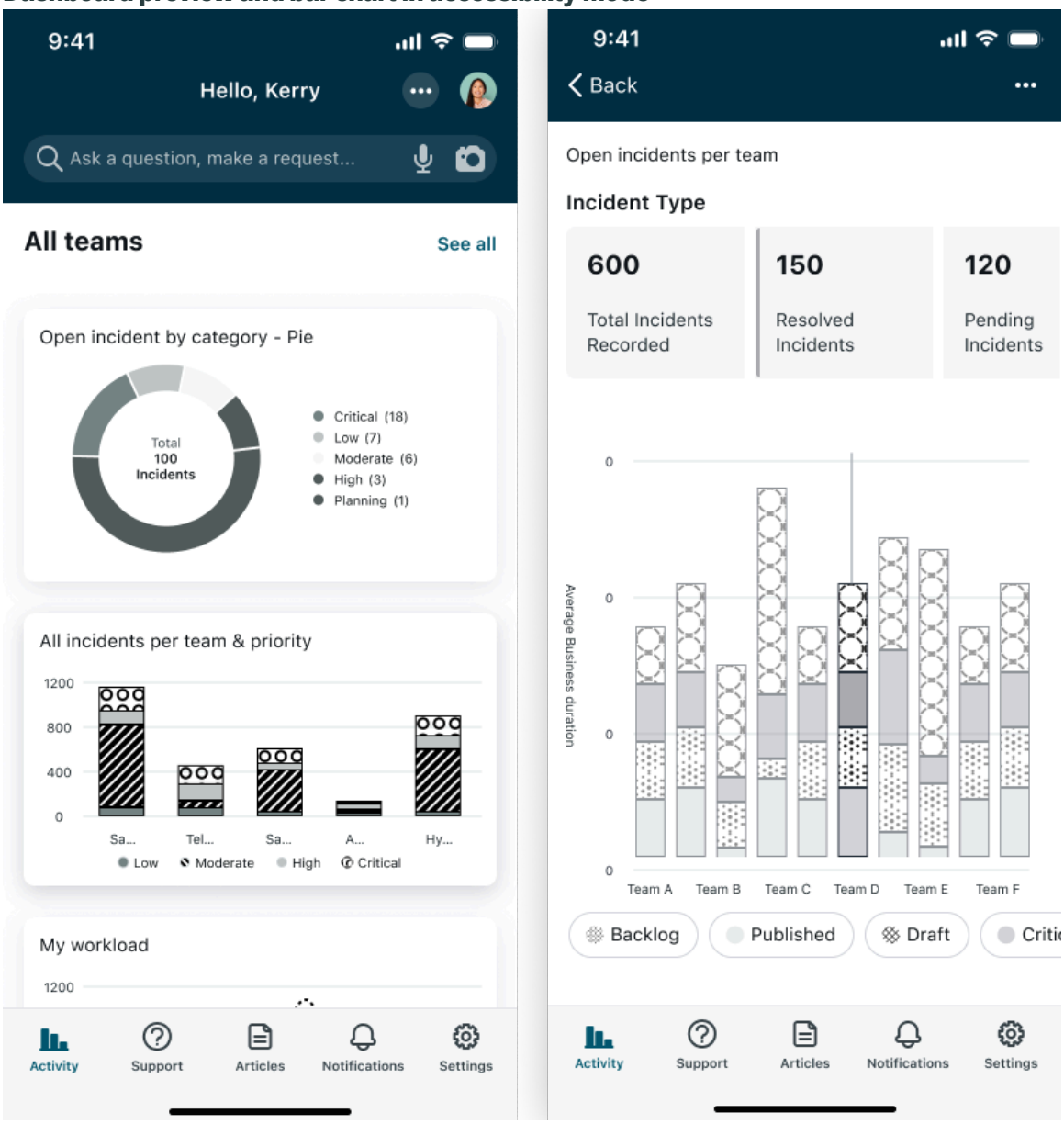
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Comparison of graph with and without the accessibility option enabled



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dashboard preview and bar chart in accessibility mode



Define font size settings for mobile devices

Adjust the size of text labels in the main screens of your mobile applications to enhance the readability of texts. This typography option can be used for accessibility purposes.

Before you begin

Role required: user

About this task

Specify the size of text by configuring the text-size definition in your mobile device settings.

Note: Text-label typography within the ServiceNow Mobile Platform isn't yet fully available for mobile and legacy cards, map screens, Virtual Agent, dynamic segments, and mobile banners (iOS only).

Procedure

1. In your mobile device, go to the Settings option or Settings icon.
2. Tap the Accessibility option from the menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Set the font setting according to your requirements.

   Note: If you do not see a change in the font settings, refer to your admin to enable this feature.

Result
The ServiceNow Mobile Platform displays text in your mobile device according to the text-label typography selection made.

Enable map accessibility features

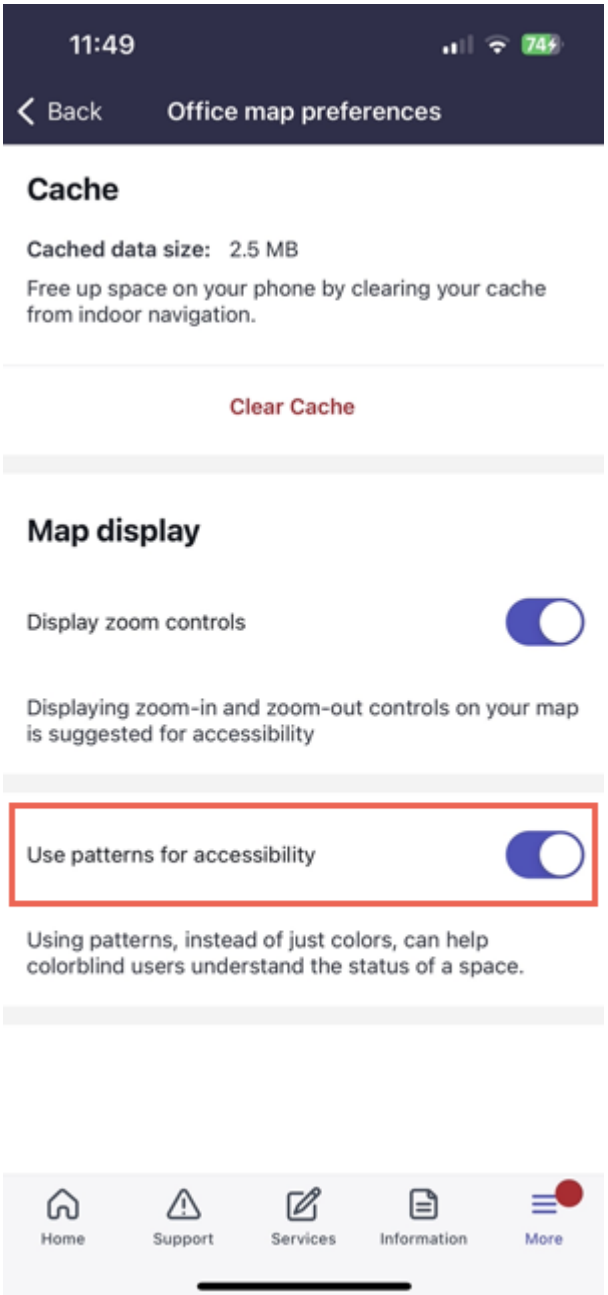
Maps can use patterns or colors to identify locations. The accessibility toggle in the mobile device settings page controls how the map identifies locations.

Before you begin
Role required: user

About this task
When reserving space, the map accessibility toggle gives you the option to identify map locations with colors or with black and white patterns. Using black and white patterns assists users with accessibility requirements.

Procedure
1. Log in to a ServiceNow mobile app.
2. On the navigation bar, tap the settings icon ( ).
3. Navigate to **Preferences** > **Office map preferences** > **Map display**.
4. In the **Map display** section of the page, enable the **Use patterns for accessibility** toggle to view locations on maps in black and white patterns.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



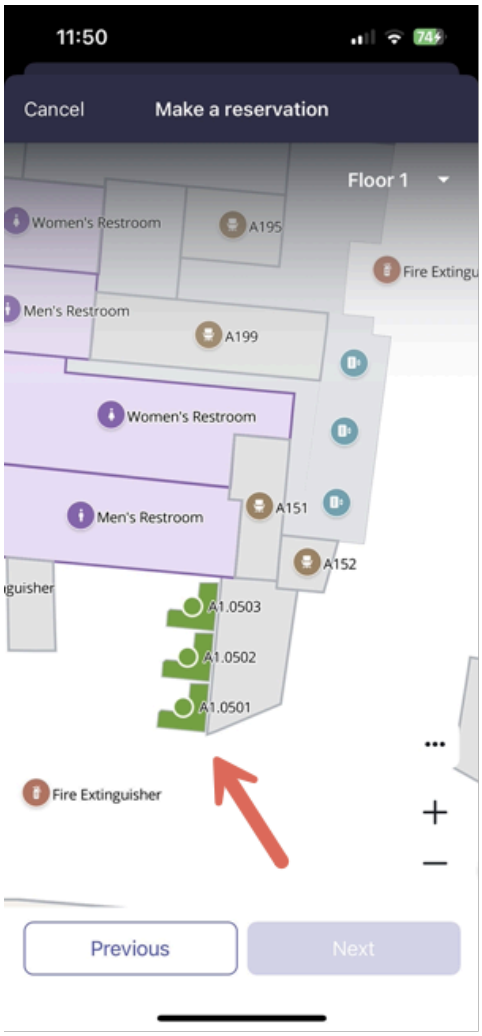
Note: Don't enable this toggle if you want to view locations on maps highlighted with colors.

Result

Select the map display option best suited for your requirements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Comparison of maps using colors or black and white patterns to identify locations



Building mobile apps

Create and modify mobile app components using ServiceNow® low-code application development tools.

Get started

Select a tile to learn about how to use the application development tools, design considerations for your mobile apps, and the wide-range of components that you can use to build them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Build a mobile app	Mobile app components	
Build mobile apps using Mobile App Builder and Mobile Card Builder.	Learn more about the components used to build and configure mobile apps, including screens, functions, and data items.	

ServiceNow mobile terminology changes

Starting from the Rome version ServiceNow mobile has updated the mobile terminology. The updated wording helps you better understand which items you are configuring within a mobile app, how the configurations affect the on-screen view, and how the items relate to one another.

Note: The name changes apply from Rome and later versions. All versions earlier than Rome use the earlier terminology.

Terminology changes for the Rome version

The table compares the terminology used from the Quebec version and earlier with the replaced terms used from the Rome version and later.

Terms used from Quebec and earlier	Terms used from Rome and later
applet	screen
applets	screens
applet launcher	launcher screen
applet launcher section	launcher section mapping
applet launcher tab	launcher tab
applet tab	screen tab
browser applet	mobile web screen
calendar applet	calendar screen
chart applet	chart screen
chart	analytics preview
chart section	analytics section
chart UI section	analytics section
client theme	mobile app theme
content section M2M item stream container	content section M2M stream container
destination applet launcher	destination launcher screen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Terms used from Quebec and earlier	Terms used from Rome and later
dynamic form screen segment	dynamic record screen segment
dynamic segment item stream	dynamic segment stream
employee directory applet	employee directory screen
form applet	record screen
form screen	record screen
form screen segment	record screen segment
global search configuration	search configuration
global search M2M item configuration	search M2M item configuration
header title	launcher header title
header view config	header card
icon section	legacy icon section
icon UI section	legacy icon section
item configuration	list item configuration
item parameter	data parameter
item section	record section
item stream	list stream
item stream container	stream container
item stream container M2M item stream	stream container M2M stream
item stream M2M item configuration	list stream M2M item configuration
item stream M2M segment	list stream M2M segment
item UI section	record section
item view	legacy card
list applet	list screen
location item stream	map location stream
map applet	map screen
mobile favorites	saved items
mobile favorites deny list	saved deny list
mobile section	UI section
name (on card and card template)	type (on card and card template)
native client	mobile app configuration
navigation	navigation bar
navigation section	icon section
navigation section destination	icon section destination
navigation section destination applet	icon section destination screen
navigation section destination applet launcher	icon section destination launcher

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Terms used from Quebec and earlier	Terms used from Rome and later
navigation section destination button	icon section destination function
navigation UI section	navigation section
parameter input	input
parameter page	input form page
parameter screen	input form screen
parameter section	input form section
parameter sections	input form section **Note:** From San Diego and later versions this term is called "input form section M2M".
quick actions menu map	quick actions menu
section	UI section
segment	screen segment
sg incremental result (table)	incremental offline result
time span item stream	calendar event stream
use view config	use card
view config	card
view config element	card element
view config element attribute	card element attribute
view config element attribute name	card element attribute type
view template	card template
view template slot	card template element
view template slot attribute	card template element attribute

Design considerations for mobile apps

Use mobile design and product principles to give your users the best mobile experience.

Before designing your mobile experience, take a look at the guide Building Mobile Apps with ServiceNow®. The purpose of this document is to provide ServiceNow mobile app creators product principles and design considerations to create consumer grade mobile experiences.

Download the Building Mobile Apps guide from the ServiceNow Now Create Site.

Note: To access the Now Create site you are required to log in.

Mobile SDK

The ServiceNow® mobile SDK enables users to develop native iOS and Android mobile apps using an integrated development environment and give mobile apps access to existing ServiceNow data and workflows.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile SDK features

The Mobile SDK gives you the ability to do the following:

- Access ServiceNow mobile platform's APIs from iOS and Android apps.
- Query data, embed, and enable Virtual Agent.
- Provide simple authentication flows leveraging JSON Web Tokens for third-party apps to authenticate and unauthenticated users.
- Embed authenticated web views.
- Support push notifications triggered by the ServiceNow AI Platform.

For more details regarding the Mobile SDK, see the Mobile SDK API reference.

Mobile SDK Benefits

- Develop more engaging end-user experiences that fit seamlessly into your branding and visual identity.
- Provides end-to-end development control for employing existing ServiceNow workflows to increase engagement and deflection rates.
- Create the experience that you want, natively in your own app.

Download the Mobile SDK

To download the Mobile SDK, visit the ServiceNow Store. The iOS and Android Mobile SDK libraries can also be downloaded from the ServiceNow store.

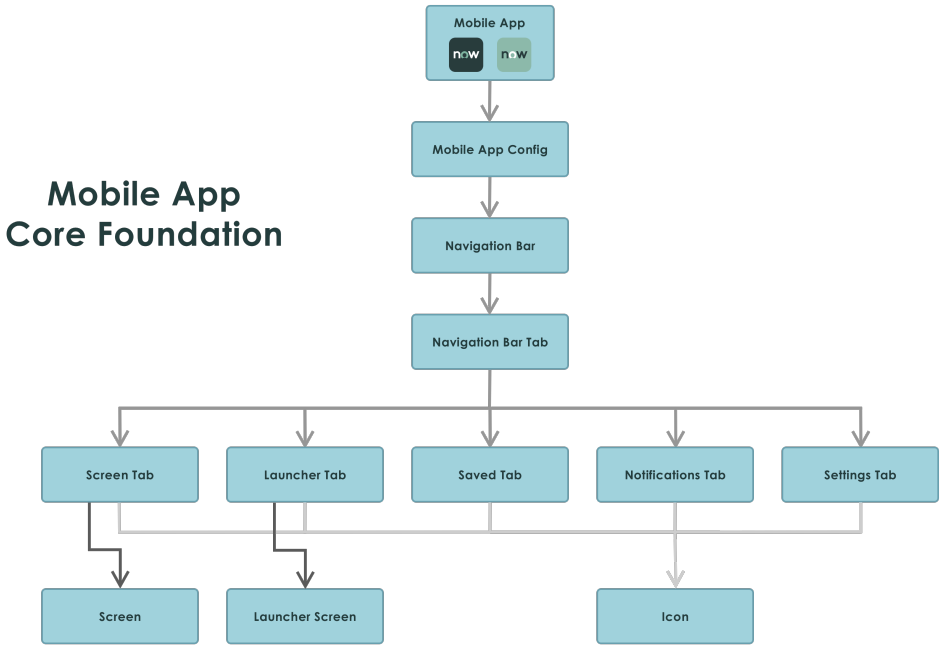
Mobile hierarchy

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

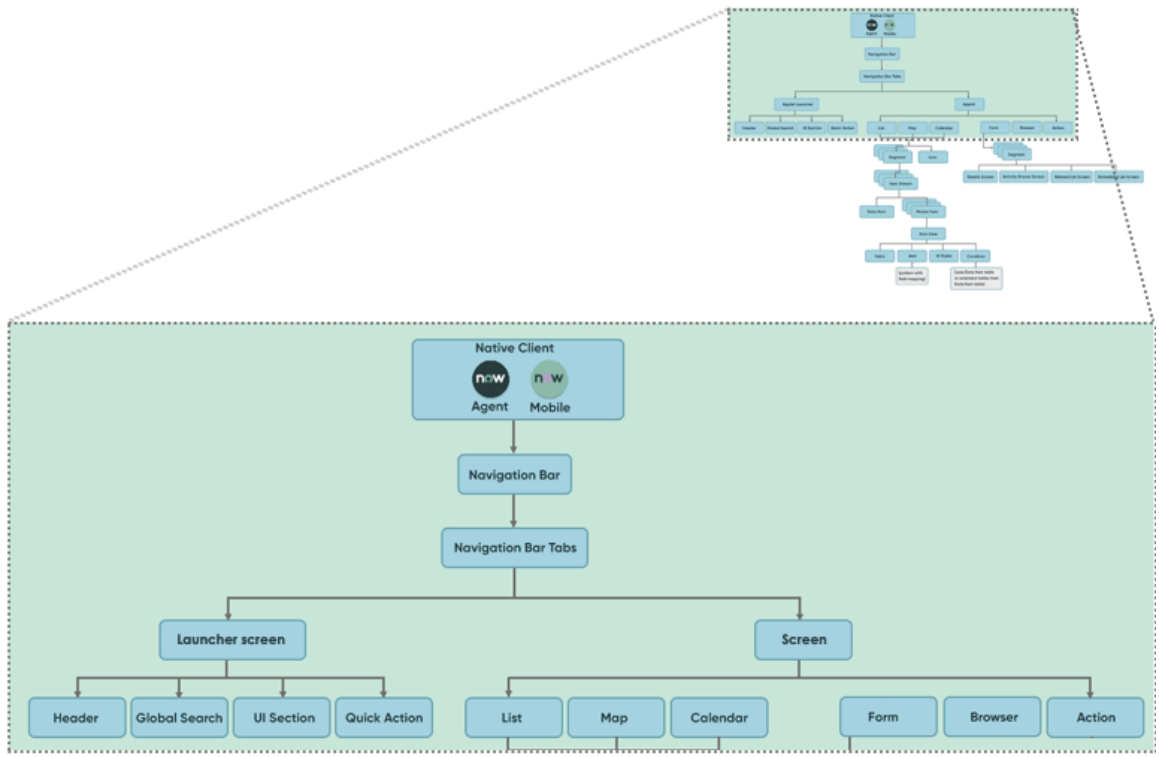
Components of the ServiceNow mobile framework

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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Mobile App Configuration



Mobile app

A part of the ServiceNow® Mobile Platform, there are 2 mobile apps: the Now Mobile app and the Mobile Agent app. Each app focuses on a persona, which means the app experiences are tailored to support the tasks of specific roles in your organization. Each mobile app can have one or more mobile app configurations. For more information, see the following "Mobile app config" section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile app config

When users download a ServiceNow Mobile Platform application, they are prompted to log in with their credentials. When a user logs in to the instance, they are presented an experience that is created by a single mobile app config. The mobile app config that defines the user's experience depends on conditions defined in the config.

Navigation bar

Each mobile app config has a navigation bar that appears at the bottom of the screen. A navigation bar can have up to five icons, called navigation bar tabs. By default, navigation bars have a notification and settings navigation bar tab. For information about how to create a navigation bar, see Configure the navigation bar and navigation tabs.

Navigation bar tabs

Each tab in the navigation bar represents a screen or launcher screen. When you add more than five tabs to the navigation bar, a **More** tab appears. Tapping the **More** tab opens a list view showing additional tabs.

For information on how to create navigation bar tabs, see Configure the navigation bar and navigation tabs.

Launcher screens

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

For more detail on launcher screens, see Launcher screens.

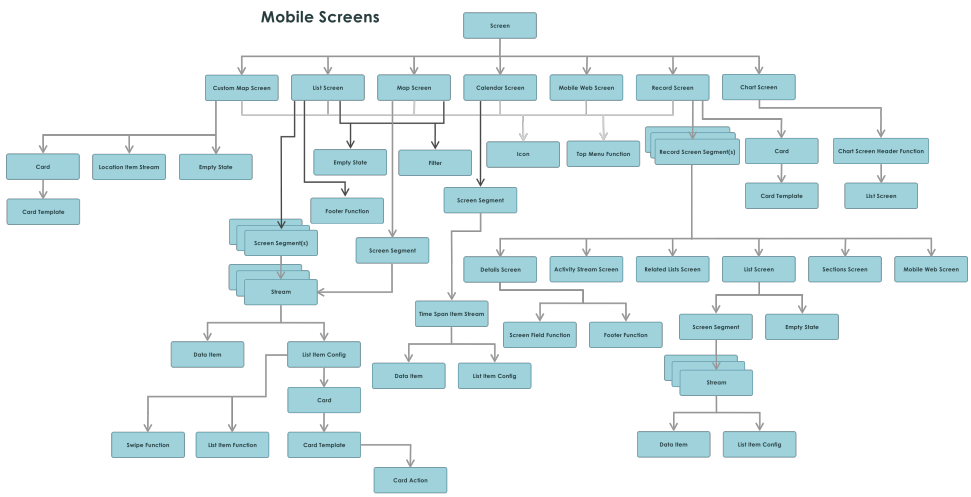
Screens

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Screens

List of all available mobile screens



Screen segments

Screens contain one or more screen segments, which display information from your instances to your users. Screen segments represent the lists, calendars, maps, and records your users see within the app. If a screen has more than one screen segment, your users can switch between screen segments using a tabbed interface.

Screen segment records for lists, calendars, and maps are located on the screen segment [sys_sg_item_stream_segment] table. Screen segment records for record screens are on the record screen segment [sys_sg_form_segment] table.

Icons

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

Icon records are located on the Icons [sys_sg_icon] table.

For more information on icons, see Mobile icons.

Item streams

An item stream is the source for the data shown in your screen. An item stream gets its data from a single source, called a data item. You can associate more than one item stream to a screen 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 item configurations. These item configurations provide a pattern controlling how the data appears in your screen segment.

Item stream records are located in the item stream [sys_sg_item_stream] table.

Data items

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data items provide the data presented in a screen. 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 screens so that the screens can transform the dataset into human-readable information.

Data items are located on the data items [sys_sg_data_item] table.

For more detail on data items, see Data items.

Item configurations

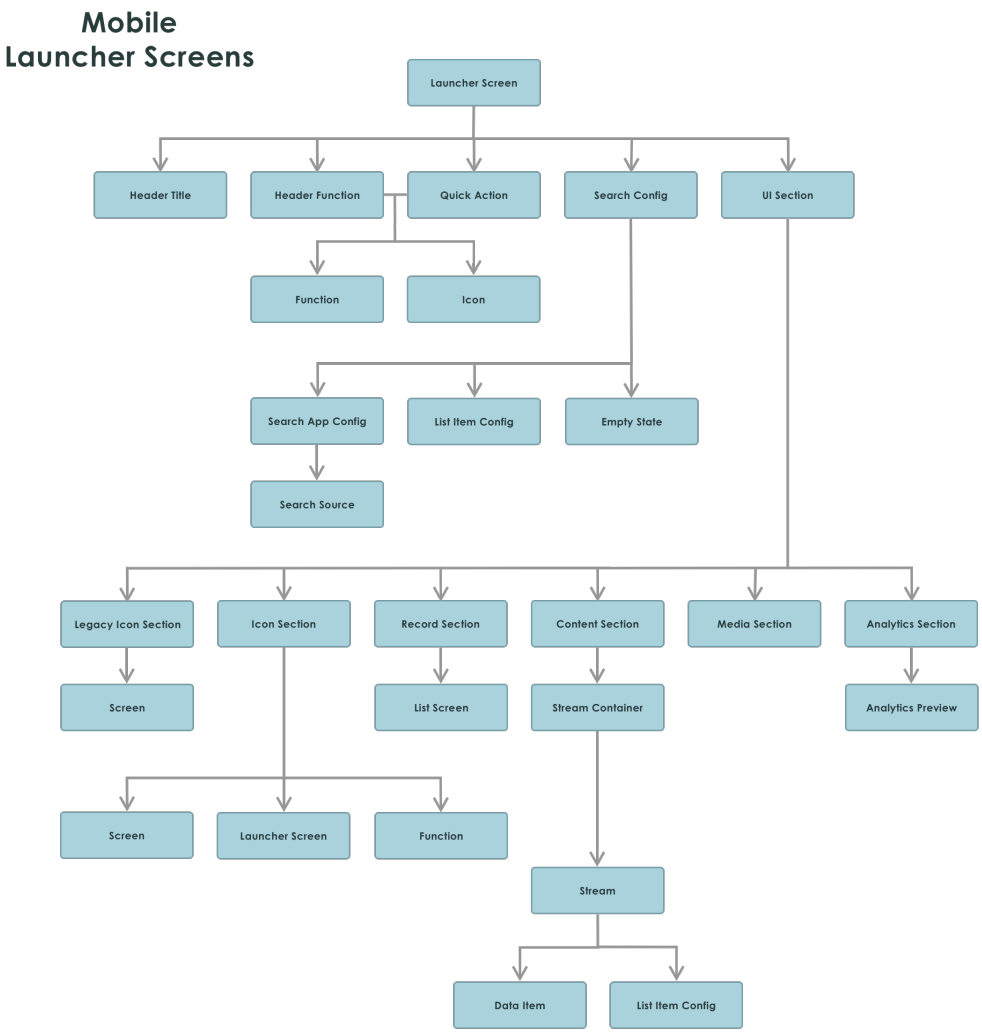
Item configurations provide a pattern for data in your screen, and control how your data appears within a screen segment. For more detail on how an item configuration controls the appearance of your data, see the item configuration section.

Item configurations are located on the item configuration [sys_sg_master_item] table.

More information

For more information, See:

Screen segments



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Screens

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

- Calendar
- Chart
- Form
- Grouped list
- List
- Map
- URL

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

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

Functions

Your users can use functions to perform tasks in the mobile app such as assigning a task, or navigating between records. 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.

For more information on functions, see Mobile functions.

Usage Insights for mobile applications

Usage Insights helps you understand usage and adoption of your mobile applications.

https://player.vimeo.com/video/1107546571?h=347a86e18b&badge=0&autopause=0&player_id=0&app_id=58479

This video shows you how to analyze the user experience within your applications using Usage Insights.

The ServiceNow® Usage Insights application provides views for monitoring key performance indicators of users of your web and mobile applications built with the ServiceNow mobile platform and web assets. Visualize metrics and interactions to better understand the user experience, and create more intuitive journeys for your users.

There are two mobile applications with the primary difference being the personas they serve.

Now Mobile

Includes workflows for#TSM, HR, ITAM, ITBM, CSM, WSD, LSD, and Safe Workplace #customers.

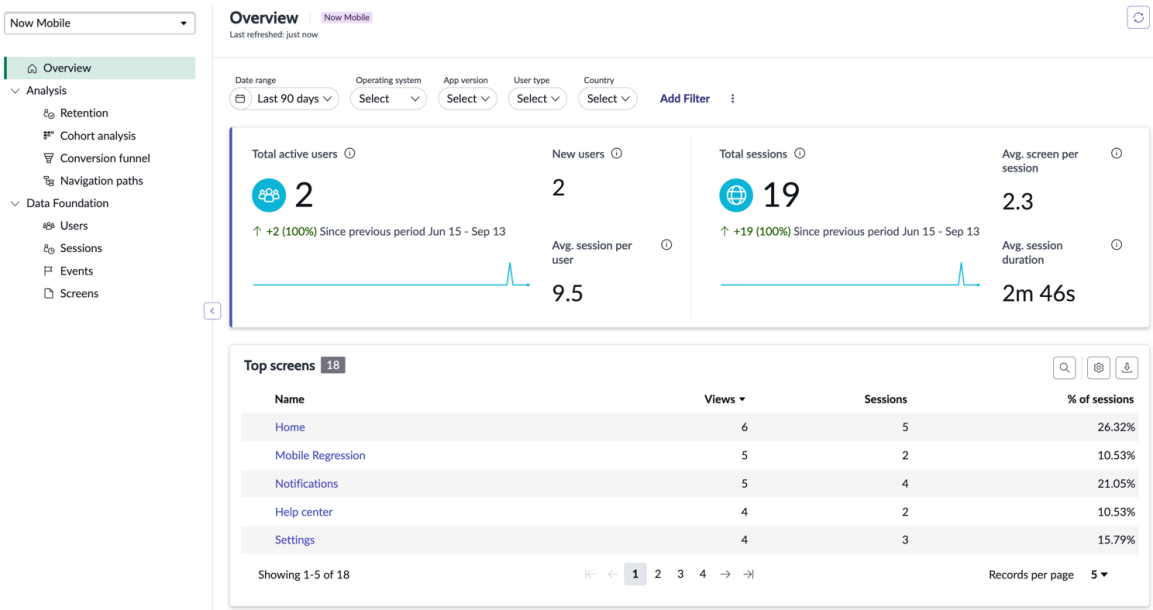
Focuses on the general employee or requester persona and allows users to work with requests, find information or people across the organization, and interact with Virtual Agent.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile Agent

Includes workflows for#TSM, FSM, CSM, ITAM, ITOM, ITBM, SecOps, GRC, LSD, and Procurement #customers.

Mobile Agent focuses on the fulfiller or agent persona.



Related topics

Usage Insights

Mobile app building tools

Use these low-code tools to build your mobile apps.

Get started

Select a tile to learn about the main mobile app building tool, Mobile App Builder, and Mobile Card Builder, a visual tool you can use to edit templates and cards used in your mobile apps.

Mobile App Builder	Mobile Card Builder	
Build mobile applications using Mobile App Builder.	Create or modify card templates using Mobile Card Builder.	

Mobile App Builder

The ServiceNow® Mobile App Builder (MAB) is a configuration tool to build and manage screens and records that make up workflows within ServiceNow mobile apps. The organizational layout

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

and navigation options in the Mobile App Builder facilitate a faster and more intuitive creation of ServiceNow mobile applications.

https://player.vimeo.com/video/1183840472?h=2657f96667&badge=0&autopause=0&player_id=0&app_id=58479

Benefits and uses of the Mobile App Builder include the following:

- Organize records in a hierarchical layout for quick access and reference.
- Support hierarchical tree navigation, enabling users to visualize how records relate to each other and tie into the overall mobile app configuration.
- View a live preview of how certain components will appear in the mobile app.
- Support the editing of all ServiceNow base system mobile application scopes.
- Streamline mobile configurations by doing the following:
  - Enable the editing of multiple records in a single screen.
  - Guide users to appropriate record relationships.
  - Prevent invalid configuration choices.
  - Auto-populate fields when creating relationships between records.

Note:

Mobile App Builder (MAB) is automatically installed on your instance with the base system plugin sn_mab. Starting in version 22.6, when there is a new version of the plugin, a banner appears at the top of the MAB screen indicating a new version is available. Select **Update** in the banner to install the new version.

For more information about the MAB plugin and its associated plugins for the Mobile App Builder API and Mobile Card Builder, see Mobile plugins.

Mobile App Builder workflow

The building of mobile applications takes place within three screens:

- The Mobile App Builder application scope selection screen: Select the scope to work on.
- The Mobile App Builder categories home screen: Select the record to work on.
- The Mobile App Builder record screen: Work on your records.

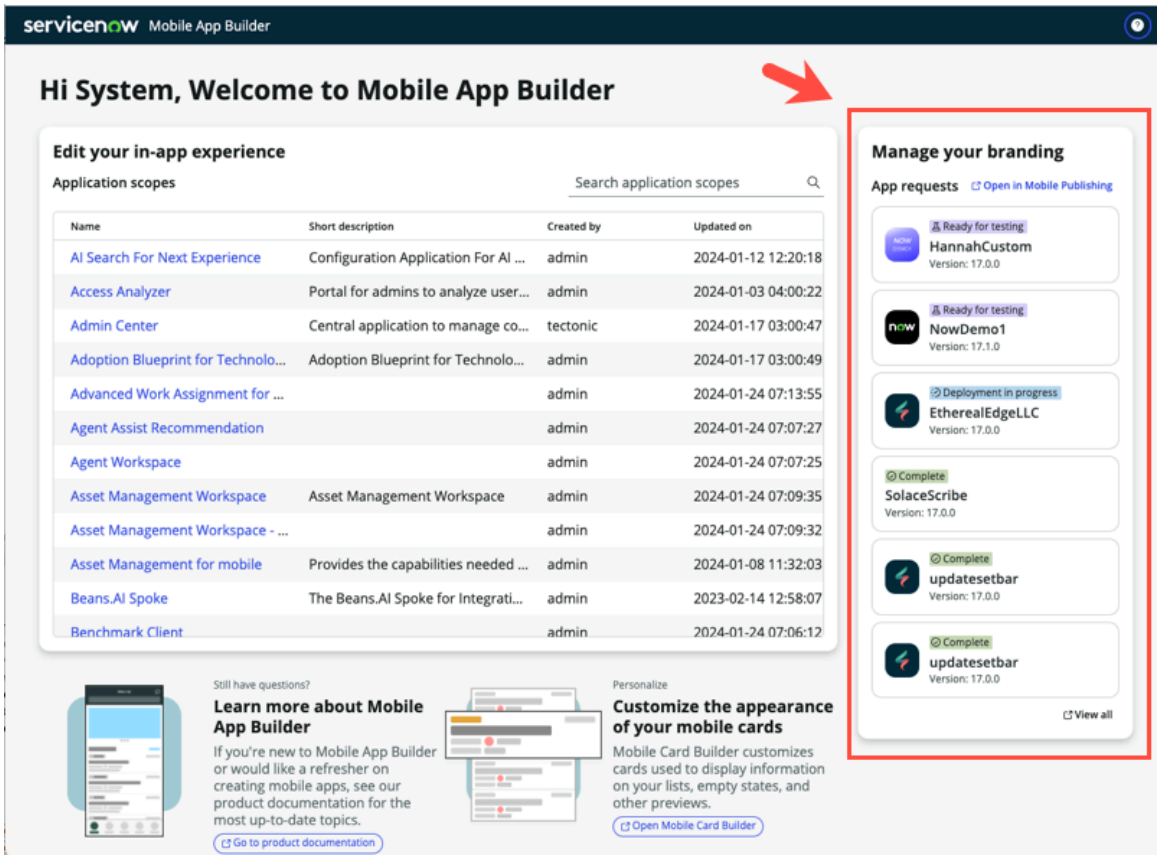
In the Mobile App Builder application scope selection screen, you select the application scope to work in. After choosing your application scope, select a category or specific record to create or edit in the Mobile App Builder categories home screen. The record you select then opens in the Mobile App Builder record screen. In this screen, you perform most of your work, by populating record fields and creating relationships between different records.

The following video shows you how to configure records in Mobile App Builder and provides a demonstration of a practical use case.

Mobile Publishing integration

In the Washington DC family release and later, Mobile App Builder is now integrated with Mobile Publishing:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

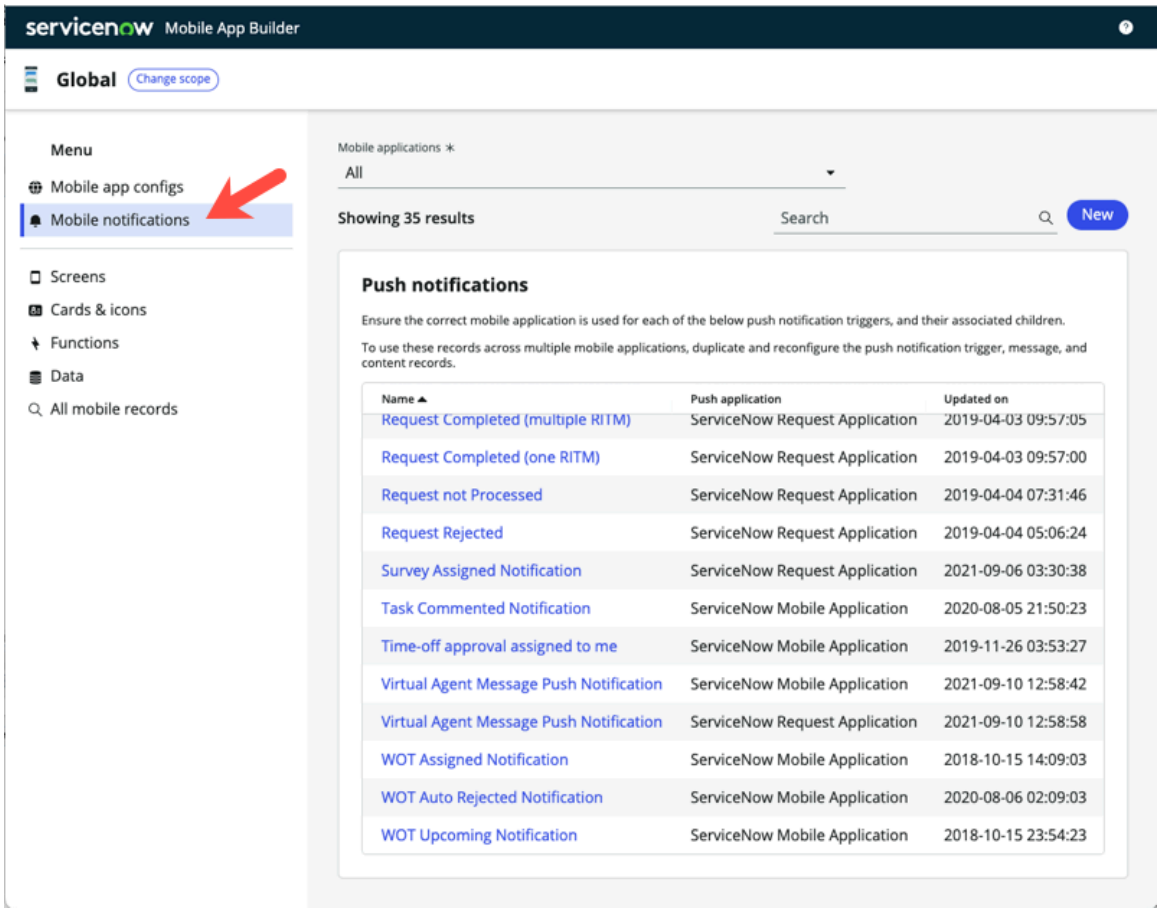


Select a custom branded app card in the **Manage your branding** side panel to open it in Mobile Publishing. For more information about Mobile Publishing, see Publish mobile apps with custom branding.

Add push notifications to mobile apps with Mobile App Builder

In the Washington DC family release and later, you can now add push notifications to your mobile apps with Mobile App Builder:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Select **Mobile notifications** in the menu and then select the push notification you want to use. For more information about push notifications, see Mobile push notifications.

Access Mobile App Builder and using the application scope selection screen

Access the Mobile App Builder to start the process of creating workflows for your mobile apps.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

Procedure

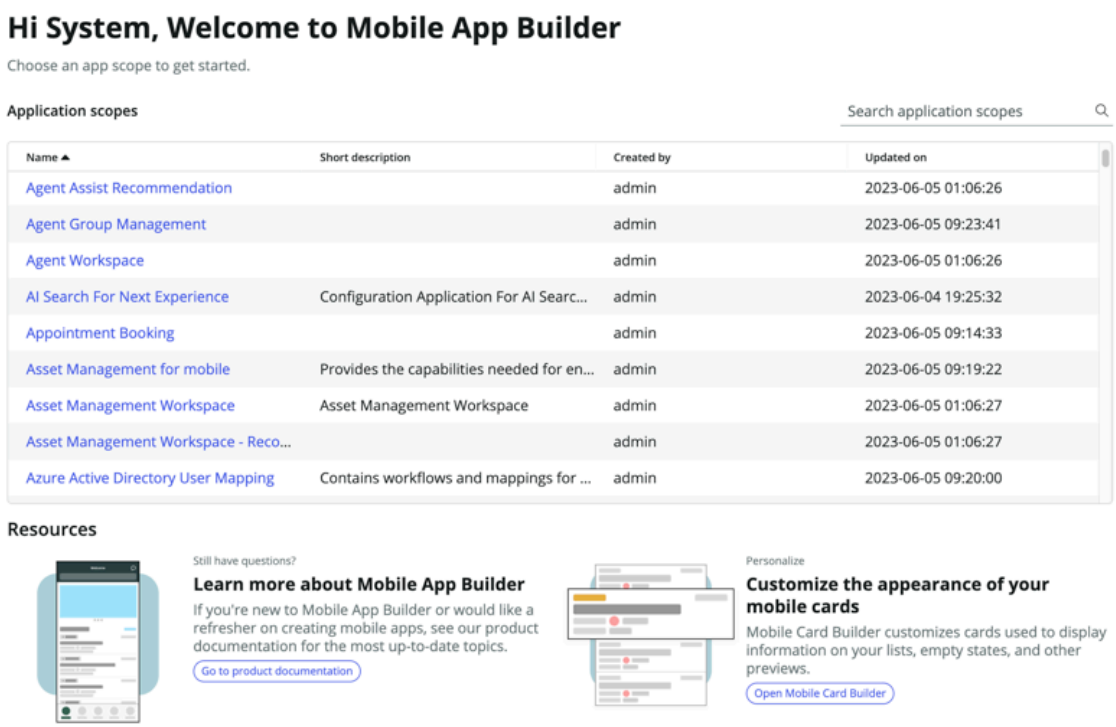
1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder application scope selection screen opens in a separate browser tab.

   Note: The Mobile App Builder tour modal window displays when you first log in to the Mobile App Builder. The screen is also displayed each time you log in, if you don't select the **Don't show me this again** option. The tour is a visually helpful way to familiarize yourself with how to build apps. You can always reopen the tour modal window using the help menu.

2. Perform one or all of the following actions from the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Action	Process
Access documentation	Select **Go to product documentation** to get information about Mobile App Builder and how to use the tool.
Access Mobile Card Builder	Select **Open Mobile Card Builder** to customize the appearance of the mobile cards you use within Mobile App Builder.
Select an application scope	Choose an existing application scope to access its mobile records. The list displays all application scopes that you are permitted to edit. **a.** Find the application scope you need by either entering text in the **Search application scopes** field or select the **Name** column header. **b.** Select an application scope name to open the Mobile App Builder categories home screen.



Mobile App Builder categories home screen

Use the Mobile App Builder categories home screen to select or create the most commonly used configuration options. Select category options like **Screens** or **Cards & Icons** to create and edit records.

The Mobile App Builder home screen contains the following elements.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The left menu panel groups the most important mobile components into categories. These menu items are fixed and you cannot add or remove them from the list.

  Depending on your category selection, different record types are displayed in the main area of the page. Use the scroll bar or search option (Search) to find your exact record. Alternatively, to create records for your selected category, select the **New** button (New).

  Note: The **All mobile records** menu item is a tool to quickly search and access record types familiar to you.

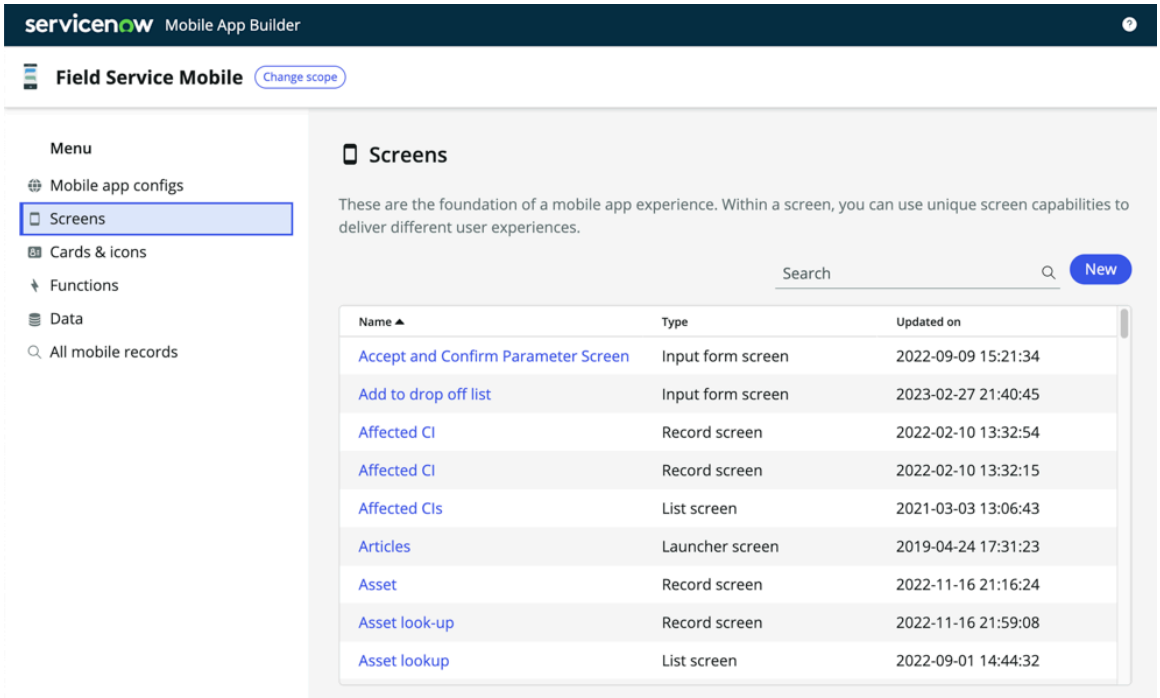
- A help menu icon ( ) with the following options:
  - **Record configuration tour**: Provides an on-screen step-by-step guide demonstrating how to create records.

    Note: The Record configuration tour menu option is only available in the Mobile App Builder record screen.

  - **Mobile App Builder overview**: Opens the Mobile App Builder tour modal window.
  - **App preview instructions**: Opens a modal window with instructions to help users download mobile apps and log in to their instances.
  - **Go to product documentation**: Opens the ServiceNow mobile documentation in a new browser.
  - **Version**: Displays the Mobile App Builder version for use during troubleshooting.
- An option to change the application scope is displayed at the top of the screen. Select the **Change scope** button (Change scope) to return to the application scope selection screen, and select an alternative application scope to work in.

  Note: To ensure that records are not saved in the wrong application scope, you cannot edit a cross-scope record if there are any unsaved changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Menu options in the categories home screen

Familiarize yourself with the various menu options in the Mobile App Builder categories home page.

Mobile app configs

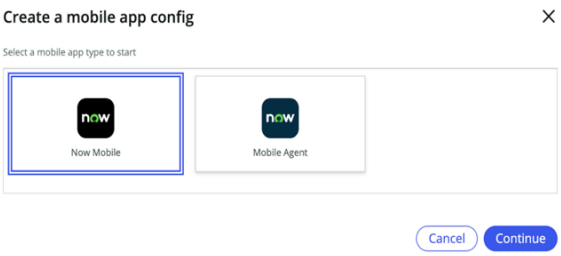
The Mobile app configs category is the configuration option for ServiceNow applications on iOS and Android mobile devices. Select an option to personalize the app theme, set user access permissions, and create a navigation bar. You must select one configuration per app type. This category is based on the [sys_sg_native_client] table.

Note: You can open an existing Mobile Onboarding app configured from a previous release. However, you cannot create a new Mobile Onboarding app configuration.

Select the **New** button (

) to create a new mobile app configuration.

Alternatively, select the name of a listed mobile app configuration to open the defined records for that configuration, in the Mobile App Builder record screen.



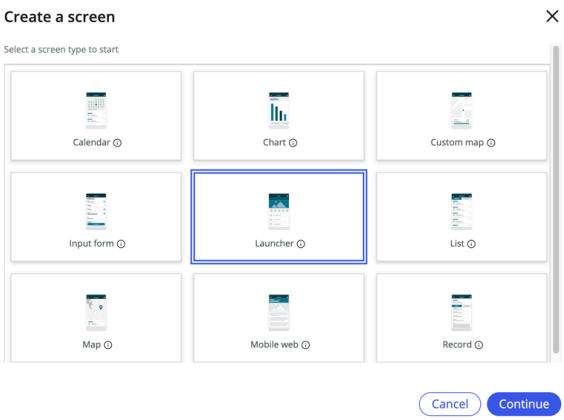
Screens

Screens are the essence of the mobile app experience, enabling you to deliver unique and customized capabilities to provide different user experiences. Screens have different configurable components according to the screen type you select. This category is based on the [sys_sg_screens] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select the **New** button (New) to select a screen type to configure a new mobile screen.

Alternatively, select the name of a listed screen to open the records required for that configuration, in the Mobile App Builder record screen.

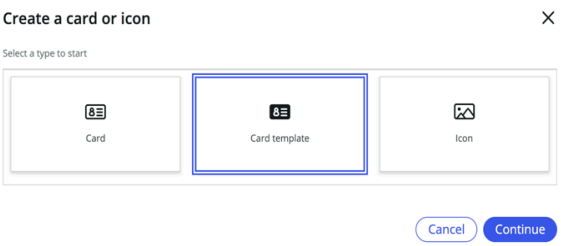


Cards & icons

Cards consist of layouts that show visuals, text, and data. Icons are symbols that act as actions or shortcuts when connected to other screens. With both of these items, you can create rich, interactive mobile experiences. This category is based on the tables [sys_sg_icon], [sys_sg_view_config], [sys_sg_view_template], and [sys_sg_item_view].

Select the **New** button (New) to select a card type to configure.

Alternatively, select the name of a listed card, card template, icon, or legacy card to open the records required for that configuration, in the Mobile App Builder record screen.



Note: You are able to open and edit an existing legacy card configured from a previous release. However, you cannot create a new legacy card.

Functions

Use functions to define which actions users can perform within the mobile app. This category is based on the [sys_sg_button] table.

Select the **New** button (New) to create a new function. Alternatively, select the name of a listed function type to open the records required for that configuration, in the Mobile App Builder record screen.

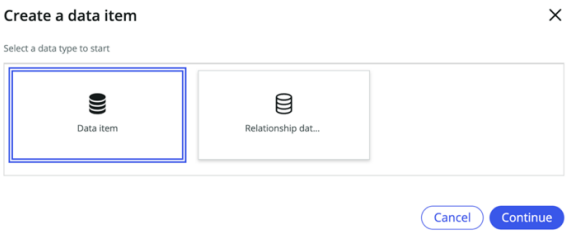
Data

Data items provide the data presented in a screen. Select the table you want data from and define the conditions that must be met for the data to be displayed. This category is based on the [sys_sg_data_item] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Select the **new** button (New) to select a data item type.

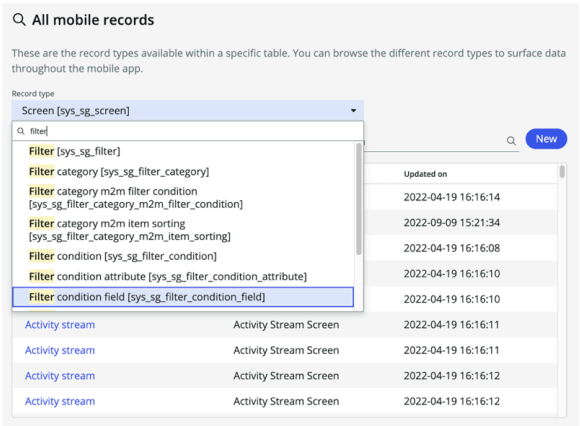
Alternatively, select the name of a listed data item to open the records required for that configuration, in the Mobile App Builder record screen.



All mobile records

Use the **All mobile records** category to quickly find records within specific tables without the need to drill down into multiple layers of the ServiceNow AI Platform configuration tree. For example, a filter record can be selected here instead of having to select a list screen record and then drill down to the filter record.

Use the **Record type** field to search and select the table you require. The results display a list of records of the selected record type. Use the search box (Search) to filter the records from the list.



Mobile App Builder record screen

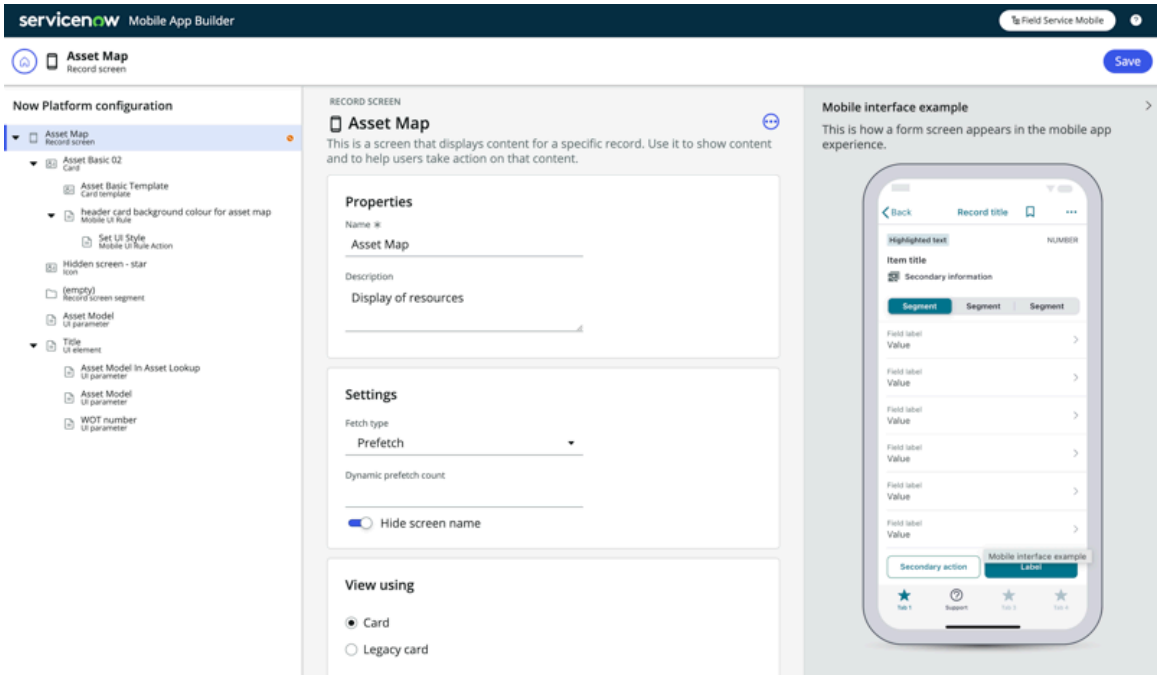
Use the Mobile App Builder record screen as the workspace where you perform all your mobile configurations.

The layout of the Mobile App Builder record screen provides instant access to any record connected to the root-level record, selected from the categories home screen. When selecting a record from the ServiceNow AI Platform configuration tree, the fields applicable to that record are displayed in the center configuration panel. When you select different records from the ServiceNow AI Platform configuration tree, the content in the configuration panel changes.

The Mobile App Builder record screen consists of the following sections:

- ServiceNow AI Platform configuration tree: Displays your selected record in a hierarchical display.
- Configuration panel: Displays the field types from the selected record in the ServiceNow AI Platform configuration tree.
- Mobile interface example panel: Highlights the UI element you are configuring on your mobile device.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



ServiceNow AI Platform configuration tree within a record screen

The ServiceNow AI Platform configuration tree shows all your records in a hierarchical display. Instantly locate and select any record component in the tree to display the record's field types in the configuration panel.

ServiceNow AI Platform configuration tree layout

The ServiceNow AI Platform configuration tree shows your selected record as the top-level record in a hierarchical display. Underneath your selected record are all the child records belonging to the parent record. You can instantly access and select of any of the child records, at any level in the hierarchy. The content and the fields of any selected record displays in the configuration panel, where you view and edit these fields.

Working with the ServiceNow AI Platform configuration tree

Large configuration trees

For large configuration trees the Mobile App Builder condenses certain records. This capability ensures that the configuration tree is a more manageable size.

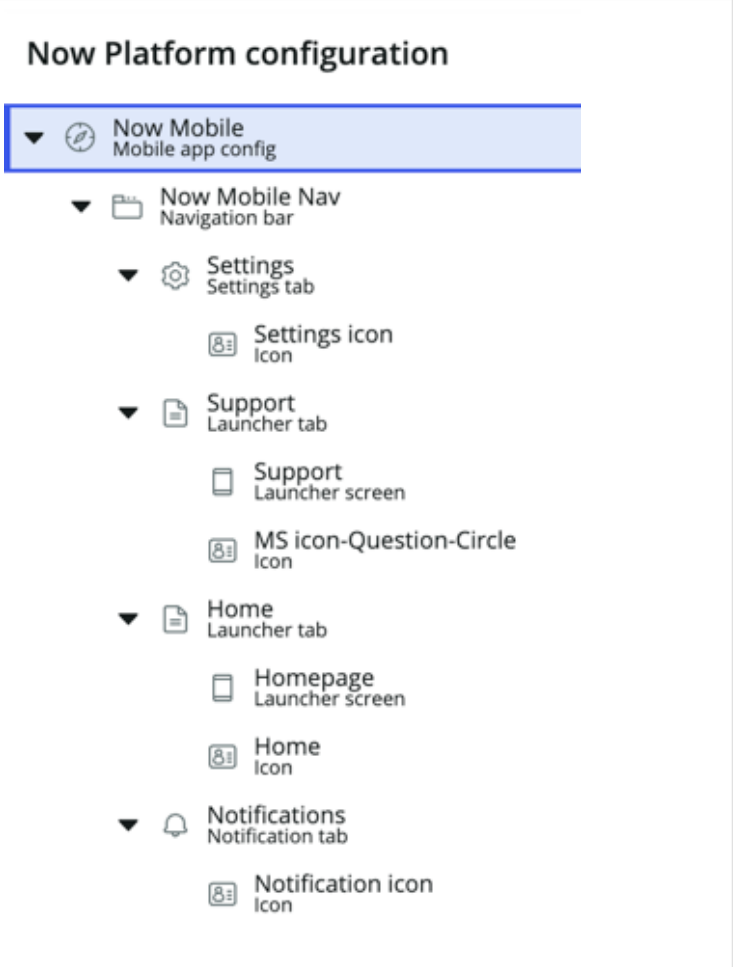
These partially loaded records are recognizable because they don't have any child records displayed beneath them. Open and edit these floored records and any records associated with it by choosing the record and then selecting the **Open record to edit** button. Once selected, the Mobile App Builder displays the chosen floored record as the root-level record. You can edit this record and all its child records. To return to the parent record, select the **Back to <parent record name>** button, located next to the record name in the toolbar.

Display indicators

As you work on records, indicators display on the configuration tree. A red indicator (●) shows that there are required fields that must be populated, before saving your changes. An orange indicator (●) shows that records have been edited but not yet saved.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The red and orange indicators are displayed on the right side of the hierarchical tree. This means that for a hierarchical tree with many levels of child records, the indicators may not be immediately visible. Either use the horizontal and vertical scroll bars. Alternatively, use the resize panel controller, which exists between the ServiceNow AI Platform configuration tree panel and the configuration panel.

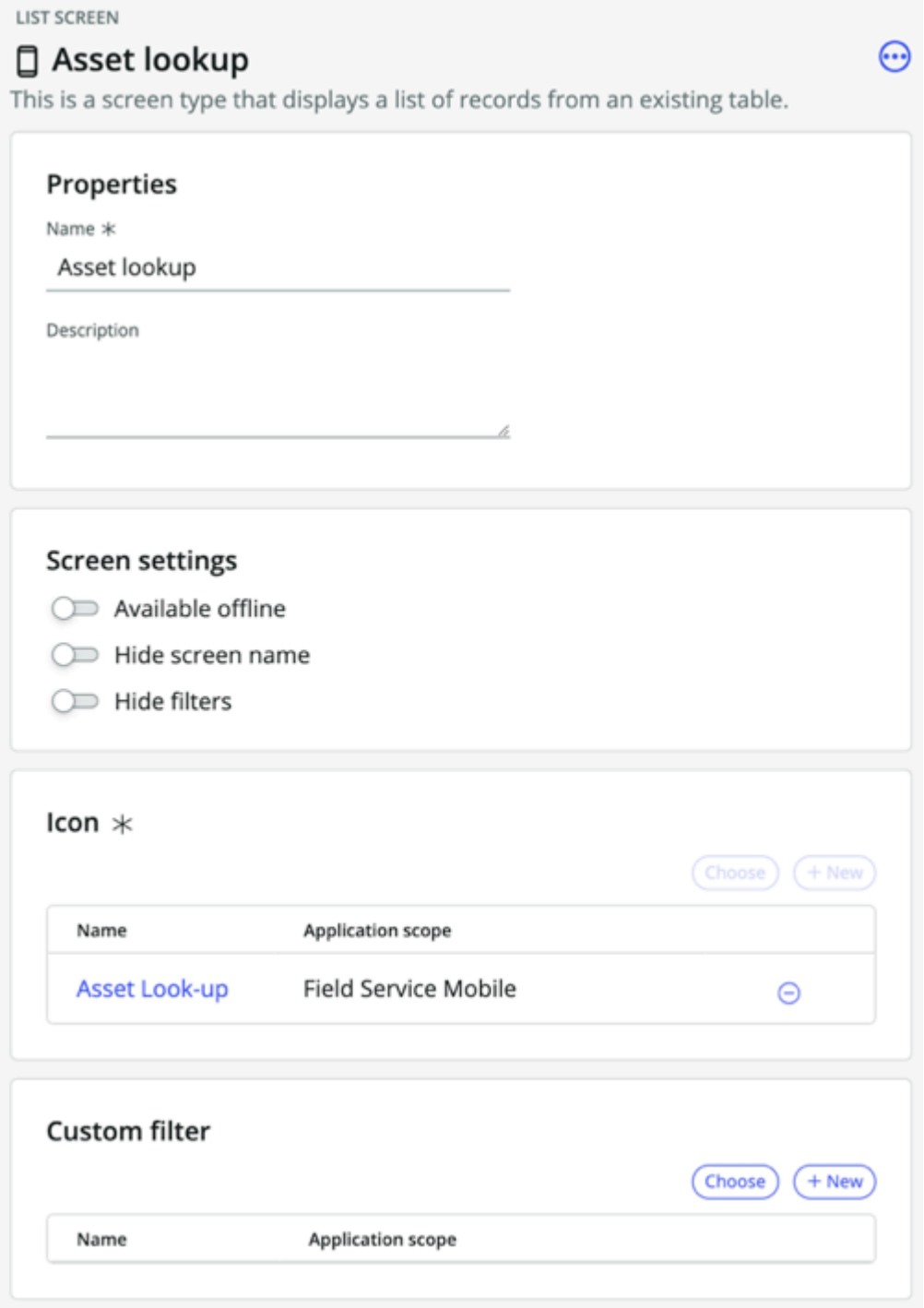
ServiceNow AI Platform configuration tree with indicators	Resize panel controller
	

Configuration panel within a record screen

The configuration panel is the main work area of the Mobile App Builder where you perform the editing of your records.

When you select a record, field types that are specific to the selected record open in the configuration panel. For a list of all the different field types and their usage, see Record screen input field types. Not all fields require input or editing and only the fields marked with an asterisk (*) are required.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Mobile interface preview panel within a record screen

The mobile interface preview panel helps you to identify the UI element you're working on in the configuration panel within your mobile device. Record types with preview support display a live preview of how the components will appear on a mobile device instead of showing examples.

Some records may include multiple UI elements. To view these UI elements, select the relevant tab in the example panel.

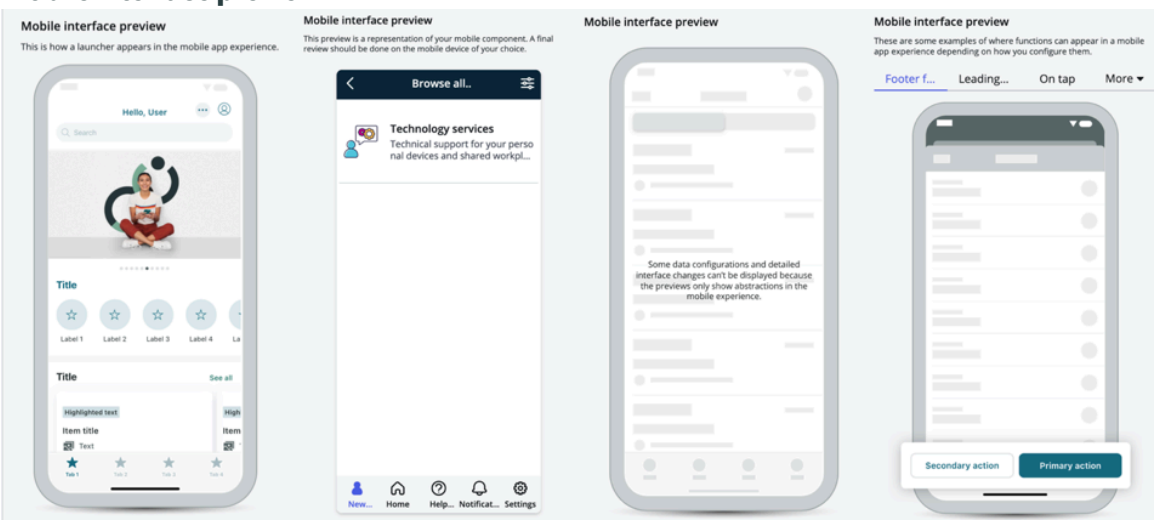
Live component previews are available for the following components:

- List screens
- Mobile web screens
- Launcher screens

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Input form screens
- Analytics previews and chart screens
- Navigation tabs
- Mobile app configurations
- UI rules
- Cards and card templates
- Legacy cards
- Icons
- Empty states and pop-ups

Mobile interface preview



UI elements of the record screen

Familiarize yourself with the various elements contained within a record screen.

UI element	Function
	The home icon that you can use at any time to return to the categories screen.
Asset look-up Record screen	A record indicator that displays the top-level record you are working in.
Field Service Mobile	An application scope indicator that displays the application scope you are working in.
	A quick-reference icon that opens a menu of help options: • **Record configuration tour** reopens available self help tour modules • **Mobile App Builder overview** reopens an overview tour module • **App preview instructions** opens a modal to help find and download the ServiceNow mobile app for testing purposes

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI element	Function
	• **Get started guide** opens, in a separate tab, the ServiceNow get started website • **Go to product documentation** opens, in a separate tab, the ServiceNow documentation website • **Version** lists the current installed version of Mobile App Builder
Save	The **Save** button is highlighted to show if there are any unsaved record changes anywhere in the record hierarchy. If no record changes exist, the button is inactive (Save).
	The more icon provides the following options: • The table name of the selected record, for example, Record screen [sys_sg_form_screen]. • **Delete record**: Select this option to delete the displayed record. • **Open in platform**: Opens the record you are working on in the web-based UI. **Note:** All screens in the Mobile App Builder are exact reflections of screens in the web-based UI.

Record screen input field types

Familiarize yourself with different field types and their usage in the Mobile App Builder record screen.

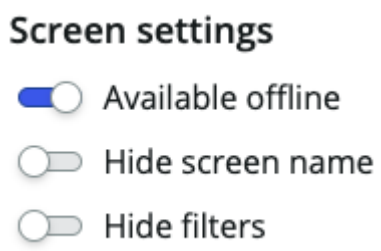
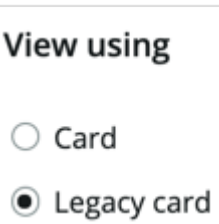
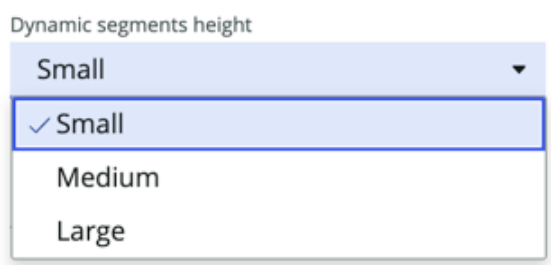
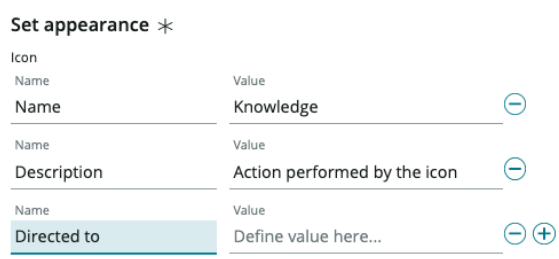
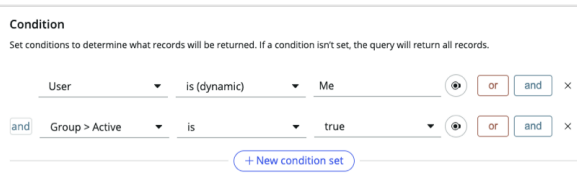
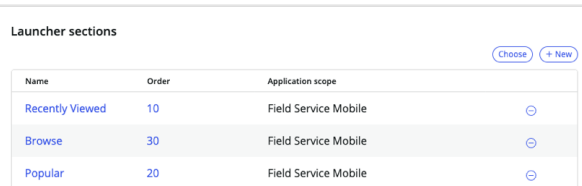
When either creating a new record or editing an existing record, you are presented with field types specific to the record you selected. You cannot add additional field types. This restriction ensures that you only work with field types relevant to the open record. The following are all the available record screen input type fields.

Record screen input field types

Input field type	Function	Image
Text input	Text field that can contain up to 40 characters.	Name * Recent Work Orders
Text area input	Text area that can contain an unlimited number of characters.	Description Work orders for production, contractors and engineers

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record screen input field types (continued)

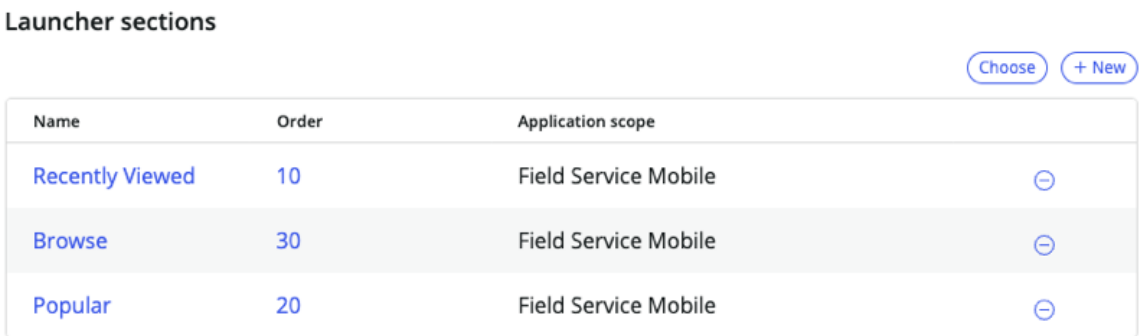
Input field type	Function	Image
Toggle switch	Switch to enable or disable the functionality.	
Option button	Select a single option from the two or more displayed options.	
Menu list	Select the down arrow from the menu to display a list of choices and to select a single item.	
List	Add list entries and define a value for each of them.	
Condition type	Set the condition type and the condition definitions for the selected record.	
Record screen table	Tables consist of either a single reference record or a multi-reference record. Depending on the predefined setup of the table, you can either choose new records, edit existing records, or perform both these actions. For information on working with these tables, see Record screen tables.	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record screen tables

Use tables in the Mobile App Builder record screen to reference child records to a parent record. These records can consist of either single reference records or multi-reference records.

Tables in a record screen are one of a few input field types. For a complete list of input field types, see Record screen input field types. Tables contain reference records where you can select or create a child record that the parent record can reference. The option to select or create a reference record is predefined according to the record you select.



Usage of Choose and New buttons in record screen tables

Each table within a record screen table displays either a **Choose** button (Choose), a **New** button (+ New), or both buttons (Choose + New).

- In a situation where you can only reference existing records, the **Choose** button displays.
- In a situation when you can only create a new reference to the record you are working on, the **New** button displays.

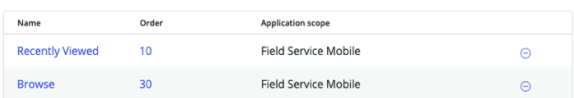
If the **Choose** or **New** button is inactive after you make a single selection, it means that only a single record can be referenced. This is known as a single-reference record. Alternatively, when more than one selection can be made, this is a multi-reference record.

To change a single-reference record, first remove the existing reference by selecting the delete row icon (⊖), then either choose or create a new reference.

For more information about working with these options, see Create reference record entries in record screen tables and Edit record reference entries in record screen tables.

UI elements in a table reference record

The Mobile App Builder table reference records contain the following UI elements.

UI element	Function
	Actionable items in a table reference record are blue. These items can be record names that open the record, remove buttons, and editable fields.
	The column sort icon is available within the header row of all tables in the Mobile App Builder. Select the column sort icon (▲) to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI element	Function
	list the column contents in either ascending or descending order. The black triangle indicates the sorting order for the entire table.
	You can perform inline editing in certain fields, such as the **Order** field. When performing inline editing, you change content within the table and you do not need to open the record.
⊖	Use the remove icon to remove an entry from the record. It does not delete the entry from the database.

Related topics

Create reference record entries in record screen tables

Edit record reference entries in record screen tables

Using the Mobile App Builder

Use the Mobile App Builder to create, edit, and manage your records.

Select the listed topics to help you manage the components of your mobile app.

Create new records or select existing records from the categories home screen

Select existing records or create new records in the Mobile App Builder categories home screen to build your mobile app.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
2. In the Mobile App Builder application scope selection screen, search and select the name of your application scope.
3. Select a category from the categories home screen, and either create or edit a record.
   - To create a new record of the selected category, select the **New** button (New).
   - To open and edit an existing record, select a record name listed in the main area of categories home screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Result

After you either select the **New** button or select an existing record, the Mobile App Builder record screen opens. If you select **New**, the record screen displays a record without any of the fields completed. Whereas if you select an existing record, predefined data is displayed for you to edit.

Duplicate existing records with Mobile App Builder

Using Mobile App Builder (MAB) you can duplicate existing records with their associated child records. You can then use these duplicated records as a template from which you can create new screens and cards.

Before you begin

Role required: admin or delegated developer

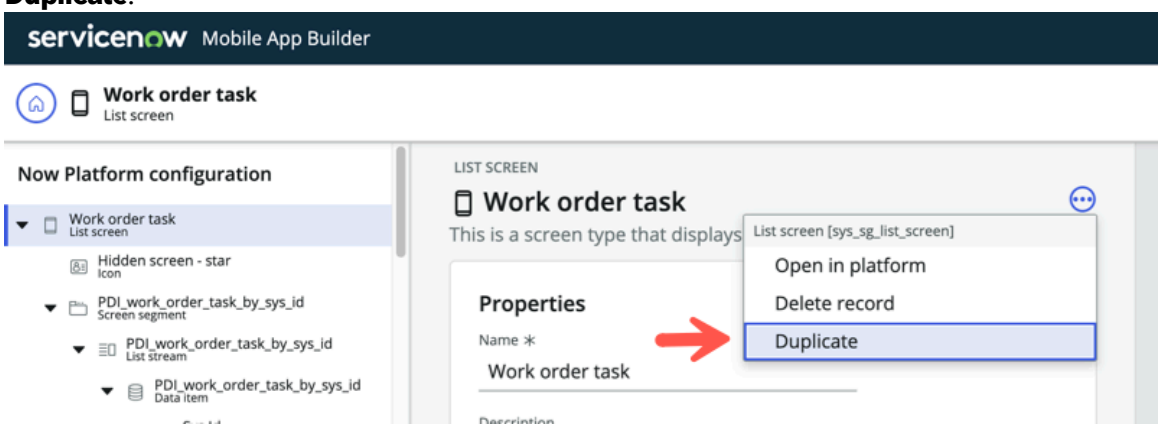
About this task

The ability to duplicate records is available for the following record types:

- List screen
- Input form screen
- Launcher screen
- Function
- Cards and card templates

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** or the **Cards & icons** category for the type of record that you want to duplicate, and then search for the screen or card you want to use as a template.
4. In the upper right corner of the screen or card form, select the menu ( ), and then select **Duplicate**.



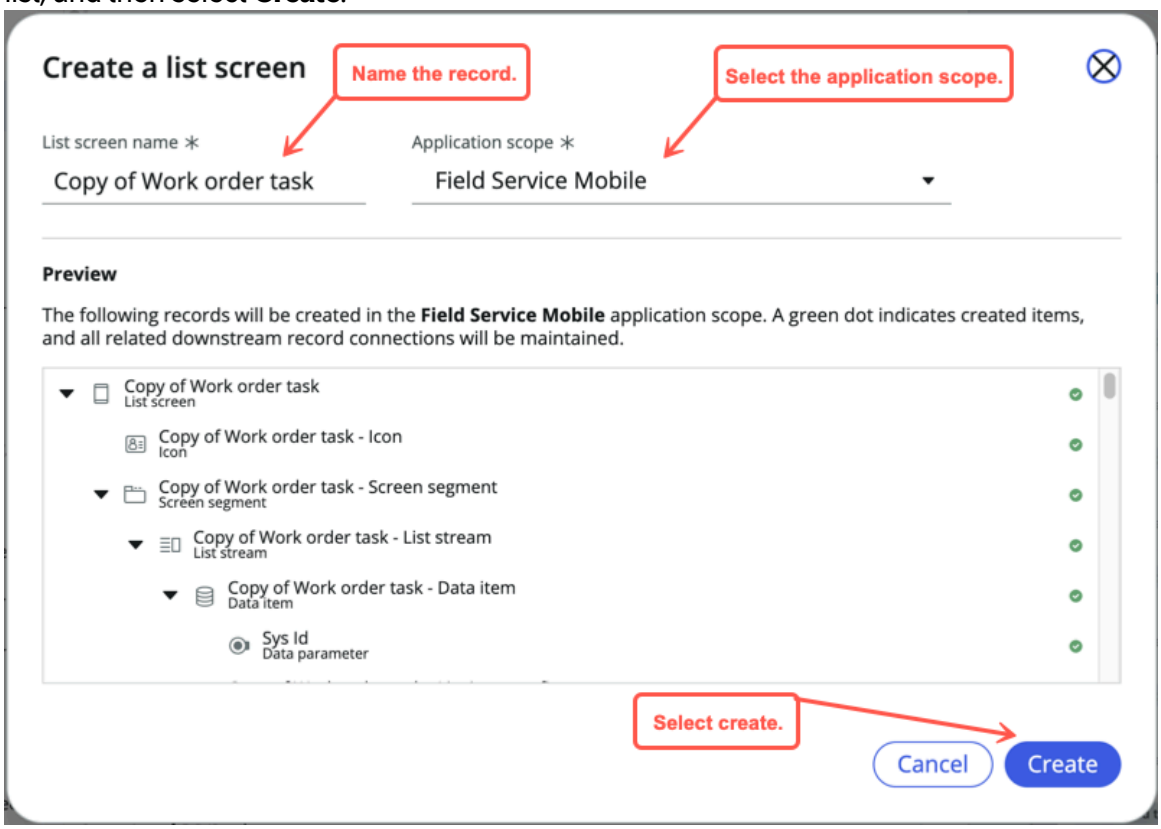
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The **Duplicate** option might be turned off for one of the following reasons:

- If the record you selected to duplicate is a 'floor node' and displays a message that says the record has been partially loaded. In this case, select **Open record** and the **Duplicate** option becomes available.
- If the content tree for the record you want to duplicate has any unsaved changes. Save all changes and then the **Duplicate** option becomes available.
- If the content tree for the record you want to duplicate references any records for which you don't have permission to view.

After selecting **Duplicate**, a modal dialog box appears where you can customize the new record.

5. In the modal dialog box, name the record, select the **Application scope** from the drop-down list, and then select **Create**.

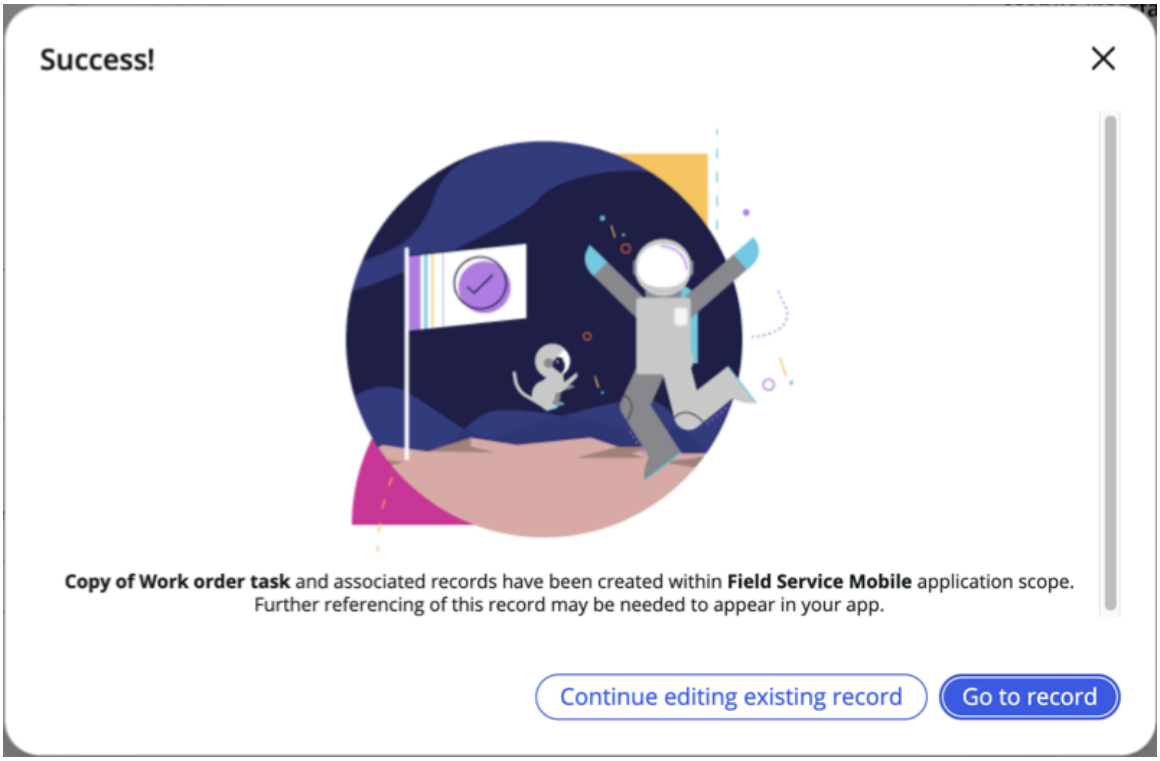


Note:

- Most of the child records are automatically renamed when you create a new name for the parent record. Only child records that act as a property type such as **Min** or **Max** or those child records whose name appears on screen to end users retain their original name.
- The child records that have a green check mark (✓) next to them in the Preview section of the modal dialog box are duplicated for the new screen or card. If no check mark appears next to a child record, that means the original record is reused for the new screen or card.
- Records can be duplicated into a different application scope. Any cross-scope records are consolidated into one destination scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. In the Success dialog box, you can select **Continue editing existing record** to make further changes to the original record or select **Go to record** to view the new duplicated screen or card.



7. **Optional:** Make any additional changes to child records in the new duplicated screen or card, and then select **Save**.
   For example, you might need to change the table from where the data is retrieved, so you might need to edit the Data Item for a duplicated screen.

Component recommendations with ServiceNow Otto

ServiceNow Otto® reduces manual work and saves you time by recommending components based on context like the current record name and configuration tree information when you're configuring records.

> **Note:** For mobile component recommendations to be enabled on your platform, your instance must be on Tokyo or later, and the instance must be licensed for Otto. Additionally, the instance must have ServiceNow Otto for AI Search licensed and installed.

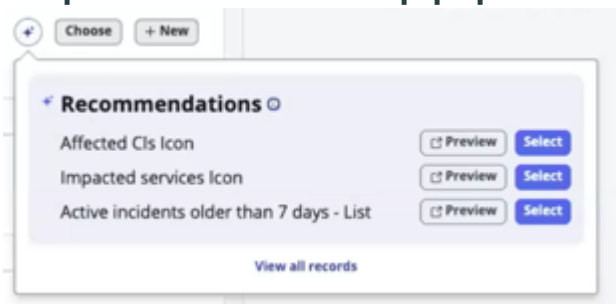
Using Otto, Mobile App Builder displays recommended components that are relevant to the selected setting. Settings that have component recommendations available are marked with a Otto icon. If a setting doesn't have any relevant recommendations available, the icon appears grayed-out and isn't selectable.

The following record types are compatible with component recommendations:

- Card templates
- Cards
- Icon
- Function
- Data item
- List stream

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Component recommendations pop-up



Component recommendations are suggested based on information such as the record's name and description, as well as a semantic search of existing records that are related to the current record type, such as list screen or function.

Selecting the Otto icon opens the Recommendations pop-up and lists the recommended components. You can select **Preview** to open a read-only preview of the selected component in a new tab, or select **Select** to add the component to your record. To see more than just the recommended components, you can select **View all records** to view all other available options.

Create reference record entries in record screen tables

Create new entries in the record screen tables of the Mobile App Builder. View where the Now Mobile configuration tree displays the new entry in the hierarchy.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

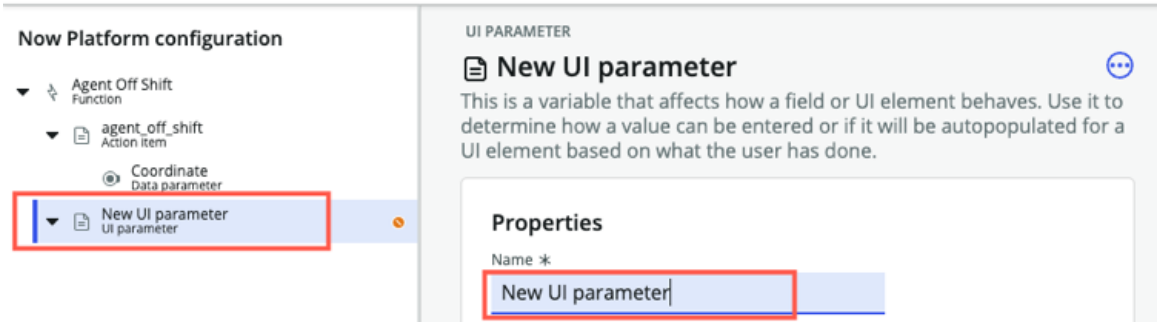
Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
2. In the Mobile App Builder application scope selection screen, search and select the name of your application scope.
3. Select a category from the categories home screen.
4. Open a new or existing record.
   - To open a new record, select the **New** button (

).
   - To edit an existing record, select a record name.
5. In the record screen, select the **New** button (

) to open an empty reference record in the configuration panel.
   The ServiceNow AI Platform configuration tree is automatically updated with the new record that you created.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Complete the fields as required and select **Save**.

Edit record reference entries in record screen tables

Edit existing entries in the record screen tables in the Mobile App Builder.

Before you begin

Role required: admin or delegated developer

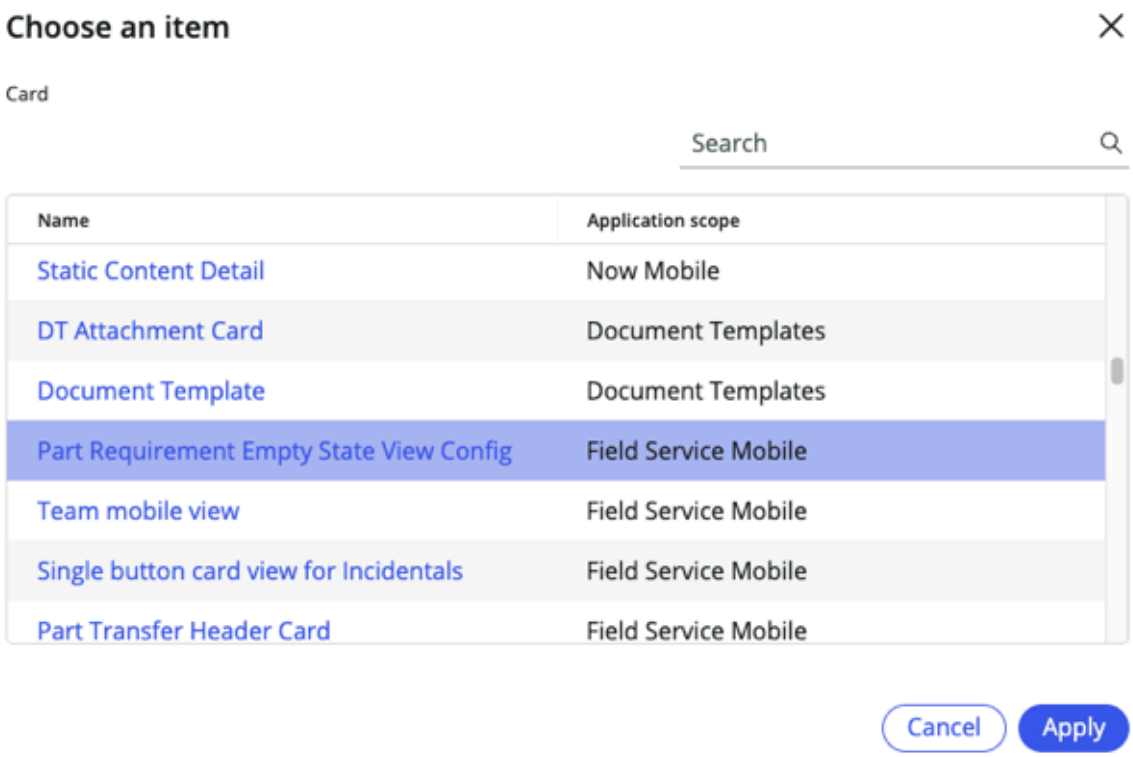
For more information about the delegated developer role, see Delegated development and deployment.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
2. In the Mobile App Builder application scope selection screen, search and select the name of your application scope.
3. Select a category from the categories home screen.
4. Open a new or existing record.
   - To open a new record, select the **New** button (New).
   - To edit an existing record, select a record name.
5. In the record screen, select the **Choose** button (Choose) to open a list of reference records within all the application scopes you have access to.

   Note: You can use records from other scopes. However, you are not able to create a new record in an alternative application scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



6. Select a record name and then select the **Apply** button (Apply).
   The record screen opens with the predefined data.
7. Edit the fields as required and select **Save**.

Save changes in Mobile App Builder

Save all the changes you make within the Mobile App Builder with a single action. There is no need to save each change individually before moving onto another screen or record.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

About this task

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
2. In the Mobile App Builder application scope selection screen, search and select the name of your application scope.
3. Make the necessary changes in the categories and their records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Save all your changes to the database all at once by selecting the **Save** button (Save).

> **Note:** Changes that you make are not saved to the database until you select the **Save** button. Mobile App Builder has several warning modals that display if you attempt to navigate away from a record with unsaved changes. For example, if you select the **Home** button, a warning message displays about unsaved changes.

Delete records in Mobile App Builder

Use the **Delete** button to delete records in the Mobile App Builder. This button exists in the same location throughout the tool. When deleting a record, all child records are removed from the configuration tree, but they are not deleted from the database.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
2. In the Mobile App Builder application scope selection screen, search and select the name of your application scope.
3. Find the record that you want to delete in any of the following ways:
   - Use the All mobile records category to search for your record and then select the name of the record.
   - Drill down into the category and record type until you find your record.
4. Select the more icon ( ).
5. Select **Delete record** and then confirm that you want to delete the record.

Result

After confirming the delete action, the record is no longer displayed but it still remains in the database.

Access Mobile Card Builder within Mobile App Builder

Access Mobile Card Builder without leaving Mobile App Builder. By selecting Open in Mobile Card Builder, you can create and edit personalized cards and card templates without needing to open a new browser tab.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

About this task

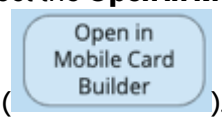
When using Mobile App Builder, you can access the Mobile Card Builder to edit cards and card templates using the graphical interface.

> **Note:** If the record that you're trying to open has unsaved changes in Mobile App Builder, then you can't open the record in Mobile Card Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
2. Access the Mobile Card Builder within the Mobile App Builder in one of the following ways.

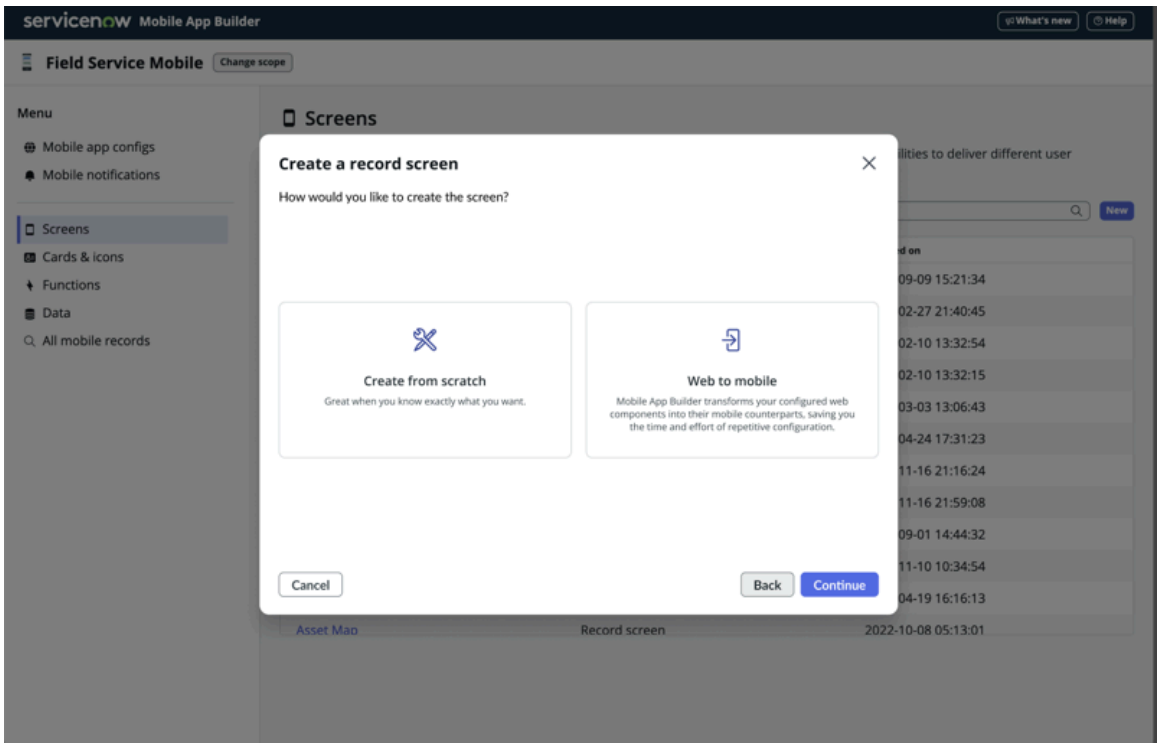
Location	Action
From the Mobile App Builder home page	Select **Open Mobile Card Builder** from the home page.
From the Mobile App Builder Cards and icons menu section	**a.** From the home page, select a scoped application from the **Application scopes** area. **b.** Select **Cards and icons** from the configuration tree. **c.** Create a card, card template, or icon by selecting **New**, and then select **Continue**. The Mobile App Builder configuration panel opens. The card or icon option that you selected is displayed. **d.** Customize your card or icon by selecting the **Open in Mobile Card Builder** button.
From the Mobile App Builder configuration pane	Select the **Open in Mobile Card Builder** button (). The button is displayed in the configuration panel for card, card template, icon, or legacy card records.

Web to mobile component conversion

Use guided UI to configure native mobile components using an existing web component as a starting reference.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Web to mobile



Web to mobile streamlines the component creation process by enabling you to select an existing web component to serve as a template instead of creating a record screen from scratch. Currently, web conversion only supports generating a record screen with a details screen segment.

Selecting a Card

Choose what card will serve as the template for your mobile record screen. You can choose from three different options and preview how each will look before confirming your selection.

Use an existing card

Select an existing card to use for your record. You can preview the card and make changes before confirming your selection.

Use a generic card

Start with a basic card template that has the essential components to get you started. You can preview the card and make changes before confirming your selection.

Use ServiceNow Otto®

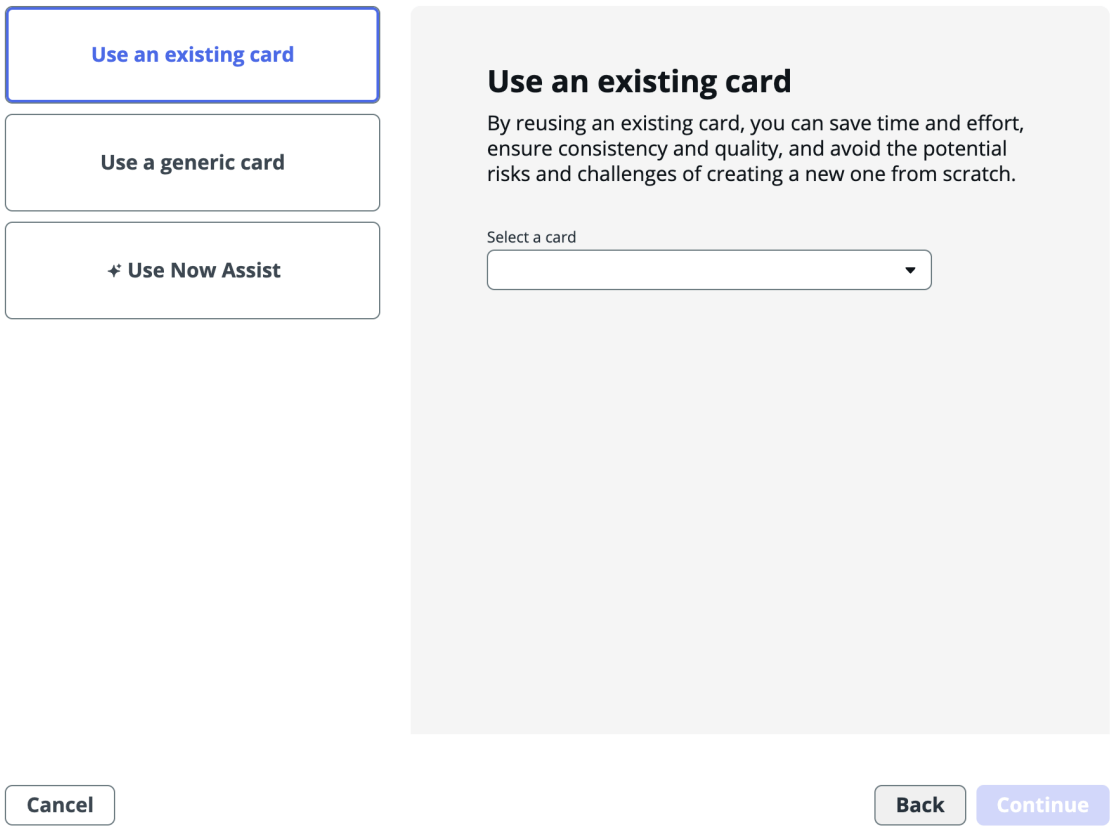
Use AI-powered ServiceNow Otto to create a card for your record screen. Otto will use semantic search to populate the card with the fields that best match your web component. You can preview the generated card and make changes before confirming your selection. If you want to see more options, you can ask Otto to regenerate the card with different fields.

Records created using Otto will have a sparkle icon ( )next to their name to indicate they were generated using AI. Once the records have been edited and reviewed, the indicator will disappear.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Previewing your generated record

Mobile component preview

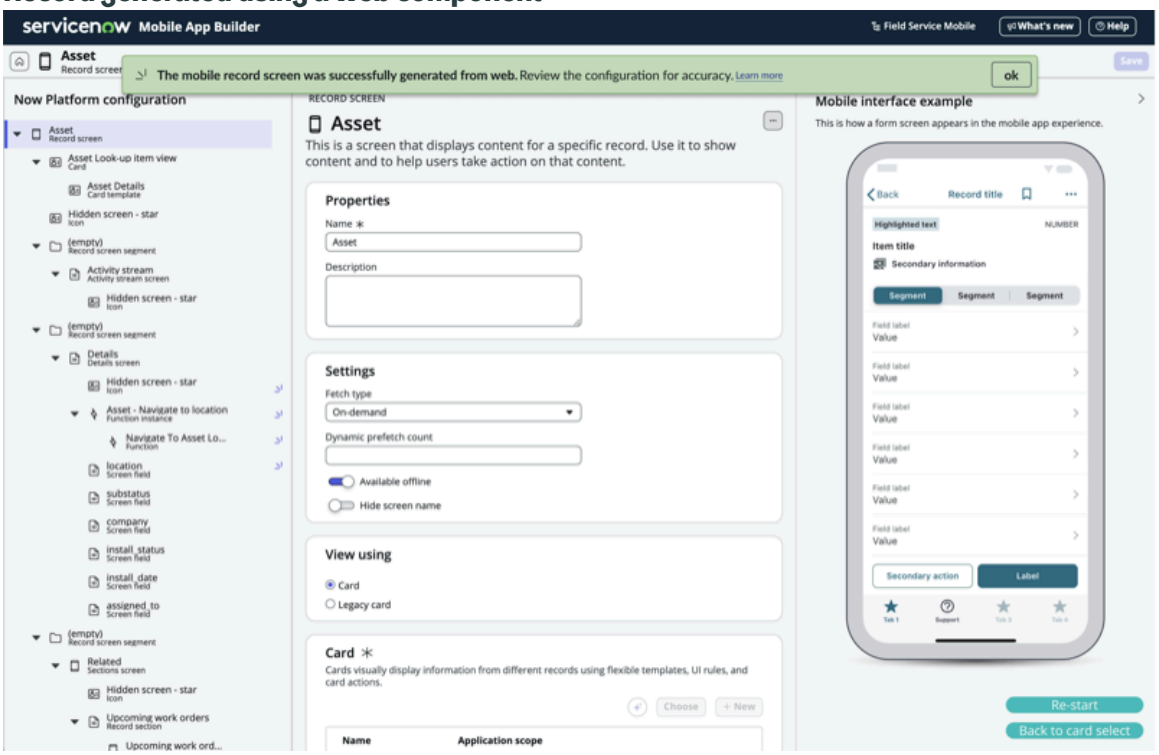


The web to mobile selection page presents a list of all available tables and web forms that can be used as templates. When selecting a web component to serve as the template, a preview of the new record is generated.

You can freely switch between the existing card, generic card, and Otto generated card previews to compare them and see which option looks best. Selecting *Looks good, continue* will generate the relevant records using the selected card.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record generated using a web component



Enable the mobile card generation skill

Activate the mobile card generation skill to let *Now Assist* generate mobile components using existing web components as a reference.

Before you begin

Role required: admin

Make sure that ServiceNow Otto for Creator and Mobile App Builder AI is enabled in the instance. For more information, see Configuring ServiceNow Otto for Creator.

Procedure

1. Navigate to **All** > **Now Assist Admin** > **Skills**.
2. Select the **Creator** category.
3. Use the search bar to find the **Mobile card generation** skill.
4. Select **Turn on** to open the Mobile card generation skill.
5. **Optional:** Select which user roles will have access to the **Mobile card generation** skill.
6. Select **Turn on** again to activate the **Mobile card generation** skill.

Result

The **Use** *Now Assist* option is now available in the web to mobile conversion flow in Mobile App Builder.

What to do next

Use the web to mobile conversion skill in Mobile App Builder to generate a native mobile component. For more information, see Web to mobile component conversion.

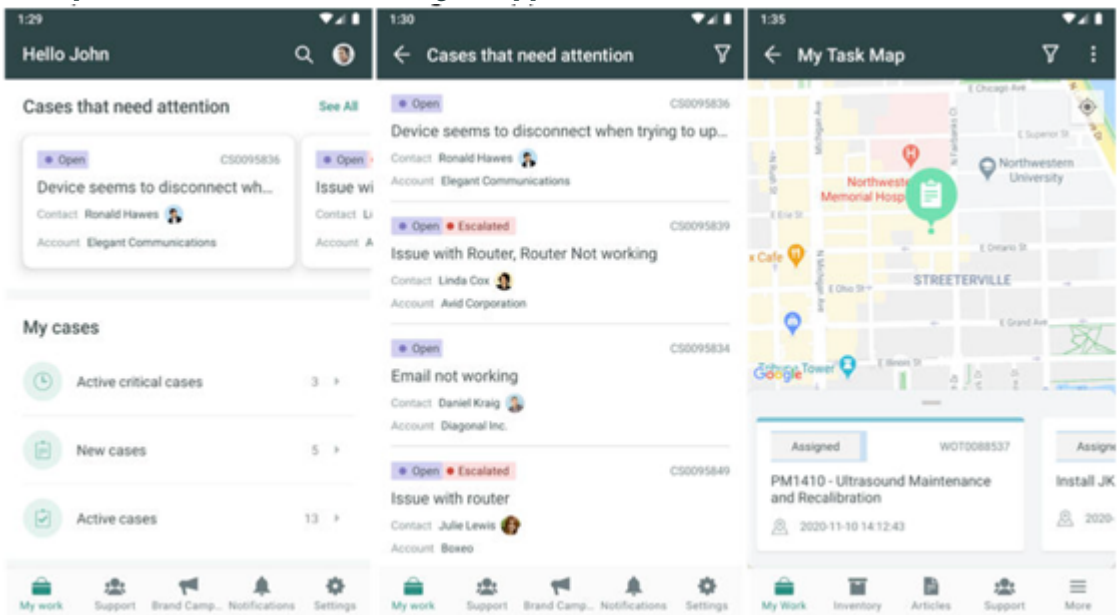
Mobile Card Builder

Use Mobile Card Builder to create or modify card templates using a graphical interface.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Customize mobile card views

Examples of cards in the Mobile Agent app



Mobile Card Builder is a visual tool you can use to edit the templates and cards used in the ServiceNow mobile applications for iOS and Android. The ServiceNow mobile interface uses cards to display information about records on your instance. The following places make use of cards to display record information:

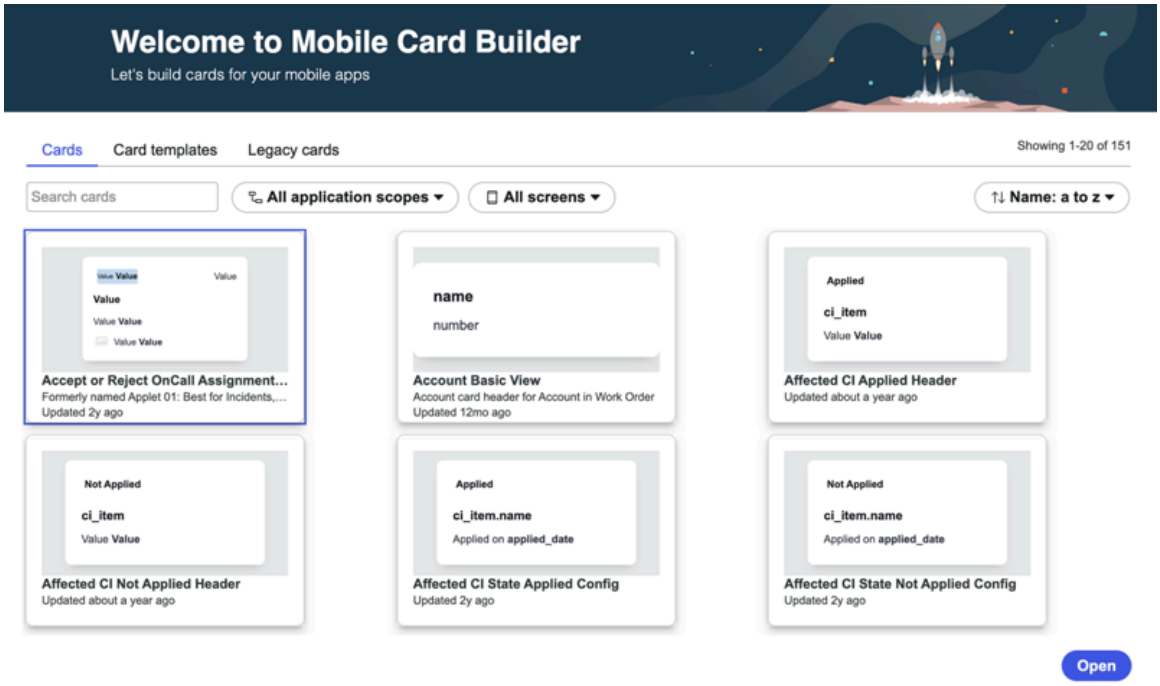
- Launcher screen record sections
- Calendar screens
- Form screens
- Genius search results
- List screens
- Map screens

Depending on whether a mobile card is based on a legacy card, card, or a card template, different options are available when using Mobile Card Builder. These differences are stated in the relevant areas of the documentation.

Mobile Card Builder open screen

The Mobile Card Builder open screen appears when you first open the card builder. Use this screen to select what you want to work on.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



The available cards are divided into sections on the left side of the screen. The right side of the screen displays images representing the cards in the selected section.

Cards

Use the **Cards** option to modify an existing card design. Use the **Application** and **Applet** lists to find the cards associated with a specific application and applet.

Templates

Use the **Templates** option to build a card using an existing template. Below each template image is the templates name, short description, and author. You can also click **Create blank template** to start with an empty template.

Default templates

Use the **Default templates** option to select from templates created by ServiceNow.

Custom templates

Use the **Custom templates** option to select from templates you have created or customized from the default templates.

My templates

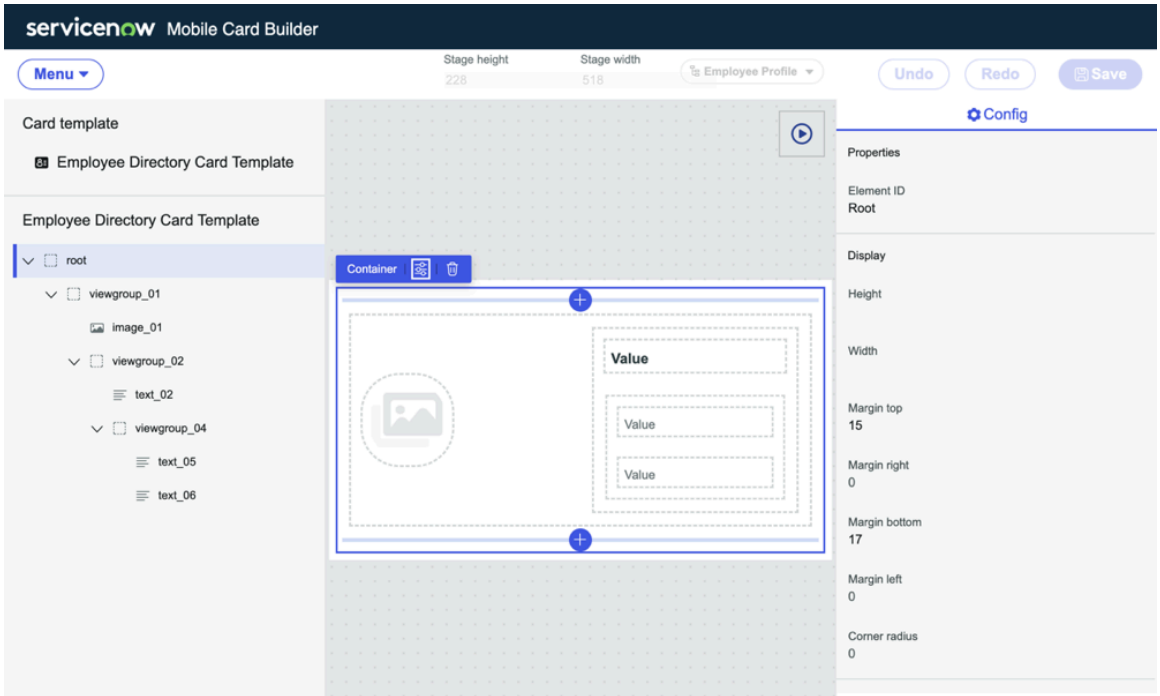
Use the **My templates** option to select from the templates that you have created.

Use the **Open** button in the lower right corner to open the selected card template.

Mobile Card Builder stage

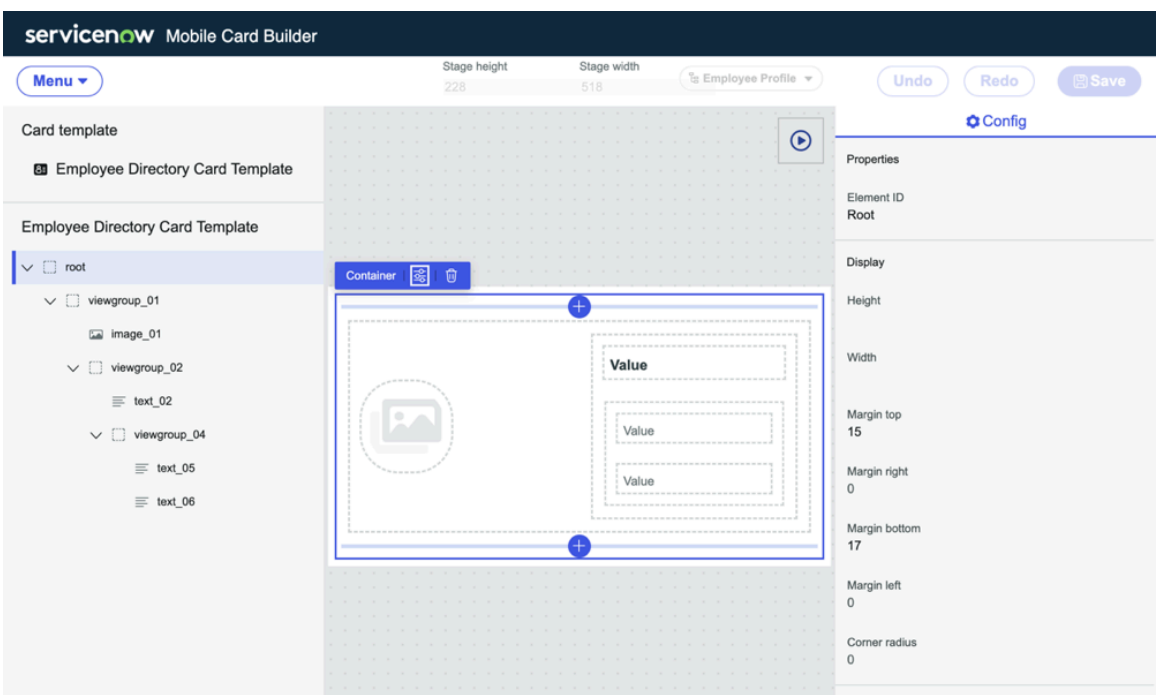
After you open a card template or choose to create a new card template, the Mobile Card Builder stage displays. Use this interface to create and update your cards.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

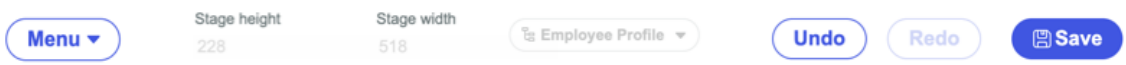


Mobile Card Builder user interface

Learn about the Mobile Card Builder user interface to get started building and modifying your mobile cards.



Top panel



The top panel of the Mobile Card Builder contains the following information and options.

Menu

Use the menu to access additional options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Use **Open** to close the current card and open another card.
- Use **Edit card properties** to update the name and short description of your card.
- Use **Change template** to replace the current card layout with one in a card template.

  Note: Card templates can only be applied to cards created in the Quebec and later releases.

- Use **Reset stage** to remove all elements from the current mobile card.

Height and width

This section displays the height and width of your card in pixels. This information automatically updates as you add and remove components from your card.

Undo

Select to undo the last update you made to your card. You can also enter `Ctrl+Z` or `⌘+Z` on your keyboard to perform this action.

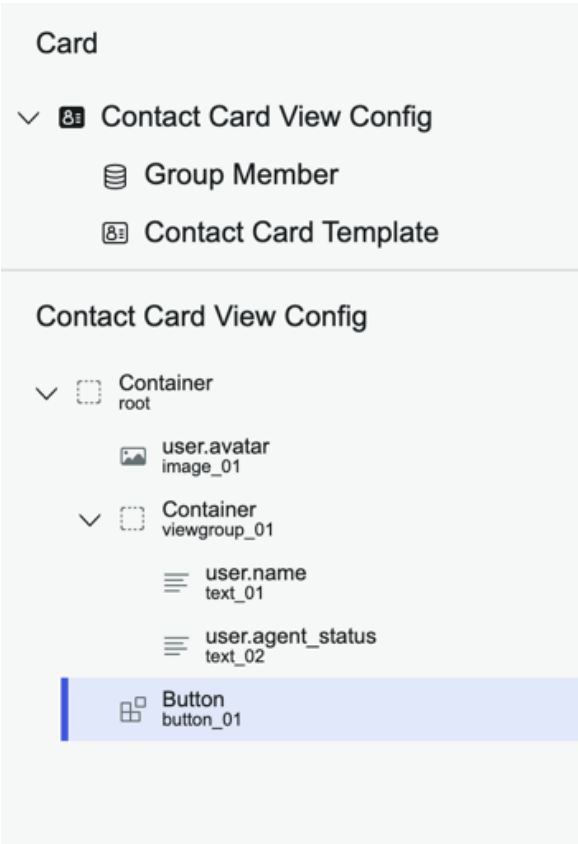
Redo

Select to redo the last update removed by the **Undo** command. You can also enter `Ctrl+Shift+Z` or `⌘+Shift+Z` on your keyboard to perform this action.

Save

Select save to save your work.

Left Panel



The left panel of the card builder contains the following information and options.

Card section

The topmost section of the left panel shows the name of the current card.

Component tree

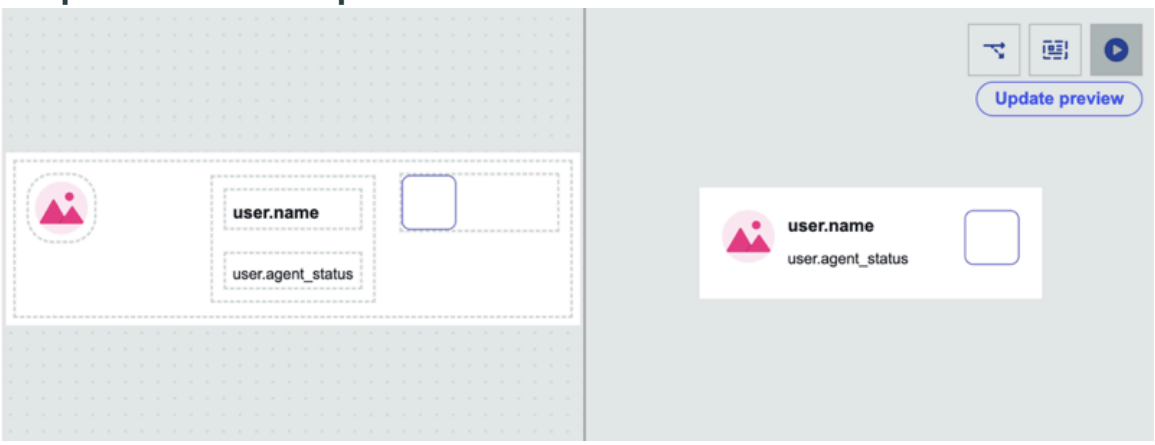
Below the card section you can see the components of your card organized in a tree structure. Select a component to highlight that component in the center panel. When you select a component, that component's configuration options appear in the right panel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Center Panel

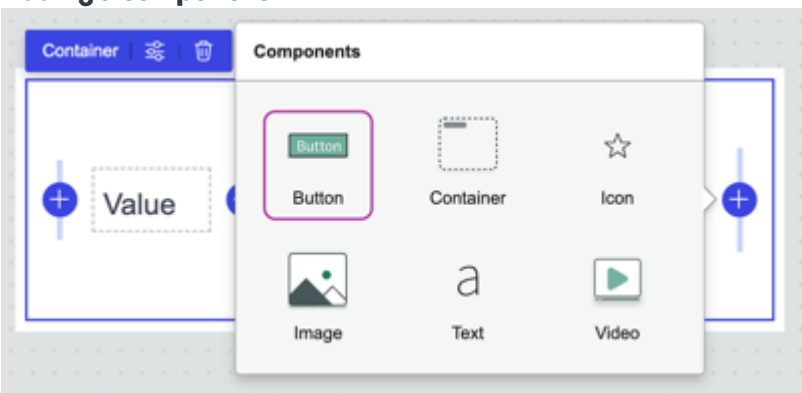
Use the center panel to design the layout of your card. The panel displays the components of your card. To view the card as it appears in a mobile app, Select the **Preview** button.

Components in the center panel



Select a component of your card to highlight it. You can see a tab with the name of your component, and a trash can icon. Select that icon to remove the component from your card. More configuration options for the selected component appear in the right panel.

Adding a component



Select a plus icon ( ) to select a new component to add to your mobile card. For information about adding a button, see Card actions in Mobile Card Builder.

Remove components by selecting them and then select the delete icon ( ).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Right Panel

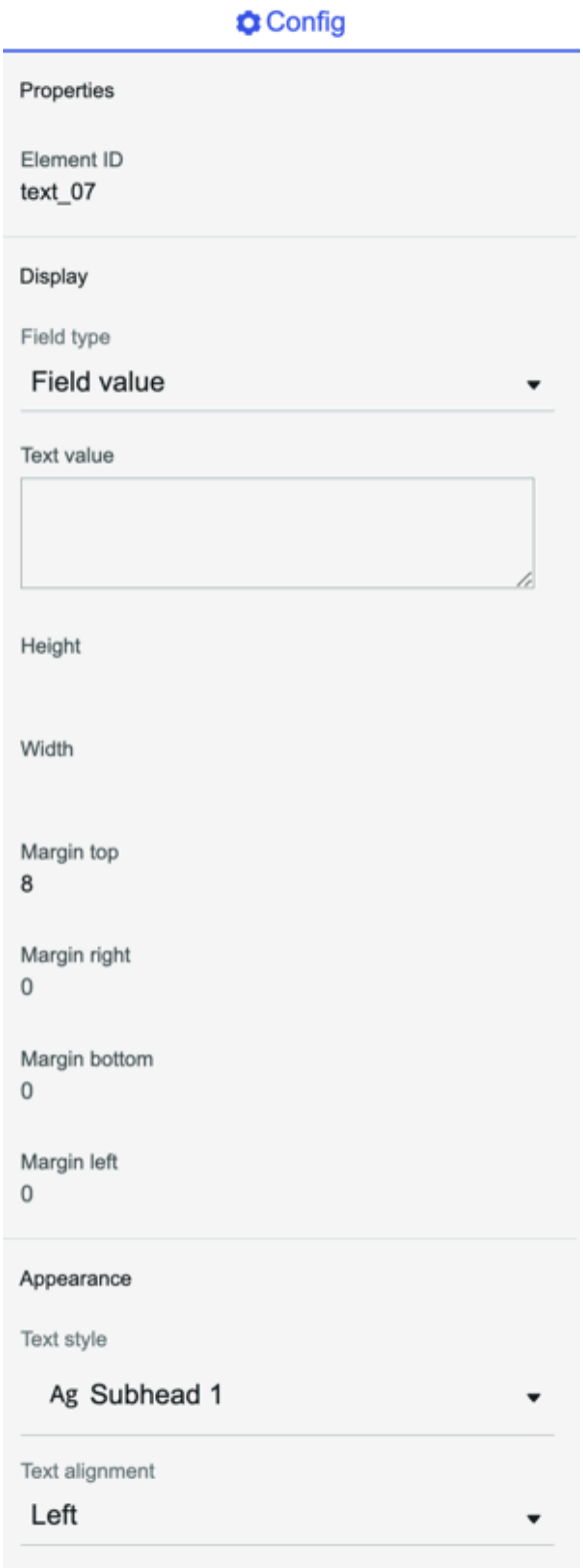
The right panel of the card builder contains the configuration options for the selected component. The available configuration options depend on the type of component selected.

When you change a components configuration, can see the changes immediately in the center panel. If you are using the preview option, select **Update preview** to update the preview of your component.

Configuration options include formatting options such as:

- Size
- Margins
- Corner radius
- Text alignment

You can also use this panel to map field values to components in your card. For details see Customize a screen using Mobile Card Builder .



Mobile Card Builder components

Learn about the components that make up mobile cards

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Adding and removing components

Buttons

Button components allow users to perform an action when the button is selected. Use buttons to add actions to your cards.

Button configuration properties

Property	Description
Element ID	The button's unique JSON ID attribute.
Display	
Height	Height of your button in pixels
Width	Width of your button in pixels. If this property is left blank, the button fills the available space.
Corner radius	The corner radius of your button. Increase this value to create rounded corners for your button.
Margin top	The top margin of your button in pixels
Margin bottom	The bottom margin of your button in pixels
Margin left	The left margin of your button in pixels
Margin right	The right margin of your button in pixels
Border width	Width of your button's border in pixels.
Button properties	
Format	Determine whether your button will appear with a text label, icon, or both. Select from the following options: • Label • Icon • Label and icon
Label	The button's text label. **Note:** This option will only appear if either the **Label** or **Label and icon** format is selected.
Icon	The icon that will display on your button. Choose an icon from the provided drop-down list. **Note:** This option will only appear if either the **Icon** or **Label and icon** format is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Button configuration properties (continued)

Property	Description
Accessible name	The alternative text that will be read aloud to people using assistive devices so that they know the purpose of the button. **Note:** This option will only appear if the **Icon** format is selected.
Actions	
Multiple	Create a menu of multiple different actions that users can choose from when they select the button.
Function	Choose either a Predefined or Configurable function. Configurable functions are taken from the sys_sg_button table. Available predefined functions: • Cancel • Continue • Log out
Button appearance	
Text and icon style	The formatting style of your text, icon, or both.
Background color variable	The button background's color variable.
Background color	The button background's color. The value for this property is an HTML color code, for example `#A0522D` for sienna.
Text and icon color variable	The button's text and icon's color variable.
Text and icon color	The button's text and variable color. The value for this property is an HTML color code, for example `#A0522D` for sienna.
Border color variable	The button border's color variable.
Border color	The button border's color. The value for this property is an HTML color code, for example `#A0522D` for sienna.

Containers

Containers components contain other components. A container can contain any card component, including another container. Use containers to organize your card components, and determine how the components within the container are aligned and distributed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Container configuration properties

Property	Description
Properties	
Element ID	The container's unique JSON ID attribute.
Display	
Height	Height of your container in pixels
Width	Width of your container in pixels. If this property is left blank, the container fills the available space.
Margin top	The top margin of your container in pixels
Margin bottom	The bottom margin of your container in pixels
Margin left	The left margin of your container in pixels
Margin right	The right margin of your container in pixels
Corner radius	The corner radius of your container. Increase this value to create rounded corners for your container.
Appearance	
Container direction	Determines orientation direction of the components within the container. Select from these values: • Horizontal • Vertical
Alignment	Determines the alignment of the components within the container. Select from these values: • Stretch • Center • Left • Right • Top • Bottom
Distribution	Determines the distribution of the components within the container. Select from these values: • Equal • Auto
Background type	The type of background the container will have. Select from these values:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Container configuration properties (continued)

Property	Description
	• None • Color • Image

Icons

Icon components are used to display an icon on your card. You can choose an icon from the Icon dropdown menu in the Config screen.

Icon configuration properties

Property	Description
Properties	
Element ID	The icon's unique JSON ID attribute.
Display	
Icon	The icon to be displayed.
Margin top	The top margin of your icon in pixels.
Margin right	The right margin of your icon in pixels.
Margin bottom	The bottom margin of your icon in pixels.
Margin left	The left margin of your icon in pixels.
Appearance	
Color variable	The color variable of your icon.
Color	The color of your icon. The value for this property is an HTML color code, for example #A0522D for sienna.

Images

Image components are used to display an image. You define an image to display by selecting a field on your record that contains an image, for example, the **Avatar** field on a **User** record.

Image configuration properties

Property	Description
Properties	
Element ID	The image's unique JSON ID attribute.
Display	
Height	Height of your image in pixels.
Width	Width of your image in pixels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Image configuration properties (continued)

Property	Description
Margin top	The top margin of your image in pixels.
Margin right	The right margin of your image in pixels.
Margin bottom	The bottom margin of your image in pixels.
Margin left	The left margin of your image in pixels.
Corner radius	The corner radius of your image. Increase this value to create rounded corners for your image.
Image	
Use mapped field	Choose whether the image will use a mapped field.
Field value	The value of the mapped field for your image. This property is only visible if **Use mapped field** is selected.
Attachment	The attached image to use. This property is only visible if **Use mapped field** is not selected.
Image scaling	The scaling for your image. Select from these values: • Fill • Fit

Text

Text components display text on your card. This can be static text, or text from the label of value of a field. Use text components to the information your users need to see first when viewing lists of records.

Text configuration properties

Property	Description
Properties	
Element ID	The text's unique JSON ID attribute.
Display	
Field type	The type of text field. Select from these values: • Field value • Field label • Static text

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Text configuration properties (continued)

Property	Description
Text value	The text that appears in the text component. This value is only used when you have selected **Static text** in the **Field type** property.
Height	Height of your text component in pixels.
Width	Width of your text component in pixels.
Margin top	The top margin of your text component in pixels.
Margin right	The right margin of your text component in pixels.
Margin bottom	The bottom margin of your text component in pixels.
Margin left	The left margin of your text component in pixels.
Appearance	
Text style	The formatting style of your text.
Text alignment	Alignment for the text in your component. Select from these values: • Left • Center • Right
Max number of lines	The maximum number of lines for the text in your element.
Text color variable	The color variable for your text.
Text color	The color of your text. The value for this property is an HTML color code, for example `#A0522D` for sienna. **Note:** You cannot change the background color of a text component, but you can place your text component within a container component, and change the container background color.

Videos

Video components display an embedded video in your card. Both Youtube and Viemo video URLs are supported.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Video configuration properties

Property	Description
Properties	
Element ID	The video's unique JSON ID attribute.
Display	
Use mapped field	Choose whether the video will use a mapped field.
Field value	The value of the mapped field for your video. This property is only visible if **Use mapped field** is selected.
URL	The URL of the video to be embedded. This property is only visible if **Use mapped field** is not selected.
Playback mode	How the video will display on a mobile device. Select from these values: • Fullscreen • Inline
Width	Width of your video component in pixels.
Height	Height of your video component in pixels.
Margin top	The top margin of your video component in pixels.
Margin right	The right margin of your video component in pixels.
Margin bottom	The bottom margin of your video component in pixels.
Margin left	The left margin of your video component in pixels.

Create a card template with Mobile Card Builder

Use Mobile Card Builder to create a card template to use for cards in your mobile screens.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

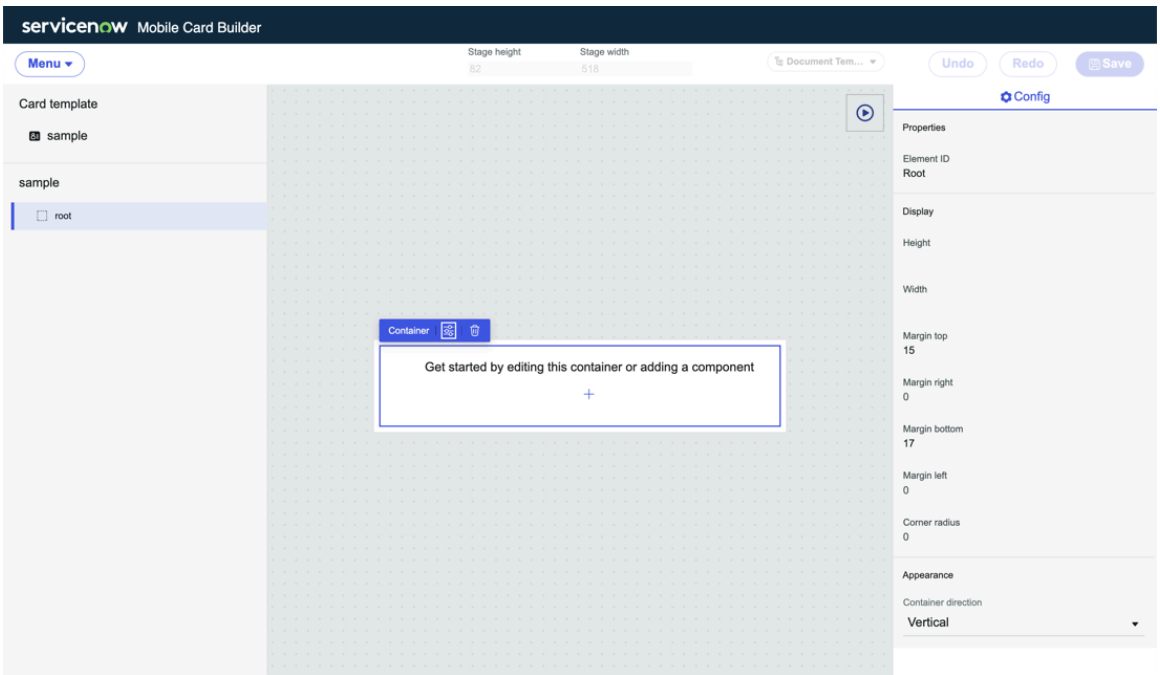
About this task

Note: Use these steps to create a new card template from scratch, and then associate the new card template to an existing screen. Card templates can only be applied to screens created in Quebec of later releases using mobile card views.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Card Builder**.
2. In the open screen pop-up, select **Create blank template** button in the upper right corner.
   The **Template properties** pop-up window displays.
3. In the **Name** field, enter a name for your card template.
4. In the **Short description** field, enter a description of your card template.
   Use your short description to indicate the type of record best suited to your card template, for example, incidents, or user records.
5. Select **Save**.
   The Mobile Card Builder opens, displaying an empty mobile card.



6. Add elements to your card template using the card builder interface.
   For details on using the card builder UI, see Mobile Card Builder user interface
7. Open the screen where you want to apply your card template by using the following methods.
   a. Open Card builder from the web-based UI.
   b. In Card builder, select **Menu** > **Open**.
   c. Use the **Application** and **Screen** lists to select your screen, then select the **Open** button in the bottom-right corner of the window.
8. To apply your card template to the screen, select **Menu** > **Change Template**.
9. If you want to assign field values to your card, you can do that at this point.
   For details on that process, see Assign field values to your mobile card.
10. Select **Save**.

Customize a screen using Mobile Card Builder

Use Mobile Card Builder to modify the cards for your screens.

Before you begin

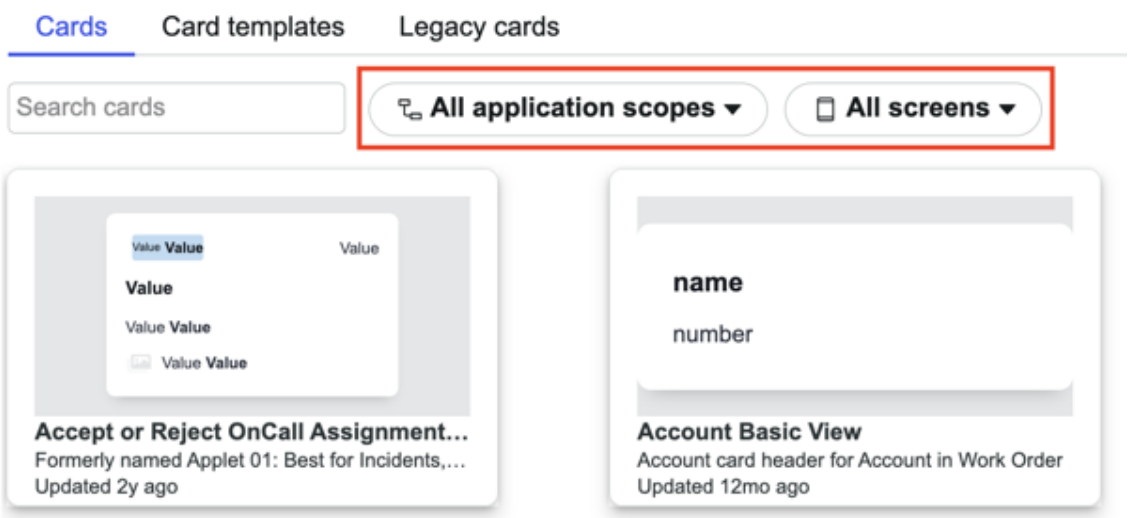
Role required: admin or delegated developer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more information about the delegated developer role, see Delegated development and deployment.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Card Builder**.
2. In the open screen, use the **Application** list to select the application containing your screen.
3. Use the **Screen** list to select your screen.



4. Select the card where you want to apply a card template.

   Note: A screen may contain more than one card view. For example, a list screen may have an legacy card for the list and another for the form.

5. Select **Open** button.
   Card builder opens using its current card template.

   Note: If you have your screen open in Mobile App Builder, you can also open the template by selecting the **Mobile Card Builder** button.

What to do next

To change the layout of the elements of your mobile card, see Mobile Card Builder user interface.

When you are happy with the appearance of your card, and want to add values from your records, see Assign field values to your mobile card.

Assign field values to your mobile card

Use Mobile Card Builder to show field labels and values from your tables in mobile cards.

Before you begin

Role required: admin or delegated developer

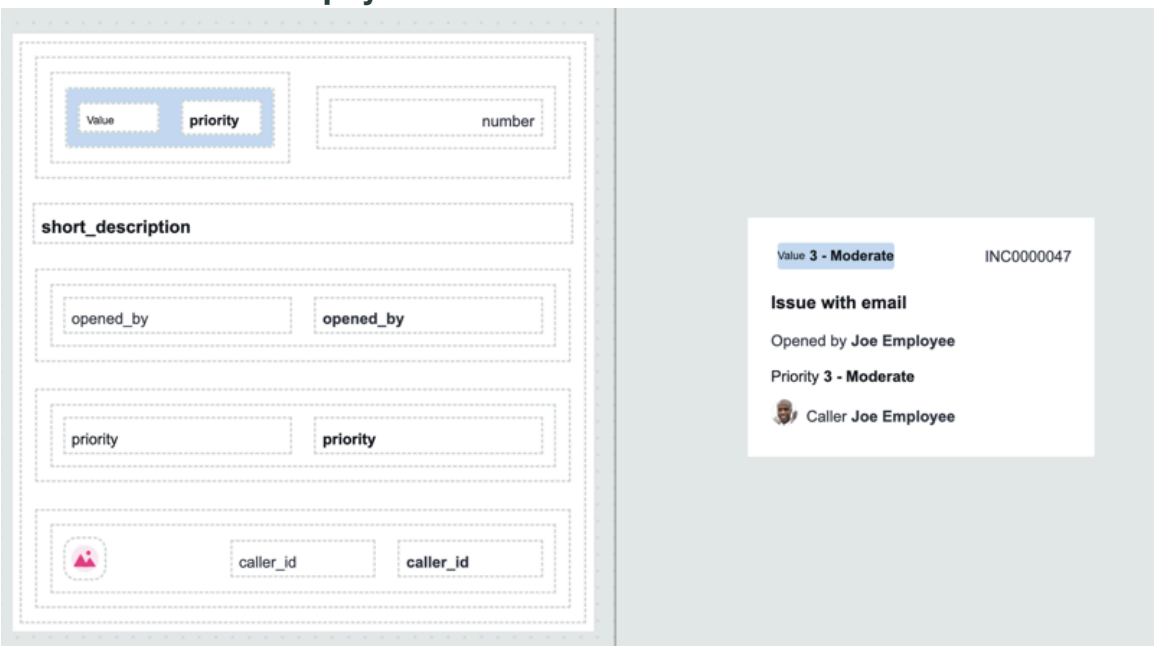
For more information about the delegated developer role, see Delegated development and deployment.

About this task

Data from your records is displayed on your cards using text elements. These elements can display either the label of a field or the value of a field from a record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Text elements used to display data from an incident record



In this example, the top three text elements display the values of the **State**, **Number**, and **Short Description** fields. Under these elements, you can see pairs of text elements to display both the label and value of the **Opened by** and **Priority** fields. The dotted outlines around these fields are containers used to organize the text.

Procedure

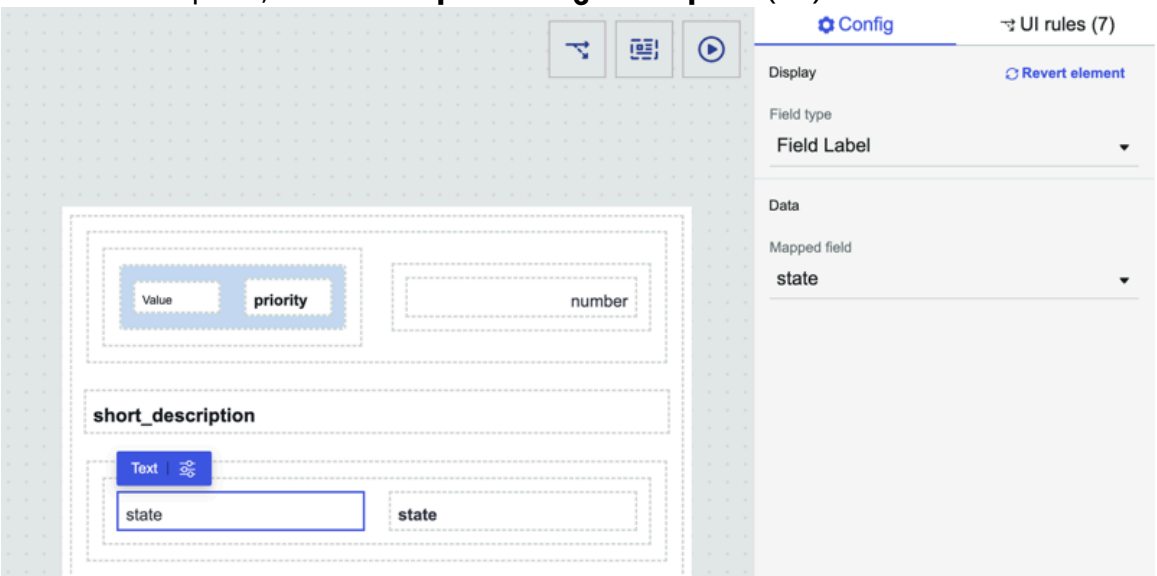
1. Open your mobile card in Card Builder using one of the following methods.

Option	Description
Open Mobile Card Builder from Mobile App Builder	In Mobile App Builder, open the screen where you want to modify your card, and select open in Mobile App Builder
Open Card builder from the web-based UI	Navigate to **System Mobile** > **Mobile Card Builder**, then select the card or card template you want to modify using the pop-up window that displays when Card Builder first opens.

2. Select a text in your mobile card, or create a new one.
   For details on creating elements, see Mobile Card Builder user interface.
   With your text element selected, you can see the configuration properties in the **Component configuration** panel on the right of the screen. If you

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

do not see this panel, select the **Expand configuration panel** ( ) button.

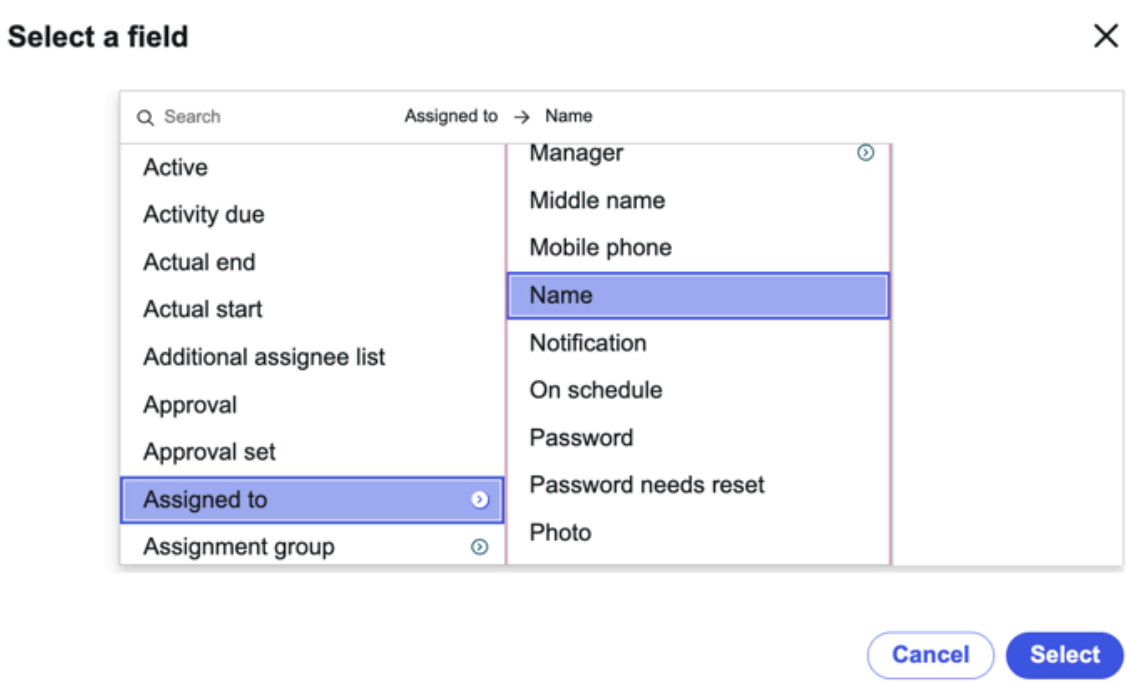


3. Under **Field type**, select either an option.

Option	Description
Field Value	The text element displays the value of a field on your table. For example, if you select **Number**, the field displays the record number.
Field Label	The text element displays the name of a field on your table. For example, if you select **Number**, the field displays the word **Number**.

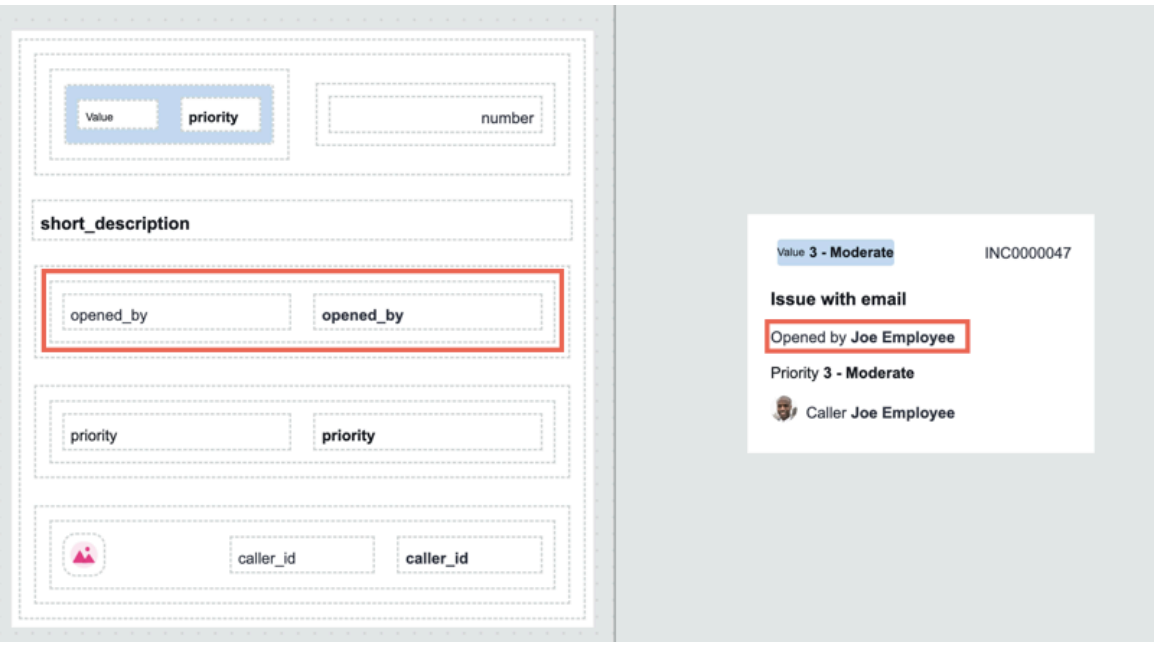
4. Under **Mapped field**, select the list button ( ) to select a field from your table.
5. Use the **Select a field** window to select a field.

   When you have chosen your field, select **Select.**



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Repeat steps 2 through 5 to assign any other values from your table that you want to appear on your card.
   If you want to display both the name and value of the field, use two text elements side by side, as shown in this example.



7. Select **Save**.

Understanding mobile cards and legacy cards

Learn the differences between cards and legacy cards, and how to work with each type in Mobile Card Builder.

View configuration-based cards

Screens created in Quebec and later releases have mobile cards based on view configurations. These cards have greater flexibility, and can take advantage of card templates. More details on this type are given in the next section.

Item view-based cards

Mobile applets created in Paris and earlier releases have mobile cards based on item views. These legacy cards can still be edited using Mobile Card Builder, but have some limitations, as described in the next section.

Editing cards

Cards take advantage of templates to make creating your mobile cards faster and easier.

Editing card templates

Card templates define the layout of the fields on your mobile card, as well as any display properties that affect how your card looks. To change the look or appearance of your card, you must edit its template rather than the card itself. The options to add or remove elements and select containers are not available when editing cards. For detail on templates, see Create a card template with Mobile Card Builder.

Editing cards

After you have assigned a template to your card, you can edit the card in Mobile Card Builder. Here you define what information to display in the fields laid out in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

your selected template. For detail on this process, see Assign field values to your mobile card.

.

Editing legacy cards

Legacy cards can be edited as described in Mobile Card Builder user interface, with the following exceptions:

Templates are not available

You cannot assign a card template to legacy cards. Templates that use cards, and are not compatible with legacy cards. This option appears disabled in the menu for this card type.

Reset stage option is not available

The **Reset stage** option, which removes all elements from the current mobile card is not available for legacy cards. This option appears disabled in the menu for this card type.

Legacy cards do not have a separate template to modify. You are able to modify containers, add or remove fields, and make other changes to the card appearance directly in the mobile card rather than in a separate template record.

Card actions in Mobile Card Builder

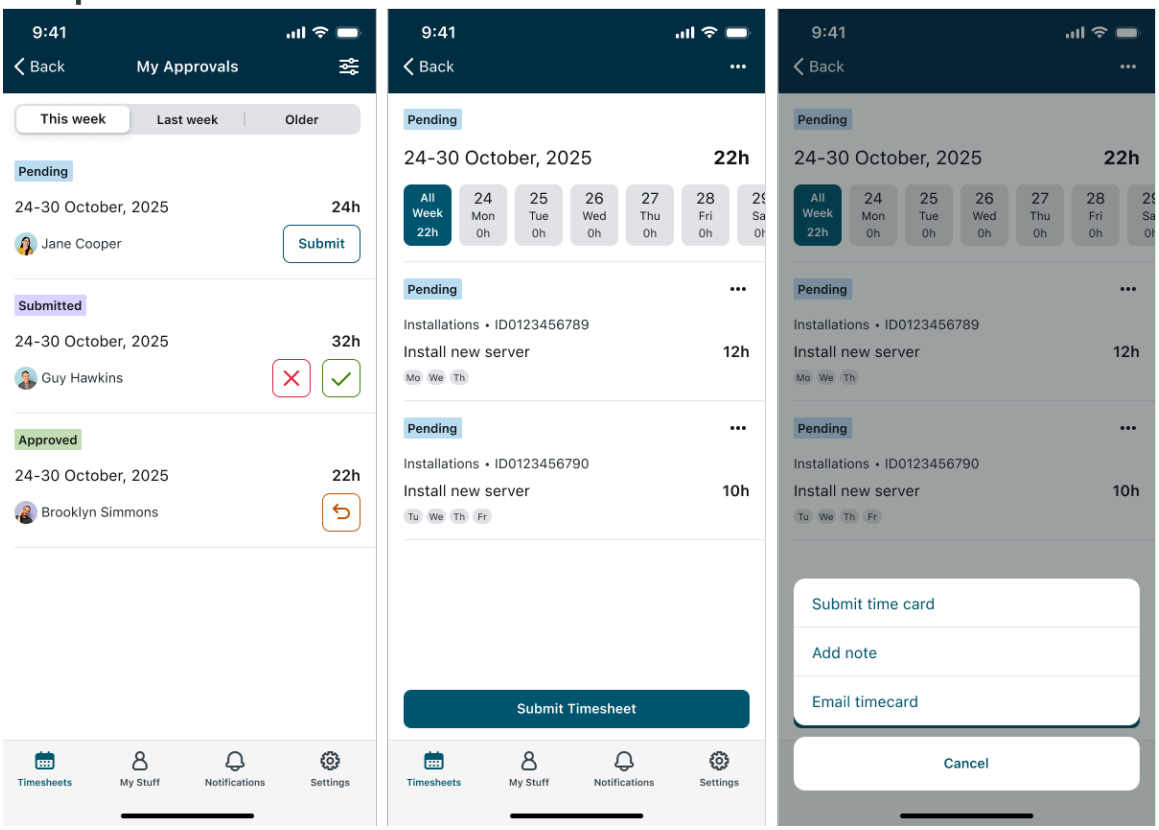
Design and add actions to cards that you create within the Mobile Card Builder. You can use buttons to enable your users to perform actions directly within a card. For example, to accept or reject suggestions, call listed contacts, and to add items to a cart.

You can configure card actions to provide a highly visible interface for actions your users need to take quickly. These actions appear within cards or action lists, and are easier for users find than swipe actions or actions in the menu.

Users interact with card actions by tapping buttons within a card or action list. Users can perform an action right from a card, such as an approval. You can also display a menu with to give the user a choice of multiple actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example of card actions in the mobile UI



Configure a card action using Mobile Card Builder

Use Mobile Card Builder to add card actions to a mobile card.

Before you begin

Role required: admin or delegated developer

For more information about the delegated developer role, see Delegated development and deployment.

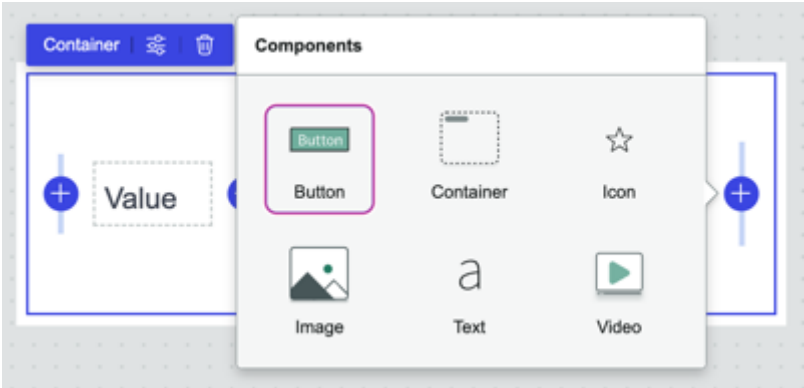
About this task

When creating mobile cards, you may want to add buttons to enable your users to perform various actions. Usually the process of configuring card actions occurs when creating a card template within the Mobile Card Builder. This topic details the process of configuring card actions as a standalone procedure.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Card Builder**.
2. In the Mobile Card Builder menu, select **Templates**.
3. Select the card template where you want to add a card action and select **Open**, or create a new card template using the **Create blank template** button.
4. Select a plus icon to select a new component to add to your mobile card.

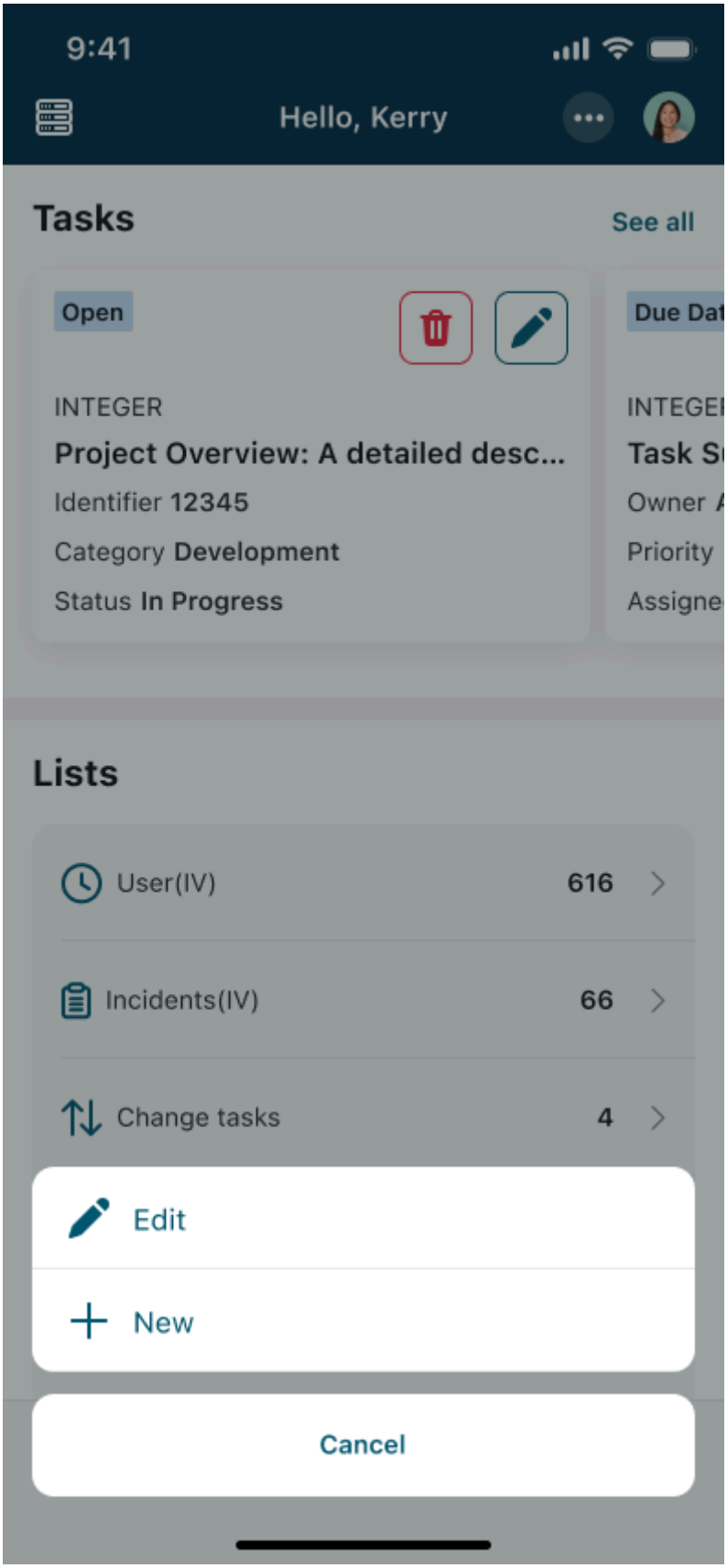
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Select **Button** from the displayed components.
   The Component configuration menu displays options related to button configuration.
6. Select the display options to define the appearance of your buttons.
   Button configuration options include:
   - The height and width of a button
   - The addition of a border and rounded edges
   - The size of margins to provide padding between other components
7. Select the format and label properties of the button.
   The available options are:
   - Label - A button with text only, for example an OK button. Enter the text required for the button.
   - Icon - A button with an icon only, for example a trash icon ( ) to denote a delete button. Select an icon from the menu.
   - Label and Icon - A button with text and an icon, for example an edit button ( ). Enter the desired text and select the image from the fields.
8. Select if you want the button to contain a single action or multiple actions.
   The actions listed in the functions menu come from the Function [sys_sg_button] table.
   - Single - Search in the function menu to allocate a single action to a button.
   - Multi - Creates a single button which, when tapped, reveals additional card actions in a menu at the bottom of the screen. Select **Add Menu Item** and from the displayed menu add as many card actions as required. Select **Finish** after you configure each card action.

     Drag the order icon ( ) to change the order of the card actions. You can also edit and delete the card actions at any point.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

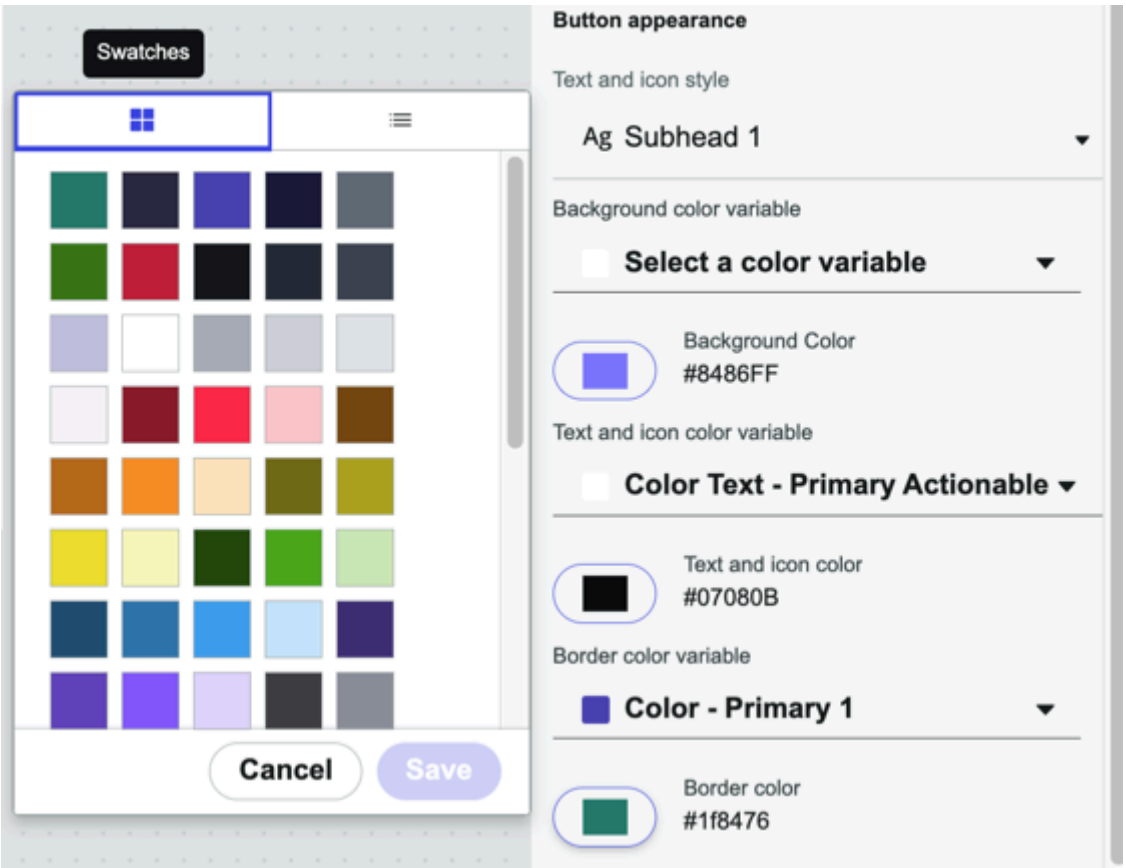


9. Define the appearance of buttons, in terms of its background color, text color, and border color.

You can define the color by either:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Manually entering the hexadecimal color value.
- Selecting an appearance palette and then select either the Swatches or List tab at the top of the menu.



Note: For icons, black is the only color available for the base record. Select a text color input to change the icon color from black to the selected color.

10. Select **Save**.

Card template element attributes

Use this reference to determine which attributes to use for your card template elements.

Each card template element has one or more required attributes that you must create. The sections below show the required attributes for each card template element type.

Note: When using the Mobile Card Builder, the listed attributes do not need to be manually created, as the tool automatically creates the attributes in the background.

Attributes for the Text type

Attributes for the Text type

Name	Description	Configuration
TextValue	Used to display static text.	Use the **Translatable value** field to enter the text to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attributes for the Text type (continued)

Name	Description	Configuration
FieldLabel	Used to display the label of a table field.	Use the **Value** field to enter the name of a field. For example, `short_description`.
FieldValue	Used to display the value of a field in a record.	Use the **Value** field to enter the name of a field. For example, `short_description`.
FieldFunction	Used to display either a count of records, or the value by which records are grouped.	

Attributes for the Image type

Attributes for the Image type

Name	Description	Configuration
ImageURL	Used to display a static image from the attachment[sys_attachment] table on your instance.	Use the **Value** field to enter a SysID for a record in the attachment[sys_attachment] table.
FieldValue	Used to display an image from a field in a record.	Use the **Value** field to enter the name of a field. For example, `avatar`.

Attributes for the Button and MenuButton types

Attributes for the Button and MenuButton types

Name	Description	Configuration
Button	Used to select the function that runs when users tap a button.	Use the **Value** field to enter the SysID of a function from the Functions[sys_sg_button] table. For details on creating functions, see Mobile functions.
TextValue	Used to display static text.	Use the **Value** field to enter the name of a field. For example, `short_description`.
FieldValue	Used to display the value of a field in a record.	Use the **Value** field to enter the name of a field. For example, `avatar`.
Icon	Used to display an icon.	Use the **Value** field to enter the SysID of an icon record

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attributes for the Button and MenuButton types (continued)

Name	Description	Configuration
		from the Icon[sys_sg_icon] table.

Attributes for the Menu type

Attributes for the Menu type

Name	Description	Configuration
TextValue	Used to display static text.	Use the **Value** field to enter the name of a field. For example, `short_description`.
Icon	Used to display an icon.	Use the **Value** field to enter the SysID of an icon record from the Icon[sys_sg_icon] table.

Attributes for the HtmlText type

Attributes for the HtmlText type

Name	Description	Configuration
SearchExternalSource		
HtmlReplaceMap		
HtmlSanitizationAllowList		
HtmlRemoveList		
StringReplaceMap		
RenderType		

Property Attributes

Use property attributes to define additional properties for your card template slot. These properties are not associated with a specific attribute type.

Attributes for the Menu type

Name	Description	Configuration
BackgroundColor	Color of the background for the card template element.	Use the **Value** field to define the color. Colors must be in color hex code format, or the name of a color theme. For example `Primary` or `#8a8a8a`.
BorderColor	Color of the border for the card template element.	Use the **Value** field to define the color. Colors must be in

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attributes for the Menu type (continued)

Name	Description	Configuration
		color hex code format, or the name of a color theme. For example `Primary` or `#8a8a8a`.
TextColor	Color of the text or the card template element.	Use the **Value** field to define the color. Colors must be in color hex code format, or the name of a color theme. For example `Primary` or `#8a8a8a`.

Light and dark modes in Mobile App Builder and Mobile Card Builder

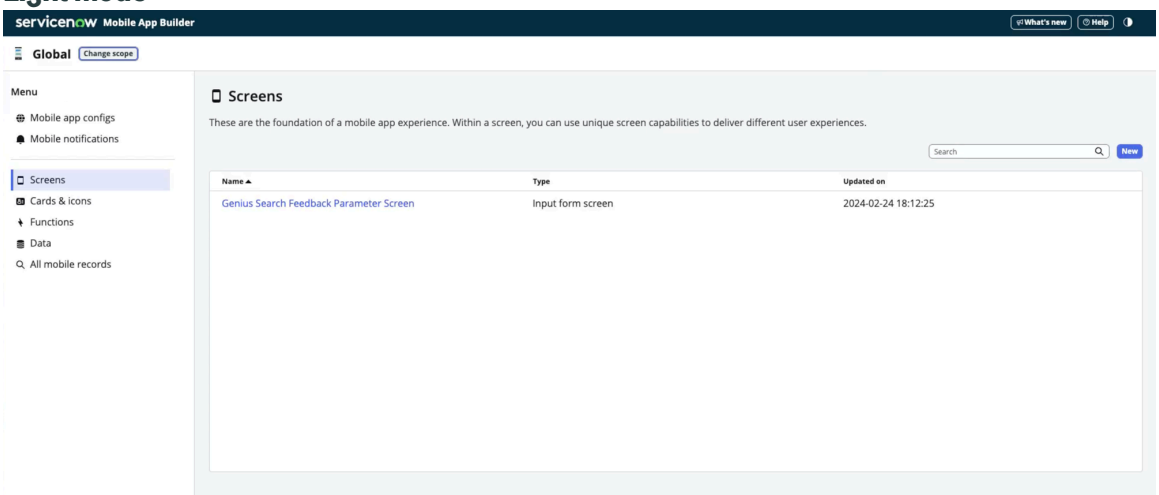
The Mobile App Builder and Mobile Card Builder tools can configure both light and dark mode options, allowing users to easily switch between a bright or subdued interface, enhancing comfort, readability, and battery efficiency.

Light and dark modes

Light and dark modes are user interface themes that adjust color schemes to optimize screen visibility and comfort.

Note: The option to toggle between light and dark mode will only appear if your instance has both light and dark modes configured.

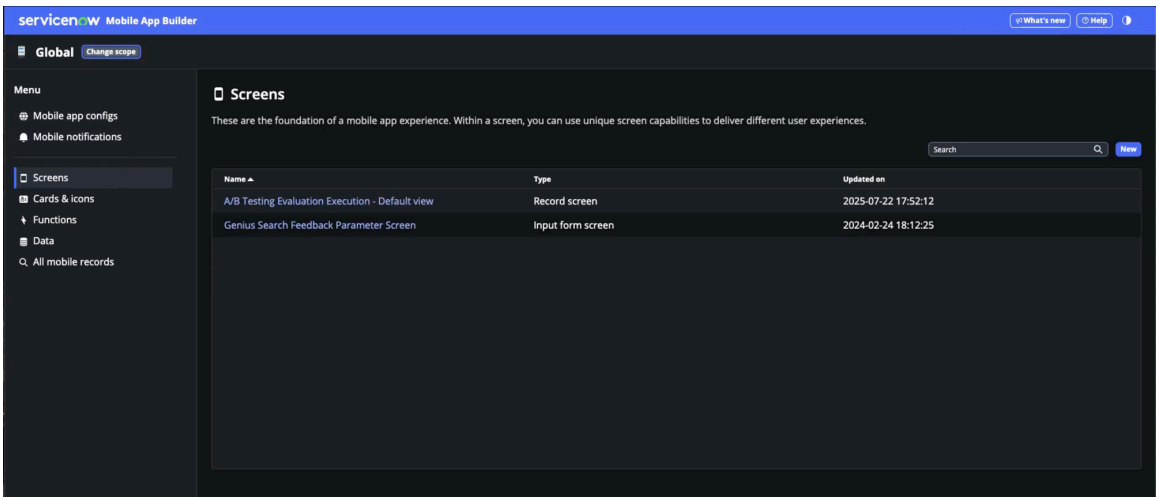
Light mode



Light mode is characterized by a light background with dark text and elements, this mode is the traditional default for most apps, offering high readability in well-lit environments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dark mode



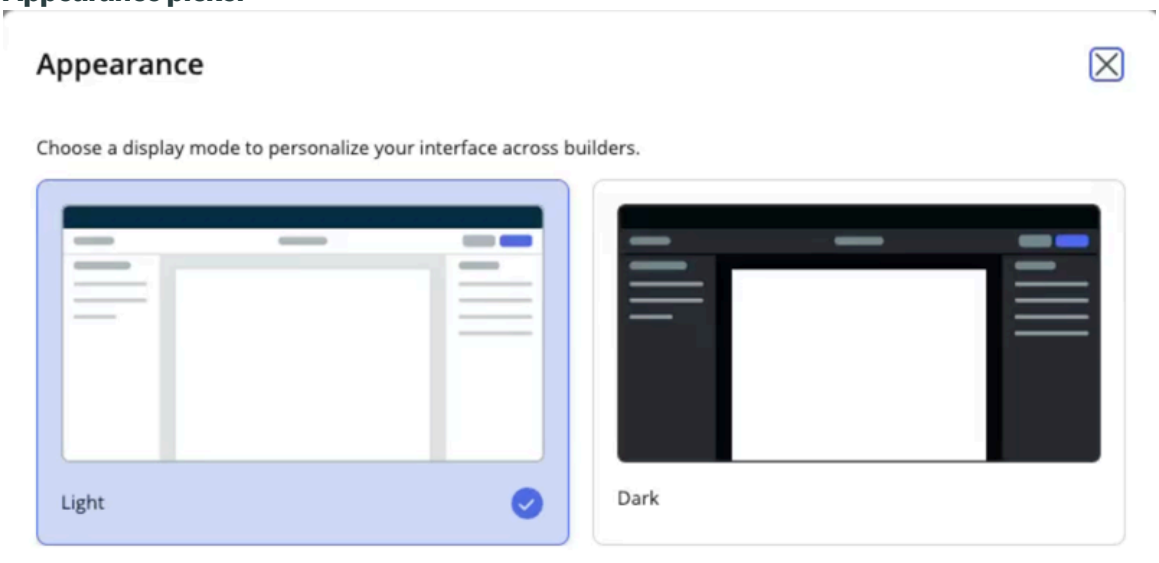
Dark mode inverts the typical color palette, featuring a dark background with lighter text and interface elements, which reduces glare and is easier on the eyes, especially in low-light settings.

Switching between light and dark mode

To toggle between light and dark modes, select the theme changer button ( ) in the builder tool header to open the appearance picker. Select your desired display mode and your builder tool will refresh in real-time with the new appearance.

Note: Switching to dark mode on Mobile App Builder will automatically change Mobile Card Mode to dark mode and vice-versa.

Appearance picker



Mobile App Builder and Mobile Card Builder integration with ServiceNow Studio

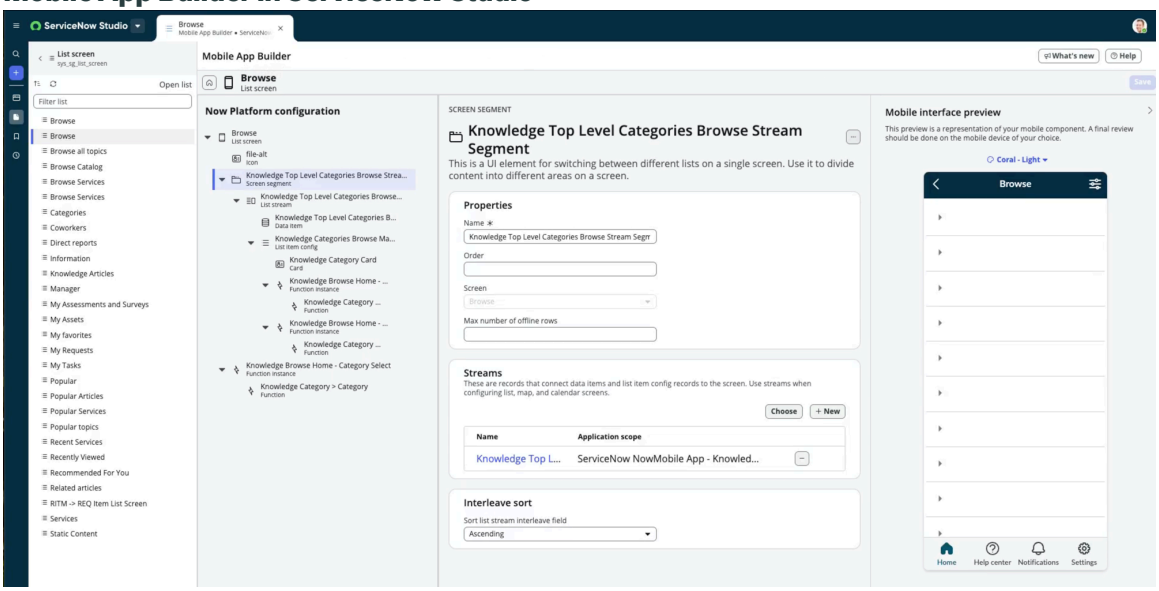
Mobile App Builder and Mobile Card Builder are both available within ServiceNow Studio, allowing you to do all of your development work in one place.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow Studio offers a streamlined platform for ServiceNow® development, allowing admins and developers to extend system solutions, create custom apps, build app files, edit metadata, and package changes for deployment—all in one tool.

To learn more about ServiceNow Studio, see ServiceNow Studio.

Mobile App Builder in ServiceNow Studio



Mobile app components

Use these components to build your mobile apps.

Get started

Select a tile to learn about the different components you can use to create mobile apps that help your organization get work done.

Navigation bar	Launcher screens	Mobile screens
Allow users to access launcher screens, other types of screens, settings, and notifications with the mobile app navigation bar.	Create and configure launcher screens to serve as landing pages or home pages.	Learn how to create and use screens in ServiceNow® mobile.

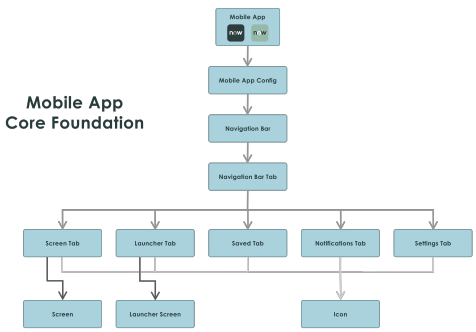
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data items	Mobile functions	Mobile styles
Create data items that provide the data presented in mobile app screens.	Configure functions to determine which actions users can perform in your mobile app.	Use mobile style elements to change the appearance of your mobile application.
Empty state display		
Use an empty state to indicate that a displayed page does not contain data.		

Navigation bar

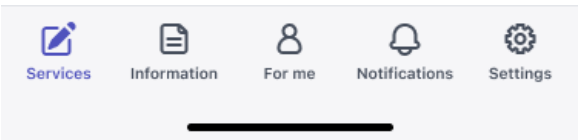
User the navigation bar in your mobile apps to access launcher screens, screens, settings, and notifications.

Navigation bar component hierarchy



The navigation bar consists of these components:

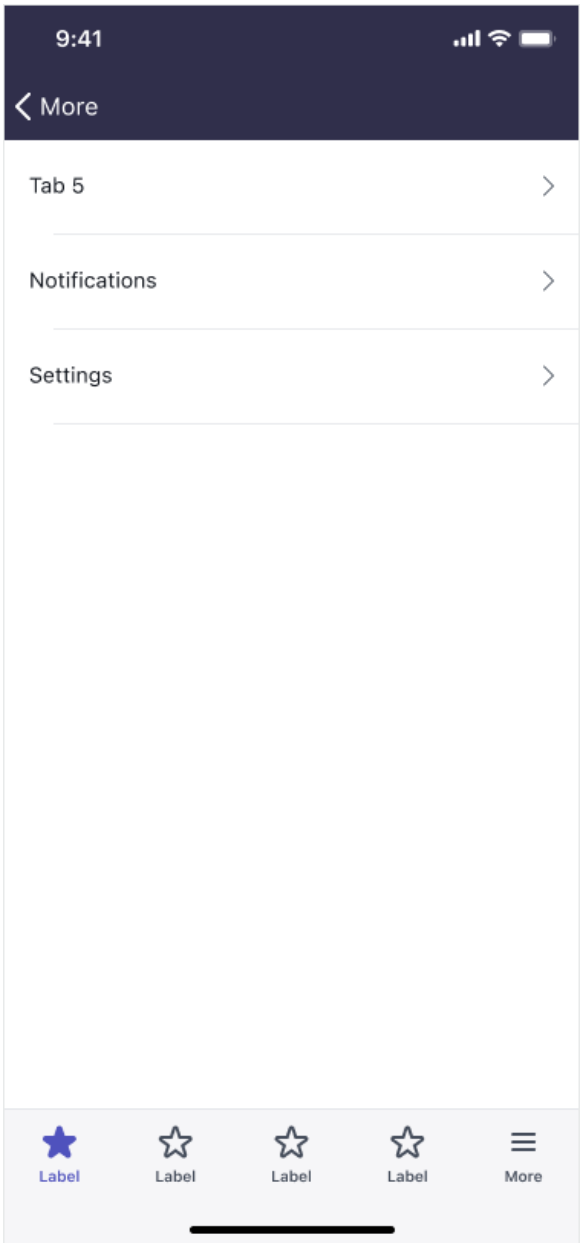
- Navigation bar
- Navigation bar tabs
- Screen tab
- Launcher tab
- Saved tab
- Notification tab
- Settings tab



The navigation bar appears at the bottom of each mobile app. You can create navigation bar tabs in the navigation bar. Users can access launcher screens and regular screens within the navigation bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

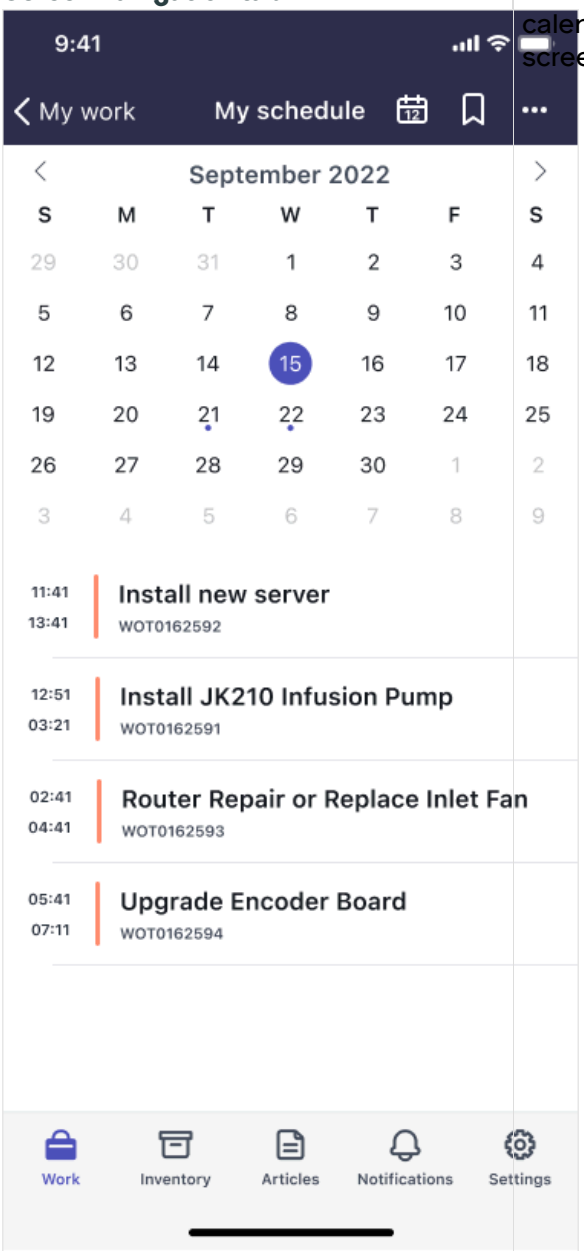
Note: The navigation bar in each mobile app is preconfigured with **Notifications** and **Settings** navigation bar tabs. For more information about the content of these tabs, see Mobile app structure. There is also a saved tab, which displays a page showing the user's saved records.



When you add more than five tabs to the navigation bar, a **More** (☰) tab displays. Tap the **More** tab to open a list view showing the additional tabs.

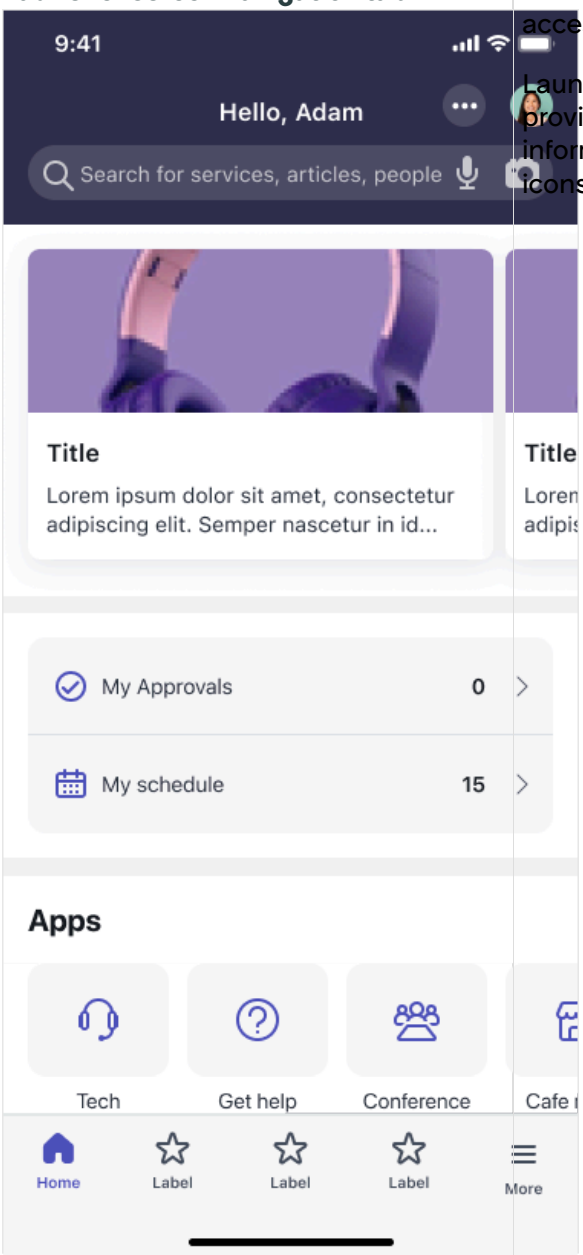
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Screen tabs and launcher screen tabs

Screen navigation tab  	Use a screen tab to enable access directly to a calendar, custom map, list, map, or mobile web screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Launcher screen navigation tab



Use a launcher screen tab to enable users to access elements in a screen launcher.

Launcher screens are dashboards. They provide shortcuts to other screens and information. Shortcuts can be added with icons, cards, media sections, or score counts.

General guidelines for the navigation bar

Consider these general guidelines when configuring your navigation bar.

Number of tabs

- The navigation bar displays up to five tabs. When there are more than five tabs an overflow tab, known as the more tab, (☰) is added.
- Try to limit your navigation bar to five tabs, so that all the tabs are visible at all times.

Tab types

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- By default, the navigation bar contains Settings and Notification tabs. Removing these tabs is possible, but might prevent your users from accessing important information and features of the app.
- Rather than removing the Setting and Notification tabs, consider changing the order in which they appear in the navigation bar.
- The Settings, Notifications, and Saved tabs navigate to specific pages, so only one of each tab is required. You can use multiple screen and launcher screen tabs, however it's suggested that you use no more than five tabs.

Display specific tabs to specified users

- Apply user criteria permissions, so users only view tabs relevant to their work. For more information, see User criteria permissions in mobile apps.
- You should have the Settings and Navigation tabs available to users.

Tab names

- Give your navigation tabs a descriptive name that provides context. Avoid generic names like Home or Apps.
- Use capital letters for your titles to make them stand out. For example, Open Tasks.

Length of tab names

- Limit the length of your titles so they aren't cut off when displayed in the navigation bar.
- If you support multiple languages, consider the length of titles in each of the languages you support.
- When testing your application, look out for titles that don't fully display in the navigation bar.

Icon composition

- The navigation bar icon color is determined by your application’s theme.
- Select icons that are visually consistent and best represent the functions or information presented in that part of your application.
- Avoid using the same icon for more than one navigation tab, so users can quickly find what they need.

Ordering

The order of the tabs should be listed in the level of importance. This order varies for left-to-right languages and right-to-left languages.

General guidelines for a navigation bar

When creating a navigation bar, keep these general guidelines in mind for usability and a good user experience.

Number of tabs

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- The navigation bar displays up to five tabs. When there are more than five tabs an overflow tab, known as the more tab, (☰) is added.
- Try to limit your navigation bar to five tabs, so that all the tabs are visible at all times.

Tab types

- By default, the navigation bar contains Settings and Notification tabs. Removing these tabs is possible, but might prevent your users from accessing important information and features of the app.
- Rather than removing the Setting and Notification tabs, consider changing the order in which they appear in the navigation bar.
- The Settings, Notifications, and Saved tabs navigate to specific pages, so only one of each tab is required. You can use multiple screen and launcher screen tabs, however it's suggested that you use no more than five tabs.

Display specific tabs to specified users

- Apply user criteria permissions, so users only view tabs relevant to their work. For more information, see User criteria permissions in mobile apps.
- You should have the Settings and Navigation tabs available to users.

Tab names

- Give your navigation tabs a descriptive name that provides context. Avoid generic names like Home or Apps.
- Use capital letters for your titles to make them stand out. For example, Open Tasks.

Length of tab names

- Limit the length of your titles so they aren't cut off when displayed in the navigation bar.
- If you support multiple languages, consider the length of titles in each of the languages you support.
- When testing your application, look out for titles that don't fully display in the navigation bar.

Icon composition

- The navigation bar icon color is determined by your application’s theme.
- Select icons that are visually consistent and best represent the functions or information presented in that part of your application.
- Avoid using the same icon for more than one navigation tab, so users can quickly find what they need.

Ordering

The order of the tabs should be listed in the level of importance. This order varies for left-to-right languages and right-to-left languages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure the navigation bar and navigation tabs

Configure the navigation bar that appears at the bottom of the mobile app. Use navigation bar tabs to navigate to screens, launcher screens, as well as saved records, settings, and notifications pages.

Before you begin

Role required: admin

About this task

Add a navigation bar to your mobile app, and add various types of navigation tabs relevant to your users' requirements. You can either choose preconfigured tabs or create a tab based on an existing template. There are slightly different configurations for the launcher screen and screen tabs in comparison to the saved, notifications, and the settings tabs.

Screen and launcher screen navigation tabs can also contain a badge count. This badge is a number that displays next to the navigation tab, according to defined conditions. For example, the badge count can display information like the number of records in a list, or records in a record section.

The following is a short summary of each of the navigation tab types:

- Launcher: Use this option to navigate to a launcher screen.
- Screen: Use this option to navigate to a screen that shows record data or UI sections.
- Saved: This option opens a page showing the user's saved records.
- Notifications: This option opens the Notifications page showing user-related notifications within the mobile app experience.
- Settings: This option opens the Settings page where the user controls their mobile experience.

Note: Your navigation bar should only contain one of each of the following tab types, saved, notifications, and settings tabs. For more information, see the General guidelines for the navigation bar section in the topic Navigation bar.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select Navigation bar [sys_sg_navigation], and then select **New**.
5. Enter a name for your navigation bar.
6. Select or create navigation tab types to add to your navigation bar.

Method to add navigation tabs	Procedure
Select existing navigation tabs	**a.** Select **Choose** in the Navigation tabs section. **b.** Select a navigation tab and then select **Apply**. **c.** Repeat steps a. and b. for each navigation tab you want to add. **d.** Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Method to add navigation tabs	Procedure
Create either a saved, notifications, or set tings navigation tab type	**a.** Select **New** in the Navigation tabs section. **b.** Select either the Saved, Notifications, or Settings tab type, and then select **Continue**. **c.** In the new tab screen for the option you selected, do the follow ing. **i.** Enter a name for the tab in the **Label** field. **ii.** Select whether the tab should display in the navigation bar, by using the **Active** toggle. **iii.** In the Icon field, select whether to choose an existing icon or to create an icon for your navigation tab. Either do one of the following. **1.** Select **Choose**, then choose an icon and then select **Apply**. **2.** Select **New** to display the New icon form and then do the fol lowing: **a.** Enter a name for the icon. **b.** From the **Type** field, select `Image`. **c.** In the Set appearance section, in the **Style** field, enter `Name`. **d.** In the Set appearance section, in the **Value** field, enter the name of an image icon. For a list of image icon names, see Image icons. **d.** Select **Save**.
Create either a launch er or screen navigation tab type	**a.** Select **New** in the Navigation tabs section. **b.** Select either the Launcher or Screen tab type, and then select **Continue**. **c.** In the new tab screen for the option you selected, do the follow ing. **i.** Enter a name for the tab in the **Label** field. **ii.** Select whether the tab should display in the navigation bar, by using the **Active** toggle. **iii.** Depending whether you selected the launcher or screen navi gation tab types, do one of the following. ▪ If you selected Launcher, then in the Launcher area either select **Choose**, select a launcher screen, and then select **Ap ply**. Alternatively, select **New** to create a launcher screen. This is the launcher screen users are directed to when they tap this navigation tab. For more information about creating a launcher screen, see Create a launcher screen. ▪ If you selected Screen, then in the Screen area, select **Choose**, select a screen, and then select **Apply**. This is the screen users are directed to when they tap this navigation tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Method to add navigation tabs	Procedure
	iv. In the Icon field, select whether to choose an existing icon or create an icon. Either do one of the following. ▪ Select **Choose**, then choose an icon and then select **Apply**. ▪ Select **New** to display the New icon form and then do the fol lowing: **1.** Enter a name for the icon. **2.** From the **Type** list, select `Image`. **3.** In the Set appearance section, in the **Style** field, enter `Name`. **4.** In the Set appearance section, in the **Value** field, enter the name of an image icon. For a list of image icon names, see Image icons. **5.** Select **Save**. **v.** Add a badge count to indicate the number of records that await your users' attention for this tab. **1.** Select **New** in the Badge count section. **2.** Enter a name for the badge count in the **Name** field. **3.** Select whether the badge should display in the navigation tab, by using the **Active** toggle. **4.** In the Data section, select the table you want to apply your condition filter. **5.** In the Conditions section, create conditions used to count records that match the condition to determine the badge count. The records that match the condition are displayed as a count on the navigation tab. For more information on configuring badge counts in the web-based UI, see Config ure badge counts on navigation bars. **6.** In the Badge placement section, the fields **Location**, **Mobile component**, and **Component** all contain predefined values. **7.** Select **Save**. **vi.** Add user criteria permissions to determine what criteria a user must meet in order to see this tab in their navigation bar. For more information,see User roles and user criteria permissions for mobile apps. **d.** Select **Save**.

7. Select **Save**.

8. Select the Navigation bar record from the Navigation tree, to view the navigation tabs you selected.

9. Set the order of the navigation tabs to display in the navigation bar, by doing the following.

a. Select the value in the Order column for the navigation tab that you want to define.

b. Enter an order value.

Note: Navigation tabs with lower values display to the left of the navigation bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

c. Select the check option

d. Repeat these steps for each of the navigation tabs that you want to order.

10. Select **Save**.

Configure badge counts on navigation bars

Configure navigation bar launcher screen tabs and screen tabs to display badge counts. These badge counts indicate how many rows in the Badge Count [sys_sg_badge_count] table match a condition that you can configure. For example, how many work orders are waiting for your attention or how many new and unread Sidebar messages have been received.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **sys_sg_badge_count.do**.
2. On the Badge Count New record form, fill in the fields.

Badge Count New record form

Field	Description
Application	Application scope. To change the application scope, select the globe icon ( ) on the banner and choose the appropriate application scope.
Active	Toggle that sets whether the badge count record is active. Inactive badge count records do not appear on the navigation bar launcher screen tabs or screen tabs.
Name	The name of your badge count condition filter.
Location	Location on the mobile screen where badge counts appears. Select **Navigation Tab**.
Mobile Component Table	Table where the navigation tab is located. This field auto-populates with **Navigation Tab [sys_sg_navigation_tab]** table when you select **Navigation Tab** for **Location**.
Component	The component on which the badge count is displayed. In this case, it is the navigation bar tab on which you want the badge count to appear. Select the search icon ( ) and select a component.
Table	Table to which you want to apply your condition filter. Select a table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Condition	The condition that is used to count the records that match the condition in order to get the badge count. The records that match the condition are displayed as a count on the navigation tab.

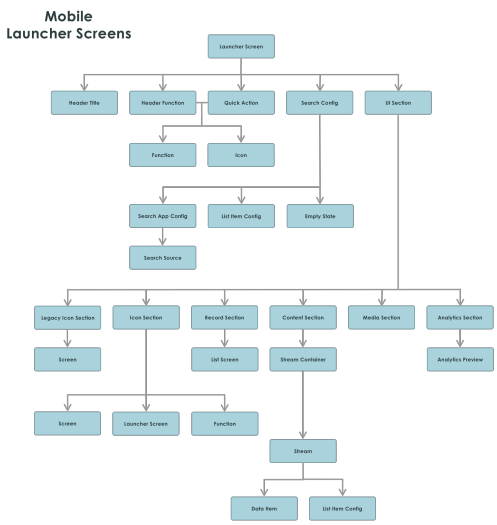
3. Select **Submit**.

Launcher screens

Launcher screens serve as landing pages or home pages. Using a launcher screen, you can access screens in various formats, as well as search, do quick actions, and find user information.

Launcher screens serve as landing pages. A launcher screen serves as a container to give your users access to functions and information.

Launcher screen components



When creating a new launcher screen, you configure the following few components within the launcher screen itself:

Headers

The header of the launcher screen defines how the title of the screen appears and what information is shown in the header.

Global search

Global search gives your users the ability to search for information within the defined search sources from a mobile app.

UI sections

UI sections contain the screen, charts, and record information on your launcher screen pages.

Quick actions

Quick actions give users the ability to access commonly used functions from a launcher screen.

Create a launcher screen

Use launcher screens in a dashboard layout, for users to access mobile screen types, as selected by you.

Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

The launcher screen configuration page contains all the sections that make up a launcher screen. This topic details how to create a basic launcher screen page and subsequent topics detail the features you can configure for this feature. For example sections like the launcher screen header, search bar, UI sections, and quick actions.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Create a launcher screen by using one of the following methods.

Method	Procedure
Using the Screens menu option	**a.** Select the **Screens** option from the menu, and then select **New**. **b.** Select the Launcher screen type, and then select **Continue**.
Using the All mobile records menu option	**a.** Select the **All mobile records** option from the menu. **b.** From the **Record type** field, select Launcher screen [sys_sg_applet_launcher], and then select **New**.

4. Complete the following fields as needed.

Launcher screen form

Field	Description
Properties	
Name	Name for the launcher screen.
Title	Title of the launcher screen as listed on the mobile device.
Active	Toggle that sets whether the launcher screen is available or not.
Settings	
Available offline	Determine whether this launcher screen is available when the user is offline.
Header function instance	Determine if this launcher section contains a header section. For more information, see Configure a launcher screen header.
Search configuration	Determine if this launcher section contains a search area. For more information, see Global search for mobile.

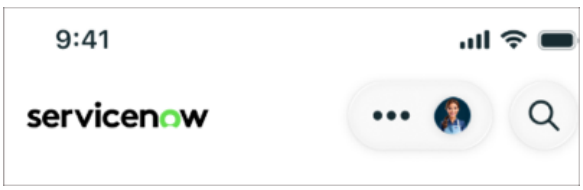
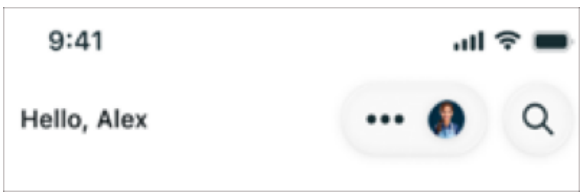
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Launcher sections	Determine what UI sections are contained in this launcher screen. For more information, see Launcher screen UI sections.
Quick action function instance	Determine if this launcher section contains any quick action functions. For more information, see Quick actions.
Access control type	Option to assign either user role permissions or user criteria permissions for this launcher screen. For more information, see User roles and user criteria permissions for mobile apps.
Role access	Determine which user roles can access this launcher screen. If you have selected no roles, users with any role have access to the launcher screen. **Note:** This field is available when User roles is selected in the **Access control type** field.
User criteria access	Determine which user criteria can access this launcher screen. If you have not selected any user criteria, all user have access to the launcher screen. **Note:** This field is available when User criteria is selected in the **Access control type** field.

5. Configure the relevant sections for your launcher screen.
   You can add any of the following sections to a launcher screen, as detailed in these links: Configure a launcher screen header, Global search for mobile, Launcher screen UI sections, and Quick actions.
6. Select **Save**.

Launcher screen headers

Launcher screen headers enable you to define how the heading of a launcher screen appears. You can either have text with an optional variable added, a logo, or leave the area blank.

Launcher screen with logo header	Launcher screen with text header
	

Note: The configuration of the launcher screen header with text is performed in the Mobile App Builder. Whereas configuration of the logo is performed in the ServiceNow AI Platform.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure a launcher screen header

Create a launcher screen header to define how the title of the screen appears. There is an option to add a variable, to help personalize your heading,

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** in the menu.
4. From the Record type list, select **Launcher screen [sys_sg_applet_launcher]**, and then select one of the following options:
   - **New**
   - An existing launcher screen record

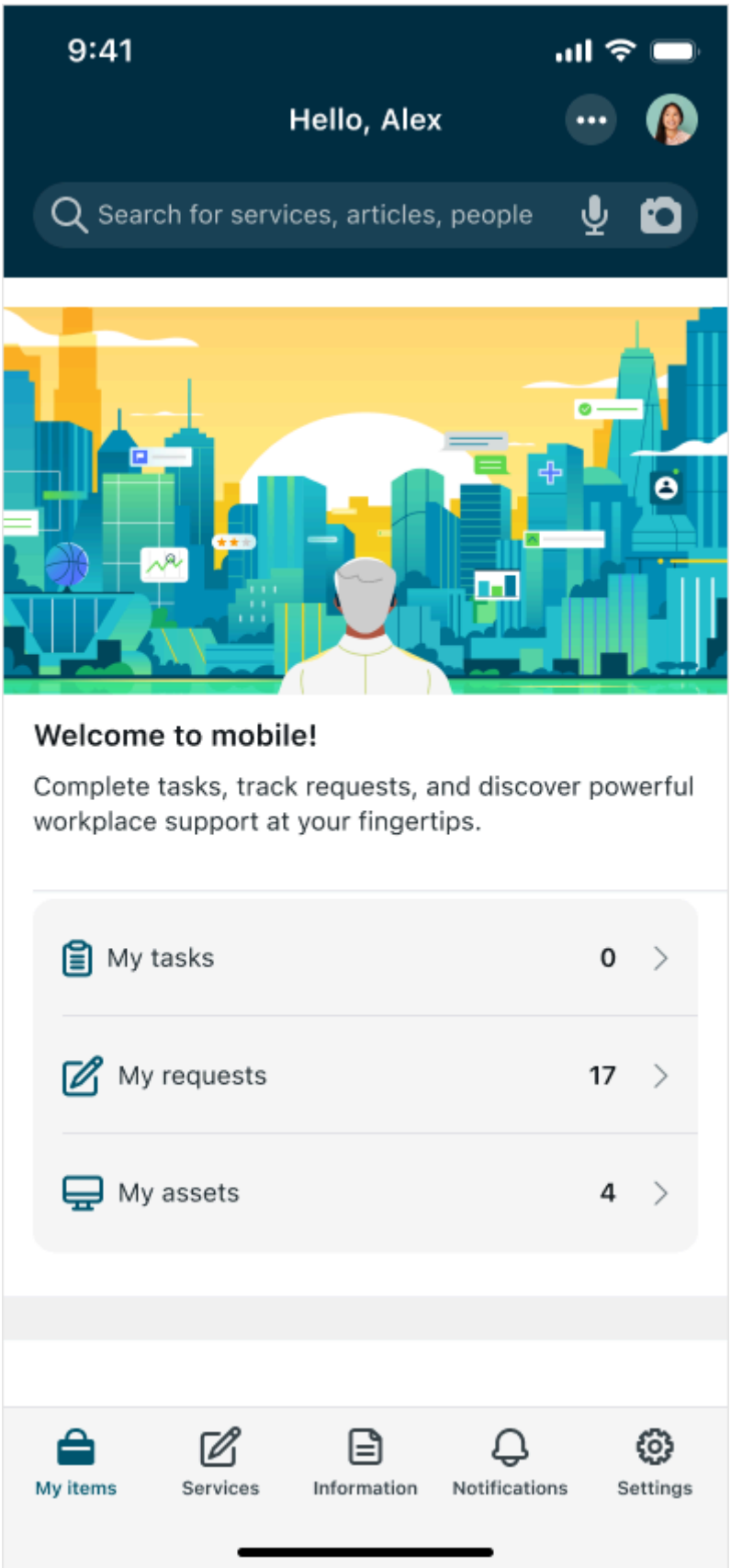
   Configuring the header title is required. You can also configure the header function instance, which is optional.
5. To configure the header title, locate the Settings pane, and then select **New**.
   The launcher header screen appears where you can create a header title.
6. Enter a new header title in the **Properties** field and select **Save**.
   To use a variable in the header title such as combining `Hello` with the variable `{username}`, use an existing header title record:

   a. Instead of selecting **New** in the Settings pane, select **Choose**.

   b. Select one of the base system header titles.
7. **Optional:** To configure the header function instance, select **Launcher screen** in the menu on the left. In the Launcher screen page, locate the Header function instance section.
   When you configure a header function instance, an icon appears in the header:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Header function instance icon



Tapping the icon takes a user to the destination screen that is configured with the header function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. In the Header function instance section of the page, select **New**.
9. On the form, fill in the fields.

Function instance form

Field	Description
Name	Name of the header function instance. This name is internal and isn't visible to end-users.
Display label	Label that is visible to end-users.
Order	Optional field that you can use to set the order that the UI functions appear. If you have multiple functions, set **Order**.
Active	Toggle that turns the header function on and off. If the toggle is enabled, the header function is enabled.
Icon	Icon that appears in the header of the launcher screen.
Function	Function that runs when a user taps on the icon in the header of the launcher screen.

10. Select **Save**.

Configure launcher screen header with logo

Add a logo to the launcher screen header to match your organization's branding.

Before you begin

Role required: admin

- This feature is supported from iOS version 26 and later.
- You must be on ServiceNow mobile client version 22.2 or later.
- You must be using one of the following ServiceNow patches:
  - Brazil Patch 1 and later
  - Australia Patch 7 and later
  - Zurich Patch 13 and later

About this task

Configure a logo image to display in the top navigation bar of a launcher screen instead of a text title. The logo is sourced from an image stored in the instance's local database, and this setting is configured individually for each launcher screen.

For the images used in the logo, consider the following:

- Logo proportions vary by design, so exact sizing isn't fixed. Provide a high-resolution, transparent PNG or JPEG image for both light and dark themes
- The display height can vary between 16px and 38px on the mobile device. However, the size of the logo on the mobile device is determined according to the logo proportions.
- Use a different logo for light and dark theme to create visibility and contrast against both types of background.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The configuration of the logo-based launcher screen header is performed in the ServiceNow AI Platform.

Procedure

1. Navigate to **All** > **sys_sg_applet_launcher.list**.
2. Select **New** in the Launcher screens table.
3. Complete the fields in the launcher screen table as needed.
   The mandatory fields for this feature are detailed after the table.

Field	Description
Name	Name of the header function instance. This name is internal and isn't visible to end-users.
Access control type	User roles and user criteria permissions are access control mechanisms that enable you to define roles or segment users into groups within the mobile platform.
Active	Toggle that turns the header function on and off. If the toggle is enabled, the header function is enabled.
Required roles	**Note:** This option is displayed when User roles is selected in the **Access control type** field. Select User roles to control access to features and components within mobile apps for defined target audiences.
Available offline	Select to enable the display of the launcher screen header in offline mode.
Header display mode	Select whether to use text or a logo in the header area of the launcher screen.
Launcher header title	**Note:** This option is displayed when Show title is selected in the **Header display mode** field. Select the target record to display the launcher screen header title.
Logo	**Note:** This option is displayed when Show title is selected in the **Header display mode** field. Select the search button to select existing logos or to create a logo.

4. Enter a name for your launcher screen record.
5. Select Show logo in the **Header display mode** field.
6. Select the magnify glass in the **Logo** field.
7. Select **New** in the Logo table.
8. Enter the name for your logo record.
9. Add your preconfigured light and dark logos, by selecting the attachment icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: Using a different logo for both light and dark modes creates visibility and contrast against both types of background.

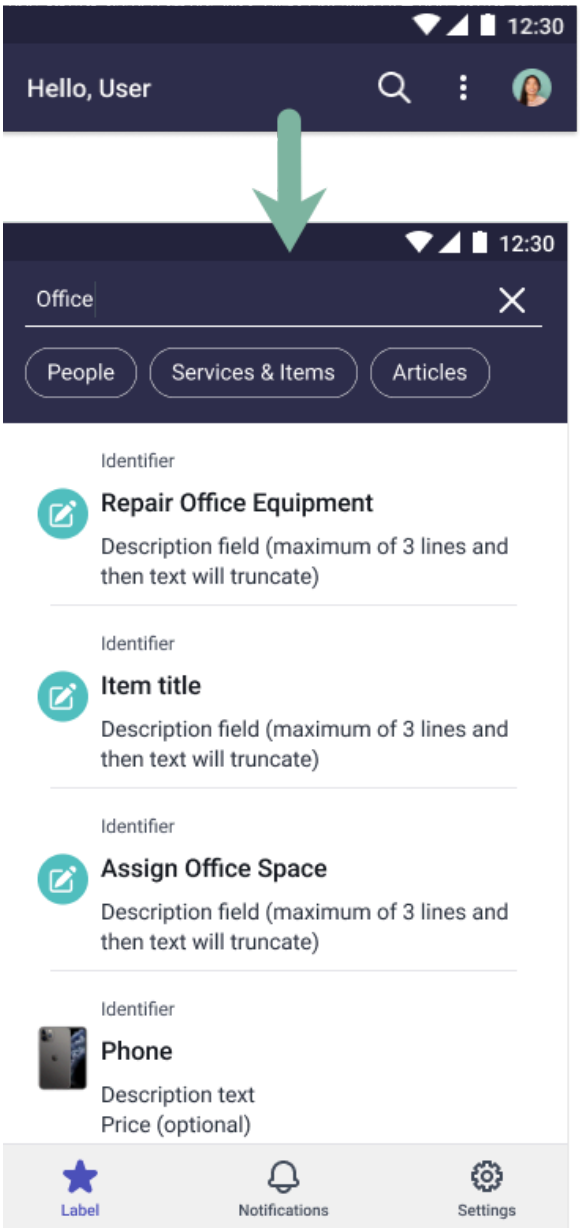
10. Select **Choose file** in the Attachments pop-up.
11. Select the images for the light and dark logos.
12. Back in the Logo record, enter the names of the lights and dark logos
13. Select **Submit**.
    The Launcher screen displays, with your named logo record in the Logo field.
14. In the Launcher screen page, right-click in the header and select **Save**.

Global search for mobile

Give your users the ability to search for information within the defined search sources from a mobile app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Global search bar



You can include a global search bar on your launcher screen. Use search to give your users the ability to quickly find information within the defined search sources. Examples include people, catalog items, and knowledge base articles in your instance.

There are two search engines available to activate within launcher screens.

- **Zing** - The default search engine used to search ServiceNow AI Platform® record data. For more information, see Zing text indexing and search engine.
- **AI Search** - AI search engine available for Now Mobile, which offers visually intelligent query features to help users quickly find the answers they need. For more information see, AI Search.

Search criteria

Create search criteria for your launcher screen to help your users find related information quickly. You can configure which sources the search uses, as well as options like search result limits. For details on configuring custom search criteria:

- For Zing search engine, see Configure search criteria.
- For AI Search search engine, see the Now Mobile documentation AI Search in mobile.

Note: AI Search utilizes the data sources of catalog items, KB articles and users. Use AI Search, wherever possible, when using these data sources. Use Zing in the launcher screen if you utilize other data sources not associated with AI Search, for example user tasks or requests.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Voice search

Voice search enables your users to use global search using the speech recognition feature of their mobile device. Users access voice search by tapping the microphone icon ( ) that appears on the right side of a search bar. For more information on configuring voice search, see Enable voice search.

Photo search

Photo search enables users to use global search by taking a picture. The Google Vision API identifies the picture and uses that identification as search query. Users access photo search by tapping photo icon ( ) that appears in your launcher screen search bar. For more information on photo search, see Mobile photo search.

Enable global search in your screen launcher

Enable global search using the Zing search engine on your screen launcher, to give your users the ability to quickly find information within the defined search sources.

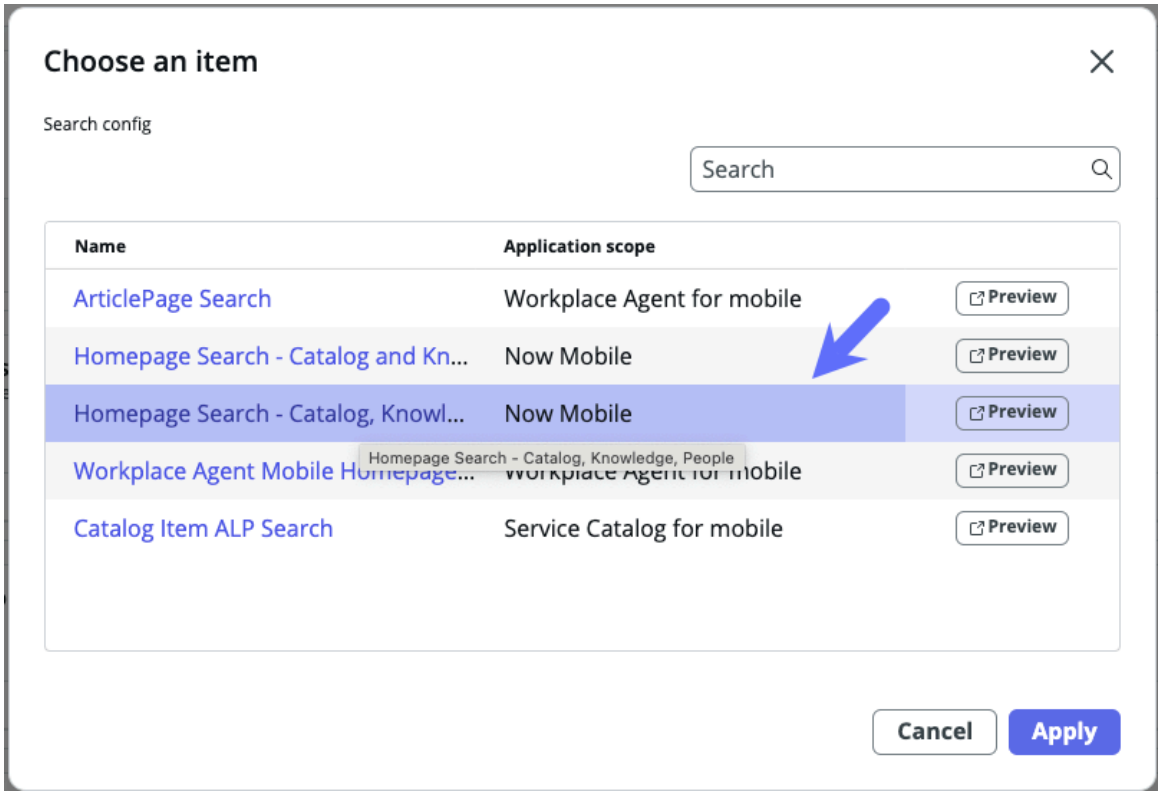
Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** menu and then search for the launcher screen where you want to add search functionality.
4. In the Launcher Screen form, scroll down to the **Search configuration** section:
   a. Select **Choose**.
   b. In the **Choose an item** dialog box, select **Homepage Search - Catalog, Knowledge, People**.
   c. Select **Apply**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



5. Select **Save** in the launcher screen form.

Configure global search options for your screen launcher

Configure global search options, using the Zing search engine, to control how your app presents search results to your users.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** menu and then search for the launcher screen where you want to add search functionality.
4. In the Launcher Screen form, scroll down to the **Search configuration** section:
   a. Select **Choose**.
   b. In the Choose an item dialog box, select a search configuration, and then select **Apply**.

      If you aren't certain about which search configuration to choose, select **Preview** to view the configuration.
   c. Select the search configuration that you chose, which launches the Search Config form.
   d. In the Search Config form, locate the **Placeholder** section under **Properties**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

e. In the Placeholder text box, enter the text that you want to appear in the search bar before a user enters a value into the field, and then press Tab.

5. In the **Settings** section, select **Interleave result** to display interleaved search results. If the option is not selected, search results are separated by the search source.
6. Select **Save** in Mobile App Builder.
7. To configure the maximum number of search suggestions that can be returned, navigate to the ServiceNow® instance web interface an follow the instructions in Set the maximum number of search suggestions Zing displays.

What to do next

Enable voice search so that your users can search using native speech recognition. For more details, see Turn on voice search

Populate search suggestions in the mobile apps

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.

Before you begin

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.

About this task

The ServiceNow AI 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 Suggestions is a ServiceNow AI Platform feature. For more information, see Search Suggestions.

Warning: 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.

Procedure

1. Navigate to **All** > **System Definition** > **Scheduled Jobs**.
2. Open the **Populate Suggestions to avoid Cold Start - NowMobile App** scheduled job.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

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.

Result

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

Configure search criteria

Create a custom search for your launcher screen to help your users find related information quickly. Administrators can configure which search sources the search uses, as well as options like search result limits.

Configuration for search consist of linking the following records:

Launcher screen

The launcher screen is where the search bar appears within your mobile application.

Global search configuration

The global search configuration [sys_sg_global_search] record is what associates your launcher screen with a search context configuration and an item configuration. This record is also where you can configure placeholder text, and enable photo search.

Item configuration

Item configurations provide a pattern for data in your screen, and control how your data appears within a segment. In this case, the appearance of your search results.

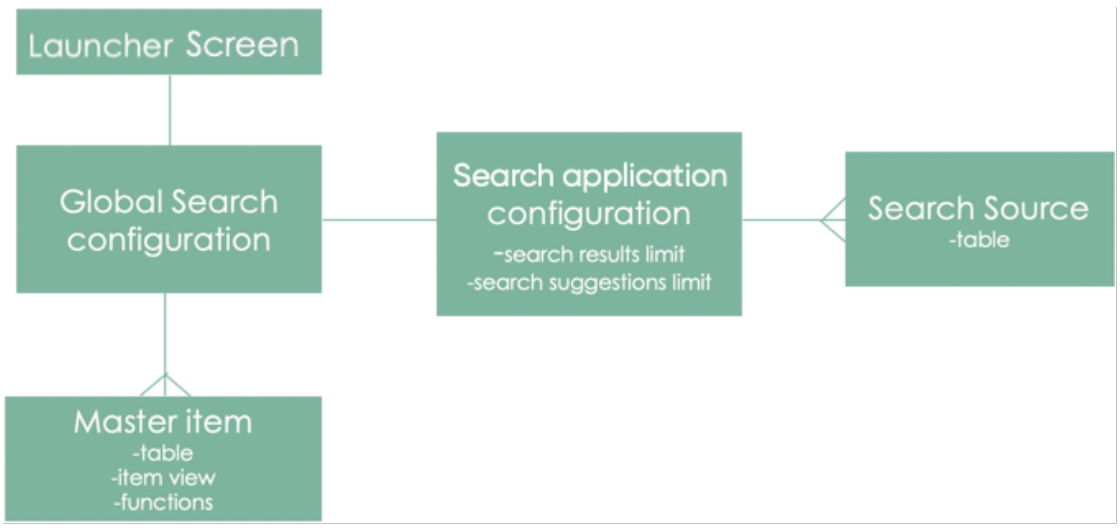
Search application configuration

The search application configuration [sys_search_context_config] record connects your search source with your search configuration. This record is also where you can set limits on search results and search suggestions.

Search source

Search source [sys_search_source] records determine what tables on your instance are included in your searches.

Records used in search



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Create a search source

Create a search source to define what records can be found in your search bar.

Before you begin

Role required: admin

About this task

In these steps, you create the search source to define what search results your users can see. Each search source consists of a table, and optional conditions. User will see results from the selected table, limited by the conditions you define in the search source. You could, for example, select the Incident [incident] table, and then create a condition so that only incidents in the open state appear in search results. You can define more than one search source for a search, so your users can find records from multiple tables that match their search input.

Procedure

1. In the filter navigator, enter `sys_search_source.list`.
2. Click **New**.
3. On the Search Source field, fill in the fields.

Search Source form

Field	Description
Name	The name of your search source. Enter a name that includes the name of the table you intend to use to make the search source easy to identify.
Application	The scoped application for the search source. This field is ready only and automatically contains the name of the current application.
Table	The table for this search source.
Conditions	Conditions under which a record from the selected table appears in search results. For example, if you select <Active><is><true>, only active records appear in your search results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example

A search source configured for the User [sys_user]

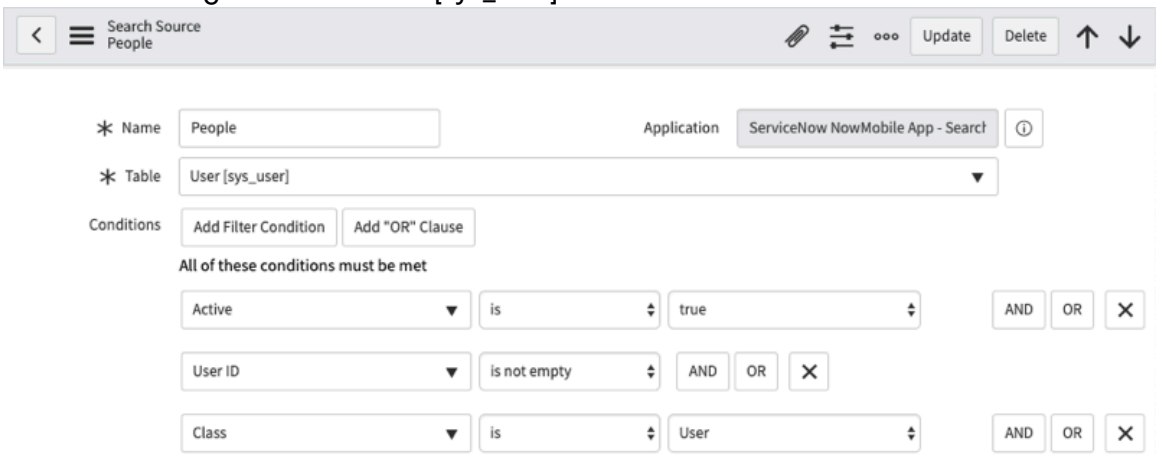


table.

4. Select **Save**.
5. **Optional:** Repeat steps 1 through 4 to define additional sources for your search.
   Note that additional search sources can impact the performance of your searches.

Create a search configuration

Create a search configuration. This record connects your launcher screen with the other records used to configure search.

Before you begin

Role required: admin

Procedure

1. In the filter navigator, enter `sys_sg_global_search.list`.
2. Click **New**.
3. In the search configuration form, fill in the fields:

Search configuration form

Field	Description
Name	Name for your search configuration.
Application	The scoped application for the search configuration. This field is ready only and automatically contains the name of the current application.
Placeholder	Text that appears in the search bar before a user enters any text.
Search Application Configuration	Search application configuration record used for this search configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: Leave this field empty. You create a search application configuration record in the following steps.
Interleave Result	Whether search results are interleaved. Deselect this option to display search results separated by search source.
Enable Photo Search	Whether photo search is available for your search bar. If the *glide.sg.image_recognition.search.enable* system property is false, you cannot select this option. For details on this property see Create the image search system property.

4. In the **Search Application Configuration** field, click the reference icon ( ).
5. In the search application configuration list, click **New**.
6. In the Search Application Configuration form, fill in the fields. The fields displayed will change based on which search engine you choose.

   If AI Search is selected:

   AI Search applications configuration form

Field	Description
Name	Name for you search application configuration.
Search Engine	The search engine for this search application configuration.
Search Profile	The search profile to configure.
Search Results Limit	Limit for the initial results returned in the search. Scrolling down with load additional results in increments defined by this value. This field has a default value of 10.
Genius Results Limit	Limit for the number of Genius Result cards included with search results.
Enable Typo Handling	Enable auto-correction for the search configuration.

   Note: In order to return the specific record in the search results in mobile, the entity can be added to **Search sources** in the Search Application Configuration.

   If Zing is selected:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

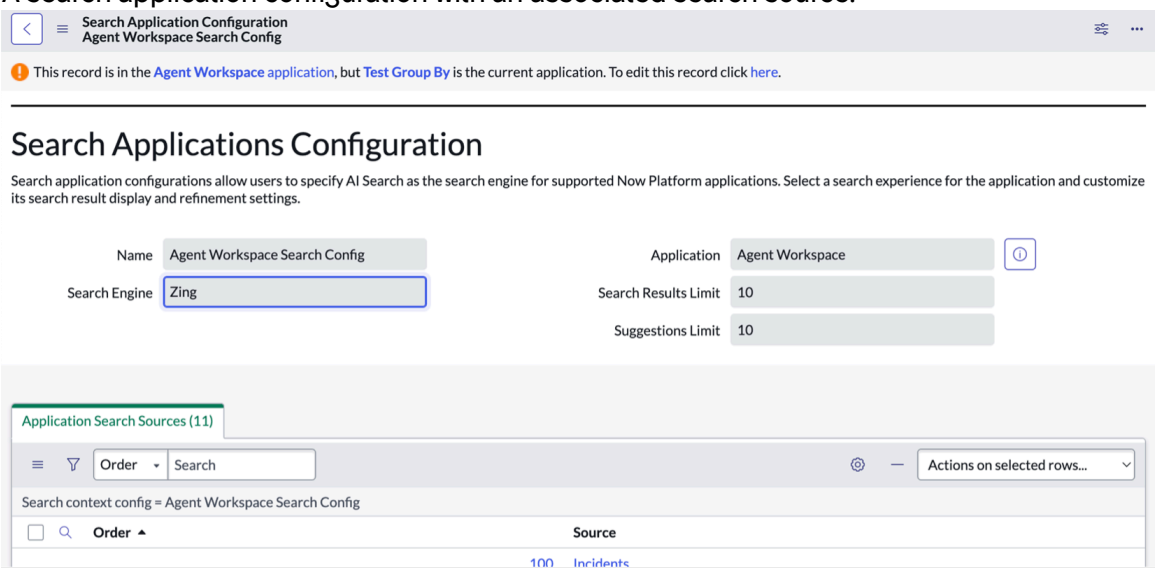
Zing Search applications configuration form

Field	Description
Name	Name for your search application configuration.
Search Engine	The search engine for this search application configuration.
Application	The scoped application for the search configuration. This field is ready only and automatically contains the name of the current application.
Search Results Limit	Limit for the initial results returned in the search. Scrolling down with load additional results in increments defined by this value. This field has a default value of 10.
Suggestions limit	Limit for search suggestions listed for the search. This field has a default value of 10.

7. Right-click the header of the Search Application Configuration form, and click **Save**.
   The Search Application Configuration record saves. After the save, the Application Search Sources related list appears on the form.
8. In the Application Search Sources related list, click **New**.
9. In the **Source** field of the Application Search Sources form, select a search source you created in the previous steps.
10. In the **Order** field, add a value to determine the order in which the search source facets appear in the search results.

    Note: Search sources display from the lowest order to the highest.

Example
A search application configuration with an associated search source.

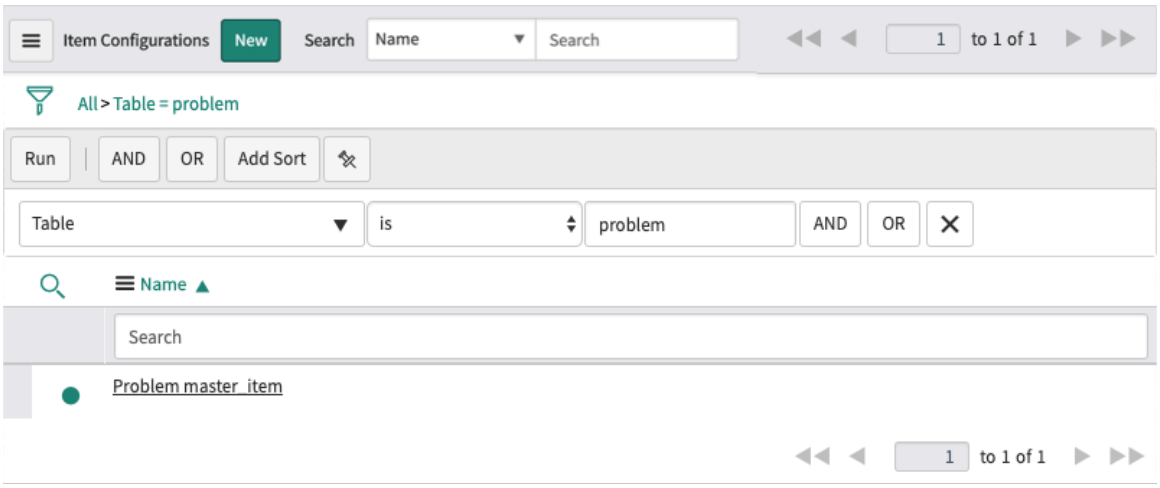


11. **Optional:** Repeat steps 8 through 10 to add additional search sources if you created them in previous steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

12. Click **Submit**.
13. Right-click the header of the search configuration form, and click **Save**.
14. In the **Global Search M2M Item Configuration** list, click **New**.
15. In the Global Search M2M Item Configuration form, click the reference icon ( ) next to the **Item Configuration** field.
16. Select the item configuration you want to use for a table that contains your desired search results.

    For example, if you want your search to return problem records, select the item configuration that has **problem** in its **Table** field.



17. On the Global Search M2M Item Configuration form, click **Submit**.
18. **Optional:** Repeat steps 9–12 to add item configurations for additional record types if you plan to include multiple tables in your search.
19. Click **Save** when you have finished adding item configurations.

Add your search configuration to a launcher screen

Update your launcher screen to use your custom search configuration.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and the select the launcher screen where you want add your search configuration.
4. In the Launcher Screen form, scroll down to the **Search configuration** section.
5. Select **Choose**, select the search configuration you want to use, and then select **Apply**.
6. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Enable voice search

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

Before you begin

Role required: admin

About this task

Warning: Voice search uses native speech recognition and relies on your operating system'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.

Procedure

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.

System property form

Field	Value
Name	Enter `glide.sg.voice_search.enabled`.
Type	Select **true | false**.
Value	Enter `True`.

4. Click **Submit**.

Result

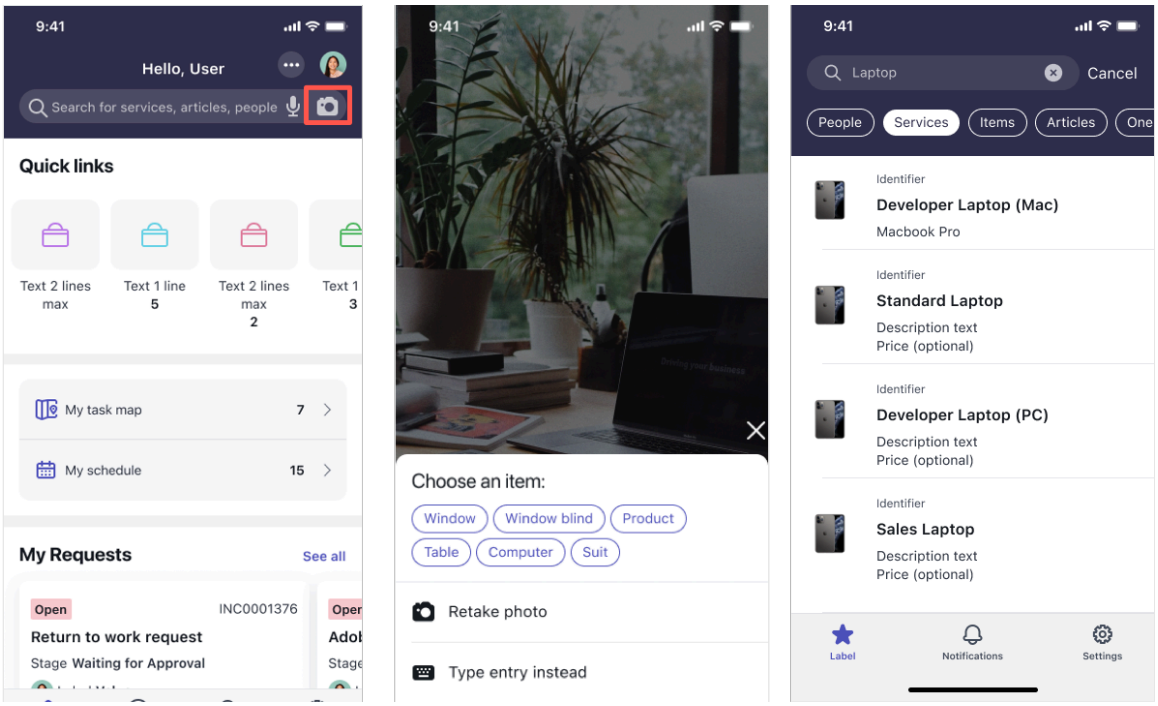
The global search bar in the Now Mobile app includes a microphone icon. Users must select this icon and allow the app to access speech recognition on their mobile device to use voice search.

Mobile photo search

Configure photo search to give your users the ability to perform image-based searches using the objects around them.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Photo searches in your mobile apps



When photo search is configured on your instance, a photo icon ( ) appears in your applet launcher search bar. Your users can tap this icon to use the camera on their mobile device to take a picture. The picture is identified using the Google Vision API, which returns one or more results. Users can select a result, which is used as their search query.

Google Firebase account

To take advantage of image recognition in your mobile applications, you need a Firebase account with the Google Vision API enabled. Google Firebase and the Google Vision API are third-party services that must be subscribed to separately. Once you have a Firebase account, you can connect that account to your ServiceNow instance by entering your Firebase App ID and Web API key. For details on this process see Configure photo search.

Third-party data usage

Images you take using the photo search feature are sent to Google for identification using Google Vision API. ServiceNow does not have control of the image once it has been sent. For details on how Google Vision API handles your image, see https://cloud.google.com/vision/docs/data-usage.

Configure photo search

Configure photo search for your mobile applications by enabling photo search in system properties, creating a Firebase account, and connecting your account to your ServiceNow instance.

Create a Firebase account

Create a Google Firebase project and enable the Google Vision API.

Before you begin
Role required: admin

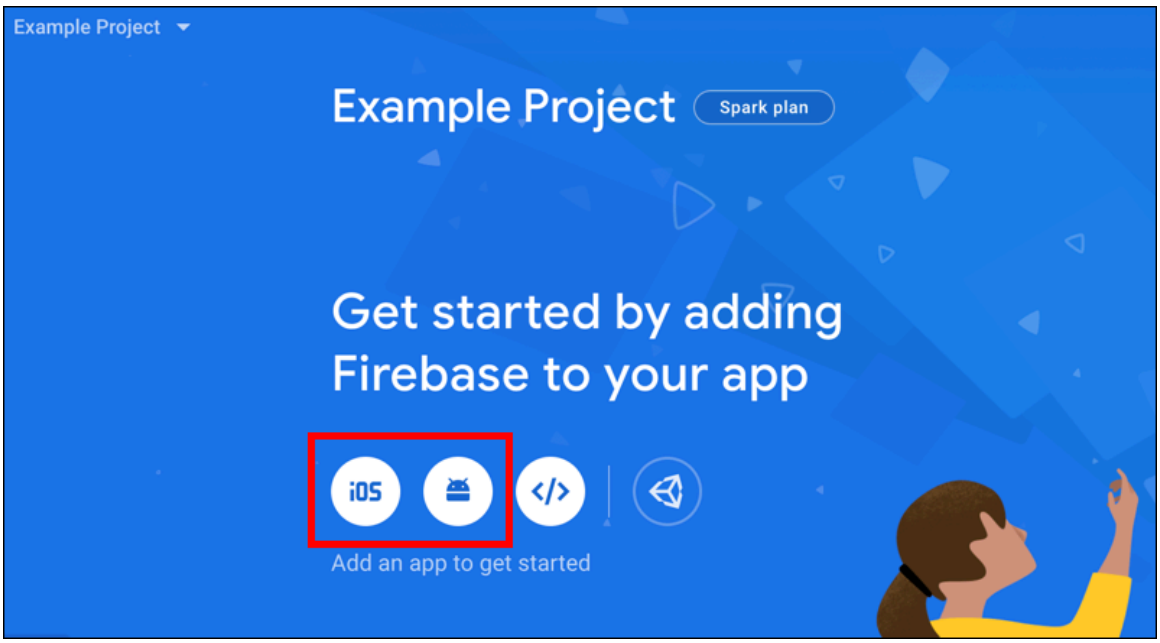
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Photo search requires a Google Cloud / Firebase account to analyze images and return search results. If you already have a Google account, you can use your existing account. If not you can create an account at https://firebase.google.com/.

Note: Configuration for your Firebase account includes upgrading your account to the Blaze plan. This plan is a billable service that you must configure with Google.

Procedure

1. Navigate to Firebase website, and sign in with a new or existing Google account.
2. Click **Create Project**.
3. Give your project a name and continue through the guided steps. The Firebase project page appears once you have completed the project setup.
4. From the project setup page, add an iOS or Android app to your project by selecting the **iOS** or **Android** button.



5. In the **App setup** page, fill in the form to add an app to your Firebase project.
   a. Enter a **bundle ID** and **App nickname** for your app. There are no specific requirements for the bundle ID and app nickname fields.
   b. You do not need to download the configuration file, add an Firebase SDK, add an initialization code, or run your app to verify installation. You can click **Next** or **Skip this step** to bypass these steps.

   After completing setup you can see the configuration page for your project, with your new application listed.
6. Click the **Spark Plan** button.
7. Select the Blaze plan.

   Note: The Blaze plan is a billable plan. For details on pricing see Firebase pricing.
8. When prompted, create a billing account and enter in your payment details.
9. Navigate to the Google Cloud Platform website.
10. Log in to the website using the same Google account used in the previous steps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

11. In the header, select the project you created in previous steps.
12. Use the **APIs & Services** menu option to locate and enable the Google Vision API.
13. Return to the Firebase website, and open your project settings page.
14. In another browser tab or window, log in to your ServiceNow instance.
15. Navigate to **System Mobile** > **Mobile Branding** > **Mobile App Configs**, and select the record for the mobile app where you want to configure photo search.
16. In the **Vision iOS App ID** field, enter the App ID for your iOS app listed on your Firebase project settings page.
17. In the **Vision Android App ID** field, enter the App ID for your Android app listed on your Firebase project settings page.
18. In the **Vision API Key** field, enter the Web API Key listed on your Firebase project settings page.
19. Click **Update**.

Connect your instance to your Firebase project

Enter your project ID and Google Vision API key into your instance to begin using photo search.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile Branding** > **Mobile App Configs**.
2. Select the record for the app for which you want to enable photo search.
3. In the **Vision iOS App ID** field, enter the iOS App ID from your Firebase project.
4. In the **Vision Android App ID** field, enter the Android App ID from your Firebase project.
5. In the **Vision API Key** field, enter the Google Vision API key from your Firebase project.
6. Click **Update**.
   Your app is configured to use the Google Vision API for photo search. Repeat the steps if for your other mobile apps if you want to include the photo search option in those apps. Before using the photo search, you must still enable the system property as detailed in the next steps.

Create the image search system property

Create and enable a system property to control access to image search on your instance.

Before you begin

Role required: admin

Procedure

1. In the filter navigator, type `sys_properties.list` to display the list of system properties for your instance.
2. Click **New**.
3. Fill in the system property form as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

System property form

Field	Value
Name	glide.sg.image_recognition.search.enable
Type	true | false
Value	true

4. Click **Submit**.
   Your instance is configured to use photo search. You can disable photo search on your instance at any time by deleting the property record or by setting the **Value** field to `false`.

   Note: Enabling this system property grants access to image search for all users.

What to do next

Enable global search in your screen launcher to begin using photo search on your mobile applications. For details on enabling search on your screen launchers see Enable global search in your screen launcher.

Enable photo search on your launcher screen

Enable photo search on your launcher screen record in Mobile App Builder to present the photo search option for your users.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Screens** from the menu, and then select the launcher screen that you want to update.
4. Scroll down to the **Search configuration** area and select the search configuration record that is associated with the launcher screen to open it.
5. In the Search Config record, scroll down to the **Settings** area and select the **Enable photo search** option.

   Note: If the *`glide.sg.image_recognition.search.enable`* has not been added to your ServiceNow instance, or the value is set to `false`, the **Enable photo search** option is not available in Mobile App Builder.

6. Select **Save**.

Configure an empty state for search results

Configure a customized empty state for search results to provide users with information and actions to help improve their search criteria. This information will replace the default empty state that is provided for search results.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

You should have an empty state for the following situations:

- When a search for a term does not produce any results.
- When a search using a navigation tab does not produce any results.

For more information, see Configure an empty state.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Create an empty state record, then use the bridge to Mobile Card Builder (MCB) to configure the card that is referenced by the search config:
   a. Select **All mobile records** from the menu.
   b. From the Record type drop-down menu, select **Empty state [sys_sg_empty_state]** and then select **New**.
   c. In the Empty State form, fill in the fields.

Field	Value
Name	Title for the record.
Description	Optional description of the record.
Active	Option for enabling the display of the card setup within the empty state. Select the toggle to make the empty state record active.

4. In the Card section of the Empty State form, select **New**.
   You are taken to Mobile Card Builder where you can select and configure the card for the empty state.
5. On the Choose a card template page, search for a card template to use.

   Note: Any card template can be used, including custom templates. The default template for empty states is used here to demonstrate the configuration steps.

6. Select the **Default Empty State Template** and then select **Use this card template**.
7. In the **Card properties** dialog box, enter:
   a. **Name** for the card.
   b. **Short description** that will help you identify the card.
   c. Leave the **Table** field set to **-- None --**.
   d. Select **Save**.
8. In the card template select the **Image** placeholder on the card, and then perform the following configurations:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Turn off the **Use mapped field** toggle.

b. Select **Choose image**, and then select an image from your file system.

The selected image is inserted in your empty state card.

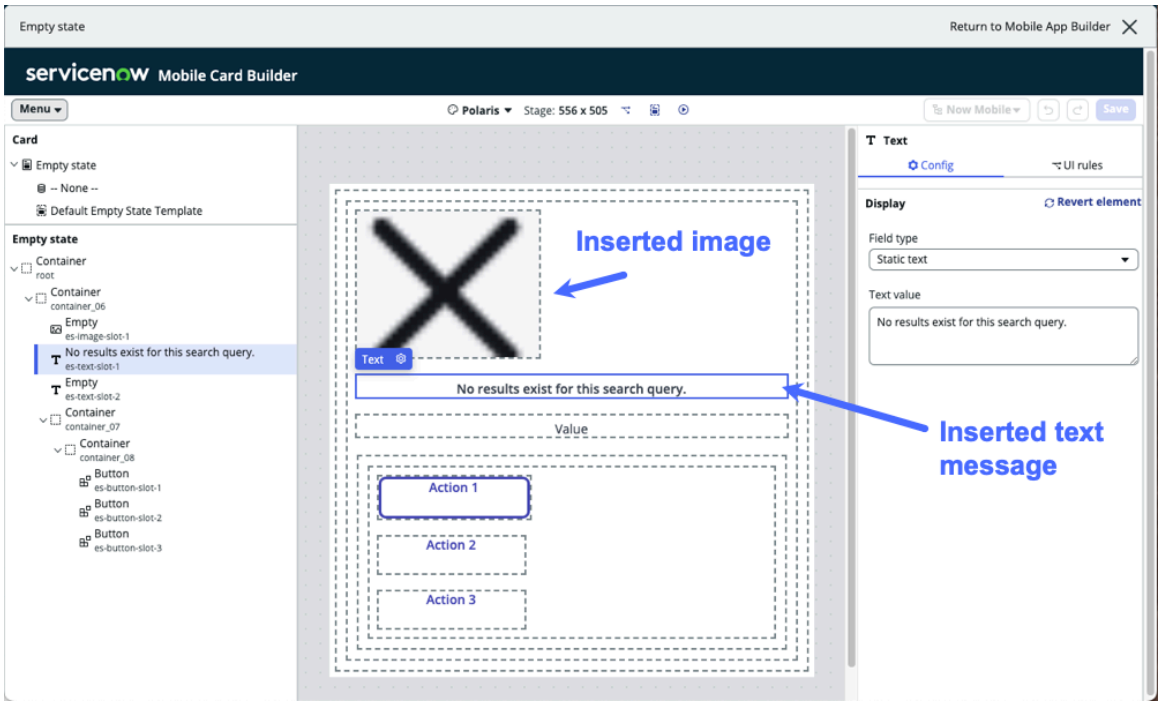
9. Select the **Value** placeholder on the card, and then perform the following configurations:

a. From the **Field type** drop-down list, select **Static text**.

b. In the **Text value** box, enter the message you want to display on the screen if a search does not return any results.

c. Select **Save**.

The mobile card with the image and static text might look like this:



10. Select the **Action** placeholder on the card, which adds a button to the screen, and then perform the following configurations:

a. Enter a **Label** for the button.

b. Under **Actions** in the menu on the side of the screen, select a **Function**.

c. Under **Button appearance**, select the colors for your background, text, and borders.

11. Select **Save**.

12. Select the **X** next to **Return to Mobile App Builder**.

13. In Mobile App Builder, select **Save**.

Mobile dashboard preview

Dashboard previews display a preview of data visualization charts and single score reports in your launcher screen's analytics section.

Adding data visualizations helps users more easily identify trends and turning points through indicator scores and visual representation.

Dashboard previews support the follow reporting charts:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Bar (vertical bar chart)
- Donut
- Pie
- Line
- Single score
- Spline
- Step line

For more information on how users use these data visualizations on the mobile devices, see Mobile platform dashboards.

Create a mobile analytics preview

Use a mobile analytic preview within a mobile dashboard to display data visualizations on your launcher screen pages.

Before you begin

Role required: admin

To display a data visualization in a launcher screen you need a chart or single score report. For information about creating data visualizations, see Platform Analytics overview and Data visualizations in Platform Analytics.

For details about data visualization settings and configurations that are available for display in the mobile platform, see Data visualization fields available for display in mobile.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select **Analytics preview [sys_sg_chart]**, and then select **New**.
5. On the form, fill in the fields.

Analytics preview form

Field	Description
Properties	
Name	The name for your analytics preview.
Title	The title that appears at the top of your analytics preview in the mobile device screen.
Settings	
Type	Determine your preview type. Select Data Visualization.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: From the Washington DC version, to work with Data Visualization charts and Data Visualization single score section types, you must select the Data Visualization option. For versions before the Washington DC version, you can still use the charts and reports created. However, these options are set to be replaced by data visualizations.
Data Visualization	Data visualization to be displayed in your chart preview. Click the arrow to display a list of all data visualizations hosted on the instance. If you select a data visualization not supported for mobile, when you open the launcher screen, a message displays which states that the content can't be shown. For more information, see Data visualizations in Platform Analytics. For information about the data displayed in data visualizations for mobile devices, see Data visualization fields available for display in mobile.
Report	Report to be displayed in your preview. This field appears only when the **Type** field is set to **Report**. Click the arrow to display a list of all reports hosted on the instance. If you select a report not supported for mobile, when you open the launcher screen, a message is displayed which states that the content can't be shown. **Note:** This option is set to be replaced by data visualizations.
PA Widget	Performance Analytics widget to be displayed in your chart preview. This field appears only when **Performance Analytics (PA)** is selected from the **Type** field. Click the arrow to display a list of all widgets hosted on the instance. If you select a Performance Analytics widget not supported for mobile, when you open the launcher screen, a message displays which states that the content can't be shown. **Note:** This option is set to be replaced by data visualizations.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Destination screen navigation	Select **Choose** to select an existing navigation type function to use when a user taps the chart preview or select **New** to create a navigation function. For more information, see Navigation functions.

6. Select Data visualization in the **Type** field.
7. From the **Data Visualization** field, select the data visualization to be displayed in your chart preview.
8. **Optional:** From the Destination screen navigation field, select **Choose** to select an existing navigation type function to use when a user taps the chart preview.
   Alternatively, select **New** to create a navigation function.
9. Select **Save**.

What to do next

After creating a mobile analytics dashboard preview, you need to create a data visualization chart screen. For more information, see Create a chart screen for a data visualization.

Data visualization fields available for display in mobile

Mobile data visualizations show data relevant for mobile device display. Create the data visualizations within the Analytics Center of the ServiceNow platform. All settings and configurations that are available for display in the mobile platform are listed in this topic.

Settings and configurations available for single score

Configuration area	Configuration property
Header and border	Chart title
Data source	Single data source
Data range	Apply date range
	Show data for selected period as
	Set absolute period
Additional settings	Show metric label
	Show zero
Additional settings - Indicators	Show change
	Show change %
	Show target
	Show gap%
	Show score date
Colors	Set color type - Default
	Set color type - Single color

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Settings and configurations available for time series reports (line, spline, and step line)

Configuration area	Configuration property
Header and border	Chart title
Data source	Single data source
Metric	Metric format
Group by	Field name
Trend by	Field name
Y axis	Axis title
Colors	Set color type - Default
	Set color type - Color palette
	Set color type - Single color

Settings and configurations available for vertical bar charts

Configuration area	Configuration property
Header and border	Chart title
Data source	Single data source
Metric	Metric format
Group by	Field name
	Max number of groups
	Show others
Y axis	Axis title
Colors	Set color type
	Set color type - Default
	Set color type - Color palette
	Set color type - Single color

Settings and configurations available for donut charts

Configuration area	Configuration property
Header and border	Chart title
Data source	Single data source
Metric	Metric format
Group by	Field name
	Max number of groups
	Show others

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuration area	Configuration property
Additional settings	Show total value
	Show metric label
Colors	Set color type - Default
	Set color type - Color palette
	Set color type - Fixed element color

Settings and configurations available for pie charts

Configuration area	Configuration property
Header and border	Chart title
Data source	Single data source
Metric	Metric format
Group by	Field name
	Max number of groups
	Show others
Colors	Set color type - Default
	Set color type - Color palette
	Set color type - Fixed element color

Configure chart views for accessibility

Give users the option to change chart views from color segments to black and white patterns. This option can be used for accessibility purposes.

Before you begin

Role required: admin

About this task

To grant users the option to view charts in black and white patterns or colored segments, for all chart types. Make the **Enable data visualization patterns for charts** button available so users can select the button to view charts as black and white patterns. Alternatively, users who do not select the button can view charts as colored segments.

To display the **Enable data visualization patterns for charts** button, the system property `glide.sg.chart_accessibility.enabled` must be set to true.

Procedure

1. Type `sys_properties.list` in the Filter Navigator.
2. Click **New**, and then enter the following values:

Field	Description
Name	*`glide.sg.chart_accessibility.enabled`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	true | false
Value	true

Result
Users can select the display option best suited for their requirements.

Comparison of charts with and without accessibility option enabled

Launcher screen UI sections

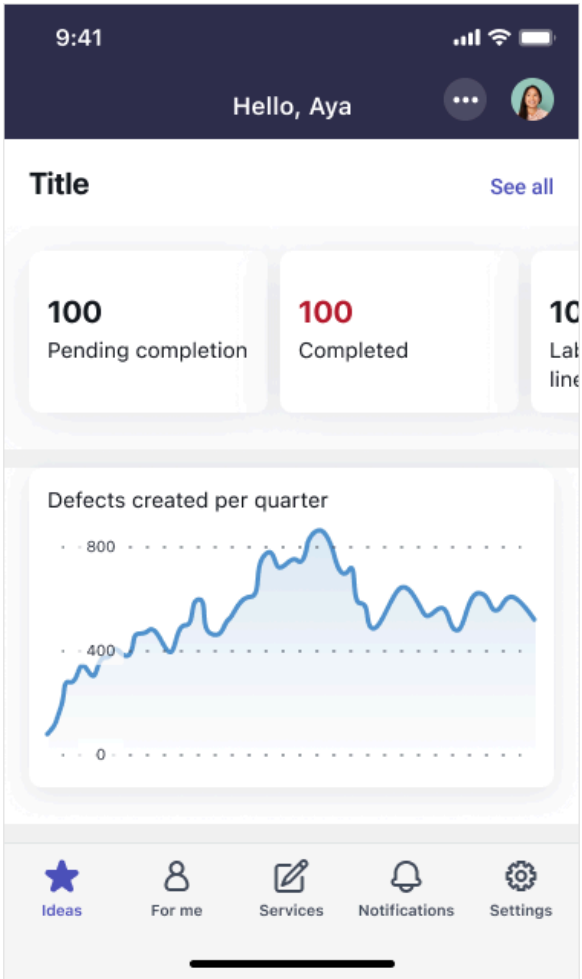
UI sections contain the screens, analytics previews, and record information on your launcher screens.

UI sections

Use UI sections to display screens and record information on your launcher screens. UI sections serve as containers for different types of data displayed within your launcher screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

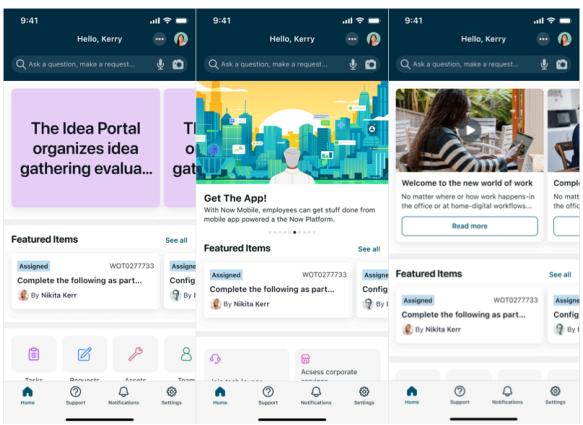
Types of UI sections include:



An analytics section helps you to visualize your data. Use the two sub-types, **Chart** and **Single Score** UI sections to display a preview of a single score report, time series report, or **Performance Analytics** widget.

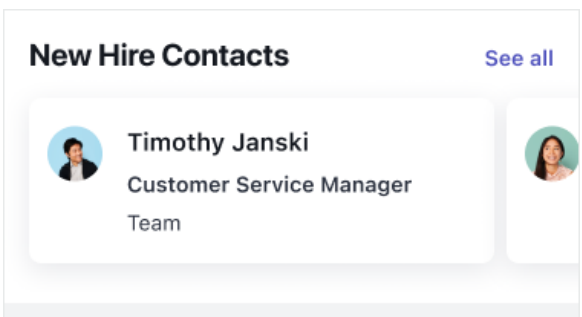
Chart and **Single Score** previews are displayed as cards. When a user taps a chart, they open the analytics screen which displays more information on the report or widget.

For information on configuring analytics sections see Configure an analytics UI section.



Use a **Content** section to display a combination of video, image, and text cards in a carousel format, at the top of your screen. Users can interact with the promotional displays by either viewing videos, being redirected to web pages, or navigating to defined areas on their mobile device.

For more information on mobile campaign configuration, see Configure a content UI section.



Use a **Record** section to display record information on a card. Records from the selected list screen are displayed as cards. The fields on the cards can be configured. Users tap on an item to see additional record information in a separate record screen. Users can also tap an item to take actions.

Use the record section for records which require the user's attention, such as high

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

priority or overdue items, and unassigned tasks. Record sections can also be used to display employee records. Choose from a **Horizontal** or **Vertical** layout when creating your record section.

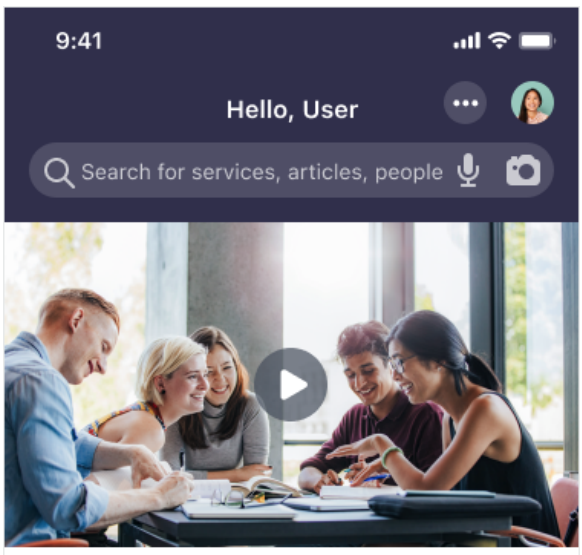
Horizontal layout

Use horizontal record sections to display a set number of items you want the user to see. Users can scroll through cards horizontally, and can select **See All** to view the complete list in another screen.

Vertical layout

Use vertical sections when you have more room and want to display a set number of records within the screen. Vertical record sections are good for records like critical tasks where you want the user to see details as soon as they land on the page

For details on creating record sections, see Configure record sections.



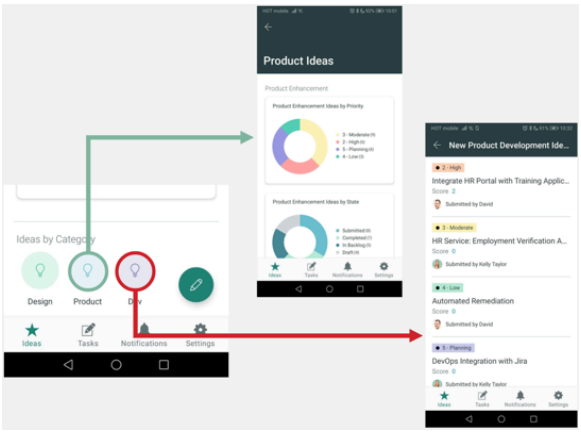
Use **Media** sections to display a single image or video on your launcher screen. Users can tap a media section to navigate to another screen or to navigate to a static URL.

Media sections can display a single line header, and up to two lines of additional text. You can define a navigation function and the text to appear on the navigation button.

Media sections are also a way to add a static company logo to the top of your launcher screen.

For information on configuring media sections see Configure a media UI section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Use **Icon** sections to display screens, launcher screens, and functions using the icon defined for each. Users can tap on an icon to list, maps, reports, calendars, or any other screen or launcher screen type. You can select a **Horizontal** or **Vertical** layout for your icons.

Horizontal layout

Use this section type to display many screens or launcher screens in one horizontal view. Limit the name character count to 20 or fewer characters so it does not get cut off. Use this section type to group related screen or launcher screens that do not require counts.

Vertical layout

When displayed vertically, you can use the **Display feed count** option to display a count of records within each screen. Use this type for actionable items such as approvals or requests. For details on creating navigation sections, see

Configure an icon UI section.

Configure a record UI section

Use the record UI section type to display records from a selected list as cards with important information. These cards enable users to access your record screens. Select how you want to represent this option visually.

Before you begin

Role required: admin

About this task

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select **UI Section [sys_sg_section]**, and then select **New**.
5. From the Create a section dialog box, select **Record section** and then select **Continue**.
6. Complete the following fields as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI section form

Field	Description
Properties	
Title	Name for the record UI section.
Active	Toggle that sets whether the record section is available or not.
Settings	
Hide header	Header of this UI section is hidden when this field is enabled. When enabled, the title and the **See all** button are both hidden.
Display title	Title of the section is visible. This option is available only when the header is visible. The title of the section comes from the title of your record section.
Hide "See all" button	The **See all** button within the header is hidden when this field is enabled. This field is available only when the header is visible.
Orientation	Orientation of the record section. You can select either**Horizontal** or **Vertical** based on the amount of space available on your screen.
Hide section if empty	Option for hiding empty UI sections when there's no content to display.
Max items display count	Maximum number of cards that are displayed on the launcher screen. Enter a number in this field. If the number of available records in the destination screen exceed the number set in this field, users must tap **See all** in the header to see the remaining records.
Destination screen	Destination screen determines which records are displayed as cards in the record section. Selecting the card enables you to navigate to the record screen for a record. Selecting **See all** displays the full list screen that you selected for your destination screen.
Role access	User roles that can access this UI section. This field is an optional setting.

7. Select **Save**.

What to do next

After creating record UI sections, you must add the UI sections to a launcher screen so they're displayed. For more information, see Add a UI section to the launcher screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure additional capabilities in a record section

Define additional record section capabilities like the number of rows, specifying the card size, and the type of card-swiping action. These features are configured in the web-based UI as opposed to the Mobile App Builder.

Before you begin

Role required: admin

Procedure

1. Navigate to **All**.
2. In the filter navigator, enter `sys_sg_item_section.list`, to open a list of record sections.
3. Select a displayed record section.
4. On the form, fill in the fields.

> **Note:** This table lists all features that are not yet available for configuration in the Mobile App Builder. For configurations available within Mobile App Builder, see Configure a record UI section.

Record section form

Field	Description
Scrolling type	Method by which users scroll through the mobile cards displayed in a row. The options are: ○ **Free scroll** - Allows the user to scroll multiple cards with a single swipe. ○ **Snap to Start** - Causes the user to scroll one card at a time. This field is available when you select **Horizontal** in the **Orientation** field.
Is custom size	Enables you to define the specific dimensions of cards within the record section. If this field is selected the **Card size** field does not display, instead the **Custom height** and **Custom width** fields display.
Custom height	The height of cards in the record section. The range is from 42 through 296 pixels. This field is available when you select the field **Is custom size**.
Custom width	The width of cards in the record section. The range is from 64 through 304 pixels. This field is available when you select the field **Is custom size**.
Card size	Size of card displayed in all rows. The following card sizes, in pixels, are available: ○ **Small**: (width 304 x height 108) ○ **XSmall**: (width 148 x height 184) ○ **Medium**: (width 304 x height 148) ○ **Large**: (width 304 x height 243) ○ **XLarge**: (width 304 x height 314) If the listed card sizes do not meet your requirements, you can customize a card size. For more information, see Customize a card size for a record section. This field is not available if you select the field **Is custom size**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Row count	The number of rows displayed in each record section. You can have from 1 through 3 rows. Selecting **None** displays 1 row. This field is available when you select **Horizontal** in the **Orientation** field.
Column count	The number of columns displayed in each record section. You can display from 1 through 3 columns. Selecting **None** displays 1 column. This field is available when you select **Vertical** in the **Orientation** field.
Wide column count	This number of columns displayed in each record section for either larger devices like tablets or in landscape mode. You can display from 1 through 4 columns. Selecting **None** displays 1 column. This field is available when you select **Vertical** in the **Orientation** field. **Note:** The selection made in the **Wide column count** field must be greater than the number in the **Column count** field.

5. Right-click in the header and select **Save**.

Customize a card size for a record section

Customize the size of cards in a record section if the default options do not suit your requirements.

Before you begin

Role required: admin

About this task

Note: You can also customize the card size by selecting the **Is custom size** field from the Record section form, and then define the card height and width in pixels.

Procedure

1. Navigate to **All**.
2. In the filter navigator, enter `sys_sg_item_section.list`, to open a list of record sections.
3. Select a listed record section.
4. From the **Card size** field, select the reference lookup icon ( ).
5. In the Card sizes form, select **New**.
6. On the form, fill in the fields.

Card sizes form

Field	Description
Card height	The height of the cards in the record section. The range is from 42 through 296 pixels.
Card width	The width of cards in the record section. The range is from 64 though 304 pixels.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	Name of the defined card type size.

7. Right-click in the header and select **Save**.

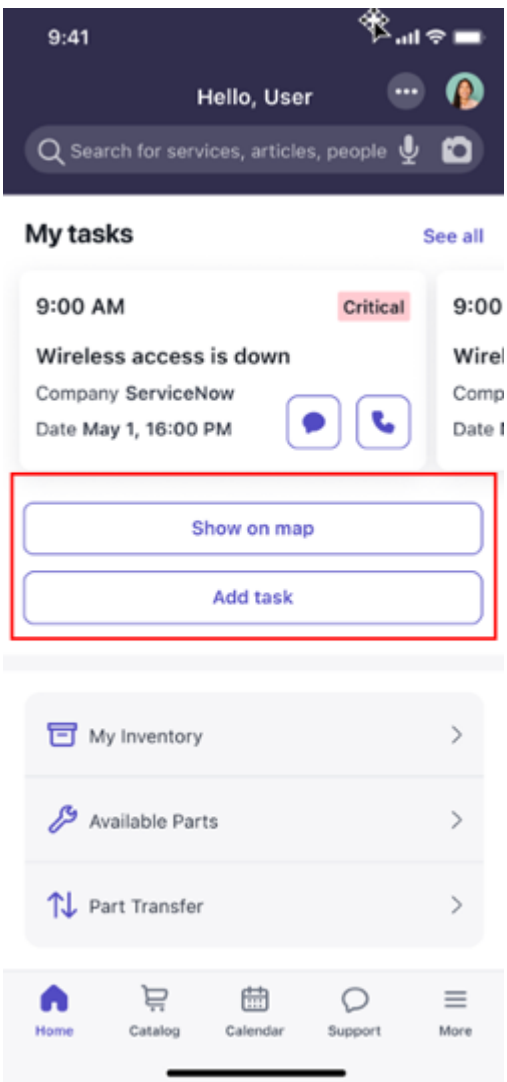
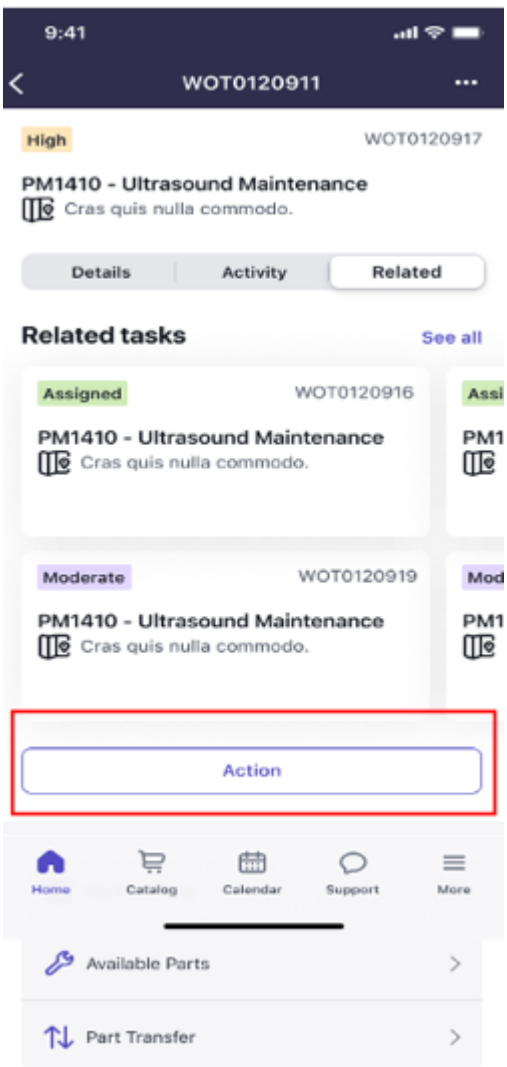
Configure action functions in a record section

Add action functions, like buttons to the footer area of record sections to enable users to trigger functions within a record section and quickly perform repetitive processes. This capability can be added to launcher screens and section screens within a record section.

Before you begin

To configure record section functions within a sections screen, at least one pre-configured record section must be created. For more information, see Configure a record UI section.

Role required: admin

Vertical buttons within a launcher screen of a record section	Vertical button within a section screen view of a record section
	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

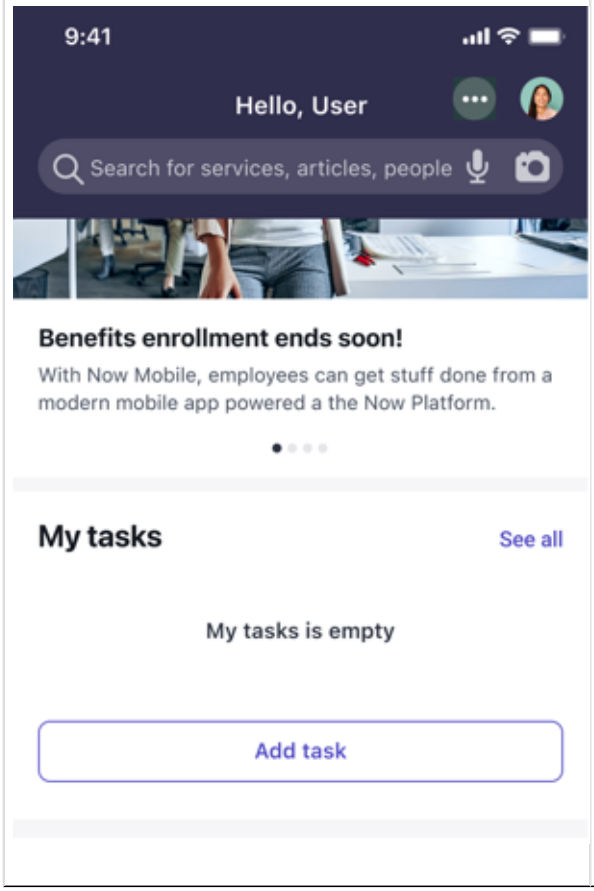
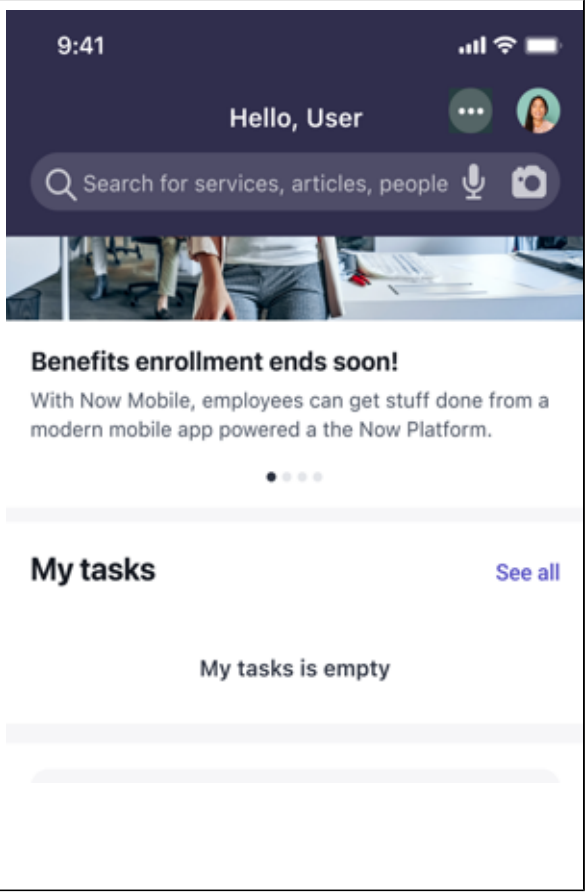
Procedure

1. Navigate to **All**.
2. In the filter navigator, enter `#sys_sg_section_card_instance.list` to open a list of section card instances.
   This table associates the card instance to the record section.
3. Select a displayed section card instance.
4. On the form, fill in the fields.

Section card instance form

Field	Description
Name	Name of the section card instance.
Section	Record section associated with the card instance.
Card	Card instance that hosts the action functions. These cards can contain one or more elements. For example, buttons, text block, and icons. Supported action functions include navigation functions, URL links, phone calling ability, open email, open chat, and uploaded attachment.
Application	Pre-populated field that displays the application scope.
Location	The area of the card instance within the record section.
Hide if empty	Option to hide the footer area in the record section when there are no records to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Function displayed when 'Hide if empty' field is cleared	Function not displayed when 'Hide if empty' field is checked
	

5. Select **Submit**.

Configure an analytics UI section

Use the analytics UI section to display previews of your data visualization charts. Use it to show different visualizations for data sources and provide access to a specific chart or list screen.

Before you begin

Role required: admin

For an analytics UI section to display data visualizations you need both a mobile analytics preview and a chart screen with navigation functions. For more information, see Create a mobile analytics preview and Chart screen. A maximum of six analytics previews can be displayed in an analytics UI section.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. From the **Record type** field, select **Analytics section [sys_sg_chart_section]**, and then select **New**.
5. On the form, fill in the required fields.

Analytics section form

Field	Description
Title	Name for the analytics section.
Active	Whether the analytics section is displayed in the app.
Type	Type of analytics section. Select either Data Visualization Chart or Data Visualization Single Score. **Note:** The Chart and Single Score options are set to be replaced by Data Visualization Chart and Data Visualization Single Score.
Orientation	Orientation of the analytics section. You can select either**Horizontal** or **Vertical**. Orientation must be **Vertical** for the Data Visualization chart section type. **Note:** For Data Visualization Single Score: ○ Use a vertical view when you want all scores to be visible on the screen without scrolling or your titles or values are long. ○ Use a horizontal view when you want to display several scores in a scrollable section.
Define custom size	Enables you to define the card's dimensions within the analytics section. **Note:** This option only displays when you select Data Visualization Single Score in the **Type** field and Horizontal in the **Orientation** field.
Custom height	The height of cards in the record section. The range is from 42 through 296 pixels. This field is available when you select the field#**Define custom size**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This option only displays when you select Data Visualization Single Score in the **Type** field and Horizontal in the **Orientation** field.
Custom width	The width of cards in the record section. The range is from 64 through 304 pixels. This field is available when you select the field#**Define custom size**. **Note:** This option only displays when you select Data Visualization Single Score in the **Type** field and Horizontal in the **Orientation** field.
Analytics previews	Determines the analytics preview to display in the section. **Note:** You can display up to six analytics previews.
Access control type	Option to assign either user role permissions or user criteria permissions for this launcher screen. For more information, see User roles and user criteria permissions for mobile apps.
Role access	Determine which user roles can access this launcher screen. If you have selected no roles, users with any role have access to the launcher screen. **Note:** This field is available when User roles is selected in the **Access control type** field.
User criteria access	Determine which user criteria can access this launcher screen. If you have not selected any user criteria, all user have access to the launcher screen. **Note:** This field is available when User criteria is selected in the **Access control type** field.

6. From the **Type** field, select either Data Visualization Chart or Data Visualization Single Score.

   Note: According to the selection made, different fields are available or unavailable.

7. In the Analytics preview section, select the analytics previews you want to display.
   These are the analytics previews created in the Analytic Center.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: You can display up to six analytics previews.

8. Select **Save**.

What to do next

After creating an analytics UI section, you must add the UI sections to a launcher screen so they're displayed. For more information, see Add a UI section to the launcher screen.

Configure an icon UI section

Use the icon UI section type to navigate to screens, launcher screens, and functions.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the Record type list, select **Icon section [sys_sg_navigation_section]**, and then select **New**.
5. On the form, fill in the fields.

UI section form

Field	Description
Properties	
Title	Name for the UI section.
Active	Toggle (on or off) that sets whether the icon section is usable.
Settings	
Hide header	UI section header visibility. If this option is enabled, the UI section header isn't visible.
Orientation	Orientation of the UI section. You can select either **Horizontal** or **Vertical**. ○ Horizontal layout: Use this section type to display icons for many screens or launcher screens in one horizontal view. Limit the name character count to 20 or fewer characters so it doesn't get cut off. Use the horizontal layout to group related screen or launcher screens that don't require counts. ○ Vertical layout: Use the vertical layout for actionable items such as approvals or requests.
Display type	Option that defines whether the icon section contains images, icons, or cards with text (basic).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Use the basic option if you want to emphasize the count number.
Display feed count	Displays a count of records within each screen. Use this option with both vertical and horizontal orientation. **Note:** Only icons that point to list and map screens display a count value.
Icon section destination	Destination where the user is redirected after clicking an icon. A destination can be a launcher screen, a screen, or a function. Select **Choose** to select an existing icon section destination or select **New** to configure one.
Access control type	Option to assign either user role permissions or user criteria permissions for this launcher screen. For more information, see User roles and user criteria permissions for mobile apps.
Role access	Determine which user roles can access this launcher screen. If you have selected no roles, users with any role have access to the launcher screen. **Note:** This field is available when User roles is selected in the **Access control type** field.
User criteria access	Determine which user criteria can access this launcher screen. If you have not selected any user criteria, all user have access to the launcher screen. **Note:** This field is available when User criteria is selected in the **Access control type** field.

6. Select **Save**.
7. **Optional:** To configure the number and format of columns in icon sections, select the more options menu (•••) at the top of the form, and then select **Open in platform**.

   (Optional) The record opens in your instance web UI, where you can make the following configurations:

Field	Description
Column count	(Optional) Number of columns displayed in each icon section. You can display from 1 to 3 columns. Selecting **None** displays one column. This field is available when you select **Vertical** in the **Orientation** field.
Wide column count	(Optional) Number of columns displayed in each icon section for larger devices like tablets or phones in landscape mode. You can display from 1 to 4 columns. Selecting **None** displays one column. This field is available when you select **Vertical** in the **Orientation** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: The selection made in the **Wide** column count field must be greater than the number in the **Column count** field.

8. Right-click the banner and select **Save**.

What to do next

After creating icon UI sections, you must associate the UI sections to a launcher screen so they're displayed. For more information, see Add a UI section to the launcher screen.

To personalize your icon sections, see Adding images to an icon section.

Adding images to an icon section

Upload images or icon-style images to use within your icon sections. Use personalized images to brand your mobile application. This feature is configured in the web-based UI as opposed to the Mobile App Builder.

Before you begin

Role required: admin

Procedure

1. Upload an image to the Icon images table and access the sys_id of the image.

   a. Navigate to **All**.

   b. In the filter navigator, enter `sys_sg_icon_image.list`, to open a list of icon images.

   c. Select **New**.

   d. Enter a name for your image.

   e. Select **Click to add** to browse and select an image to upload.

   > **Note:** The optimal ratio for images is 1:1.24. Consider a fixed frame size of 74 pixels for the height and 92 pixels for the width.

   f. Select **Update**.
   Your image is added to the Icon images table.

   g. Right-click on the element name and select **Copy sys_id**.

2. Create an image-type icon from the image you selected.

   a. Navigate to **All**.

   b. In the filter navigator, enter `sys_sg_icon.list`, to open the Icons table.

   c. Select **New**.

   d. Enter a name for your icon of type image.

   e. In the **Icon Name** field, enter the attribute name `ImageRef`.

   f. Right-click in the **Icon Value** field and paste the sys_id of the element name you selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

g. Select **Image** in the **Type** field.

h. Select **Submit**.

3. Map the defined image to an icon section.

   a. Navigate to **All**.

   b. In the filter navigator, enter `sys_sg_navigation_section_destination.list`, to open the Icon section destinations table.

   c. Do one of the following.

      - Select a displayed icon section destination from the list.
      - Select **New** and then from the Select Icon Section Destination Type menu, select either launcher, screen, or function option.

   d. In the **Image** field, use the reference lookup icon to select the icon type image you created.

      Note: For details to complete the rest of the Icon section destination type table, see Configure an icon UI section.

   e. Select **Submit**.

Configure a content UI section

Use the content UI section type to display text, images, and videos as campaign cards at the top of your screen. Use these campaigns to deliver messages and important information to your users.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the Record type list, select **Content Section [sys_sg_content_section**, and then select **New**.
5. On the form, fill in the fields.

Field	Description
Title	A title for the content UI section. This title is not displayed in the mobile UI.
Active	Select whether to display the campaign in your mobile instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Stream containers	Stream containers are a way to group item streams and show them in a content UI section carousel. Select **Choose** to use an existing stream container or select **New** to create one.
Access control type	The type of control that determines when a user can access the content section. Select one of the following options: ○ **User roles** Controls access to the content section based on the roles that a user has. ○ **User criteria** Controls access to the content section based on specific criteria a user must meet.
Role access	This option appears when you select **User roles** for **Acess control type**. Select **Choose** to pick a user role/
User criteria access	This option appears when you select **User criteria** for **Access control type**. Select **Choose** to pick a user criteria.

6. Select **Save**.
7. Add your UI section to a launcher screen:

   a. At the top of the Content Section form, select the more menu (●●●), and then select **Open in platform**.

   b. In the web UI, navigate to **System Mobile** > **Launcher screens** > **.**

   c. Open the launcher screen record for the launcher where you want to add your content UI section.

   d. Select the **Body** tab.

   e. In the **Launcher section mappings** list, select **Insert a new row**.

   > **Note:** If the **Insert a new row** link does not appear, you might not be in the same application as the launcher screen record you are editing. Switch to the appropriate application and reload the form.

   f. In the **Order** field, enter a number representing the order in which the UI section is displayed on the launcher screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI sections appear on the launcher from the lowest order to the highest.

g. Press the Tab key to move to the **UI Section** field.

h. In the **UI Section** field, search for your content UI section, select it, and then select the green check.

i. After you have added your UI section, click **Update** to save the launcher screen record.

What to do next

The content UI section you created can now contain a mobile campaign. For full instructions, see Configure mobile campaign components.

After creating content UI sections, you must associate the UI sections to a launcher screen so they're displayed. For more information, see Add a UI section to the launcher screen.

Configure a media UI section

Configure a media UI section type to display images or videos on your launcher screen.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the Record type list, select **Media Section [sys_sg_media_section]**, and then select **New**.
5. On the form, fill in the fields.

Media UI section form

Field	Value
Title	Title for your media UI section
Headline	Headline for the media UI section. This headline appears below your image or video.
Text	Text for the media UI section. This text appears below the text of your headline.
Type	Type of media UI section select one of the following: ○ Image ○ Video
Active	Whether the record is active. Inactive records do not display in your app.

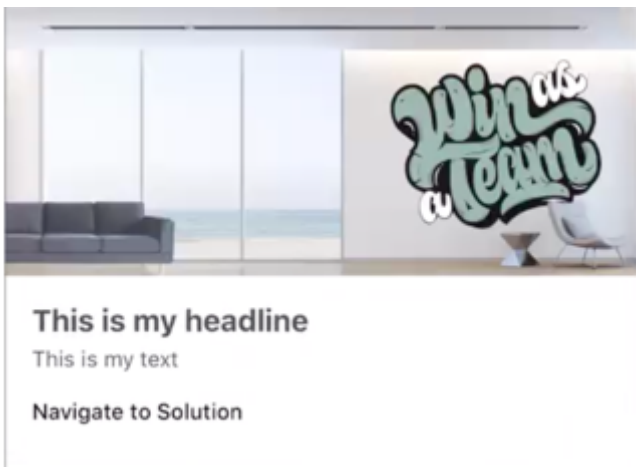
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Media file	○ If you set the **Type** field to **Image**: Select **Choose image** to select an image from your file system. **Note:** Create images optimized for use in media UI sections by using a height of 160px and a width of 1366px. If your users primarily use iPhones, use a height of 160px and a width of 375px to 600px. ○ If you set the **Type** field to **Video**: Enter the **Video URL**.
Media section function instance	Select the function instance that is used when a user taps on the media UI section. The label of your function appears below the text specified for the **Text** field. **Note:** The selected function instance must meet the following requirements: ○ The Parent table field must contain entries, before selecting the Parent field. ○ The Parent table field must be set to **Screen Launcher**. ○ The Parent field of the selected function instance must be the launcher where you intend to add your media UI section. ○ The Location field of the function instance must be the Media UI Section.
Access control type	Option to assign either user role permissions or user criteria permissions for this launcher screen. For more information, see User roles and user criteria permissions for mobile apps.
Role access	Determines which user roles can access this launcher screen. If you have selected no roles, users with any role have access to the launcher screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Note: This field is available when **User roles** is selected in the **Access control type** field.
User criteria access	Determines the criteria a user must meet to access the record on their mobile device. If you don't select any criteria, all users have access to the launcher screen. **Note:** This field is available when **User criteria** is selected in the **Access control type** field.

6. Select **Save**.
   You have a configured media UI section that you can add to a launcher screen.



7. Add your UI section to a launcher screen:

   a. Select the home icon to navigate to the Mobile App Builder home screen.

   b. Select **Screens** in the menu.

   c. Open the launcher screen record where you want to add your UI section.

   d. In the **Launcher Sections** area, select **Choose**, then select the media UI section you created in Step 6, and then select **Apply**.

   e. In the **Order** field, enter a number representing the order in which the UI section is displayed on the screen launcher, and then select the green check.
   UI sections appear on the launcher from the lowest order to the highest.

   f. After you have added your media UI section, select **Save** to save the launcher screen record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

After creating media UI sections, you must associate the UI sections to a launcher screen so they're displayed. For more information, see Add a UI section to the launcher screen.

Add a UI section to the launcher screen

Associate a UI section to the launcher screen to display the relevant data visualization preview on your mobile device.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All Mobile Records** from the menu.
4. From the **Record type** field, select Launcher screen [sys_sg_applet_launcher], and then select the launcher previews that you want to add to your launcher screen.
5. Select **Save**.

Result

A preview is displayed in your launcher screen. Tap on the preview to navigate to a preconfigured data visualization. See#Mobile platform dashboards for examples of the data visualization previews you can use.

Quick actions

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

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

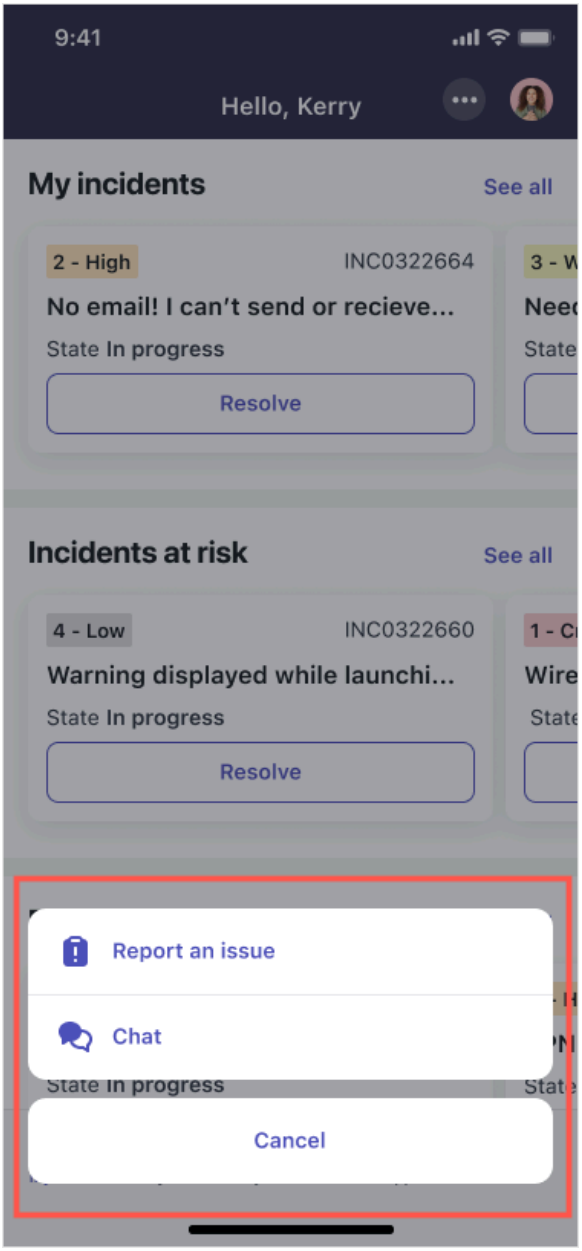
About this task

Define quick actions for a launcher screen so that your users can access commonly used functions.

Users access quick actions by tapping the quick action icon.

For Android users, this icon appears as a plus symbol ( ) at the upper right corner of the launcher screen.

For iOS users this icon appears as an ellipsis symbol ( )



Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category from the menu.
4. Search for and select the launcher screen where you want to add a quick action.
5. In the Launcher screen form, scroll down to the **Quick action function instance** section, and select **New**.
6. In the form, complete the fields as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Function instance form

Field	Description
Properties	
Name	Enter a name for the quick action. This name does not display to end users.
Description	Enter a description that helps you identify the quick action.
Settings	
Display label	Enter a descriptive label for the quick action. End users can view this label in the device screen.
Order	Enter a numerical value for the order of this quick action compared to other quick actions in this launcher screen. Quick actions with lower numberical values set for **Order** display first in the device screen. To view the relative order of all the quick actions in the launcher screen, select the launcher screen in the navigation menu. Then review the other quick actions in the **Quick action function instance** section of the form.
Active	Make sure the **Active** toggle is turned on so the quick action is enabled.
Disable offline	Enable this toggle to turn off the quick action when the device is offline. By default, this toggle is turned off, which means the quick action is enabled when the device is offline.
Icon	Icon that displays for the quick action. Select **Choose** to use an existing icon or select **New** to add one. For more information about creating an icon, see Mobile icons.

7. In the **Function placement** section, for **Button emphasis color**, select the emphasis color for the button from the following options.

Option	Description
None	No emphasis color is used on the button.
Primary	The emphasis color is the color that is set as the primary color in the mobile theme that you are using.
Destructive	The emphasis color is the color that is set as the destructive color in the mobile theme that you are using.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For more information about mobile themes, see Mobile theme color guidelines. If you have enabled Next Experience theming for mobile, see Next Experience theming for mobile.

8. In the **Function** section, select **Choose** to use an existing function or select **New** to create one. For information about creating a new function, see Mobile functions.
9. Select **Save**.

Mobile screens

Learn how to create and use screens in ServiceNow® mobile apps. Use screens to make your mobile app functionality available to your end users.

Get started

Select a tile to get information about the different screens you can use in your mobile apps.

Create a screen Learn how to create screens to make your mobile app functionality available to end users.	**List screen** Display a list of records using a list screen.	**Record screen** Display content for a specific single record with a record screen.
Grouped list screen Use a grouped list screen to display a list of records that are grouped by a specific field.	**Input form screen** Provide an interface for your users to enter information in mobile apps.	**Map screen** Display a map with locations that are associated to the records in a data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Calendar screen	Mobile web screen	Chart screen
Use a calendar screen to display a calendar interface and records associated with the selected date.	Use a mobile web screen to open an external URL or a relative URL within your mobile app.	Display an interactive view of a report or performance analytics widget.
Mobile fetch types		
Configure your fetch type to optimize load time performance for your screens.		

Mobile screen types

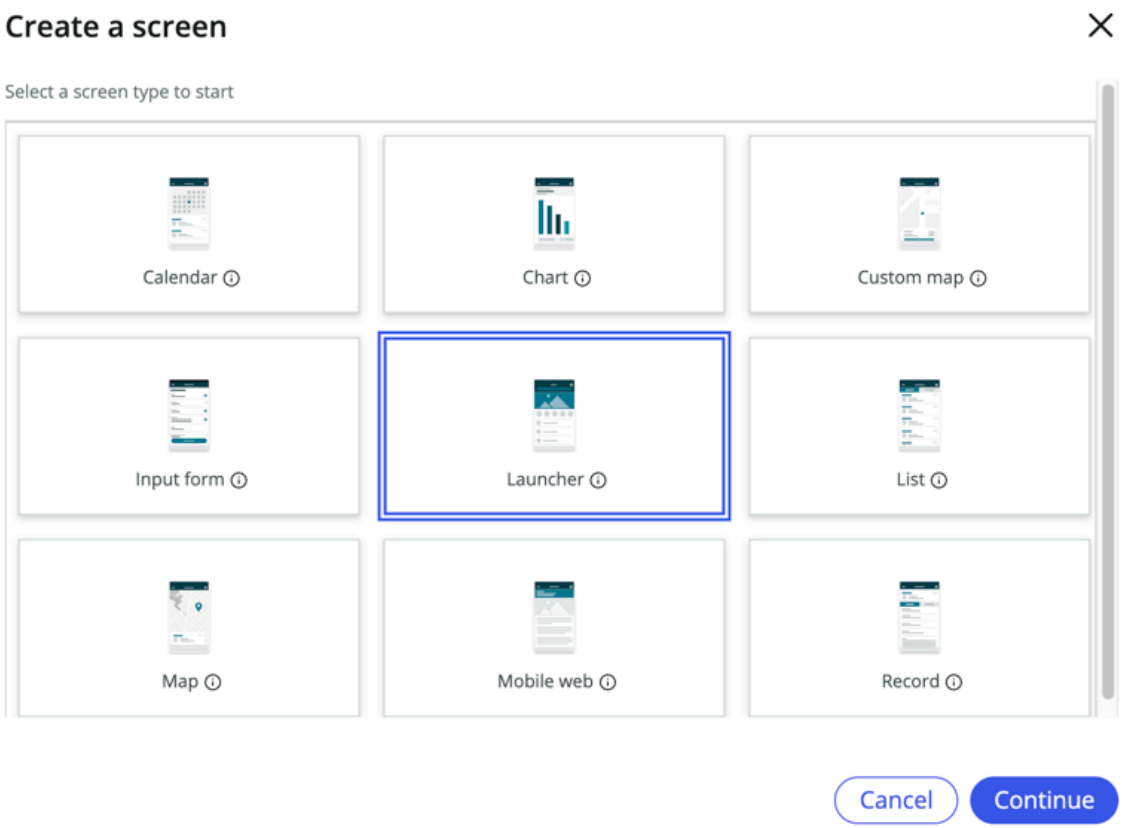
Learn how to use screens in ServiceNow mobile. Use screens to make your mobile app functionality available to your end users.

Screen types

Screens are made up of one or more embedded screens, which are screens embedded with a record screen. Each screen has configurable components, conditional formatting, sorting order, and filters.

You can choose one of the available screen types within Mobile App Builder. Each screen type provides a unique experience or work flow, typically one per navigation tab, which your users can access on their mobile app The screen types may include other optional screens for your users to access for additional information. All screens display information that is based on records in a data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

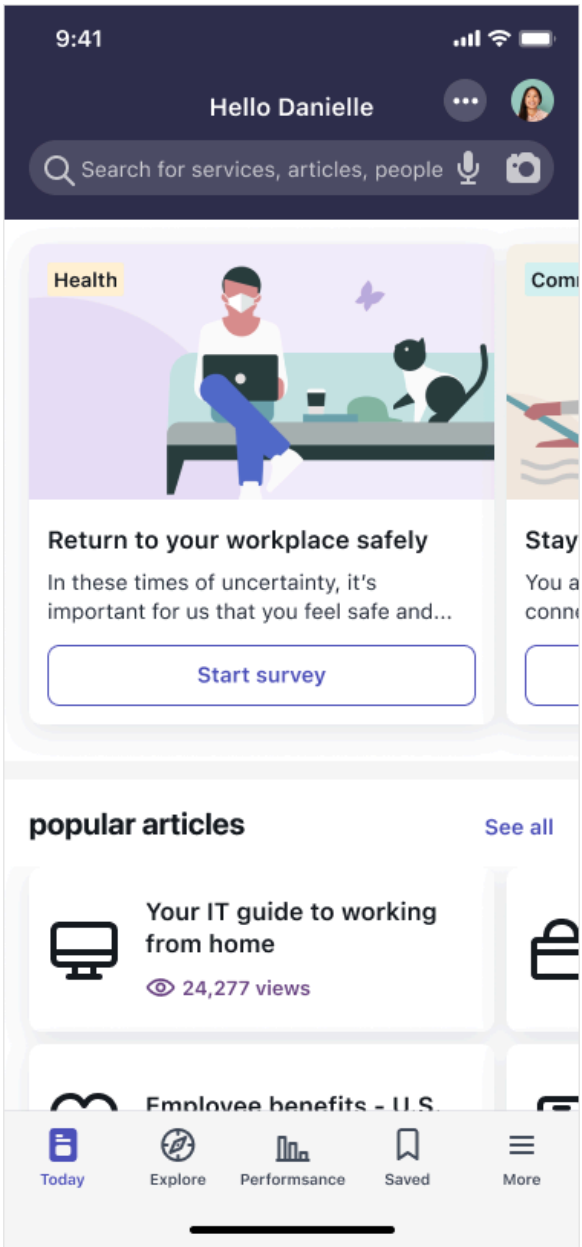


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Launcher screen

Launcher screens serve as landing pages or home pages. Using a launcher screen, you can access screens in various formats, as well as search, do quick actions, and find user information.

For more information, see Launcher screens.

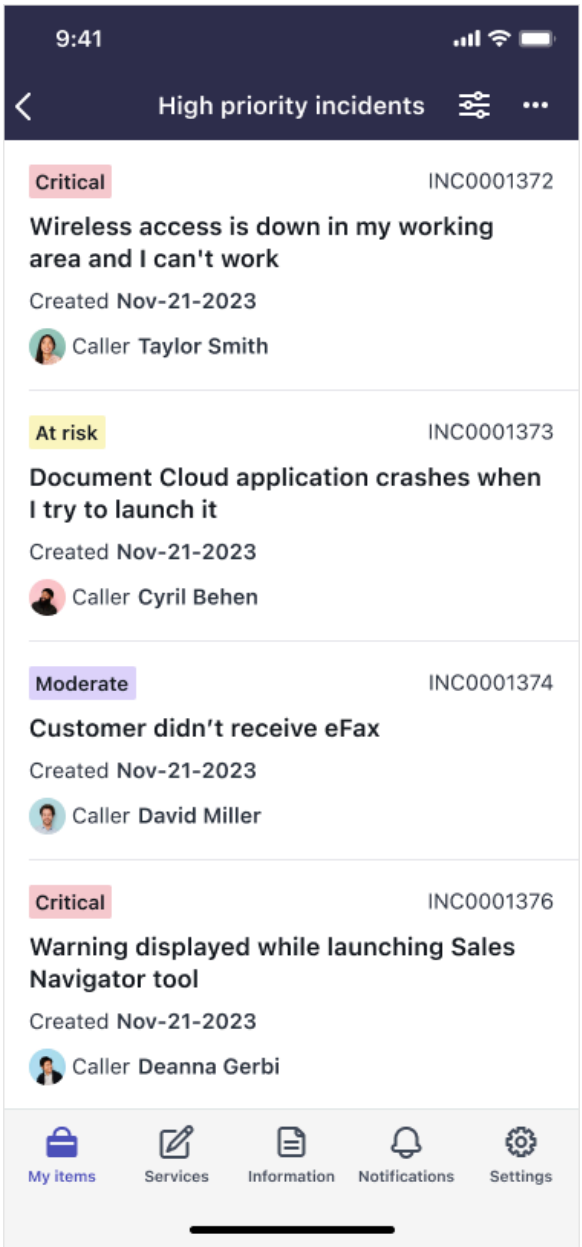


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

List screen

Use list screens to display a list of records queried from a data item. List screens can be configured together with a record screen. When both screens are configured together, your users can tap a record on the list screen to display the record screen for that record.

For more information, see List screen.

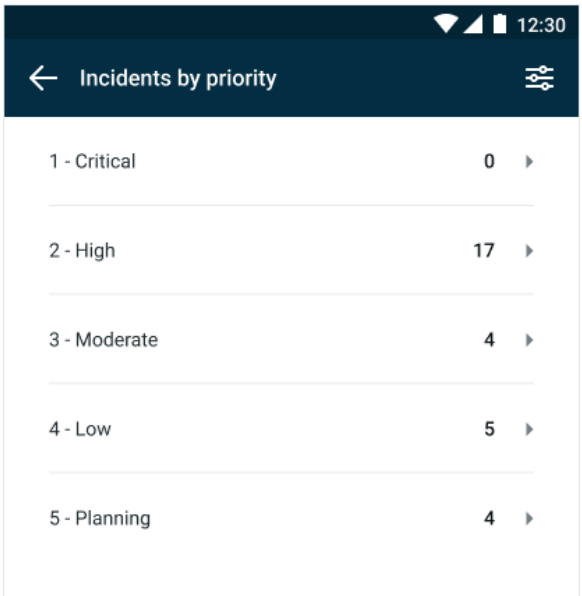


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Grouped list screen

Use a grouped list screen to display a list of records that are grouped by a specific field. A group list screen uses a special group by data item.

For more information, see Grouped list screen.

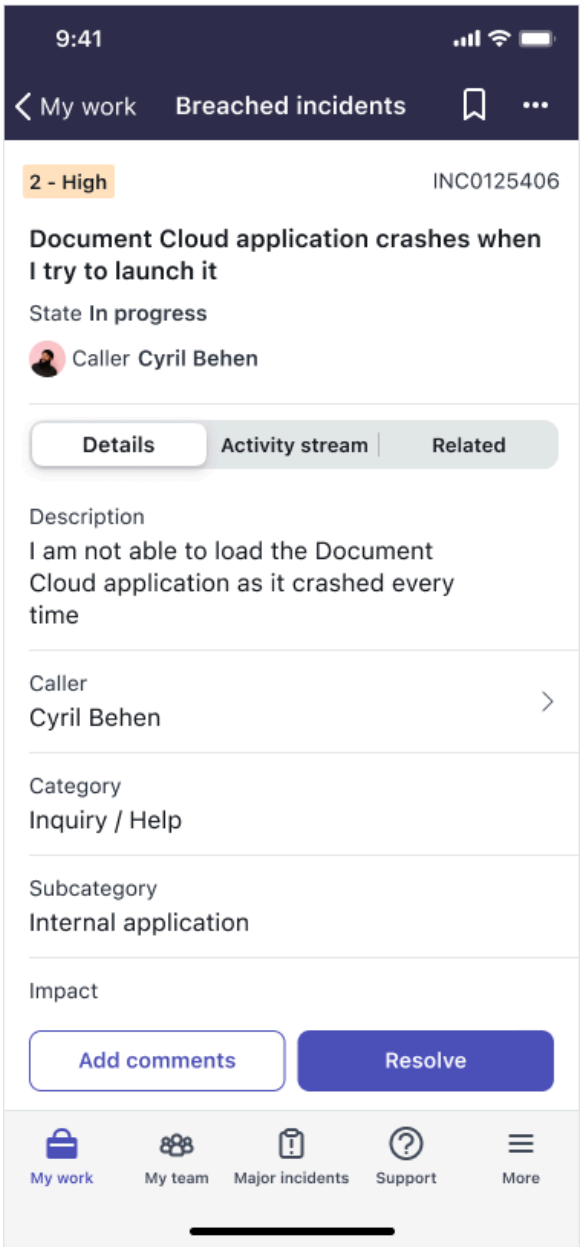


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record screen

User record screens to display information from one specific record. On a record screen, you can configure up to 4 different types of embedded screens as segments. These 4 different types of embedded screens include details, activity, related lists, and embedded lists.

For more information, see Record screen.



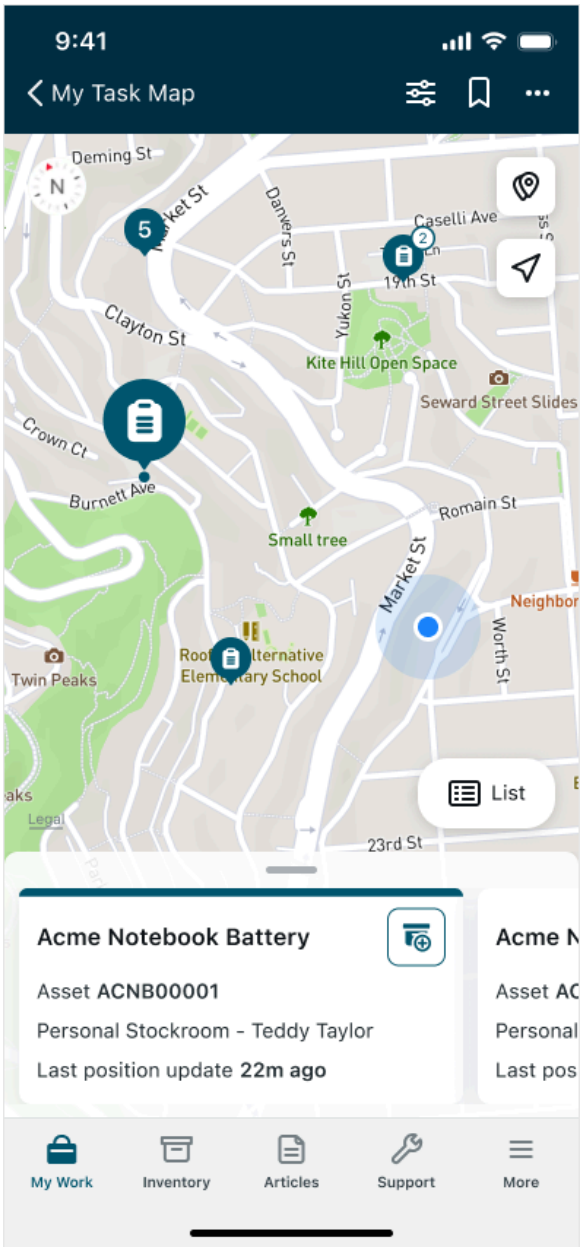
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Map screen

Use a map screen to display a dynamic map that lets your users see the locations that are associated to the records in a data item. Below the map, your users can see data cards that show information about these records. Users can tap a card to see details for the record.

- The record screen 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.

For more information, see Map screen.

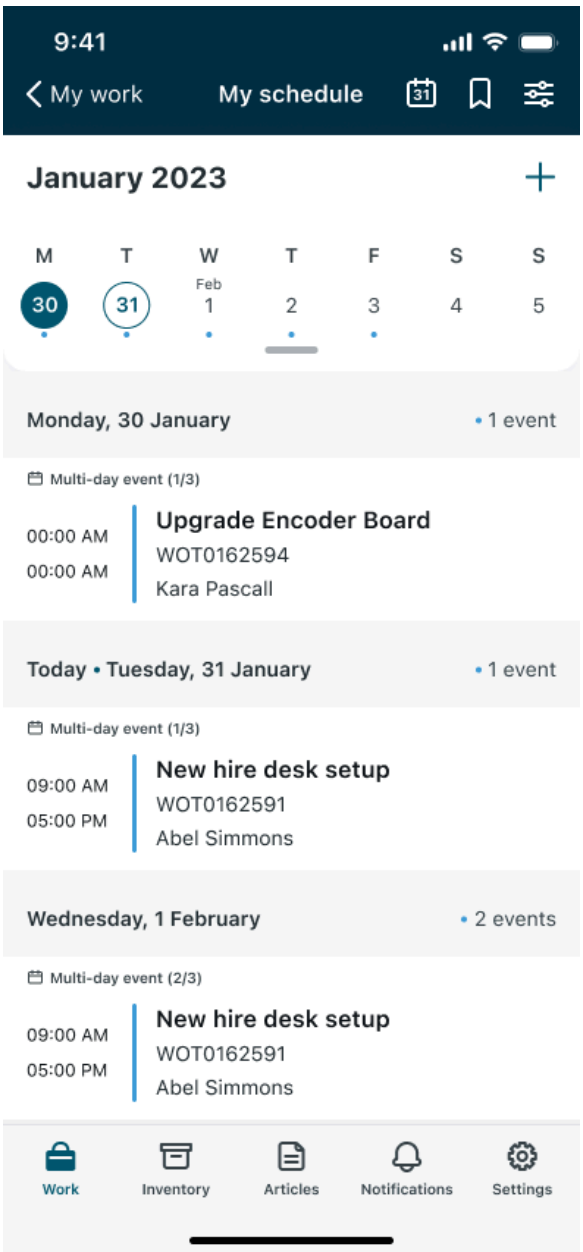


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Calendar screen

Use a calendar screen to display records associated with date fields. Users can tap a date on the calendar portion of the screen to see records associated with a specific date, in the event stream displayed in the lower portion of the screen. The record screen shows additional information that you define when a user taps a record.

For more information, see Calendar screen.



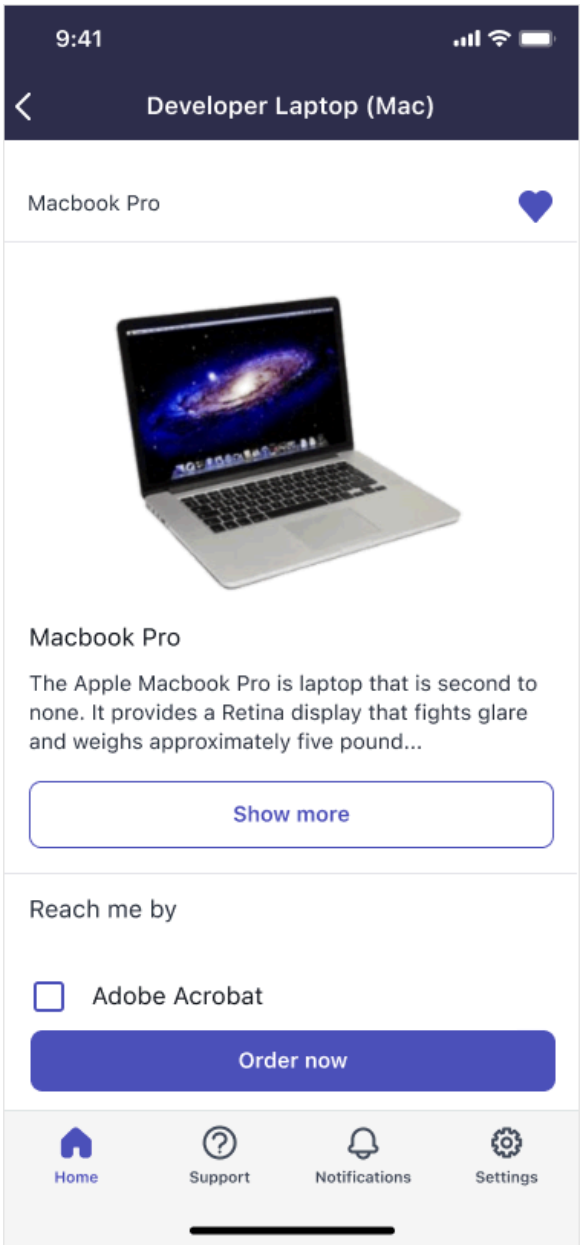
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile web screen

Use a mobile web screen to open a URL from within a ServiceNow app. You can configure relative URLs to open pages within the ServiceNow platform, or an external link. For example, a user can see a knowledge article on the instance via the Service Portal.

Relative URLs that direct your users to open pages within your instance are opened inside the mobile app. URLs that open external links will open the link in the default browser of the user's mobile device.

For more information, see Mobile web screen.



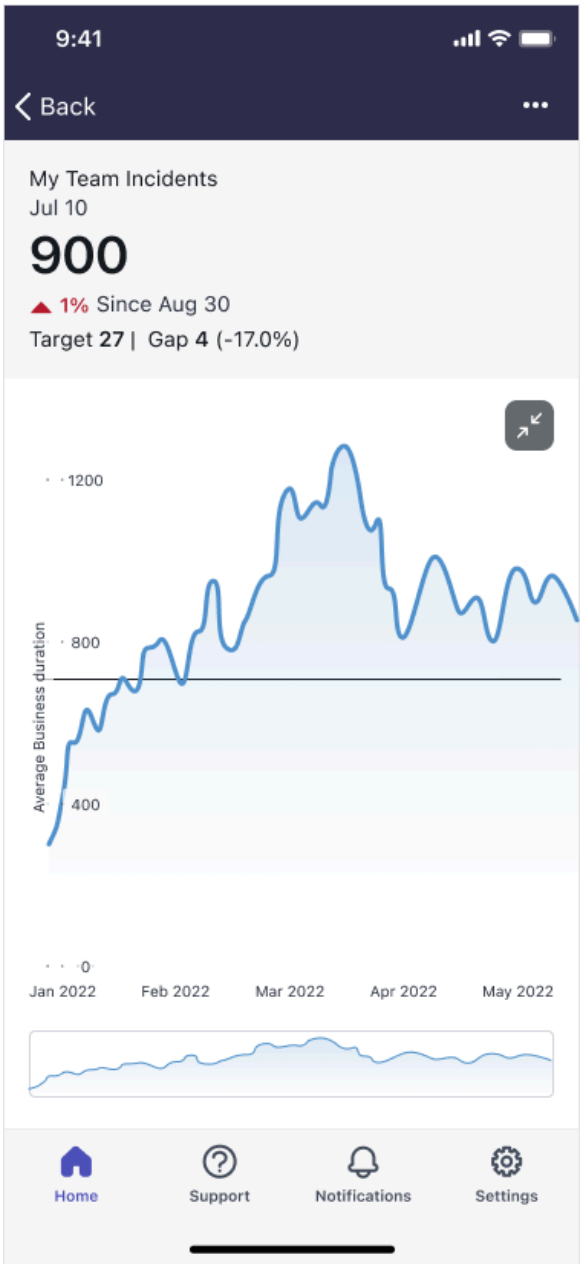
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Chart screen

Chart screens display an interactive view of a report or performance analytics chart. Users can tap on a chart to display a list of relevant records.

- The chart screen can display time series and single score reports that are used in the web-based UI.
- The chart screen can display score type reporting charts that are configured to use the *Latest score* visualization.

For more information, see Chart screen.



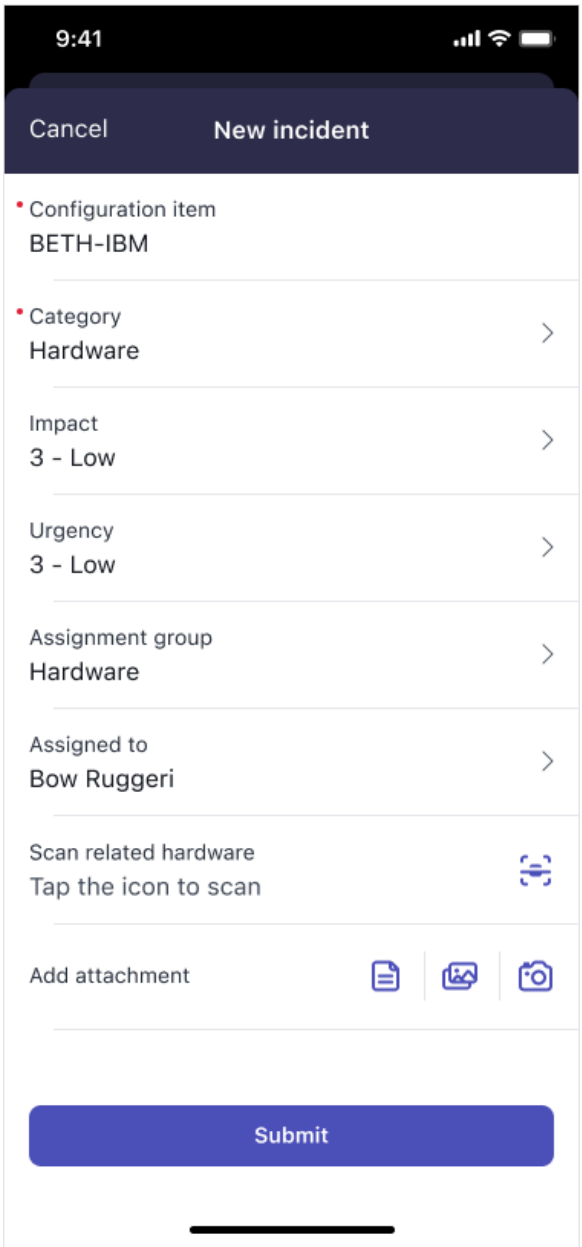
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Input form screen

Input form screens display inputs to allow your users to quickly enter information into mobile apps. Use input form screens to create or edit records, complete surveys, or any other situation where your users need to enter information.

Input form screens are screens that you use to execute an action or a function. They are not the first screen a user interacts with in a workflow.

For more information, see Input form screen.



Create a screen

Create a screen for a specific task, within your mobile app. Each screen comprises of one or more embedded screens displayed to your user to complete a task.

Before you begin

Role required: admin

About this task

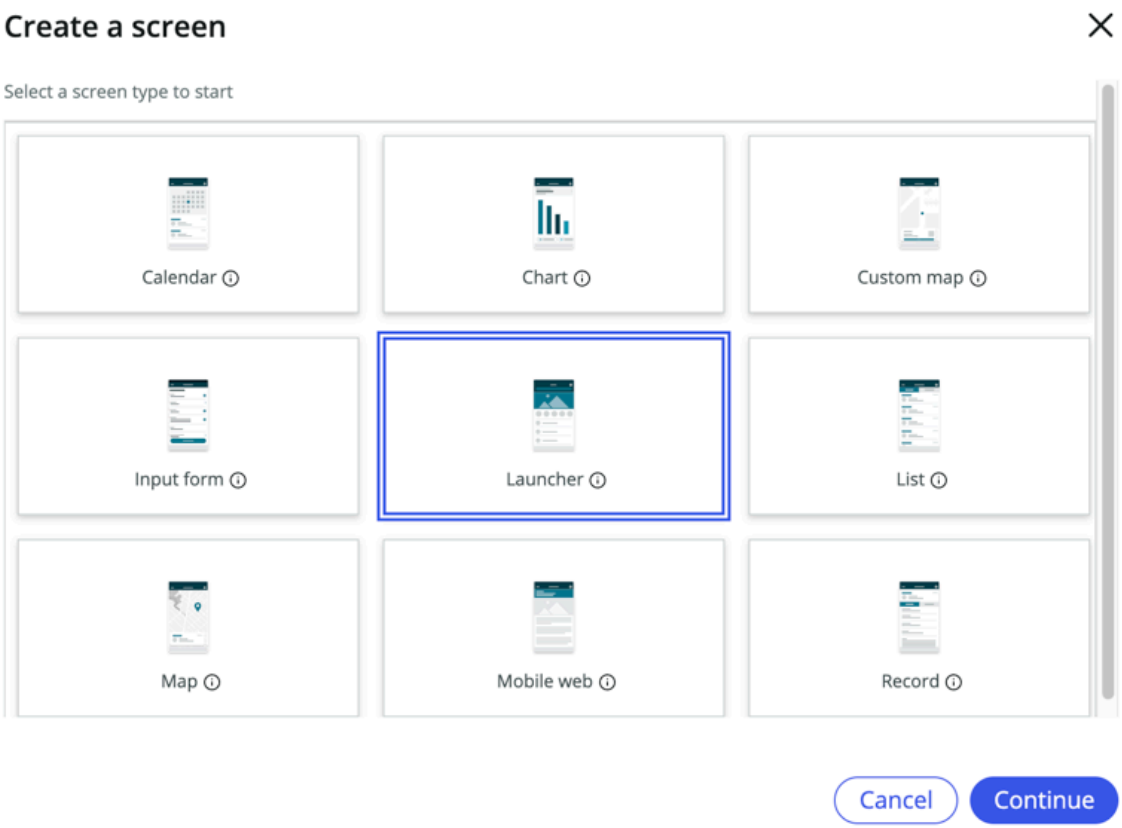
Screens are a collection of components used to visualize your data templates. Depending on the screen type you select, different options are available.

Warning: You can also configure individual screens in the ServiceNow AI Platform web-based UI. Unlike the Mobile App Builder, the ServiceNow AI Platform doesn't prevent you from using configurations that might break the app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select one of the displayed screen types, and then select **Continue**.



What to do next

What you configure for the screen depends on the screen type you select. For more information on how to configure a specific screen type, navigate to the topic that is specific to that screen.

List screen

Use a list to display a list of records. Records in lists display in a card format, showing a limited selection of the information in the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use a list screen to see records in a list view. Within a list screen, each record has a card. This card is a visualization which contains a selected few fields that display as a preview for each record. You can configure the card in Mobile Card Builder (MCB). MCB can be accessed from Mobile App Builder (MAB) when creating a list screen.

Use the optional features available with list screens to improve your user's experience.

Record screen

Configure your list screen to include a record screen. This configuration automatically displays a detailed view of a record when your users tap it in the list screen. Learn more about record screens in Record screen.

List filters

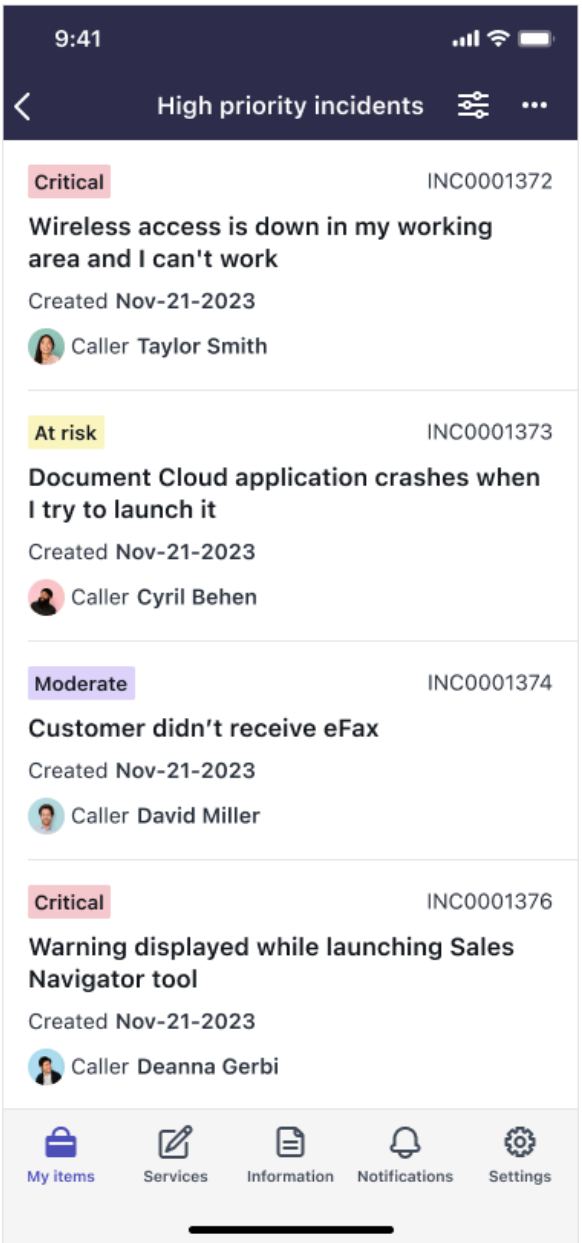
Mobile list filters enable your users to find what they need in the records on your instance. For more detail on filters, see Mobile list screen filters.

Dynamic screen name

Configure your list screen to inherit the name of a previous screen selection or form field and display it as the header on a subsequent screen. For more information, see Configure a dynamic screen name for a list screen.

Functions

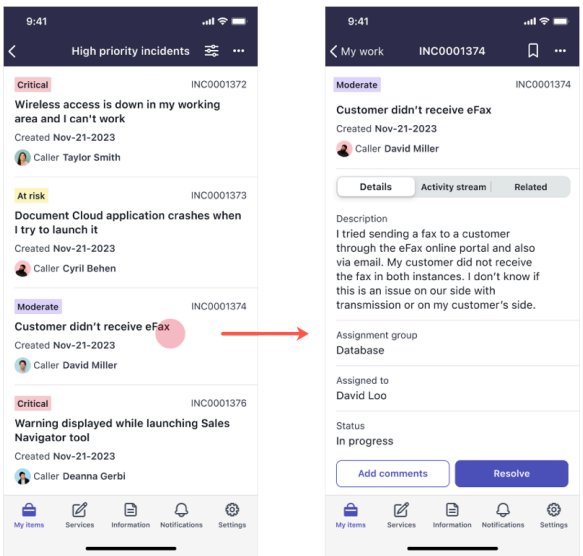
Functions determine which actions users can perform in your mobile apps. For more detail on functions, see Mobile functions.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure lists with forms

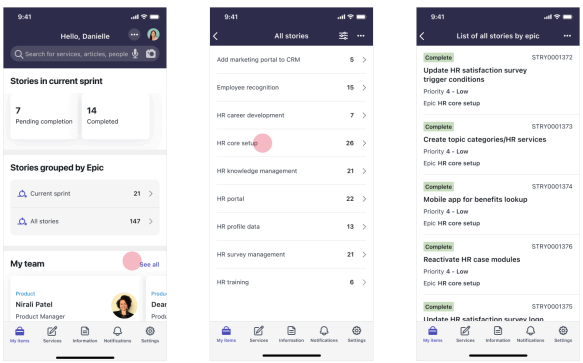
Configure your list with a record screen so your users can tap list items to view details of the records on your list. For details on list configuration, see List screen configuration.



Parametrized list screens

Use parameters to pass information into your list screens. For example, when a user taps on a group in a group list screen, a list containing records in the group is displayed. The list of records in the group is a parametrized list, which accepts the value of the group your user selected as a parameter.

To learn about parametrized list configuration, see Parametrized list screens.



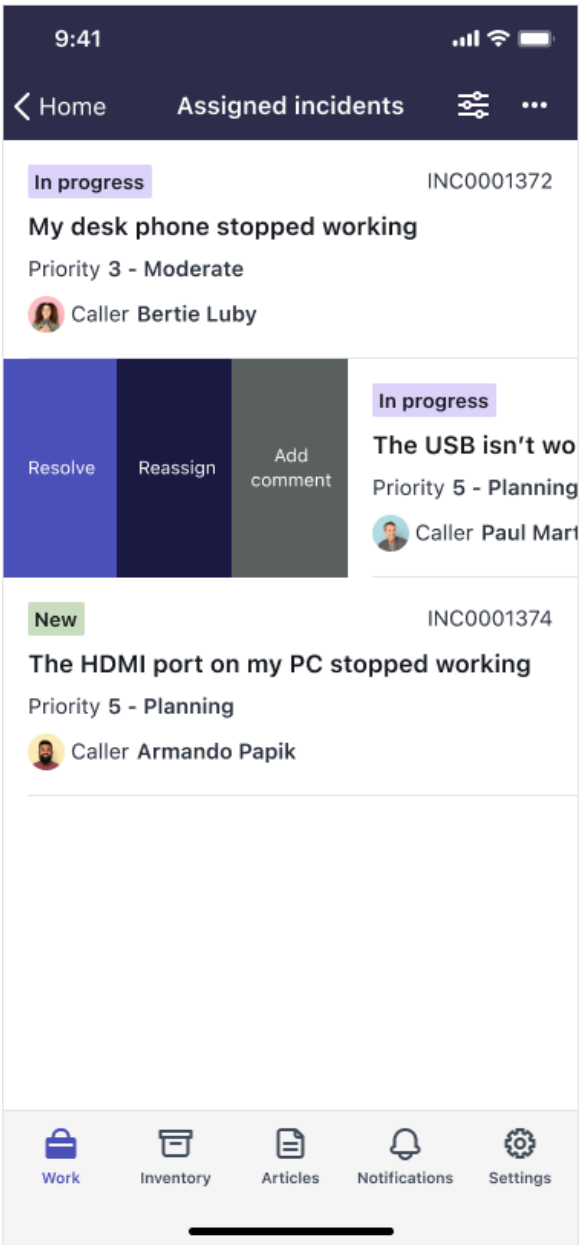
List screen functions

Add functions to your list screens to give your users the ability to take actions directly on a record screen. List screens support swipe, footer, and top menu functions. For more information on functions, see Mobile functions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Swipe functions

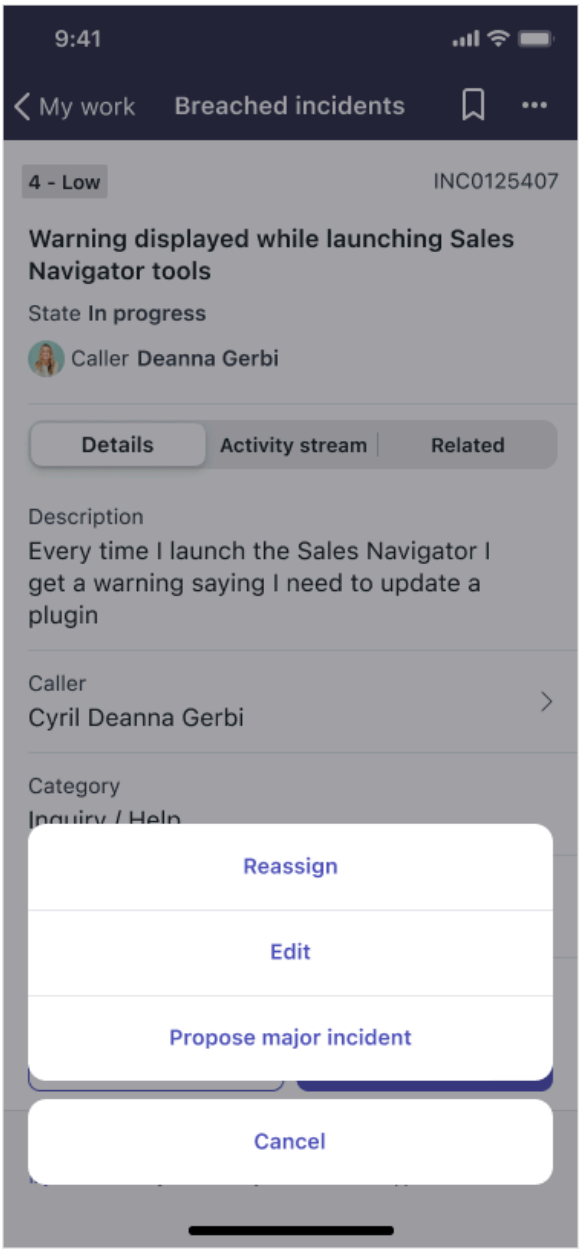
Use swipe functions to act on a specific record on the list. You can configure one or more actions to appear when a user swipes on a record. You can also configure a different set of actions depending on whether a user swipes to the left or to the right.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Top menu functions

Use top menu actions for less frequently used actions, or actions that apply to the list rather than individual records, such an **Approve all** action.



Footer functions

Footer functions enable your end users to take an action on a menu item located in a screen's footer region.

List screen filters

By default, the instance automaticaaly creates filter and sorting functionality. This filter is based on the fields selected in your list pattern. No further configuration is needed. Users can filter and sort the list based on any of these fields.

If the default filters do not fit your requirements, you can create a custom filter. You can manually select the fields that are available to the list filter and enable keyword filtering. For more information about list screen filters, see Mobile list screen filters.

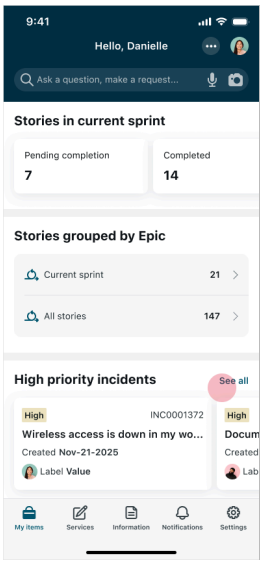
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

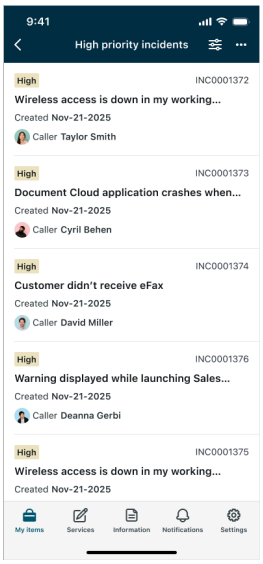
Dynamic screen name

Use dynamic screen name functionality to let users to easily identify the screen or field which they are currently viewing. You can configure a screen to inherit a name from a previous screen selection. These dynamic names can be used with grouped lists, where the selected group name becomes the header on a subsequent screen. Alternatively, a field in a form can be used as a header in a different screen. For more information, see Configure a dynamic screen name for a list screen.

Display name from a redirection parameter

Use a dynamic screen name to inherit a name from a previous screen selection. In the example, the screen name comes from a list which is grouped by category from a launcher screen.

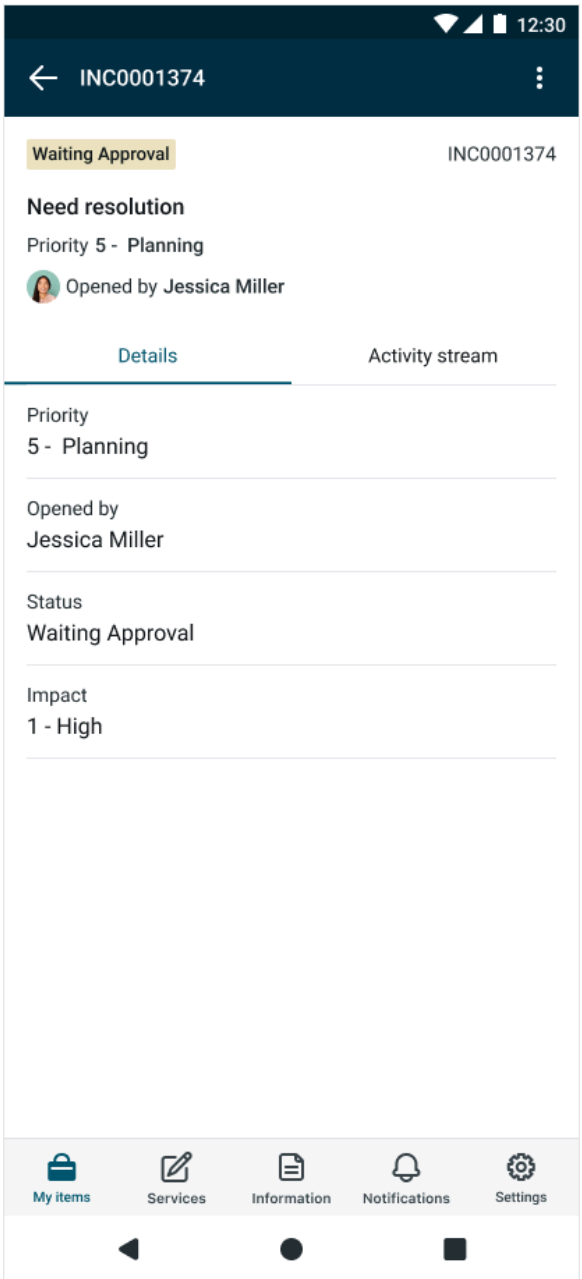




© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Display information from field previous record

Use dynamic record screen names to display information from a specific record in a table. The record screen name can come from any field in a database record. In the example, the screen name comes from the incident field.



List screen configuration

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

Before you begin

Role required: admin or delegated developer

About this task

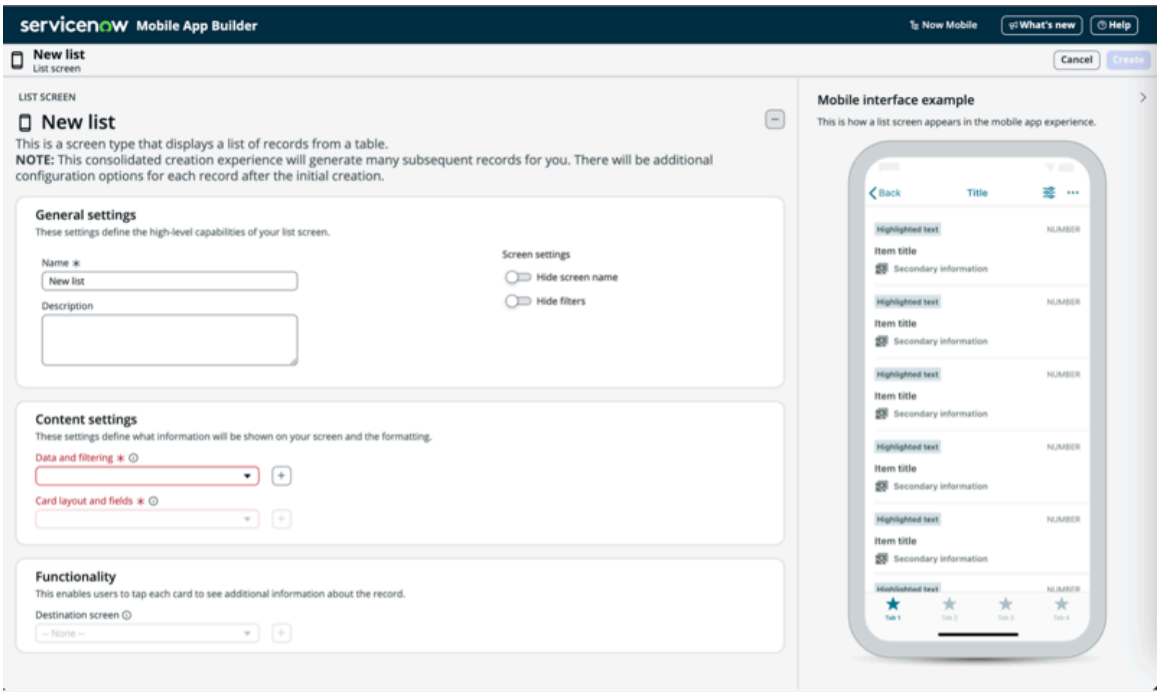
Create a simple list screen with a single data source, single segment, default filters, and an optional embedded record screen. When creating a list screen, you can automatically generate all downstream records you need by populating the list name, data item, and card.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the **List** option in the Create a screen page, and then select **Continue**.

New list screen creation screen



5. Complete the fields as needed; the associated records are automatically generated for you based on the inputs you provide.

List screen configuration screen

Field	Description
General settings	
Name	The name of your list screen. This name appears as a tile in the mobile application.
Description	Additional information about your list screen.
Hide screen name	Option to determine whether the screen name isn't shown as the screen header. This is useful if the text already appears in the header name or if it doesn't provide any value to the user.
Hide filters	Option to prevent the list from displaying a list filter.
Content settings	
Data and filtering	Choose or create a data item to determine what information is displayed on your screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Card layout and fields	Choose or create a card to determine how information is displayed on your screen.
Functionality	
Destination screen	Option to have an embedded record details screen created. This screen is accessed by tapping on an item in the list.

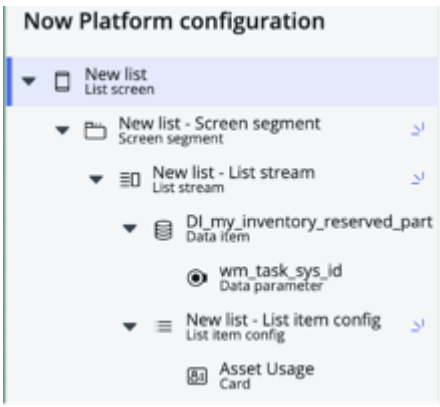
6. Select **Create**.

   All necessary downstream records are automatically generated for you and you'll be taken to the list screen record configuration form. Optional configuration options are available under the **Advanced settings** section.

   Note: Selecting **Cancel** takes you back to the **Screens** selection page.

   Automatically generated records are marked with a blue spark icon in the configuration tree.

   Generated record icons

7. **Optional:** Edit fields or fill in additional ones for your list screen.

   Additional list screen configuration options

Field	Description
General settings	
Name	The name of your list screen. This name appears as a tile in the mobile application.
Description	Additional information about your list screen.
Available offline	Option to determine whether the screen is available in offline mode or not.
Hide screen name	Option to determine whether the screen name isn't shown as the screen header. This is useful if the text already appears in the header name or if it doesn't provide any value to the user.
Hide filters	Option to prevent the list from displaying a list filter.
Screen segments	
Screen segments	Configure additional screen segments for the list screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Advanced settings	
Icon	Icon used to represent your list screen when added to a launcher screen.
Custom filter	Option to add a custom filter for filtering record types by category.
Empty state	Configure what displays in an empty space when no data is available to show.
Top menu function instances	Option to determine whether to use top menu functions to display additional options.
Footer function instances	Option to determine whether to use footer functions to display additional options.
Input form screen	Create an input form screen that determines what records show up on your list screen based on user input.
UI parameters (legacy)	Change how a field or UI element behaves.
Dynamic screen title	Allows you to create an element and map it to a UI parameter. Use it to pass a value from one screen to another and include it in the title of the destination screen.
Role access	Determine which user roles can access this screen. If you have selected no roles, users with any role will have access to the screen.

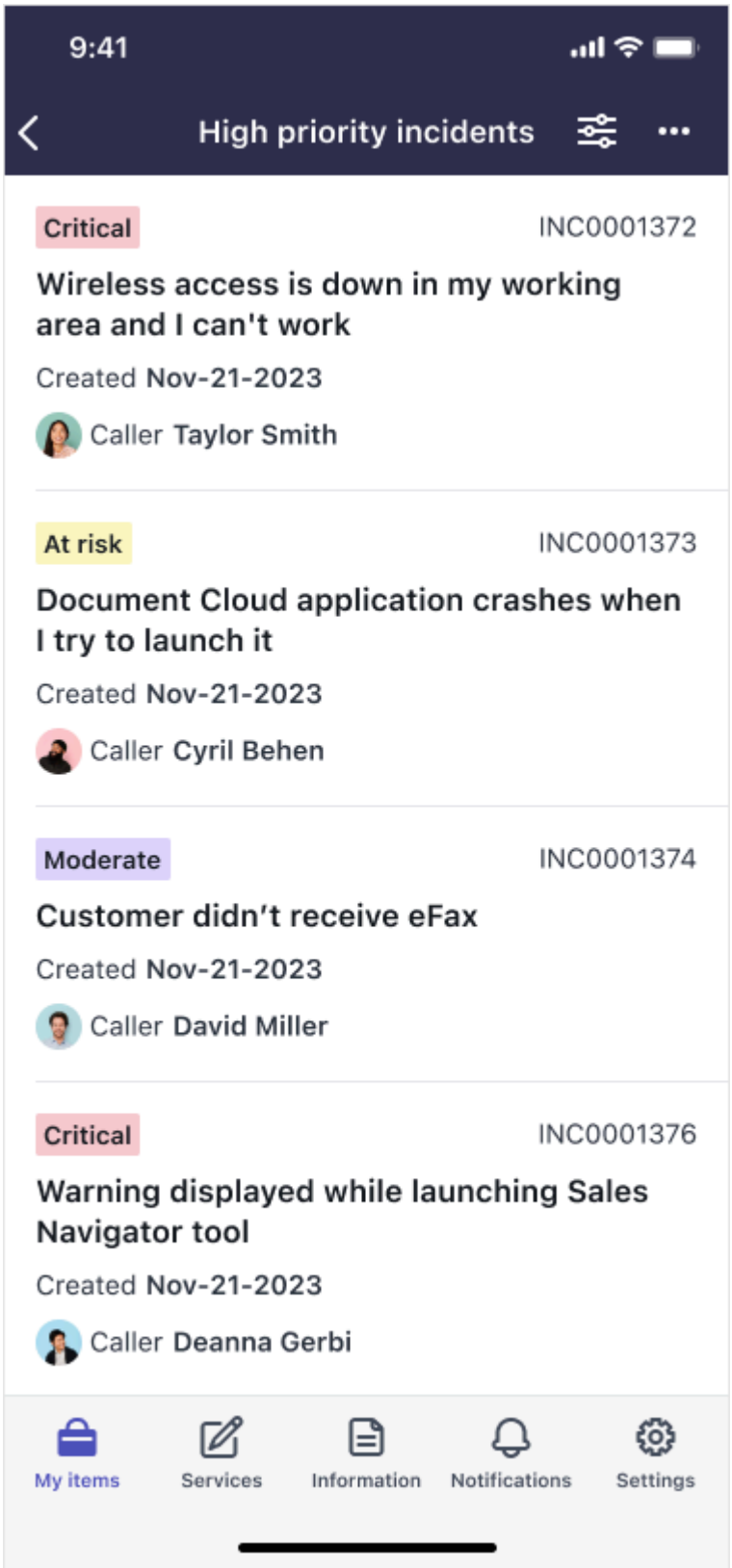
8. Select **Save**.

Result

List screen primary screen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Created list screen



What to do next

- **Use embedded screens within your list screen**- List screens can be configured to include record screens. Adding an embedded screen enables users to tap on a record, the contents of which are displayed in a new screen. As an admin, you configure this option in the List item config record. For more information, see Configure a record screen for use with a list screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **Configure mobile functions for your list screen** - The List screen can include top menu functions and footer functions to determine the type of action users can perform on a list screen. As an admin, you configure this option in the List screen record. For more information see, Mobile functions and Associate a function with a location in the app.
- **Configure role access for records in your list screen** - Use the role access option to configure the records in your list screen to only display to selected roles. As an admin, you configure this option in the List screen record.

Configure a record screen for use with a list screen

Use a record screen as part of a list so that your users can see the details of a record from their mobile app.

Before you begin

Role required: admin

About this task

Your instance creates screen records automatically for calendar, list, and map screens. You can also create your own record screens manually.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder
3. Select the **Screens** category, and then select the list screen where you want to configure a record screen.
4. In the navigation menu, scroll down to the **Embedded Screen** section, and then select an existing Record screen or select **New** to create a new Record Screen.
5. Under the **Embedded screen** section, select **New** to create a new embedded screen.
6. Select the **Record** option in the Create a screen page, and then select **Continue**.
7. Fill in the following fields as needed.

New record screen

Field	Description
Properties	
Name	The record screen name. This name is not visible to end users.
Description	Additional information about the record screen.
Settings	
Fetch type	Settings that determine when data is loaded in your screens. Select from the following fetch types: ○ **Prefetch**: This option pre-loads record screen data when an end user accesses a list, calendar, or record screen. ○ **Background**: The app makes a background network request to load embedded screens or record screen segments.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ **Dynamic prefetch**: Screens for the first 10 rows load as described for the **Prefetch** fetch type. After the 10 first rows load, additional rows of screens load with the **On-demand** fetch type. ○ **On-demand**: The app sends a network request to load the app only when end users navigate to it. For more information about fetch types, see Mobile fetch types.
Dynamic prefetch count	You can change the number of rows loaded with prefetch by changing the value of the Dynamic prefetch count field.
Hide screen name	Option to determine whether the screen name is not shown as the screen header. This is useful if the text already appears in the header name or if it does not provide any value to the user.
View using (Legacy Card/Card)	A Card used for the header section of the record screen. Use the Mobile Card Builder to change the appearance of your mobile card or the fields displayed on the card. For more detail on using the Mobile Card Builder, see Configure a record screen for use with a list screen. The best practice is using **Card**.
Card	This is an element that visually displays information from different records. You can style this information by setting specific conditions for each information type
Icon	The icon that displays for your record screen. Select **Choose** to use an existing icon, or select **New** to configure one.
Alert	This is a mobile alert overlay for a record screen. Use it to inform users of an important message and to redirect them to a specific screen. Only one mobile alert is available per instance.
Data item	This defines what table you want data from and what conditions must be met for the data to be displayed.
Record screen segments	This is a UI element for switching between different lists on a single record screen. Use it to divide content into different areas on the screen.
Dynamic segments height	Sets the height for dynamically sized segments.
Dynamic segments minimum width	Sets the minimum width for dynamically sized segments.
Top menu function instances	Add additional functions to the top menu. Your users access the top menu function by tapping the icon in the upper right corner of a screen
UI parameters	UI parameters are variables that affect how a field or UI element behaves. Use UI parameters to determine how a value can be entered or whether it is automatically populated for the UI element based on the end user's action. Select an existing UI parameter or select **New** to add one. For more information about adding a UI parameter, see Configure a parameterized record screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Dynamic screen title	Determine which user roles can access this screen. If you have selected no roles, users with any role will have access to the screen.
Role access	Allows you to create an element and map it to a UI parameter. Use it to pass a value from one screen to another and include in the title of the destination screen.

8. Under the **Card** section, select **New**.
9. Fill in the following fields as needed.

New view config

Field	Description
Properties	
Name	The card name. This name is not visible to end users.
Description	Additional information about the card.
Active	Toggle that determines whether this card will be displayed.
Table	The table where the card gets its data from.
Card template	The template that determines the card's UI element layout.
UI rules	Determines how the mobile interface will change or which fields will update when certain conditions are met.

10. In the Data section, select the table you wish to use.
11. Under **Card template**, either select **Choose** to use an existing card template, or select **New** to create a new one.
    Card templates can be customized further in Mobile Card Builder. For more information see Customize a screen using Mobile Card Builder.

    Note:

    To open your new card template in Mobile Card Builder you first need to save. An error will appear and notify you should any required fields be missing values.

12. **Optional:** Configure an activity stream screen for your record.
    For details on adding an activity stream, see Configure an activity stream screen for a record screen.
13. Select **Save**.

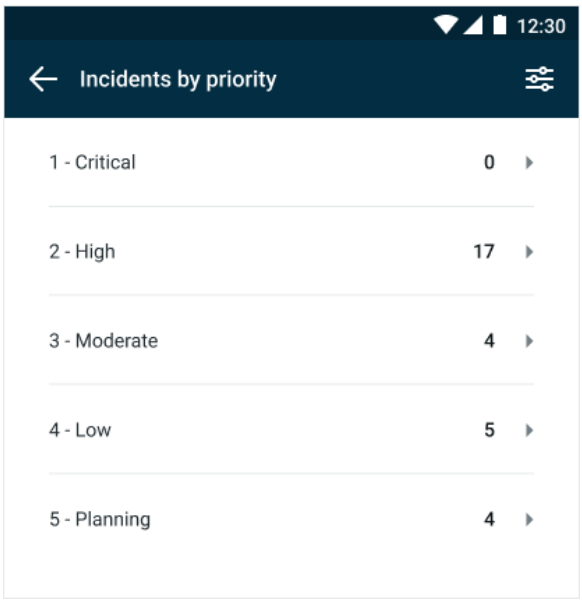
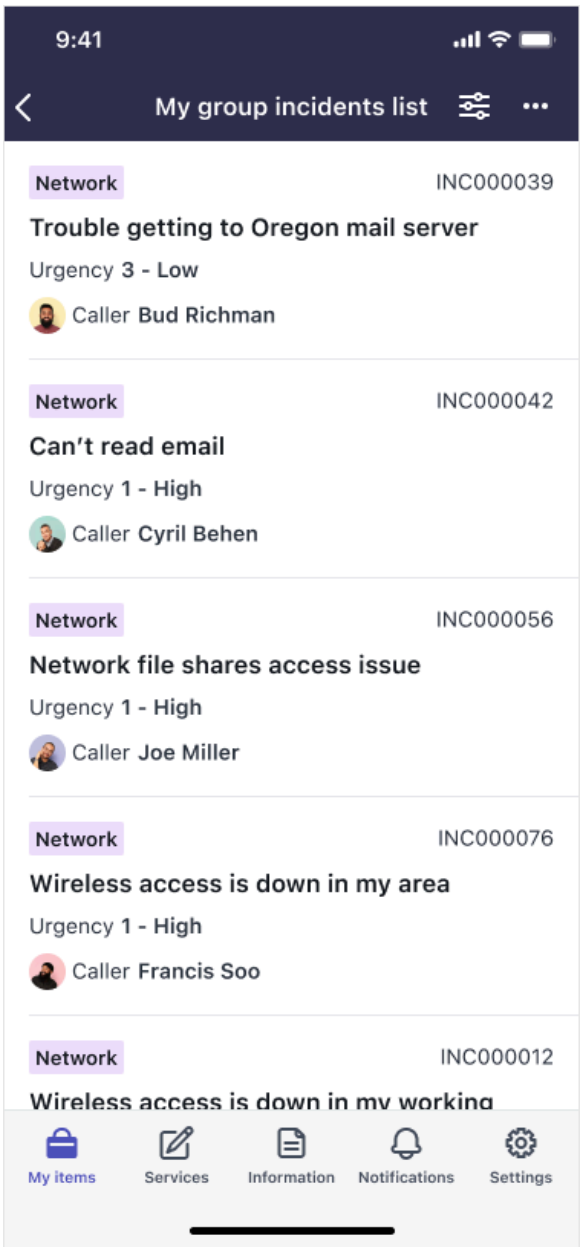
Parametrized list screens

Learn how to use parameters to pass information into a list screen.

Use parameters to pass information into a list screen. For example, a user views a grouped list showing records grouped by priority. When a user selects a priority, a list containing records matching that priority displays. This second list needs to know which priority the user selected to display the appropriate records. The system accomplishes this task by passing a parameter. The

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

first list stores the selected priority value in a parameter. The second list uses the information in that parameter to display the appropriate records.

Incidents grouped by Priority	Incident list with a high priority selected
	

Configure a parameterized list screen

Configure a list screen to query a user for a parameter, which the screen uses to filter the records that appear on the screen.

Before you begin

Role required: admin

Creating a parameterized list is similar to creating a standard list. In addition to the steps used to create a standard list, you must create:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- A parameterized data item for your list. This data item uses your parameter to filter what data is displayed in your list.
- A parameter on your list screen. This parameter stores the value passed into your list.
- A screen UI parameter mapping to associate the parameter in your list with the parameter in your data item.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder
3. Select the **Screens** category, and then select **New**.
4. Select the **List** option in the Create a screen page, and then select **Continue**.
5. Complete the following fields as needed.

List screen record

Field	Description
Properties	
Name	The name of your list screen. This name appears as a tile in the mobile application.
Description	Additional information about your list screen.
Screen Settings	
Available offline	Option to determine whether the screen is available in offline mode or not.
Hide screen name	Option to determine whether the screen name is not shown as the screen header. This is useful if the text already appears in the header name or if it does not provide any value to the user.
Hide filters	Option to prevent the list from displaying a list filter.
Icon	Icon used to represent your list screen when added to a launcher screen.
Custom filter	Option to add a custom filter for filtering record types by category.
Empty state	Configure what displays in an empty space when no data is available to show.
Screen segments	Configure additional screen segments for the list screen.
Top menu function instances	Option to determine whether to use top menu functions to display additional options.
Footer function instances	Option to determine whether to use footer functions to display additional options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
UI parameters	Change how a field or UI element behaves.
Dynamic screen title	Allows you to create an element and map it to a UI parameter. Use it to pass a value from one screen to another and include it in the title of the destination screen.
Role access	Determine which user roles can access this screen. If you have selected no roles, users with any role will have access to the screen.

6. In the **Icon** section either select an existing icon or create an icon.

   This icon displays in the launcher screen when you add it to your list screen. For more information about creating icons, see Mobile icons.

7. In the **Screen segments**section, select **New**.
8. Complete the following fields as needed.

Screen segment record

Field	Description
Properties	
Name	Name for the screen segment screen.
Order	The order in which the segment appears on the screen. Segments display from the lowest to the highest value.
Screen	Displays the list name from the list screen record.
Max number of offline rows	The number of rows displayed for offline viewing.
Streams	Records that connect data items and list item config records to the list screen.
Interleave sort	
Sort list stream interleave field	Determine whether the list stream interleave field is sorted in ascending or descending order.

9. In the **Streams** section, select **New**.
10. Complete the following fields as needed.

List stream record

Field	Description
Properties	
Name	Name for the stream.
Table	Choose the relevant table that contains data to display in your list.
Interleaved field	Select the field you want to use to interleave your data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Data item	Data items are queries on a selected table that provide the data presented in a screen.
List item config	Determine how each record appears and the actions associated with it.

11. In the **Data item** section, select **New**.
12. Complete the **Properties** and **Data** sections as needed.
    For more information about creating a data item, see Configure a standard data item.
13. In the **Parameters** section, select **New**.
14. In the **Data parameter** screen, in the **Name** field, enter a name for the parameter.

    Parameter names correlate most often with fields on a form. For example, type `Priority` as the parameter name when the field refers to priority.

15. From the **Type** field, select a data type for the 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:

    - **Integer**: Opens a numbers-only keypad
    - **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.
    - **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
16. In the **Data item** form, in the Condition section, add a query condition for your parameter.

    The condition field should match the parameter for which you are querying the database. For example, if you are creating a data item to query the Priority field, create a condition for Priority called `{{data parameter}}`. Make sure that you select the data parameter that you created by selecting it in the condition builder.

    You now have a parameterized data item to use in your parameterized list. This example shows a parameterized data item that uses a parameter named Priority to filter the data items for a priority matching that parameter's value.

17. Navigate back to your list stream using the hierarchal configuration tree.
18. In the **Data item** field, select the parameterized data item you created in the previous steps.
19. Return to your list screen and select **New** under the **UI Parameters** to create a new UI parameter.
20. Complete the following fields as needed.

Field	Value
Name	Name for your UI parameter.
Display name	Automatically populated with the same text used for the **Name** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Settings	
Parameter type	This field is automatically populated.
Screen	This field is automatically populated.
Input style	Input style for your parameter. Select from **Inline, Popup,**or**None**.
Mandatory	Determines whether user input for the parameter is mandatory.
Placeholder text	Text that appears in the parameter entry field before the users enters a value.
Order	Optional field that you can use to set the order that the UI parameters appears. If you have multiple parameters, set **Order**.
Input source	Select whether the parameter input is from **User input**or **Auto fill**. Select **User input** for this example.
Input type	How your users enter a value for this parameter. Select from the following options: ○ Text ○ Choice List ○ Search List ○ QR/Barcode Select **Choice list** for this example.
Carried	Whether this parameter a carried parameter. Use carried parameters to move information between different screens and actions.
Multi-select	Whether the user can select multiple values from the choice list. This field is visible only when the**Input type** field is set to **Choice list.**
Data	
Table	Table used for the choice list where users select a parameter value. This field is visible only when the **Input type** field is set to **Choice list** or **Search list**.
Field	The field used for the choice list where users select a parameter value. This field is visible only when the **Input type** field is set to **Choice list** or **Search list**.
Screen data parameter mapping	Determine what specific values you want to pass to this screen.

21. In the **Screen data parameter mapping** section, choose the data parameter you created in your data item.
22. Select **Save**.
23. **Optional:** We have added support for parameterized data item with an input form screen. For more details refer to Parametrized data item support for input form screens.

    (Optional) These steps will allow you to configure an input form screen that contains the inputs and variables that you want to use as part of the data item query condition. This feature is configured in the web-based UI instead of Mobile App Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

The input form screen can contain only inputs, only variables, or both inputs and variables for use as part of the data item query condition. For information about creating an input form screen, see Configure an input form screen.

a. Navigate to the target list, For example, if you want to configure a parameterized data item list screen:
   i. Enter `sys_sg_list_screen.list` in the filter
   ii. Select the list screen that you want to be parameterized.
   iii. In the **Input Form Screen** field, search for the input form screen that you created.
   iv. Select **Update**.

b. Map the inputs or variables created in the input form screen to the data parameter as shown in the following table.

Input variable parameter mapping form

Field	Description
Variable	Input form screen variable
Screen	Target screen. This field automatically populates.
Application	Application scope. This field automatically populates.
Input	Input label from the input form screen
Data parameter	Data parameter from the target screen data item

Mobile list screen filters

Use mobile filters in list screens to enable your users to find what they need in your instance's records.

Choose one of the following options when configuring your mobile list screens:

Default filters

By default, the instance automatically creates a filter and sorting functionality. This filter is based on the fields selected in your list pattern. No further configuration is needed. Users can filter and sort the list based on any of these fields.

Custom filters

If the default filters do not fit your requirements, consider creating a customer filter experience for your users. You can manually select the fields available to the list filter, as well as enable keyword filtering. Custom filters can include fields that are not in the list pattern. For more details on creating custom filters, see Configure a custom filter.

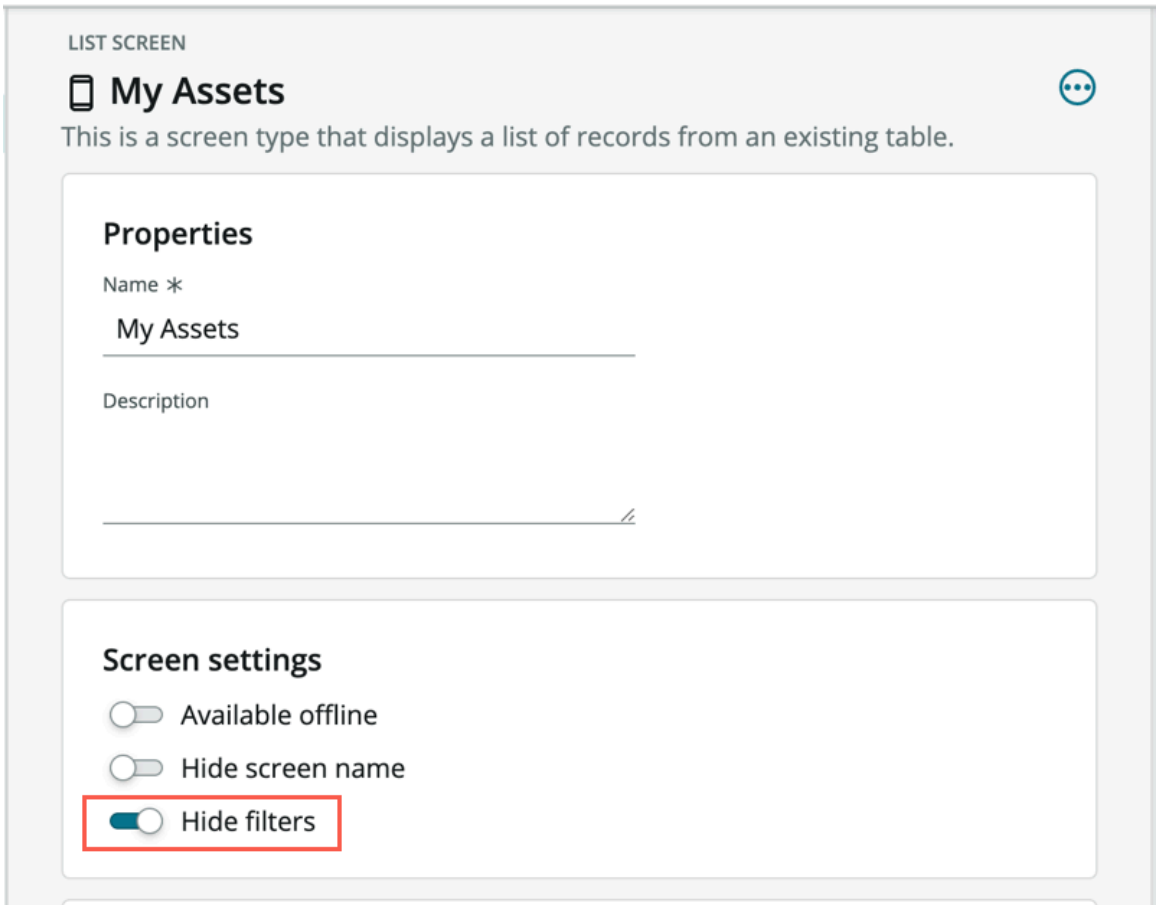
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: For those who have upgraded to the Rome release, consider the following:

- If you did not define filters and are using the default setup, you automatically use the default filters and sorting capabilities after the upgrade.
- If you defined filters in earlier versions, then after the upgrade your defined filters are still available. However, you must manually configure the sorting capabilities. See, Configure sorting capabilities within mobile filters.

Disabling filters

To disable filters and sorting on list screens, open the list screen record in Mobile App Builder and disable the **Hide filters** option. When filtering is turned off, users are unable to filter or sort records.



Configure a custom filter

Manually create a filter experience for your users. Custom filters can include fields that are not in the list pattern.

Before you begin

Role required: admin

About this task

This procedure can be used to configure a custom filter for list screens and map screens. The following information applies to list screens, but the same settings are available to configure custom filters for map screens in Mobile App Builder as well.

For information about configuring map screens, see Configure a map screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: By default, there are filters that are based on the fields which are displayed in mobile views.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and select the list screen where you want to configure a custom filter.
4. In the List Screen form, scroll down to the **Screen Settings** section and verify that the **Hide filters** toggle is turned off.

   Note:
   - Turning off the **Hide filters** toggle makes sure that filters are visible in your app.
   - Enabling filters also enables sorting functionality for list and map screens.

5. In the List Screen form, scroll down to the **Custom filter** section and select **New**.
6. In the Filter form, complete the fields as needed.

Filter form

Field	Description
Properties	
Name	Name of the filter. Enter a unique name. This name is not displayed to users when they filter content.
Description	Enter a description of the filter that helps you identify it.
Active	Toggle that determines whether the filter is operating. Turn it on to activate the filter.
Filter categories	Filter categories help users to filter records by specific item streams. At least one filter category must be defined to enable the custom filter. Select **New** to configure a filter category.

7. In the Filter Category form, create filter categories to help users filter records by specific list streams by completing the fields as needed.

   Note: At least one filter category must be defined for the custom filter to work.

Filter category form

Field	Description
Properties	
Name	Name for the filter category. Enter a unique name. This name is not displayed to users when they filter content.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Label	Name of the filter category that displays on the device to users when they filter content.
Description	Enter a description of the filter category that helps you identify it.
Active	Toggle that determines whether the filter category is operating. Turn it on to activate the filter category.
Data	
Table	The table that is the target of the filter category. Select a table from the drop-down list.
Filter conditions	Filter conditions determine which fields users can filter on. Select **New** to configure a filter condition.

8. In the Filter Condition form, complete the following fields as needed to create filter conditions to help users filter information on a screen after they set their preferred filtering criteria.

   Note: At least one filter condition or one item sorting must be defined for the custom filter to work.

   Filter condition form

Field	Description
Properties	
Name	Name for the filter condition. Enter a unique name. This name is not displayed to users when they filter content.
Label	Name of the filter condition that displays on the device to users when they filter content. From the end user's perspective, this is the filtered field.
Description	Enter a description of the filter condition that helps you identify it.
Active	Toggle that determines whether the filter condition is operating. Turn it on to activate the filter condition.
Condition type	**Condition type** sets the data type of the database field on which you want to filter. **Condition type** requires two attributes: ○ Operator attributes, which determine how the filter operates on the data. ○ Display Type attributes, which determine how the data that is returned by the Operator attribute gets displayed in your mobile app. Select one of the Condition types from the drop-down list. See Filter condition attributes where the default Operator and Display Type attributes are listed for each Condition type. The default values are marked with an asterisk (*). **Note:** If your requirements are satisfied with the default attributes and values, then you don't need to configure attributes any further. Selecting the **Condition type** is all you need to do. If you need to customize your filtering options, you can configure them in Step 10 below.
Filter condition fields	The database fields that users can filter on. Select **New** to configure a filter condition field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

9. In the Filter Condition Field form, create filter condition fields to determine which fields users can filter on by completing the following fields as needed.

Filter condition field form

Field	Description
Properties	
Name	Name of the filter condition field. Enter a unique name. This name is not displayed to users when they filter content.
Description	Enter a description of the filter condition that helps you identify it.
Data	
Table	The table that contains the field which you want users to be able to filter on. This field should be pre-filled with the table you chose for the filter category in Step 7.
Field	The field that you want users to be able to filter on. Select a field from the drop-down list.

10. **Optional:** To configure filter condition attributes, navigate back to the Filter Condition form by selecting it in the navigation menu, scroll down to the **Filter condition attributes** section, and then select **New**.
    In the Filter Condition Attribute form, complete the fields as needed based on the **Condition type** that was set in Step 8. See Filter condition attributes for descriptions of all attributes and their values.
11. **Optional:** Add additional filters by repeating Steps 5 through 12 as needed.
12. Select **Save**.

Filter condition attributes

Use these filter condition attributes to customize how your data is filtered for condition types that are set in your mobile apps.

> **Important:** Make sure that you enter the accepted values for filter condition attributes as shown in the following table. These values are case sensitive. For example, if you want to configure a **Display Type** attribute for a **Date/Time** filter condition type so that a date-time picker appears in the mobile app screen, enter `DateTimePicker` exactly. Be sure to use the same capitalization and add no spaces between the words.

Filter condition attributes and values

Filter condition type	Accepted filter condition attribute names	Accepted values (* = default setting)
Date/Time	Operator	`Between` *
		`On` **Note:** This value is only accepted if the Display Type filter condition attribute is set to `DateTimePicker`.
	Display Type	`DateTimeRangePicker` *
		`DateTimePicker`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Filter condition attributes and values (continued)

Filter condition type	Accepted filter condition attribute names	Accepted values (* = default setting)
		Note: This value is only accepted if the Operator filter condition attribute is set to `On`.
Date	Operator	`Between` *
		`On`
	Display Type	`DateTimeRangePicker` *
		`DateTimePicker` **Note:** This value is only accepted if the Operator filter condition attribute is set to `On`.
ChoiceList	Operator	`OneOf` *
	Display Type	`ChoiceList` *
String	Operator	`Contains` *
		`Keywords`
	Display Type	`Text` *
StringUtf8	Operator	`Contains` *
	Display Type	`Text` *
Integer	Operator	`Between` *
	Display Type	`Box` * This configures a text box in which end users can enter the value on their mobile device screen.
		`Slider`
	Min	Any positive or negative whole number. For example `2` or `-2`.
	Max	Any positive or negative whole number. For example, `15` or `-15`.
	SliderStepSize	Any positive whole number. For example, `7`.
Duration	Operator	`Between` *
	Display Type	`DurationPicker` *
FloatingPoint	Operator	`Between` *
	Display Type	`Box` * This configures a text box in which end users can enter the value on their mobile device screen.
		`Slider`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Filter condition attributes and values (continued)

Filter condition type	Accepted filter condition attribute names	Accepted values (* = default setting)
	Min	Any positive or negative decimal number that sets the lower value in a range of accepted values. For example, `2.0` or `-2.5` or `.251`.
	Max	Any positive or negative decimal number that sets the higher value in a range of accepted values. For example, `15.0` or `-15.8` or `.158`.
	SliderStepSize	Any positive decimal number. For example, `7` or `7.3` or `.73`.
Decimal	Operator	`Between` *
	Display Type	`Box` * This configures a text box in which end users can enter the value on their mobile device screen.
		`Slider`
	Min	Any positive or negative decimal number that sets the lower value in a range of accepted values. For example, `2.0` or `-2.5` or `.251`.
	Max	Any positive or negative decimal number that sets the higher value in a range of accepted values. For example, `15.0` or `-15.8` or `.158`
	SliderStepSize	Any positive decimal number. For example, `7.0` or `7.3` or `.73`.
Long	Operator	`Between` *
	Display Type	`Box` * This configures a text box in which end users can enter the value on their mobile device screen.
		`Slider`
	Min	Any positive or negative whole 64-bit number that sets the lower value in a range of accepted values. For example, `2,000,000,000`.
	Max	Any positive or negative whole 64-bit number that sets the higher value in a range of accepted values. For example, `1,000,000,000,000,000,000`.
	SliderStepSize	Any positive whole 64-bit number. For example, `7,000,000,000`.
Price	Operator	`Between` *
	Display Type	`Box` *

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Filter condition attributes and values (continued)

Filter condition type	Accepted filter condition attribute names	Accepted values (* = default setting)
		This configures a text box in which end users can enter the value on their mobile device screen.
		`Slider`
Currency	Operator	`Between` *
	Display Type	`Box` * This configures a text box in which end users can enter the value on their mobile device screen.
		`Slider`
ReferenceList	Operator	`OneOf` *
	Display Type	`ReferenceList` *
Boolean	Operator	`Equals` *
	Display Type	`Boolean` *

Add Boolean fields within a mobile filter

Add Boolean fields, such as 'Active: Yes / No', within mobile filters, so users can more easily search for specific data and streamline their results.

Before you begin

Role required: admin

Procedure

1. Create a filter condition field.

   a. In the web-based UI, enter `sys_sg_filter_condition_field.list` in the filter navigator.

   b. Select **New**.

   c. On the Filter Condition Field form, fill in the fields.

      i. **Name**: Enter a title for the filter condition field.

      ii. **Table**: Select a table which contains the data to filter.

      iii. **Field**: Select a Boolean type field from the list.

   d. Select **Submit**.

2. Create a filter condition to group the filter condition fields. For example, choose an incident table and a Boolean-type field to filter based on whether incidents are active or inactive.

   Note: You need this element even if only one filter condition field exists.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the filter navigator, enter `sys_sg_filter_condition.list`.

b. Select **New**.

c. On the Filter Condition Form, fill in the fields.

i. **Name**: Enter a title for the filter condition field.

ii. **Type**: Select the reference lookup icon ( ) and select `Boolean` from the list.

iii. **Label**: Enter a name for the Boolean filter displayed to the user.

d. Right-click in the header and select **Save**.

3. Create a many-to-many relationship to connect the filter condition and the filter condition field.

a. Select the **Filter Conditions Fields** tab within the **Filter Condition** form

b. Select **New**.

c. In the **Filter Condition Field** field within the Filter Condition M2M Filter Condition Field form, select the reference lookup icon and select the filter condition field you created.

d. Select **Submit**.

4. Add a filter category to display at the top of your filter screen.

a. In the filter navigator, enter `sys_sg_filter_category.list`.

b. Select **New**.

c. On the Filter Category Form, fill in the fields.

i. **Name**: Enter a title for the filter category field.

ii. **Label**: Enter a name for the filter category to display to the user.

iii. **Table**: Select the same table you defined in the Filter Condition Field Form.

d. Right-click in the header and select **Save**.

5. Create a many-to-many relationship to connect the category and the filter condition.

a. Select the **Filter Conditions** tab within the Filter Category form.

b. Select **New**.

c. In the **Filter Condition** field within the Filter Category M2M Filter Condition form, select the reference lookup icon and select the filter category you created.

d. Select **Submit**.

6. Define a filter that contains the filter category.

a. In the filter navigator, enter `sys_sg_filter.list`.

b. Select **New** in the Filters form.

c. In the **Name** field of the Filter form, enter a name for the filter.

d. Right-click in the header and select **Save**.

7. Create a many-to-many relationship to connect the category and the filter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select **New** in the **Filter M2M Filter Categories** area of the Filter form.

b. In the **Filter Category** field within the Filter M2M Filter Category form, select the reference lookup icon and select the filter category you created.

c. Select **Submit**.

8. Assign the created filter with a Boolean field, to either a list screen or a map screen.

a. In the filter navigator, enter either `sys_sg_list_screen.list` or `sys_sg_map_screen.list`.

b. In the **Name** field, search for the screen where you want to add the filter.

c. Select the required screen and in the form perform the following:

i. In the **Filter** field, select the reference lookup icon and select the filter you created.

ii. Make sure that the **Hide filter and sorting field are** cleared.

d. Select **Update**.

Configure sorting capabilities within mobile filters

Use the sorting option in lists and maps to help users organize their filtered results and enable them to view the most relevant information. Examples of configurable sorting options are: recently added, assigned to (ascending), assigned to (descending), and highest priority first.

Before you begin

A sorting option entitled Default always displays at the top of the sorting list. The values of the default sorting are defined using the **Add sort** and **Sorted by** fields within a data item. See, Configure a standard data item. If values are not defined within a data item, the default sorting definitions of the instance are taken from the web-based platform definition.

Role required: admin

About this task

By default, when creating item sorting, the instance creates an ascending and descending variant of the item sorting. Each of these entries contains the text "(Ascending)" and "(Descending)" next to the sorting entry. To change the default display option, see Configure sorting display options for mobile filters.

Note: Filters and sorting options use the same defined categories, as defined by item views and cards.

Procedure

1. Create an item sorting to add fields to a list.

a. In the web-based UI, enter `sys_sg_item_sorting.list` in the filter navigator.

b. Select **New**.

c. On the Item Sorting form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

i. **Name**: Enter a title for the item sorting.

ii. **Type**: Select the reference lookup icon ( ) and select a filter type from the list.

iii. **Label**: Enter a name for the sorting option displayed to the user in the sorting list.

d. Right-click in the header and select **Save**.

2. Create an item sorting field, to create a relationship between the item sorting field and the item sorting.

a. Click the **Item Sorting Fields** tab in the **Item Sorting** form.

b. Select **New**.

c. On the Item Sorting Field form, fill in the fields.

i. **Name**: Enter a title for the item sorting field.

ii. **Table**: Select a table which contains data to sort.

iii. **Field**: Select the element from the tree which relates to the selected table.

iv. **Item Sorting**: This field defaults to the item sorting name you created earlier.

d. Click **Submit**.

3. Repeat step 2 to display additional sorting options.

Note: To change the sorting display attributes, see Configure sorting display options for mobile filters.

4. Add a filter category that contains your item sorting.

a. In the filter navigator, enter `sys_sg_filter_category.list`.

b. Select **New**.

c. On the Filter Category form, fill in the fields.

i. **Name**: Enter a title for the filter category field.

ii. **Label**: Enter a name for the filter category displayed to the user.

iii. **Table**: Select the same table you defined in the Item Sorting Fields form.

d. Right-click in the header and select **Save**.

5. Create a many-to-many relationship to connect the category and the item sorting.

a. Select the **Item Sorting** tab within the **Filter Category** form.

b. Select **New**.

c. In the **Item Sorting** field within the Filter Category M2M Item Sorting form, select the reference lookup icon and select the item sorting you created.

d. Select **Submit**.

6. Define a filter that contains the item sorting.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the filter navigator, enter `sys_sg_filter.list`.

b. Select **New** in the Filters form.

c. In the **Name** field in the Filter form, enter a name for the filter.

d. Right-click in the header and select **Save**.

7. Create a many-to-many relationship to connect the filter and the filter category.

a. Select **New** in the **Filter M2M Filter Categories** area of the Filter form.

b. In the **Filter Category** field within the Filter M2M Filter Category form, select the reference lookup icon and select the filter category you created.

c. Select **Submit**.

8. Assign the created filter with the item sorting, to either a list screen or a map screen.

a. In the filter navigator, enter:

- For a list screen - `sys_sg_list_screen.list`
- For a map screen - `sys_sg_map_screen.list`

b. In the **Name** field, search for the screen where you want to add the filter.

c. Select the required screen and in the form, perform the following:

i. In the **Filter** field, select the reference lookup icon and select the filter you created.

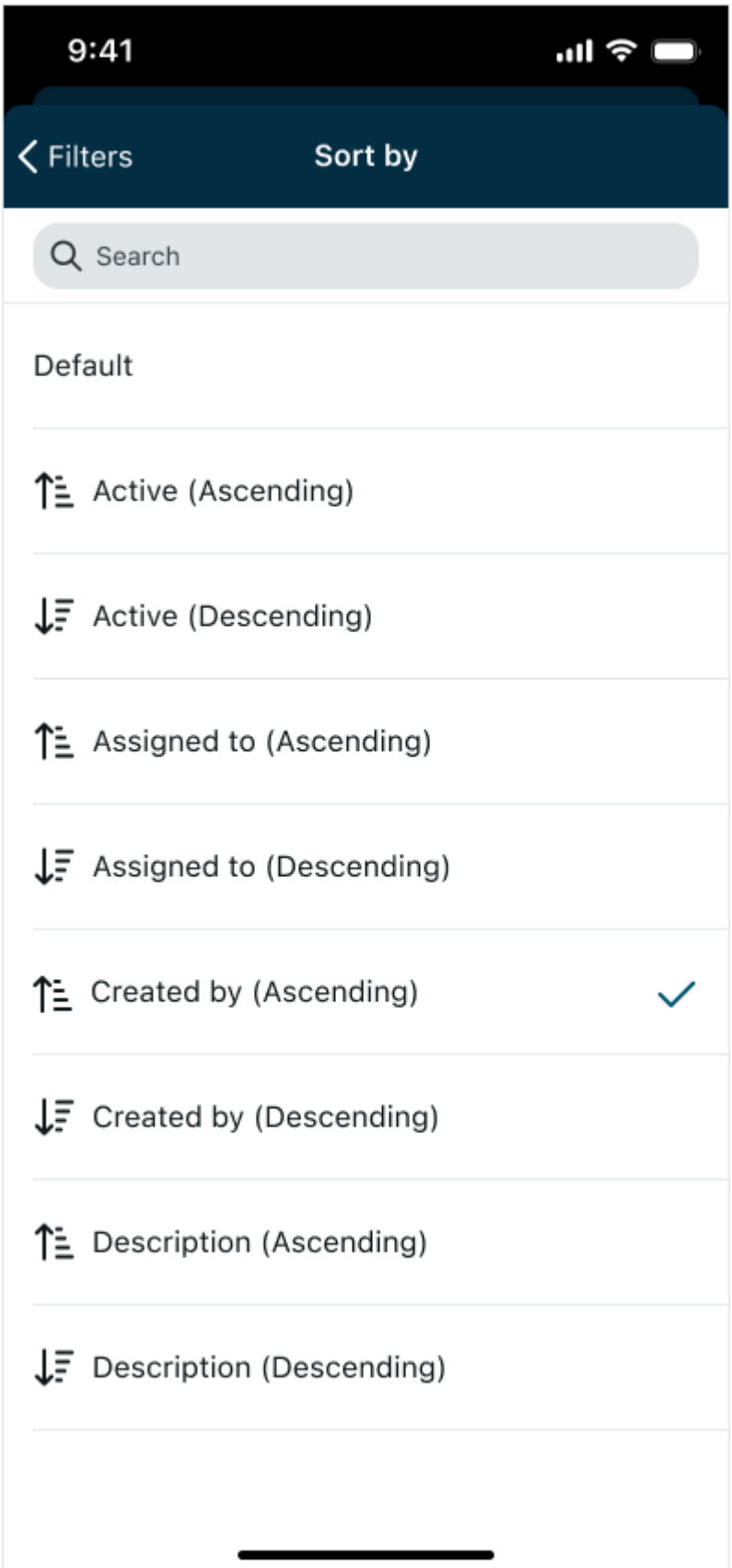
ii. Make sure that the **Hide filter and sorting** field is cleared.

d. Select **Update**.

Result

Your filter sorting configuration may look like the one in the image. Each item sorting has an ascending and descending sorting option associated with it. To change the default display options, see Configure sorting display options for mobile filters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure sorting display options for mobile filters

Customize the way sorting options are displayed in your mobile filter and override the default behavior.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

About this task

Procedure

1. In the web-based UI, enter `sys_sg_item_sorting_attribute.list` in the filter navigator.
2. Select **New**.
3. From the **Item Sorting** field, select the reference lookup icon ( ) and select the item sorting entry to configure.
4. Define attributes to configure for the selected item sorting.

Attribute option	Action
Define the ascending label	**a.** From the **Name** field, select the reference lookup and select `Ascending Label`. **b.** Enter a custom label in the **Translatable Value** field. The entered value takes priority over the value in the item sorting **Label** field in the Item sorting form. **c.** Right-click in the header and select **Save**.
Define the descending label	**a.** From the **Name** field, select the reference lookup and select `Descending Label`. **b.** Enter a custom label in the **Translatable Value** field. The entered value takes priority over the value in the item sorting **Label** field in the Item sorting form. **c.** Right-click in the header and select **Save**.
Hide the ascending/descending suffix	**Note:** Use this option when the ascending or descending suffix is not needed, for example, "Recently added". **a.** From the **Name** field, select the reference lookup and select `Hide Direction Label`. **b.** Enter the value `true` in the **Value** field. The instance does not display the `(ascending)` and `(descending)` suffix name next to the item sorting name. **c.** Right-click in the header and select **Save**.
Display either ascending/descending option	**a.** From the **Name** field, select the reference lookup and select `Order Options`. **b.** Perform one of the following:

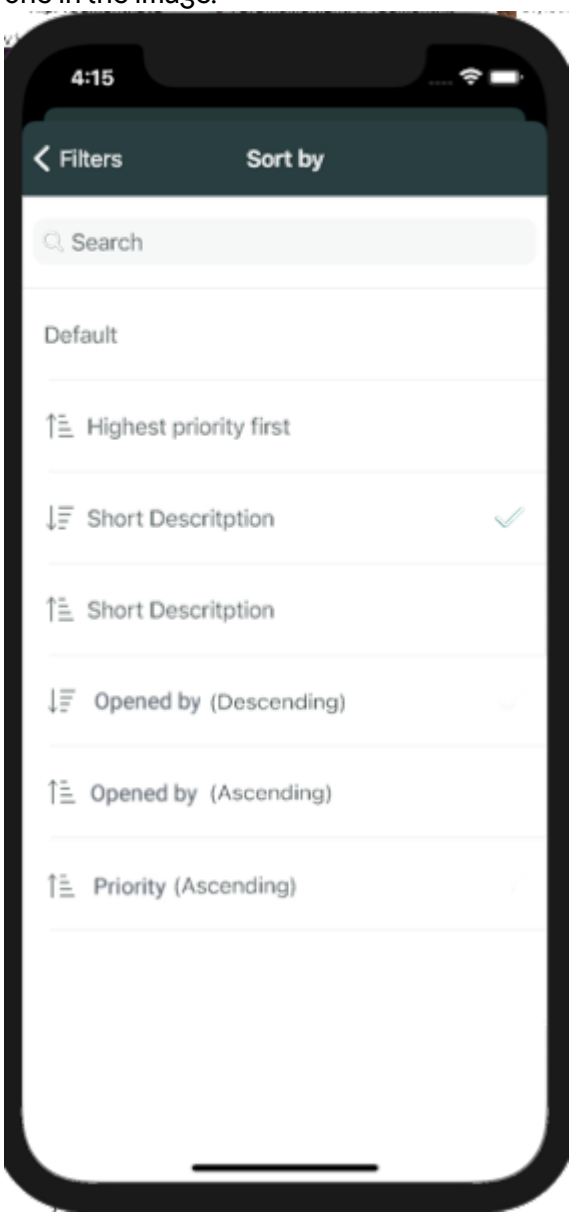
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute option	Action
	▪ Enter the value `ascending` in the **Value** field to display only the ascending sorting option. ▪ Enter the value `descending` in the **Value** field to display only the descending sorting option. **c.** Right-click in the header and select **Save**.

5. Click **Submit**.

Result

After configuring various sorting display options, your filter sorting configuration may look like the one in the image.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure a dynamic screen name for a list screen

Configure a screen to dynamically inherit a name from a parametrized list screen. This setup enables users to view a passed parameter as the screen name instead of the screen record name.

Before you begin

Role required: admin

Procedure

1. In the web-based UI, enter `sys_sg_screen.list` in the filter navigator.
2. Select a list screen to inherit the dynamic screen name.
3. Apply an existing UI parameter in the UI parameter related list.

   a. If the **UI parameters**, **Screen UI element mappings**, and **Source and UI element** related lists are not displayed, add them by clicking the Additional actions icon (☰). Then, select **Configure** > **Related Lists**, and then select the required related lists.

   b. Click the **UI parameters** tab.

   c. Select an existing UI parameter.

   d. On the form, fill in the fields.

   UI parameter element mapping form

Field	Value
Parameter type	Screen
Input source	User input
Input type	Text

   e. Click **Submit**.

4. Define a UI element to serve as the location point of the dynamic screen name.

   Note: This step is a one-time configuration. Once you create the UI element, a new record for the screen title location is not required.

   a. In the web-based UI, enter `sys_sg_ui_element.list` in the filter navigator.

   b. Click **New** to create a new UI element.

   c. On the form, fill in the fields.

   UI elements form

Field	Description
Location	Location where the dynamic screen name displays. Select **Title**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Name	Name of the UI element.

d. Click **Submit**.

5. Create a screen UI element and map it to the screen type.

a. Click the **Screen UI element mappings** tab.

b. Click **New**.

c. On the form, fill in the fields.

Screen UI element mapping form

Field	Description
Screen	Auto-populated with the selected screen, which inherits the dynamic screen parameter.
UI Element	The UI element to be configured.

d. Click **Submit**.

6. Map the screen UI element with the UI parameter.

a. Click the **Source and UI element** tab.

b. Click **New**.

c. On the form, fill in the fields.

Source UI element mapping form

Field	Description
UI Element	The UI element to display the dynamic screen name.
Source Table	The UI Parameter table.

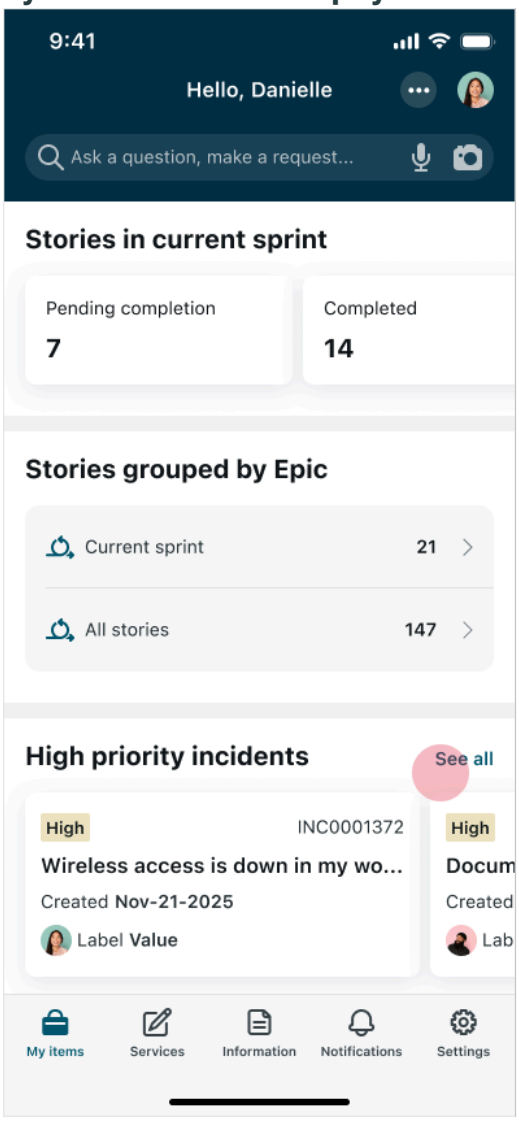
d. Click **Submit**.

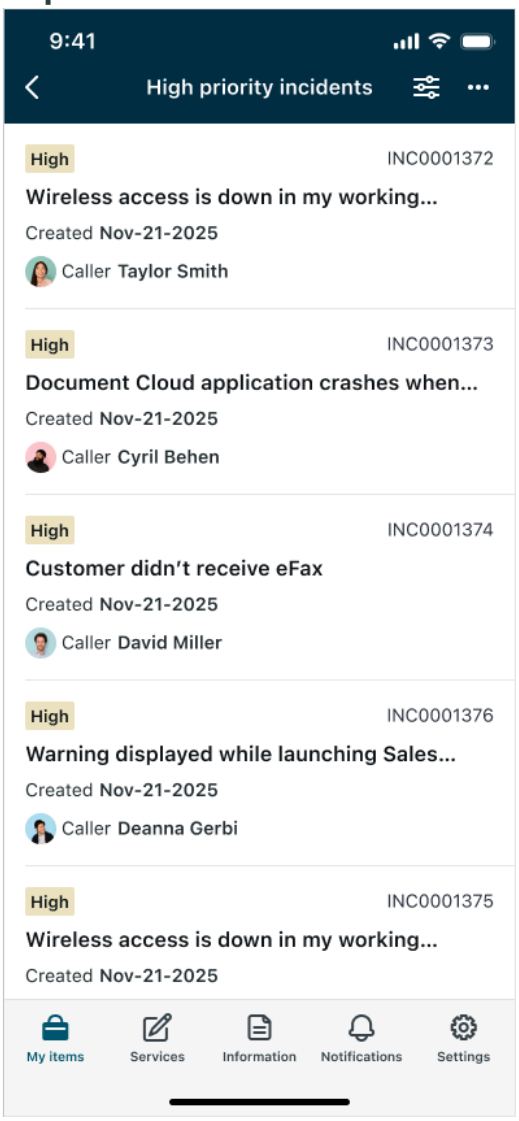
Result

The screen name dynamically inherits a value from the redirection parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dynamic screen name displayed from the redirection parameter





Configure an empty state for a list screen

Configure an empty state to display on empty list screens, to provide information to further direct users. These features are configured in the web-based UI instead of in the Mobile App Builder.

Before you begin

You should already have an empty state configured for list screens that do not contain any data. For more information, see Configure an empty state.

Role required: admin

Procedure

1. In the web-based UI, enter `sys_sg_list_screen.list` in the filter navigator.
2. Select a list screen to display the specific empty state.
3. In the **Empty State** field, select an empty state to associate with the list screen.
4. Right-click in the header and select **Save**.

Record screen

Record screens display content for a specific single record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use record screens to display the content of a single record. You can configure functions on record screens to allow users to make edits and take actions. Record screens support top menu functions, footer functions, and smart buttons.

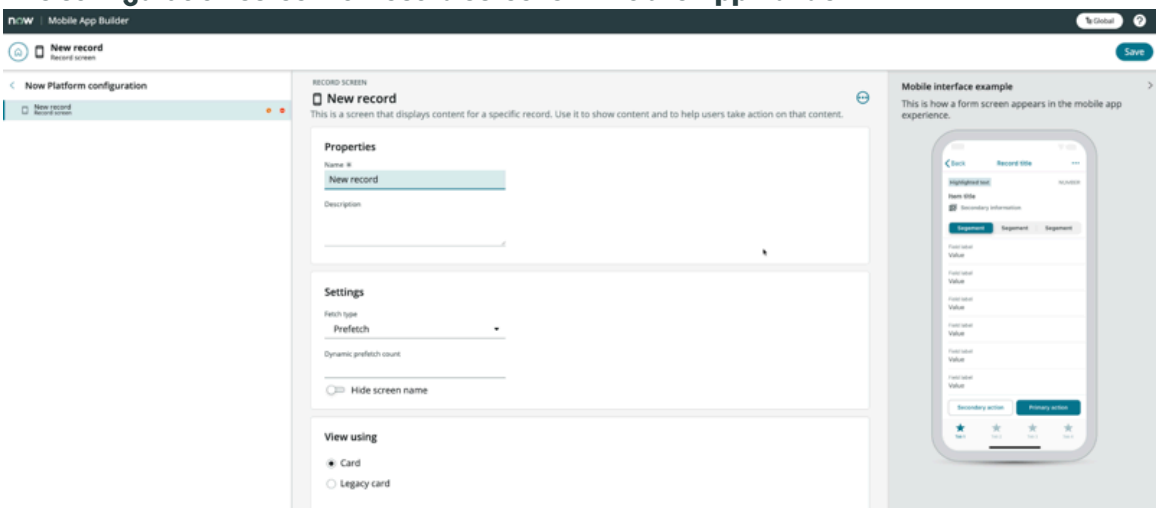
When a record screen is created, a details screen is configured by default. Add any of the five additional screen segment types listed below as needed.

Within a record screen, you can control the embedded screen segments. There are five types of embedded screen segments available for use when configuring a record screen through Mobile App Builder.

Record screen configuration

Use the record configuration screen in Mobile App Builder to control the content and appearance of your record screen.

The configuration screen for record screens in Mobile App Builder



Record screen fields

The record screen configuration form in Mobile App Builder contains the following fields.

Name

The screen name for the record header. This name is visible to the end users.

Description

Description of the record screen. This name is not visible to end users.

Settings

- **Fetch Type**: Controls when the data is loaded onto the screen. Change your fetch type to optimize load time performance.
- **Dynamic Pre-Fetch Count**: Defines when you select a fetch type of **Dynamic**.
- **Hide Screen Name**: Hides or shows the screen name in the Record screen.

View Using (Legacy Card / Card)

A card used for the header section of the record screen. Use Mobile Card Builder to change the appearance of your mobile card or the fields displayed on the card. For more information about using Mobile Card Builder, see Customize a screen using Mobile Card Builder.

Icon

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Icon that appears in the header of the launcher screen.

Alert

You can configure a mobile alert overlay for a record screen to inform users of an important message and to redirect them to a specific screen. For more information about configuring an alert, see Configure a mobile alert for a record screen.

Data item

The data item defines what table you want data from and what conditions must be met for the data to be displayed. You can select an existing data item or create a new one.

Data items are not required when a record screen is used as an embedded screen on a list item config.

Record screen segments

- **Record screen segment**: Within a record screen, you can control the embedded screen segments. There are five types of embedded record screen segments you can use when configuring a record screen. These record screen segments are listed in the following section.
- **Dynamic record screen segment**: Dynamic segments in a record screen enable users to see a subset of relevant records rather than a whole list of records. Use dynamic segments to create a link between selected elements near the top of the screen and the content displayed below.

Top menu function

For each function you create for an application, you must associate it with a specific location. For more information, see Associate a function with a location in the app.

UI parameters

Parameters are a way of creating a variable or a placeholder for input from an end user or from 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.

Dynamic screen name

Dynamically inherit a name from a field in a previous record.

Role access

Limit user access to the record screen.

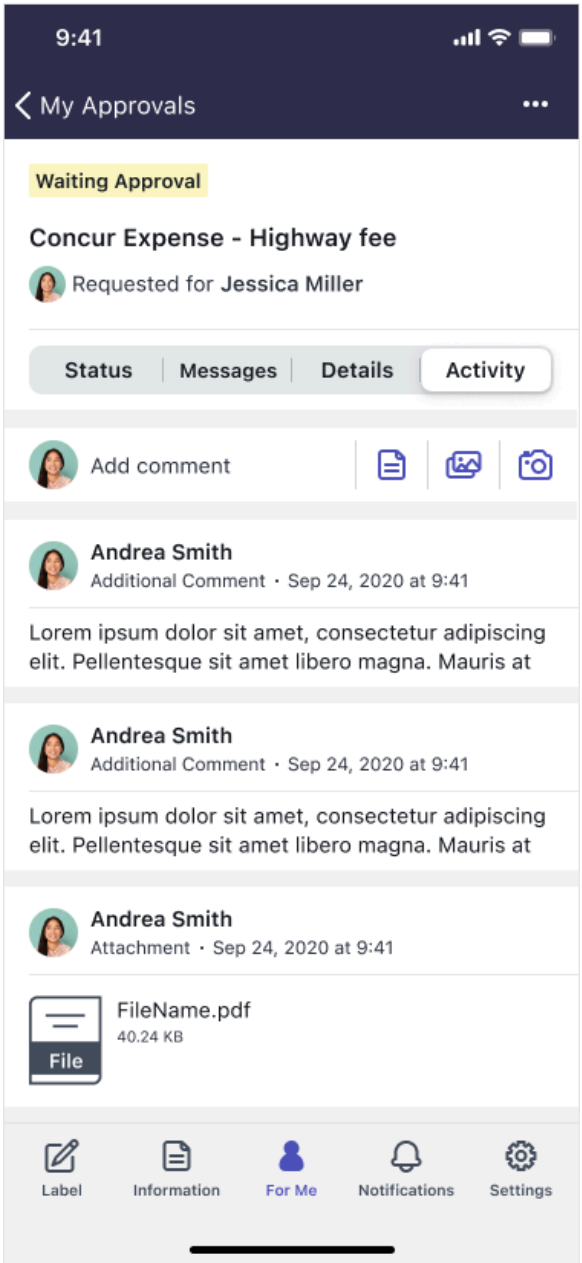
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record screen segments

Activity stream screen segment

Use an activity stream screen to display work notes, comments, and/or attachments for the record. Your users can configure whether all three of these are visible, or only a select few are visible.

To configure an activity stream screen segment, see Configure an activity stream screen for a record screen.

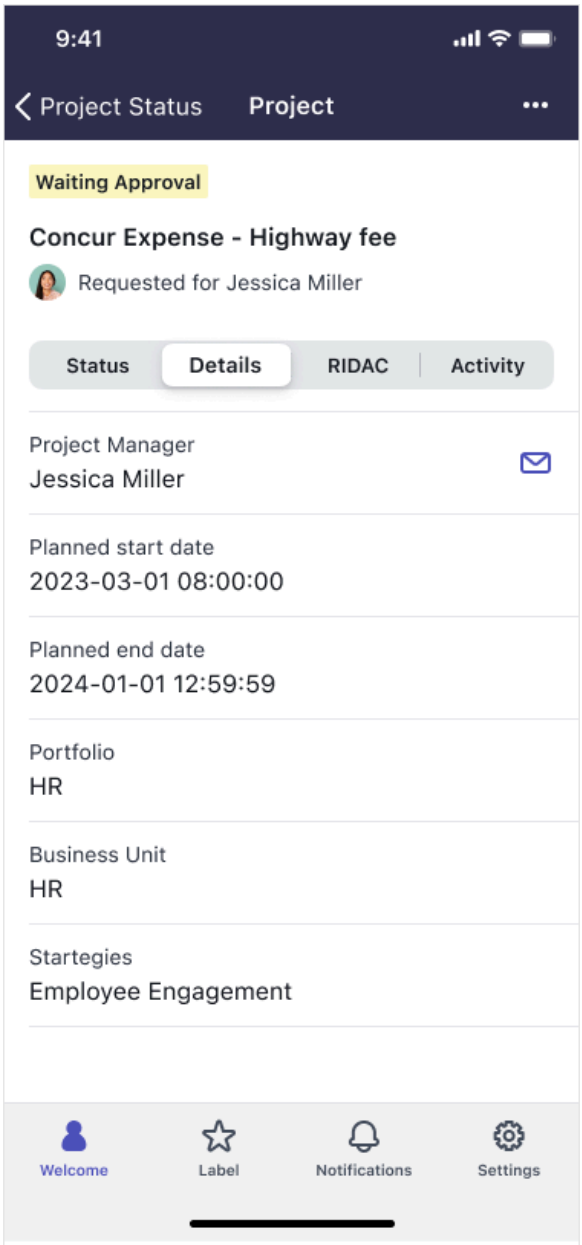


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Details screen segment

Use a details screen to display specific screen fields from the record. On a record screen, you can see the same item view/pattern that was configured for the list item. Embed a details screen in your record screen when you want to display more info about the record.

For more information on detail screens, see Configure a details screen for a record screen.

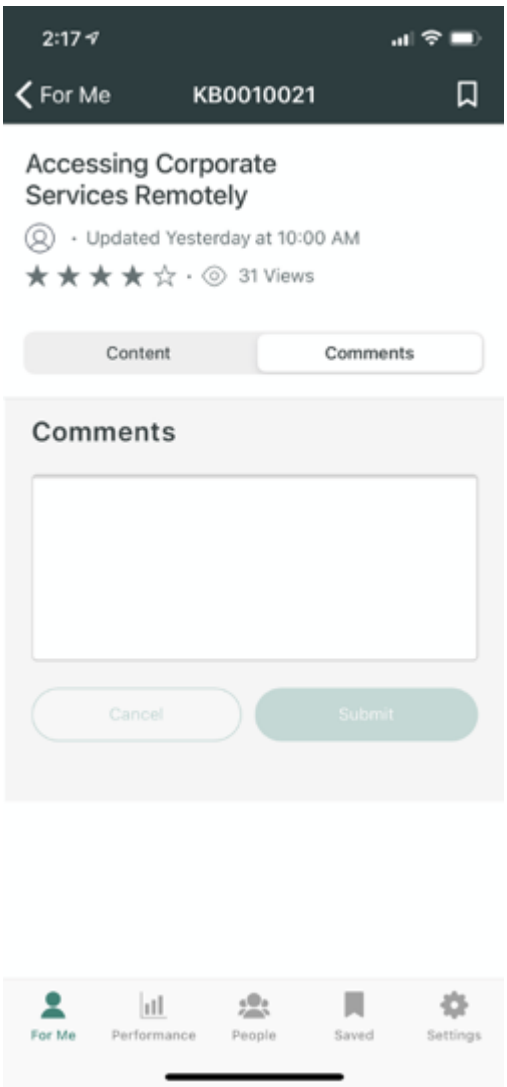


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Embedded browser screen segment

Use an embedded browser screen to display content from a URL within a browser section. An embedded browser can display information such as related knowledge articles within your forms.

For more information on embedded browser screens see Configure an embedded browser screen for a record screen.

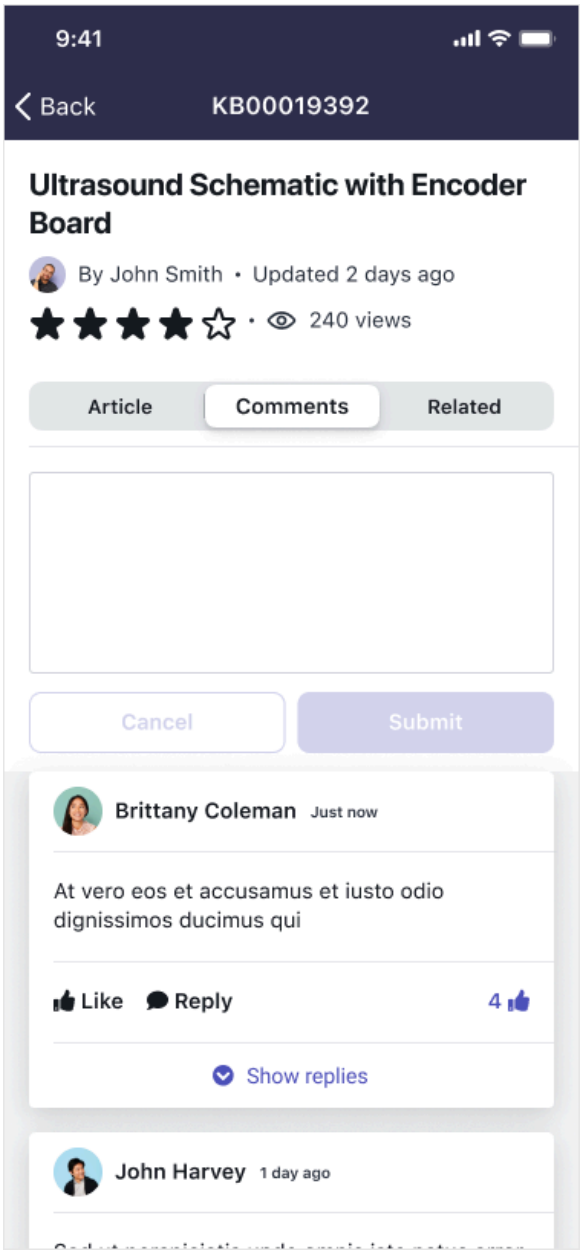


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Embedded list screen segment

Use an embedded list screen to display a related list as an embedded tab within a record screen. An embedded list can provide a user immediate access to a single related list without the extra tap when using the related list screen.

To configure an embedded list screen segment, see Embedded lists for a record screen.

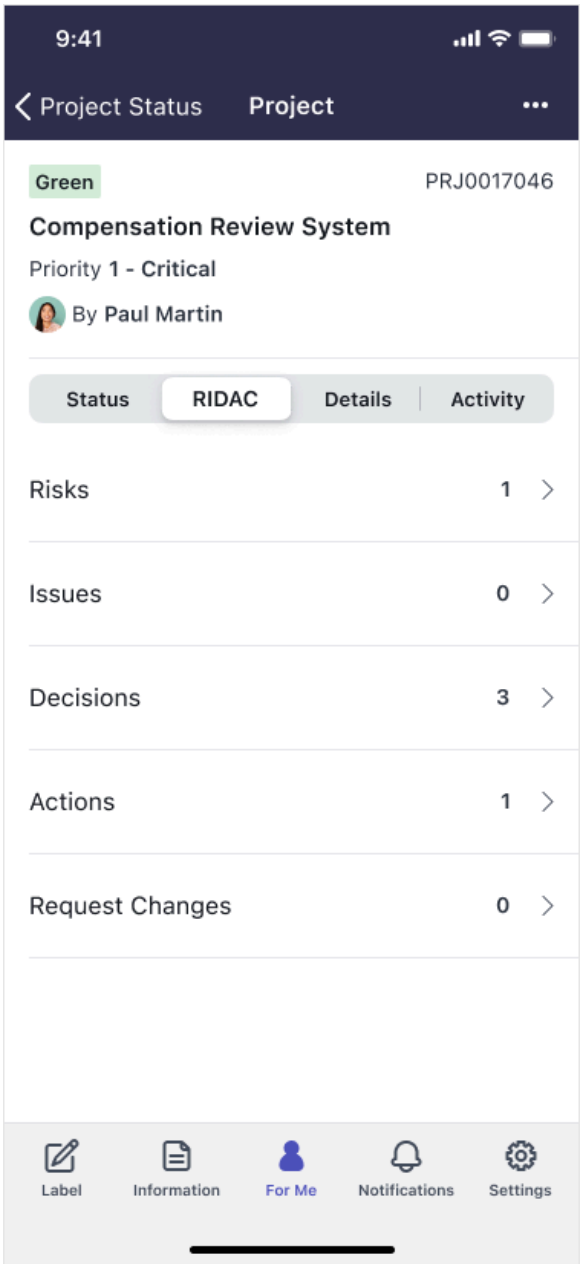


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Related list screen segment

Use a related list screen to display related lists for the record. Each related list you configure appears in this related list screen. Your users can see the name of the list and tap to see the records within that list.

To configure a related list screen segment, see Configure a related list screen for a record screen.



Sections screen segment

Enrich your record screen with the addition of item UI sections displayed in a card format. This capability presents content and users can trigger actions without the need to navigate to an additional list screen.

To configure a sections screen segment, see Configure a record UI section for a record screen.

Configure a parameterized record screen

Configure a record screen to query a user for a parameter. The screen then uses this parameter to determine the record that appears on the screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder
3. Select the **Screens** category, and then select **New**.
4. Select the **Record** option in the Create a screen page, and then select **Continue**.
5. Complete the following fields as needed.

Record screen fields

Field	Description
Name	The name of your screen. This name appears as a tile in the mobile application.
Description	Additional information about your screen.
Fetch type	Settings that determine when data is loaded in your screen. Select from the following fetch types: ○ **Prefetch:** This option pre-loads record screen data when an end user accesses a list, calendar, or record screen. ○ **On-demand:** The app sends a network request to load the app only when end users navigate to it. ○ **Background**: The app makes a background network request to load embedded screens or record screen segments. ○ **Dynamic prefetch:** Screens for the first 10 rows load as described for the Prefetch fetch type. After the 10 first rows load, additional rows of screens load with the On-demand fetch type.
Dynamic prefetch count	You can change the number of rows loaded with prefetch by changing the value of the Dynamic prefetch count field.
Hide screen name	Option to hide the record's screen name.
View using (Legacy Card/Card)	A Card used for the header section of the record screen. Use the Mobile Card Builder to change the appearance of your mobile card or the fields displayed on the card. For more detail on using the Mobile Card Builder,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	see Customize a screen using Mobile Card Builder. The best practice is using **Card**.
Card	This is an element that visually displays information from different records. You can style this information by setting specific conditions for each information type.
Icon	Icon that appears in the header of the launcher screen.
Alert	This is a mobile alert overlay for a record screen. Use it to inform users of an important message and to redirect them to a specific screen. Only one mobile alert is available per instance.
Data item	This defines what table you want data from and what conditions must be met for the data to be displayed.
Record screen segments	This is a UI element for switching between different lists on a single record screen. Use it to divide content into different areas on the screen.
Dynamic segments height	Sets the height for dynamically sized segments.
Dynamic segments minimum width	Sets the minimum width for dynamically sized segments.
Top menu function instances	Functions placed in the top menu of the record screen.
UI parameters	This is a variable that affects how a field or UI element behaves. Use it to determine how a value can be entered or if it will be autopopulated for a UI element based on what the user has done.
Dynamic screen title	This is how you can create an element and map it to a UI parameter. Use it to pass a value from one screen to another and include it in the title of the destination screen.
Role access	Option to limit user access to the screen by role.

6. On the Record screen form, select an existing data item or create a new one.

New data item fields

Field	Description
Name	Name of the data item.
Description	Additional information about your data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Table	Table where the data item gets its data from.
Group by	Determine what values the table will be grouped by.
Condition Type	Whether the conditions for the data item are declarative, scripted, or use an encoded query. Leave this field at its default setting.
Offline condition	Conditions to apply when the user sets the app to offline mode.
Parameters	Data Parameter used for filtering the data item. Use parameters to accept values passed from screens or other sources.

7. In the Data item screen, create a new data parameter by selecting the **New** button in the Parameters field.
8. In the New Data Parameter screen, enter a name for your parameter in the **Name** field, and select the parameter **Type**.
   The available types are Integer, String, Decimal, Boolean, Datetime, or Date. For more detail on available options when creating parametrized data items, see Configure a parametrized data item.
9. Use the left panel hierarchy tree to return to the data item you just created a data parameter for. In the **Condition** field, create a query that uses your parameter to filter your records.
10. Use the left panel hierarchy tree to return to the Record Screen and select **New** in the **UI Parameters field** to create a new parameter.
11. In the **Properties** section, enter a name for the UI parameter.
12. In the **Setting** section, fill in the following fields.

UI parameter setting form

Field	Description
Input type	How your users enter a value for this parameter. Select from the following options: ○ Text ○ Choice List ○ Search List ○ QR/Barcode
Table name	Table used for the choice list where users select a parameter value. **Note:** This field is visible only when **Input type** is set to **Choice list** or **Search list**.
Field name	The field used for the choice list where users select a parameter value.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field is visible only when **Input type** is set to **Choice list** or **Search list**.
Default value	Default value for your parameter. **Note:** This field is only visible when **Default value type** is set to **Manual**.
Input style	Input style for your parameter. Select from **Inline** or **Popup**.
Default value type	Whether the parameter has a default value. Select **None** to have no default value, or **Manual** to enter a manual value in the **Default value** field.
Mandatory	Determines whether user input for the parameter is mandatory.
Placeholder text	Text that appears in the parameter entry field before the users enters a value.
Multi-select	Whether the user can select multiple values from the choice list. **Note:** This field is visible only when **Input type** is set to **Choice list**.
Search type	The type of search used when finding a parameter value. **Note:** This field is visible only when **Input type** is set to **Search list**.
Carried	Whether this parameter a carried parameter. Use carried parameters to move information between different screens and actions.

13. In the **Data Parameter Mapping** section, select the **Choose** button to create a new parameter mapping.
14. Select the data parameter you created for the data item.
15. Select **Apply**.
16. Select **Save**.

Result

The UI parameter in your form is associated with the data parameter in your data item. When a user accesses this form, the screen prompts the user for a value for the parameter. The data item uses that value to filter the record displayed in the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure an activity stream screen for a record screen

Configure an activity stream screen on your form to give your users access to comments, work notes, and attachments relating to the record they are viewing. In addition, use activity stream segments when you want to show the history of updates for a record.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the record screen you want to configure with an activity stream.
4. In the **Record screen segments** section, select **New**.
5. Select the **Record screen segment** from the Create a record screen segment screen, and then select **Continue**.
6. In the **Embedded screen** section, select **New**.
7. Select **Activity stream** from the Create a Screen screen, and then select **Continue**.
8. Complete the following fields as needed.

New activity stream record

Field	Description
Name	The name of your screen. This name appears as a tile in the mobile application.
Description	Additional information about the screen.
Fetch type	Settings that determine when data is loaded in your screen. Select from the following optional fetch types: ○ **On-demand:** The app sends a network request to load the app only when end users navigate to it. ○ **Background**: The app makes a background network request to load embedded screens or record screen segments.
Dynamic prefetch count	You can change the number of rows loaded with prefetch by changing the value of the Dynamic prefetch count field.
Hide screen name	Option to hide the record's screen name.
Show "Work Note" button	Show/hide the work note button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Show "Additional comment" button	Show/hide the additional comment button.
Show "Attachment" button	Show/hide the attachment button.
Available offline	Configure whether the activity stream is available when the device is offline.
Hidden attachment sources	Choose values where you don't want images sourced from. Select either one or more of the following sources: **Camera**, **Files**, and **Gallery**. For more information, see Define attachment sources available to users.
Table	The table that the activity stream will use. This must match the table used on the parent record screen.
Icon	Icon used to represent your activity stream.

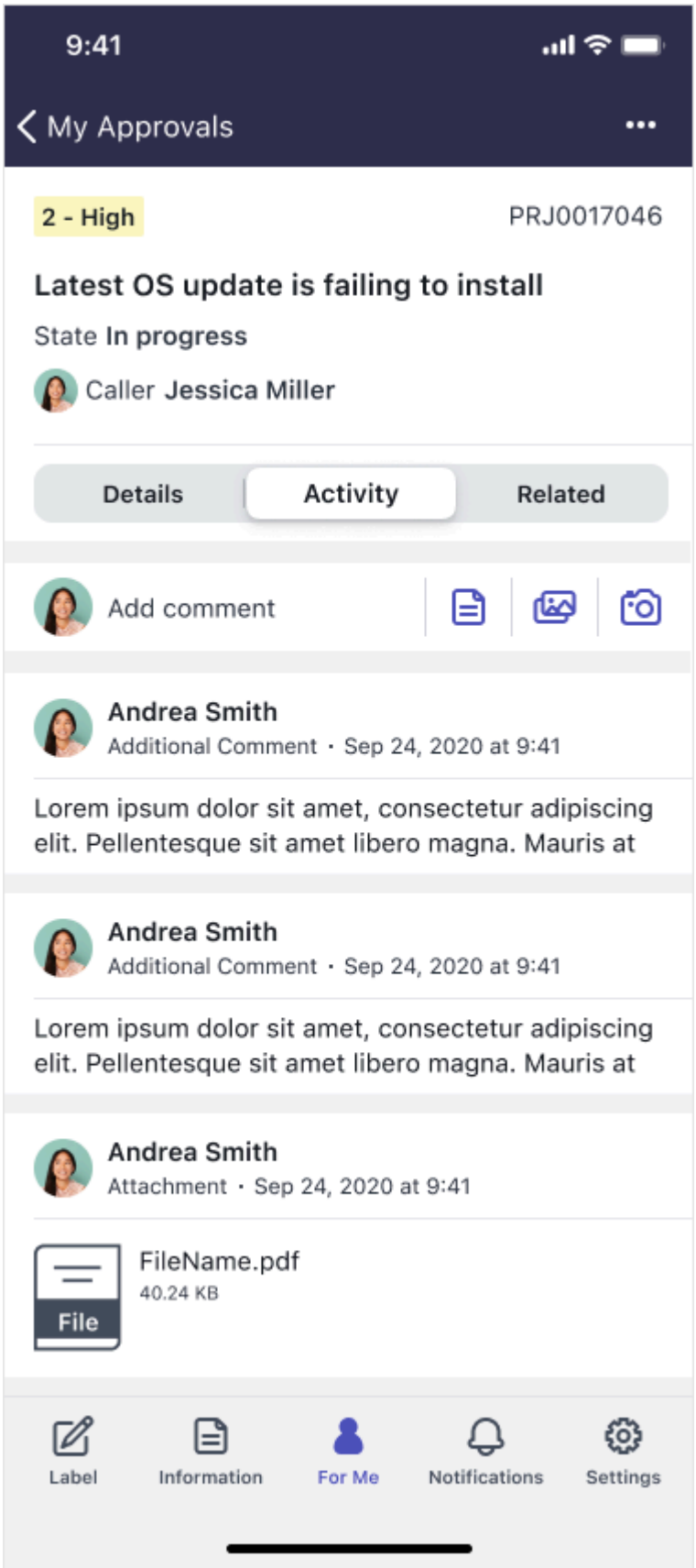
9. Fill in the **Data** section with the table that is used for the activity stream.
10. In the **Icon** section, select an icon for the activity screen.
11. Select **Save**.

Result

Your record screen includes an **Activity** tab. Your users can tap this tab to view comments, work notes, and attachments relating to the record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Stream tab



The following file types are supported for previewing files:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- image files — .png, .svg, .webp, .jpg, and .jpeg
- video files — .mp4, .mov, and .m4v
- document files — .pdf, .xlsx, .doc, .ppt, .csv, .xls, .txt, and .docx

Note:

- Audio files are not supported.
- Some of the above file types require an external app to be installed on the device to open the file. For example, Android users can't open .docx files if Microsoft Word isn't installed on their device.
- Some other file types might work intermittently on iOS and Android devices, but ServiceNow does not support these other file types. ServiceNow only supports the above listed file types on both iOS and Android devices.

General guidelines for activity stream

Consider these general guidelines when configuring your activity stream.

Note: For design considerations and user experience general guidelines when configuring your activity stream, refer to the Activity stream screen section in the Horizon design system website.

Add activity stream as a stream segment

Depending on your requirements, you can add an activity stream as a screen segment in a record screen or have it as a standalone screen.

Include in incidents and requests

Incidents and requests that have pending activity should include an activity stream screen segment.

Use of update history

Use an activity stream screen segment for records where history updates are important. However, if you're looking at a user profile record, activity stream segments may not be needed.

Rename for user familiarity

The term Activity stream as a tab name may not be understood by some users. Consider renaming this tab to a term your users are familiar with, such as Updates, History, or Notes.

@mention feature

- Users can @mention someone in the activity stream, and the mentioned user will receive an email and push notifications based on admin and user preferences. For more information, see Mobile push notifications.
- Supporting @mention mobile push notifications requires configuration and isn't supported by default for all tables. In this case, consider adding support for tables which require collaboration between users to increase communication efficiency.

User role user or user criteria permissions

You can restrict access to the activity stream segment within the Record screen for specific users by assigning user roles or user criteria permissions. For more information, see User roles and user criteria permissions for mobile apps.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure an embedded browser screen for a record screen

Add an embedded browser screen to display content from a URL within a browser section. This enables users to access information in a ServiceNow instance or on a page outside of your instance.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the record screen to which you want to add an embedded web browser.
4. In the record screen form, scroll down to the **Record screen segments** area, and then select **New**.
5. In the **Create a record screen segment** dialog box, select the **Record screen segment** tile, and then select **Continue**.
6. In the record screen segment form, scroll down to the **Embedded screen** area, and then select **New**.
7. In the **Create a screen** dialog box, select **Mobile web**, and then select **Continue**.
8. Complete the mobile web screen form by using the instructions in Configure a mobile web screen.

Result

Your record screen is configured with an embedded browser. Your users can access this screen on the form by tapping the tab with the name of this screen.

Configure a details screen for a record screen

Create a details screen to display record fields on your screen.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the record screen for which you want to configure a details screen.
4. In the Record Screen form, scroll down to the **Record screen segments** area, and then select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the **Create a record screen segment** dialog box, select **Record screen segment**, and then select **Continue**.
6. In the Record Screen Segment form, scroll down to the **Embedded screen** area, and then select **New**.
7. In the **Create a screen** dialog box, select **Details**, and then select **Continue**.
8. Complete the following fields as needed.

Note: The available fields that can be configured on a details screen form are determined by your organization's mobile UI rules. For more information, see Mobile UI Rules.

Details screen form

Field	Description
Properties	
Name	The screen name. This name is not visible to end users.
Description	Description that is used to identify the details screen.
Settings	
Fetch type	Settings that determine when data is loaded in your screens. Select from the following fetch types: ○ **Prefetch**: This option pre-loads record screen data when an end user accesses a list, calendar, or record screen. ○ **Background**: The app makes a background network request to load embedded screens or record screen segments. ○ **Dynamic prefetch**: Screens for the first 10 rows load as described for the **Prefetch** fetch type. After the 10 first rows load, additional rows of screens load with the **On-demand** fetch type. ○ **On-demand**: The app sends a network request to load the app only when end users navigate to it. For more information about fetch types, see Mobile fetch types.
Available offline	Whether the details screen is available when the device is offline. **Note:** Offline mode is only supported on the Mobile Agent.
Icon	The icon that displays for your details screen. Select **Choose** to use an existing icon, or select **New** to configure one.
Data	The table that is used for the details screen. Select the arrow to display a list of tables you can choose from.
Screen fields	Sets the fields for the details screen. For information about setting these fields, see Screen fields.
Field function instances	(Optional) Sets the functions for your details screen. Select an existing field function instance or select **New** to add one. For information about adding field functions, see Add functions to your details screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Footer function instances	(Optional) Sets the function in the footer region of the mobile app screen. Select an existing footer function instance or select **New** to add one. For more information about adding a footer function instance, see Associate a function with a location in the app.
UI parameters	UI parameters are variables that affect how a field or UI element behaves. Use UI parameters to determine how a value can be entered or whether it is automatically populated for the UI element based on the end user's action. Select an existing UI parameter or select **New** to add one. For more information about adding a UI parameter, see Configure a parameterized record screen.

9. Select **Save**.

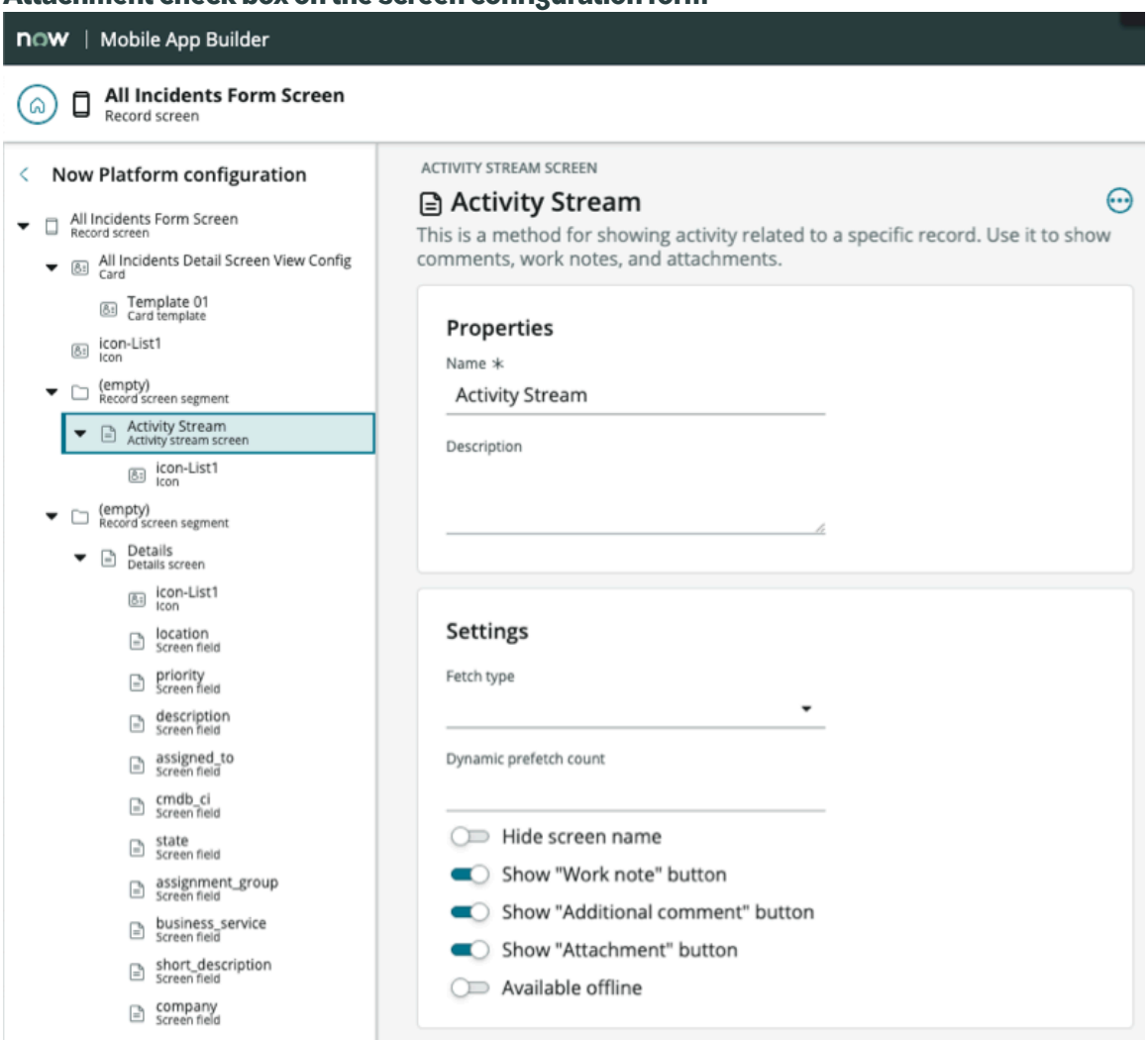
Manage attachments on details screens

Add, remove, rename, and view attachments in your mobile record screens.

Enable attachments on your mobile record screens

You can enable attachments on a mobile record screen. Navigate to your record screen in Mobile App Builder. Find and select the **Activity Stream** entry in the configuration tree. Then, select **Show "Attachment" button** option in the **Settings** section of the configuration panel.

Attachment check box on the screen configuration form



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For details on the record screen configuration, see Configure a record screen for use with a list screen.

View the attachment list on your record screens

When enabled by an administrator, the attachment list appears at the bottom of the **Details** tab of your mobile record screens. The attachment list shows a preview of each attachment that is associated with the current record. If there are no attachments, you see "No attachment" instead of the attachment list.

The following file types are supported for previewing files:

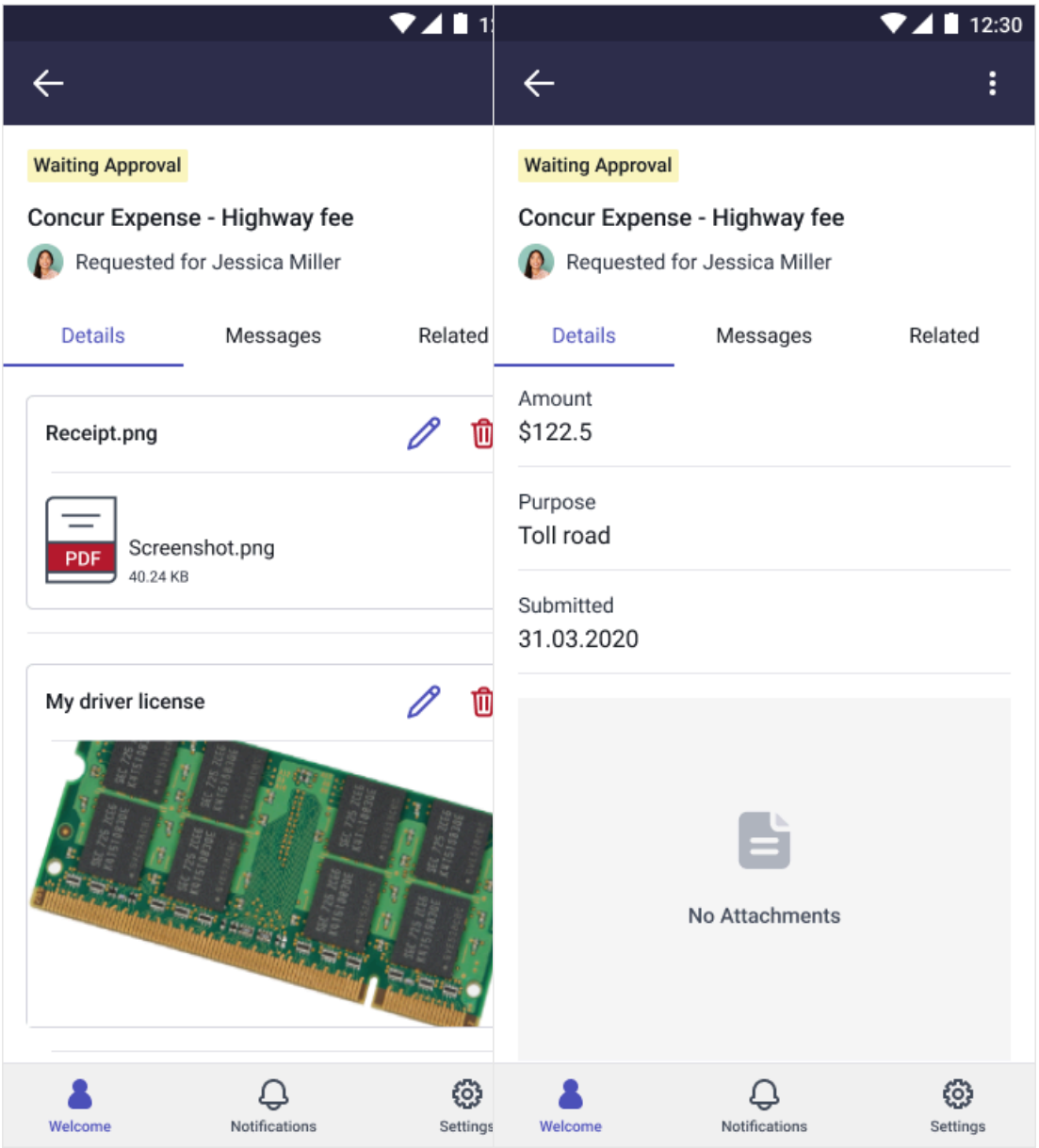
- image files — .png, .svg, .webp, .jpg, and .jpeg
- video files — .mp4, .mov, and .m4v
- document files — .pdf, .xlsx, .doc, .ppt, .csv, .xls, .txt, and .docx

Note:

- Audio files are not supported.
- Some of the above file types require an external app to be installed on the device to open the file. For example, Android users can't open .docx files if Microsoft Word isn't installed on their device.
- Some other file types might work intermittently on iOS and Android devices, but ServiceNow does not support these other file types. ServiceNow only supports the above listed file types on both iOS and Android devices.

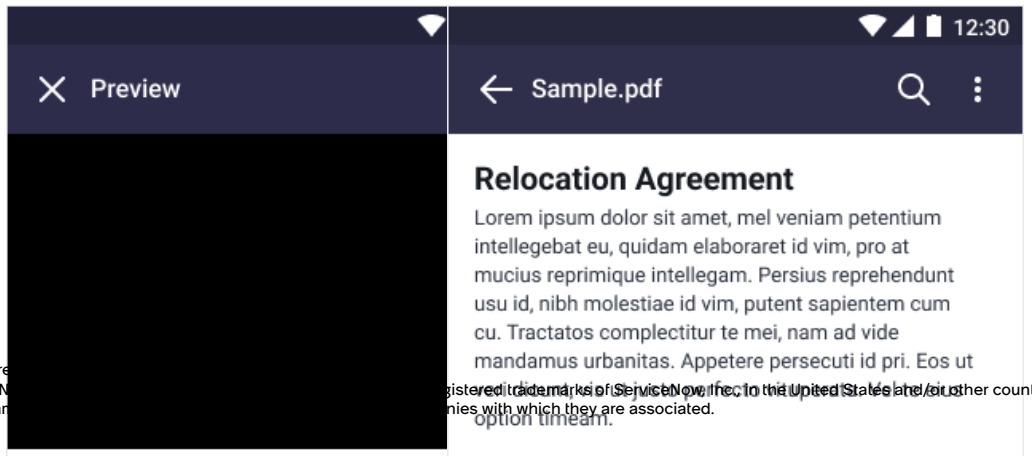
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile record screen with an attachment and shown without an attachment



Tap an attachment to show a preview of the attachment.

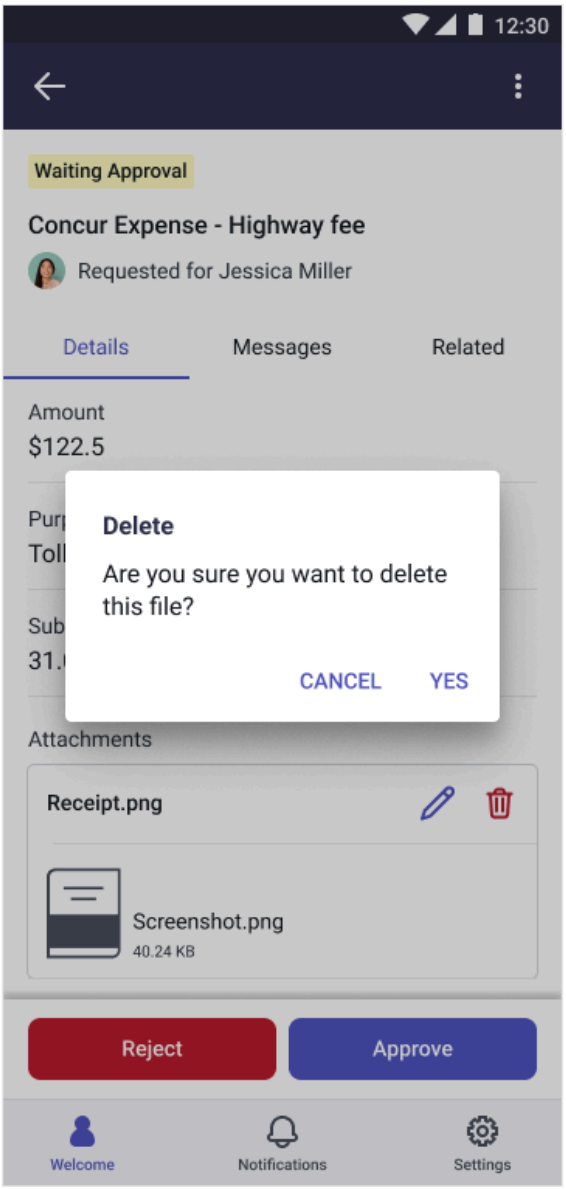
Mobile record screen with an attachment and shown without an attachment



© 2026 ServiceNow, Inc. All rights re
ServiceNow, the ServiceNow logo, N
Other company names, product nar
gistered trademark of ServiceNow, Inc. in the United States and/or other countries.
nies with which they are associated.

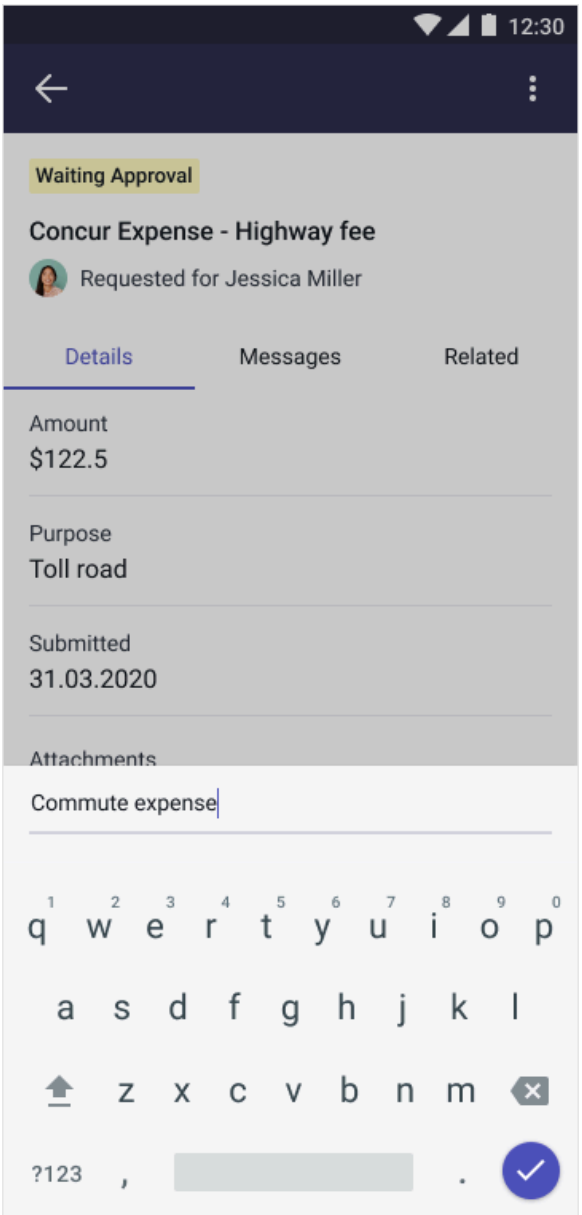
Manage attachments

To delete an attachment, tap the **Delete** ( ) icon, and then click **Yes** in the confirmation pop-up window.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To rename an attachment, tap the **Rename** ( ) icon. Then, in the **Edit name** field, enter a name.



Note: The ability to perform these actions are controlled by the Access Control List rules on your instance.

Add functions to your details screens

Add functions to your details screens to enable your users to take actions or view additional information.

Add functions to your details screens

Use field and footer functions to provide information and actions for users viewing records within a mobile app. You can add these functions as instances on your record screens using the Mobile App Builder.

Add a field function to screen

Add field functions to the details screen in your record screens using Mobile App Builder.

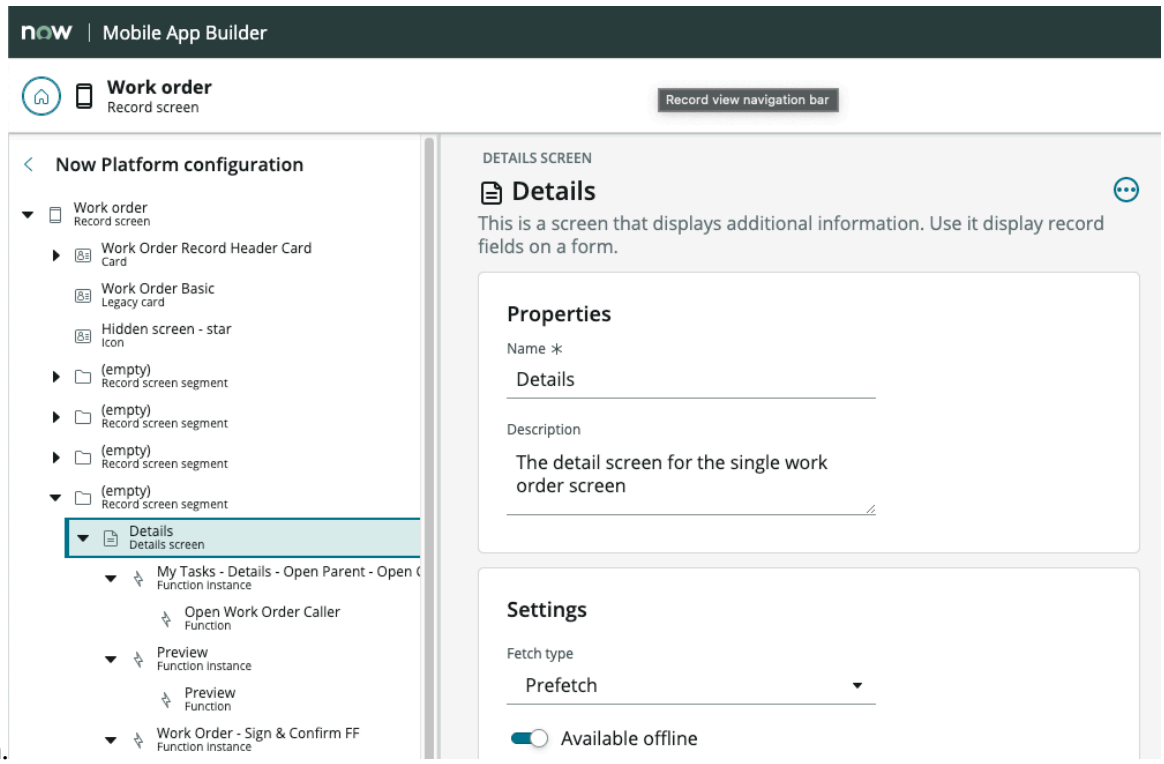
Before you begin
Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field functions are functions that users can access by tapping or swiping on a specific field on your form. Use this option for functions relating to data in a specific field. You can add functions to fields by creating a function instance in any details screen that is embedded within your record screen.

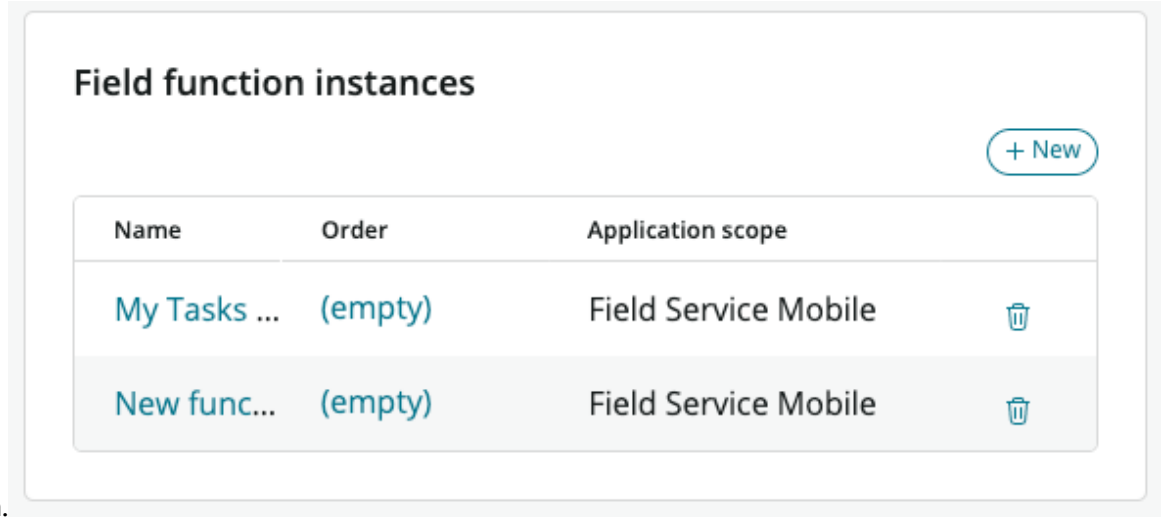
Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder appears in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then select the record screen.
4. Use the configuration tree on the left to find and select the details screen where you want to add a field function.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the configuration panel, find the **Field function instances** section and click the **New** button.



6. In the **New function instance** control panel, fill in the fields as needed.

New function instance fields

Field	Description
Name	Name of the function instance. This name is for administration not visible to app users.
Description	Description of the function instance. This description is for administration and not visible to app users.
Display label	Label displayed in the app for the function.
Order	Order in which the function is displayed in the app.
Active	Whether the field function instance is active. Inactive function instances don't appear in the app.
Disable offline	Whether the function instance is available
Icon	Option icon used for your field function. To use an existing icon, click the **Choose** button, select an icon, and click **Apply**. To create an icon, click the **New** button. You're redirected to the **New icon** panel. For details on creating icons see Mobile icons.
Field Name	Field that will use this field function.
Function	Function to use on the field selected in the **Field Name** field. To use an existing function, click the **Choose** button, select a function, and click **Apply**. To create function, click the **New** button. You're redirected to the **New function** panel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	For details on creating functions see Mobile functions.

7. Click **Save** in the upper right corner to save your function instance.

Add a footer function to screen

Add footer functions to the details screen in your record screens using Mobile App Builder.

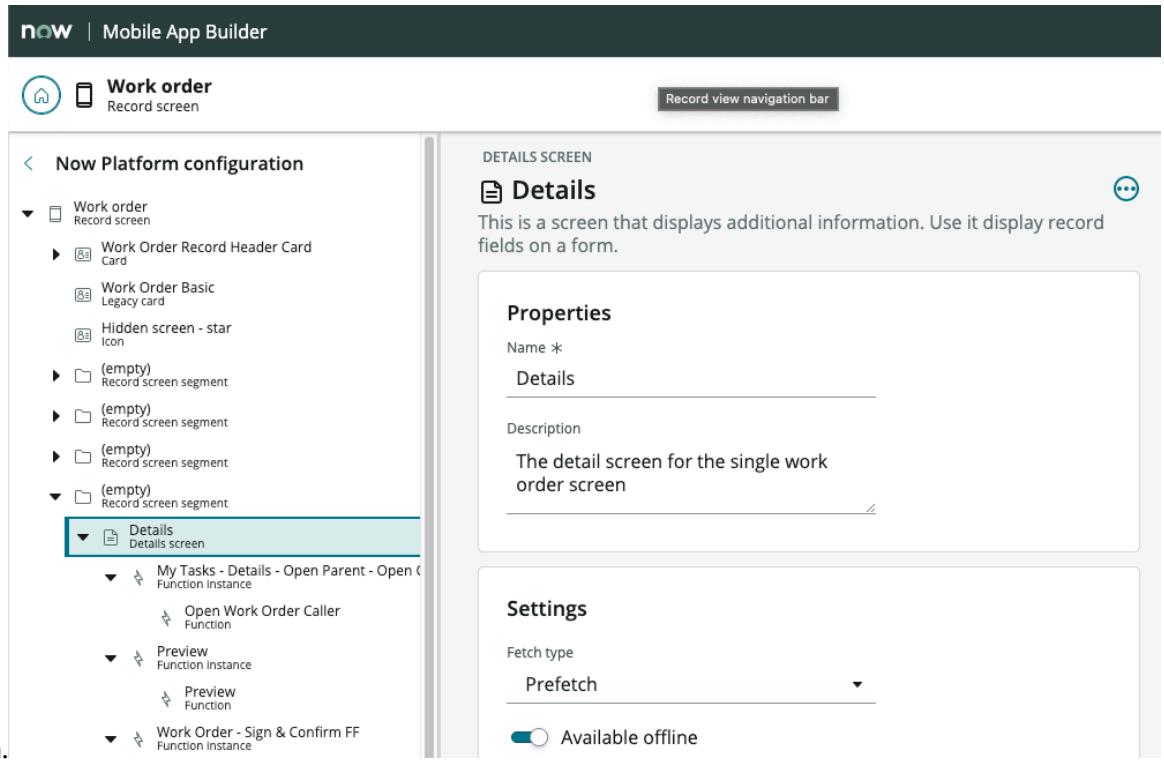
Before you begin

Role required: admin

Footer functions are functions that users can by tapping a button at the bottom of a record screen. Use this option for functions relating to the record rather than data in a specific field. You can add functions to forms by creating a function instance in any details screen that is embedded within your record screen.

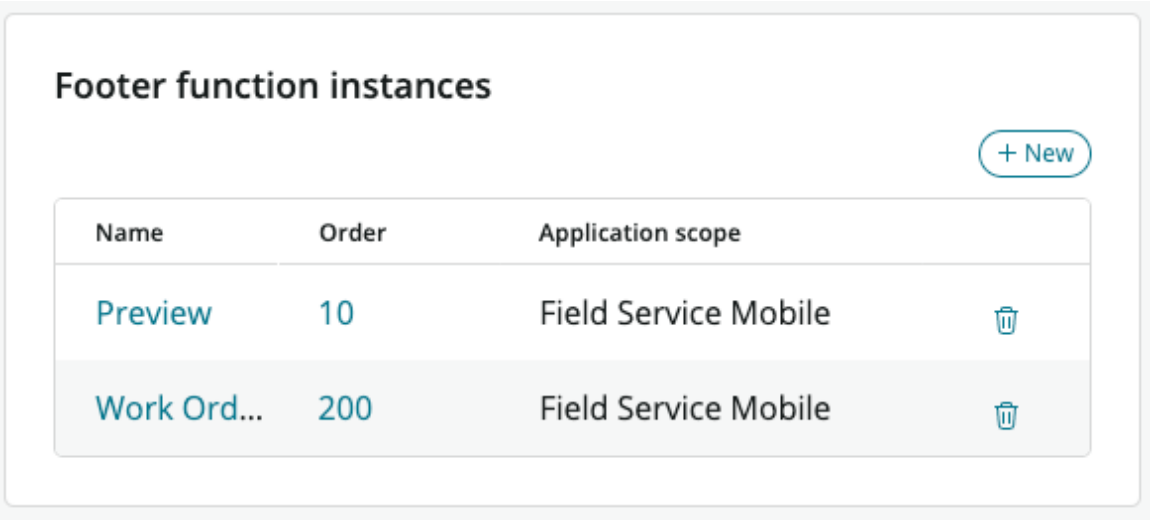
Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder appears in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then select the record screen.
4. Use the configuration tree on the left to find and select the details screen where you want to add a footer function.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. In the configuration panel, find the **Field function instances** section and click the **New** button.



6. In the **New function instance** control panel, fill in the fields as needed.

New function instance fields

Field	Description
Name	Name of the function instance. This name is for administration not visible to app users.
Description	Description of the function instance. This description is for administration and not visible to app users.
Display label	Label displayed in the app for the function.
Order	Order in which the function is displayed in the app.
Active	Whether the field function instance is active. Inactive function instances don't appear in the app.
Disable offline	Whether the function instance is available
Icon	Option icon used for your field function. To use an existing icon, click the **Choose** button, select an icon, and click **Apply**. To create an icon, click the **New** button. You're redirected to the **New icon** panel. For details on creating icons see Mobile icons.
Button emphasis color	Color emphasis used for the footer function. The appearance of the color depends on your mobile theme. For details on mobile themes, see Mobile theme color guidelines.
Function	Function to use on the field selected in the **Field Name** field. To use an existing function, click the **Choose** button, select a function, and click **Apply**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	To create function, click the **New** button. You're redirected to the **New function** panel. For details on creating functions see Mobile functions.

7. Click **Save** in the upper right corner to save your function instance.

Screen fields

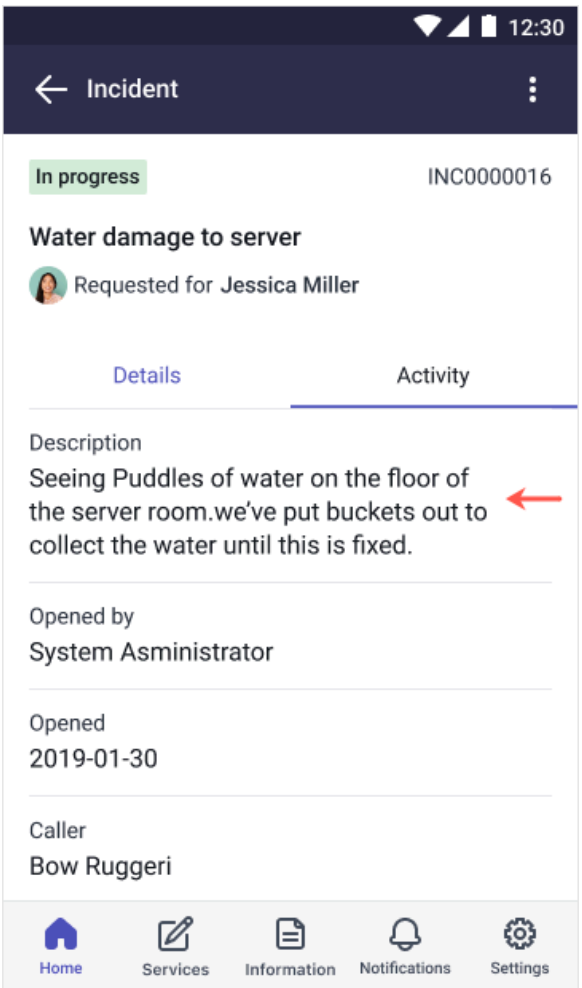
Screen fields improve the usability of your form screens. With screen fields, your users can view and edit attachments, view and complete checklist items, or display a field without a label.

When configuring a details screen, you select fields to display on your form. When you save the details screen, the instance creates a Screen Field [sys_sg_screen_field] each selected field. You can modify these records to change the screen field type. Change the screen field type to change how your information is presented, and improve the appearance and usability of the screen for your users.

Screen field types

Text

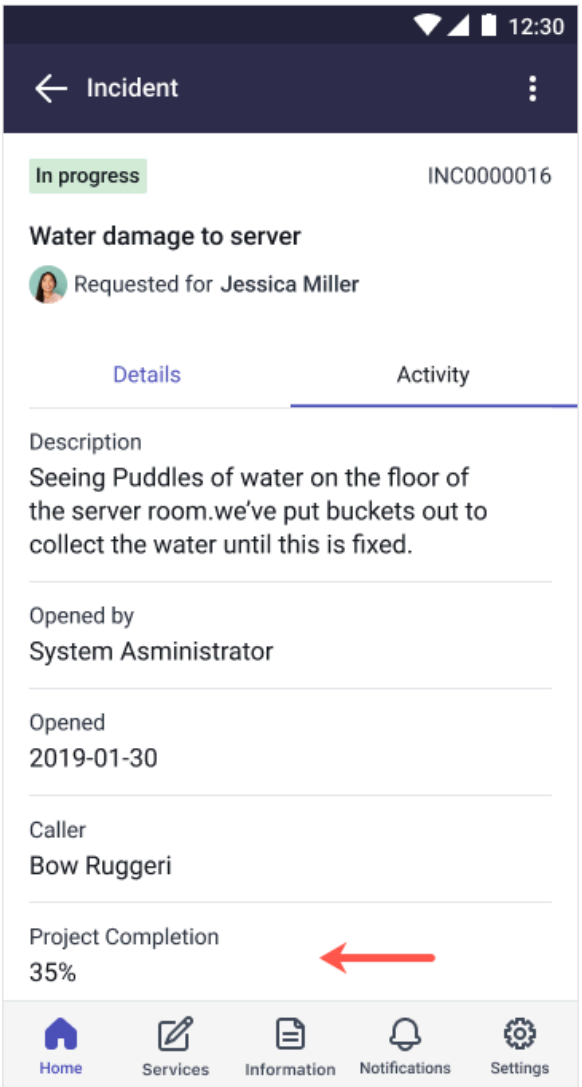
Use a text screen field to display text on your form. This text can come from any field on the current record. The text field type has a **Value only** option, which displays the field without a label. In this example, the **Description** field is shown without a label.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

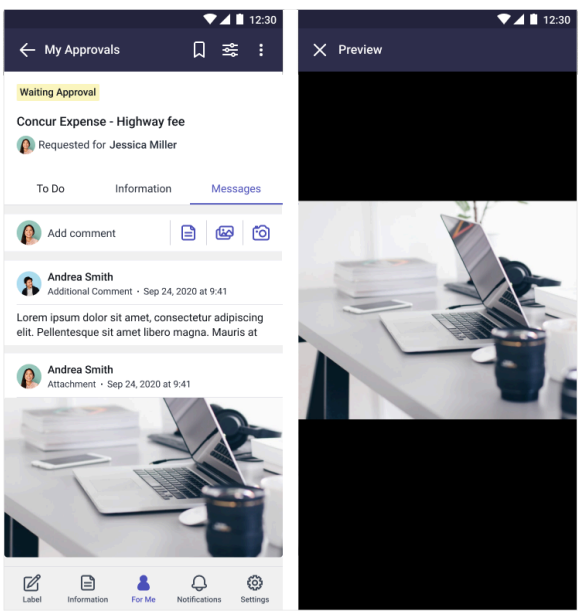
Percentage

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

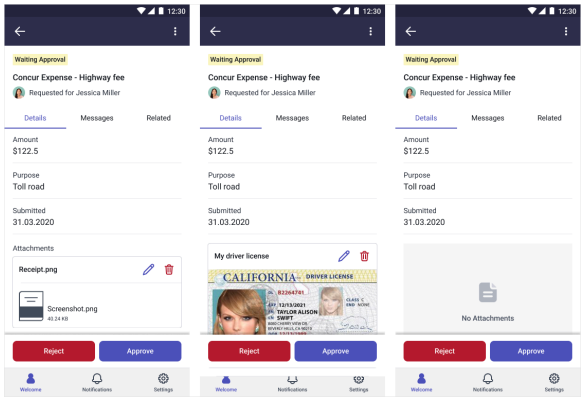
Use an image screen field to display an image on your form. The value for this field comes from an image field or field that contains the sys_ID of an image in the Attachment [sys_attachment] table. Users can tap an image to open a preview screen to display the full image.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

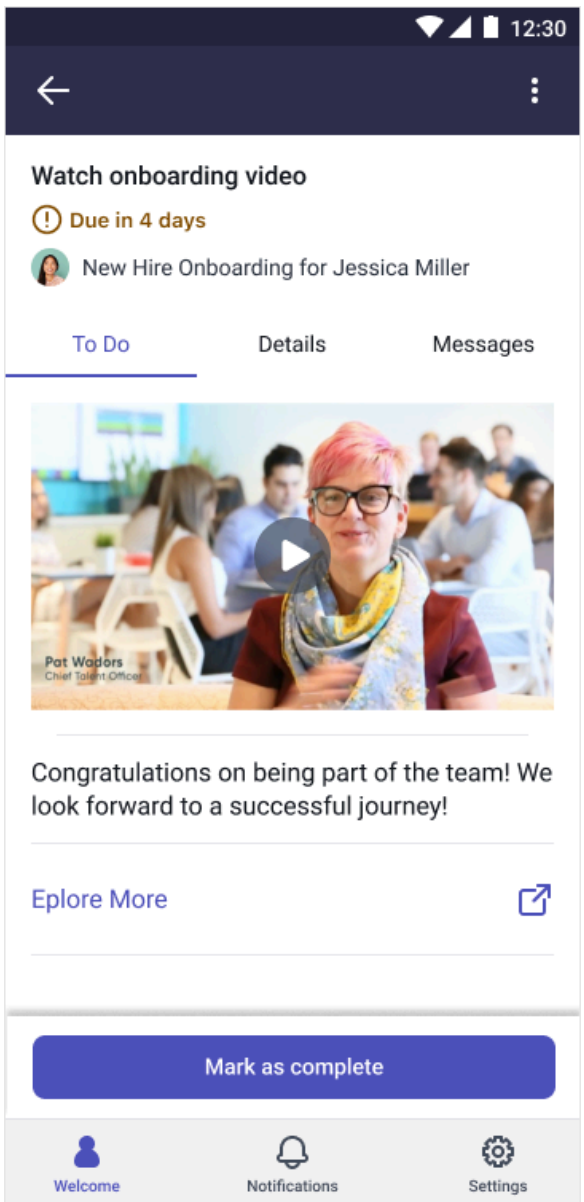
Attachment

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

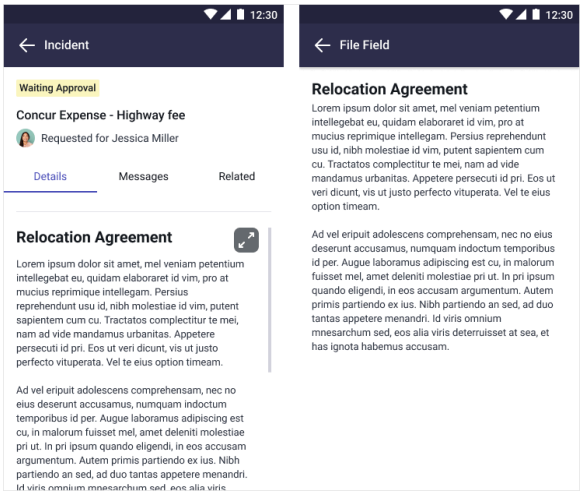
Use a video screen field so that your users can watch a video in your form. The video screen field gets its value from a field on your current record and contains a link to a video. The video must be externally hosted. Users can see the video in a new window when they tap **Play Video**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

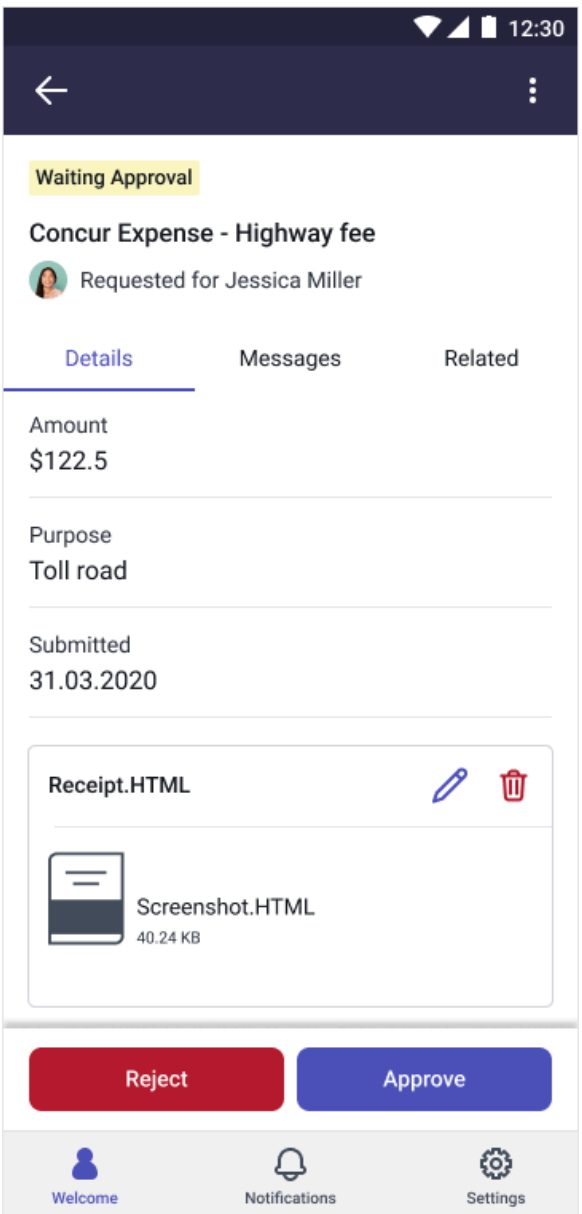
File

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

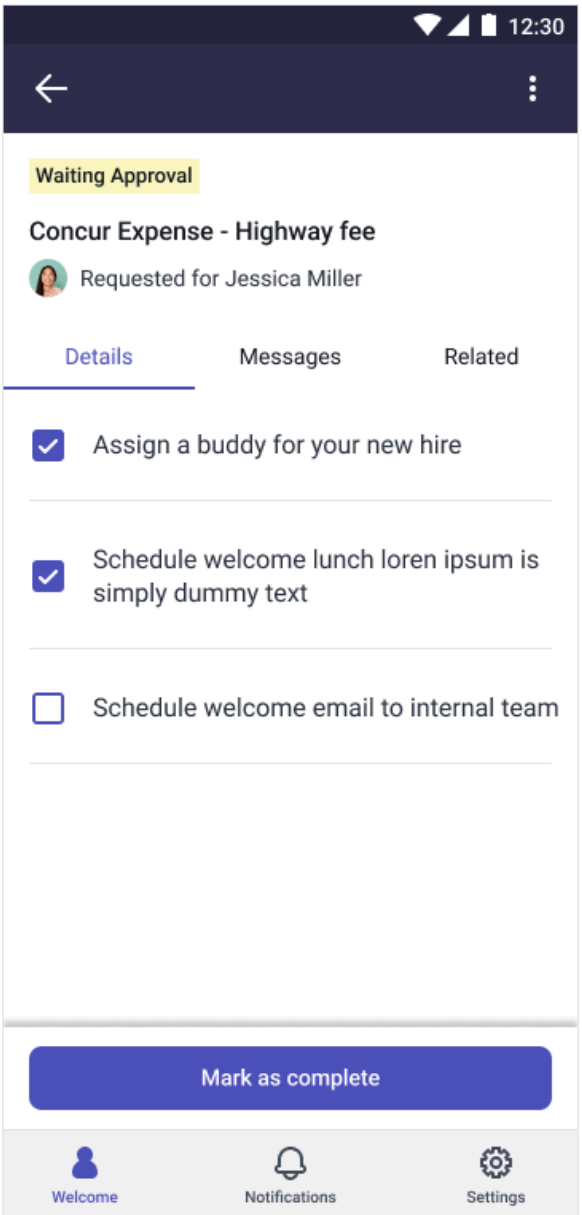
Use an HTML screen field to display HTML content within your form. The HTML screen field can get its value from an HTML field in your current record or a string field that contains an HTML code.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

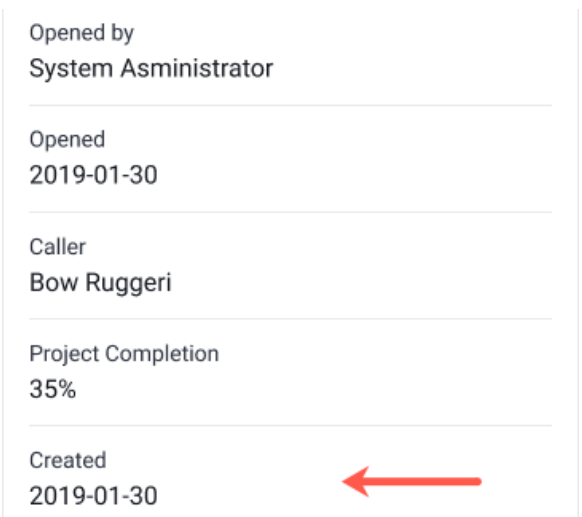
Checklist

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. If the field is configured with an action function, users can change the values of these fields. For more information, see Configure an action function.

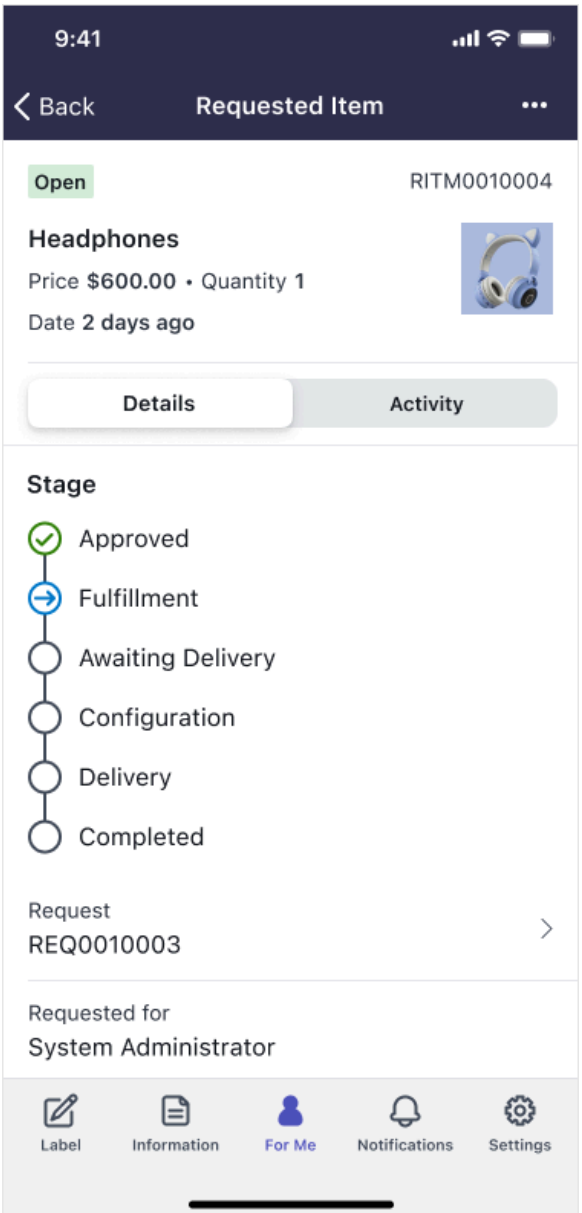


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Stage

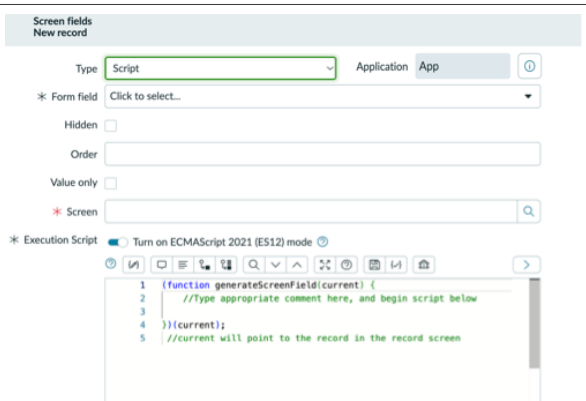
Use stage fields to display a read-only approval or completion status of requested items and services. Stage fields are displayed under the following conditions:

- 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:
  - Workflow Studio
  - 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].



Scripts

Use the script screen field in record screens to display dynamic field values. The script runs to determine the field value before it displays in your form. The value returned by the script doesn't replace the database value. For example, you can display translated content for dynamic variables within an email.



Add screen fields to a record screen

Add screen fields to improve the usability of your record screens. Screen fields enable you to change how information is shown in your form or you can provide access to additional elements, such as attachments, videos, or links.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

To add screen fields to your record screen, confirm that you have configured a record screen that contains a details screen. For more information, see Configure a details screen for a record screen.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Screens** from the menu.
4. Select an existing Record screen record.
5. In the configuration tree, select the Details screen record where you want to add a screen field.
6. Select a table in the **Data** area of the Details screen field.
7. Locate the **Screen fields** area and select **New.**
8. On the Screen field form, fill in the fields.

Record screen form

Field	Description
Parent screen	This field is auto-populated, listing the screen where this field is used.
Type	Type of screen field. For a list of types and a description of how they're used, see Screen fields. **Note:** ○ Select the **Auto** option to link the field type with the selected **Form Field** option. The **Auto** option includes the following field types: **Text**, **Percentage**, **Image**, **Video**, **File**, **HTML**, **Date**, and **Script**. **Note:** For more information about using the script screen option, see Dynamic variable support in record screens. ○ The **Auto** field type doesn't include field types **Attachments List** and **Checklist**. You must manually select these options from the **Type** field.
Form field	Table field that the screen field uses as a data source. Some field types require a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	specific type of value. These requirements are described in Screen fields. **Note:** This option isn't available for the field types **Attachments List** and **Checklist**.
Field name	Enter the name `Attachment` or `Checklist` for this field, this text displays as the field label. **Note:** This option is only available for # the field types**Attachments List** and **Checklist**.
Record ID field	For the **Attachment list** field type, enter `sys_id`. **Note:** This option is only available for # the field types**Attachments List** and **Checklist**.
Order	Order in which this field appears. Fields appear on the record screen from the lowest to the highest value.
Hidden	Option to avoid this field from showing on the record screen.
Value Only	Value of the field without the field label. **Note:** This option is only available for # the field types**Auto**, **Text**, **Percentage**, **Date**, and **Script**.

9. Select **Save**.

Dynamic variable support in record screens

Use the script screen field in record screens to display dynamic field values. The script runs to determine the field value before it displays in your form. The value returned by the script doesn't replace the database value. For example, you can display translated content for dynamic variables within an email.

Note: The script field for record screens is configured within the ServiceNow AI Platform and not in the Mobile App Builder, as is the case for the other screen fields within the record screen. For configuration steps, Configure the script field for records screens.

Use case

Employees can view their HR cases and tasks in their preferred language on mobile devices, even when descriptions include personalized information from other fields. Using the script screen field in record screens, you can display these translated dynamic values in the mobile

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

app. This provides the option for employees to see accurate translations of their HR cases, even when the descriptions contain personalized information.

Items to note when using dynamic variable support

The following considerations must be met when configuring dynamic variables in the details screen.

- In the **Type** field, select **Script**.
- In the **Form field** field, select a field that contains the dynamic variable you want to use.

For full configuration instructions, see Configure the script field for records screens.

Working with the Execution Script field

Use the following script format to return values for display on the mobile app. The script must return a JSON object with two required properties. `Type` defines the content format (in the example it's HTML), and `Value` contains the actual content to display (in the example it's `Hello`).

```
var json = {
'Type': 'HTML',
'Value': "<p>Hello! </p>"
}
```

Consider the following when working with a JSON script:

- The script must contain the properties `Type` and `Value`
- The Type property can use the following options: Auto, Text, Percentage, Date, and HTML.
- The `Type` in the JSON must be the same as the type selected from the field.
- Date values must use this format: yyyy-MM-dd HH:mm:ss

Examples

Example 1: Displaying personalized case descriptions

Consider an HR case description field containing a variable that references the assigned user's first name:

```
'Hi {current.assigned_to.first_name}, Unable to access
 the personal details section in payroll portal.'
```

The script after this extracts the variable, retrieves the actual field value, and returns a personalized description:

```
'Hi Beth, Unable to access the personal details section
 in payroll portal.'
```

The script returns the updated text with Type set to 'Text'. For HTML content, set the Type to 'HTML'.

```
(function generateScreenField(current) {
    //Type appropriate comment here, and begin script
 below
    var description = current.description;
   var regex = /\$\{(.*?)\}/;
   var match = description.match(regex);
   var fieldName = match[1];
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
   var element = current.getElement(fieldName);
   var fieldValue = element.getValue();
   var updatedDescription = description.replace(regex,
 fieldValue);
   var json = {
       'Type': 'Text',
       'Value': updatedDescription
   };
   return json;
})(current);
```

Example 2: Calculating elapsed time as a percentage

The script calculates the percentage of time elapsed between start and end dates and displays it in a percentage field on the details screen.

Note: The percentage value returns with a numeric value and without the % symbol. The symbol is handled by the field formatting.

```
(function generateScreenField(current) {
    //Type appropriate comment here, and begin script
 below
    //Logic to calculate percentage of time elapsed
 between start and end dates
    //Return percentage without % symbol
   var json = {
       'Type': 'Percentage',
       'Value': timeElapsedPercent
   };
   return json;
})(current);
```

Example 3: Calculating date values dynamically

This script calculates a date and displays it in a date field. The script runs when the field appears on the mobile app, calculates the date based on your logic, and returns it in the correct format.

Date format requirements:

- Date only: yyyy-MM-dd (example: 2025-01-29)
- Date with time: yyyy-MM-dd HH:mm:ss (example: 2025-01-29 14:30:00)

```
(function generateScreenField(current) {
    //Type appropriate comment here, and begin script
 below
    //Logic to calculate value of the Date field
    //Return Date in the following format: yyyy-MM-dd
 (without Time)
    var json = {
       'Type': 'Date',
       'Value': calculatedDate
   };
(or)
   //Return DateTime in the following format:
 yyyy-MM-dd HH:mm:ss (with time)
   var json = {
       'Type': 'DateTime',
       'Value': calculatedDate
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    };

    return json;
})(current);
```

Configure the script field for records screens

Configure script screen fields to display calculated or personalized content in your mobile forms, without modifying the underlying database values.

Before you begin

Role required: admin

Note: For use cases and examples of how the script screen field is used, see Dynamic variable support in record screens.

Procedure

1. In the web-based UI, enter `sys_sg_screen_field.list` in the filter navigator.
2. Select either an existing form field or select **New** to open the Screen fields page.
3. On the Screen fields page, fill in the required fields.

Field	Description
Type	Type of screen field. For a list of types and a description of how they're used, see Screen fields. For this configuration, select **Script**.
Form field	Table field that the screen field uses as a data source. Select a field that contains the dynamic variable you want to use for the script.
Hidden	Option to avoid this field from showing on the record screen.
Order	Order in which this field appears. Fields appear on the record screen from the lowest to the highest value.
Value only	Value of the field without the field label.
Screen	Record screen field that displays data from the table field specified in **Form Field** field.
Execution script	Script that runs when the record screen is displayed. The script must return a JSON object containing the Type and Value to display.

4. Select **Script** from the **Type** field.
5. From the **Screen** field, select the record screen where the execution script is to be activated.
6. Enter your script in the **Execution Script** area, including any dynamic variables.

   Note: For configuration information, see Dynamic variable support in record screens.

7. Select **Submit**.

Add a video screen field to a record screen

Learn how to use a video screen field to view embedded videos in your mobile screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Screens**.
2. Open the record screen that you want to add an enhancement to.
   You can see record screens by filtering where **Class** is **Record Screen**.
3. In the Record Screen Segments list, select **Details**.
4. In the **Screen fields** tab, select **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=1aCQAbtg1Eo` to embed a video from YouTube.

   Note: Only externally hosted videos are supported. There are no supported methods for displaying videos on your instance.

7. Select **Submit**.

Configure a dynamic screen name for a record screen

Configure a record screen to dynamically inherit a name from a field in a previous record. This setup enables users to view a single specified field as the screen name instead of the screen record name.

Before you begin
Role required: admin

Procedure

1. In the web-based UI, enter `sys_sg_screen.list` in the filter navigator.
2. Select a record screen to inherit the dynamic screen name.
3. Create a UI parameter in the UI parameter related list.

   a. If the **UI parameters**, **Screen UI element mappings**, and **Source and UI element** related lists are not displayed, add them by clicking the Additional actions icon (≡), selecting **Configure** > **Related Lists**, and then selecting the required related lists.

   b. Click the **UI parameters** tab.

   c. Either select an existing UI parameter or click **New** to configure a new UI parameter with specific values.

   d. On the form, fill in the fields.

UI parameter element mapping form

Field	Value / Description
Parameter type	**Screen**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value / Description
Input source	**Auto fill**
Input type	**Source field**
Button parent table	The same table as listed in the record screen.
Source field	The field to display for the screen name.

e. Click **Submit**.

4. Define a UI element to serve as the location point of the dynamic screen name.

> **Note:** This step is a one-time configuration. Once you create the UI element a new record for the screen title location is not required.

a. In the web-based UI, enter `sys_sg_ui_element.list` in the filter navigator.

b. Click **New**.

c. On the form, fill in the fields.

UI elements form

Field	Description
Location	Location where the dynamic screen name displays. Select **Title**.
Name	Name of the UI element.

d. Click **Submit**.

5. Create a screen UI element and map it to the screen type.

a. Click the **Screen UI element mappings** tab.

b. Click **New**.

c. On the form, fill in the fields.

Screen UI element mapping form

Field	Description
Screen	Auto-populated with the selected screen, which inherits the dynamic screen parameter.
UI Element	The UI element to be configured.

d. Click **Submit**.

6. Map the screen UI element with the UI parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Click the **Source and UI element** tab.

b. Click **New**.

c. On the form, fill in the fields.

Source UI element mapping form

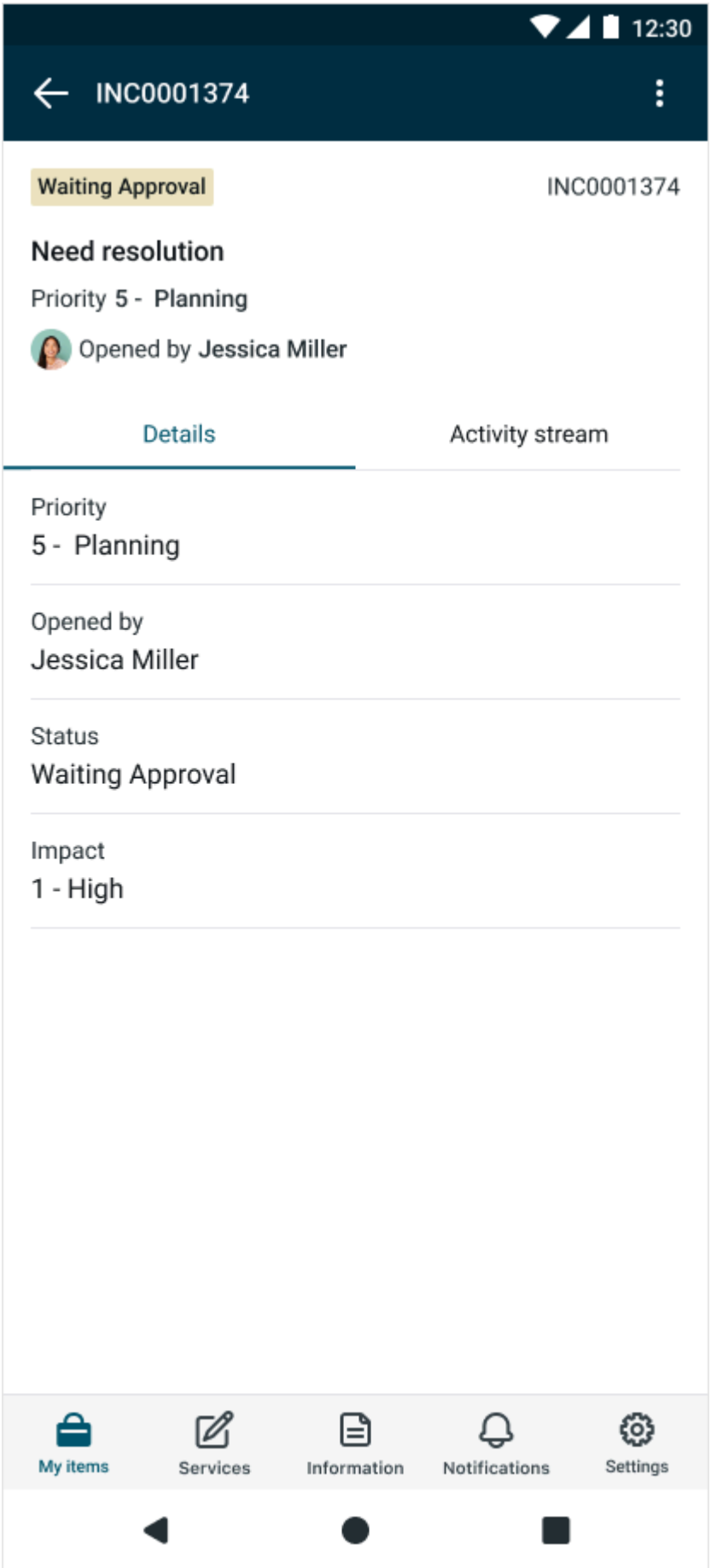
Field	Description
UI Element	The UI element to display the dynamic screen name.
Source Table	The UI Parameter table.

d. Click **Submit**.

Result

The screen name dynamically inherits the value from a defined field in an existing record. In the graphic, the screen name comes from the number field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure a record UI section for a record screen

Enrich your record screen with the addition of record UI sections displayed in a card format. This capability presents content and users can trigger actions without the need to navigate to an additional list screen.

Before you begin

At least one pre-configured record UI section must be created. For more information, see Configure a record UI section.

Role required: admin

Procedure

1. Create a UI section screen.

   a. In the web-based UI, enter `sys_sg_sections_screen.list` in the filter navigator.

   b. Select **New**.

   c. On the Item Sorting form, fill in the fields.

      i. **Name**: Enter a title for the UI section screen.

      ii. **Icon**: Select the reference lookup icon ( ) and select an icon from the list.

      Note: The icon selected is not displayed in this configuration.

      iii. **Fetch Type**: Select either `Prefetch`, `On-demand`, or `Background` as required according to your setup. For more information about these options, see Mobile fetch types.

   d. Right-click in the header and select **Save**.

2. Add record UI sections to the selected section screen.

   a. Select the **Sections screen sections** tab and click **New**.

   b. On the Sections screen sections form, fill in the fields.

      i. **Order**: Enter a number to define where to display this record UI section.

      ii. **UI section**: Select the reference lookup icon and select a pre-configured record UI section.

      iii. **Section screen**: This field defaults to the UI section screen name you created earlier.

   c. Select **Submit**.

3. **Optional:** Map configured header and footer functions to the selected screen.

   a. Select the **Functions instances belonging to the screen** tab and click **New**.

   b. On the Function instance form, fill in the fields.

      i. **Name**: Enter a title for the function.

      ii. **Function**: Select the reference lookup icon and from the menu and select a function to add to the screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

iii. **Label**: Enter a title for the function.

iv. **Location**: Select either `Header` or `Footer`.

v. **Button emphasis**: Select an appearance for your footer function button, either `Primary`, `Secondary` or `Destructive`.

c. Select **Submit**.

4. Map the record UI sections to a record screen and display it as a tab element.

a. Enter `sys_sg_form_screen.list` in the filter navigator.

b. Select the record screen to contain the record UI section.

c. Select the **Record screen segments** tab.

d. Select **New**.

e. From the Select record segment type menu, select **Record screen segment**and then select **OK**.

f. On the Record screen segment form, fill in the fields.

i. **Record screen**: This field defaults to the record screen you created earlier.

ii. **Embedded Screen**: Select the embedded screen displayed when the user selects the tab within the record screen.

iii. **Order**: Enter a number to define where to display the tab in the record screen.

g. Select **Submit**.

Configure a mobile alert for a record screen

Configure a mobile alert overlay for a record screen to inform users of an important message and to redirect them to a specific screen. Only one mobile alert is available per instance.

Before you begin

When configuring an alert for a record screen, you must have a record screen to display the alert. See, Record screen.

Role required: admin

Procedure

1. Configure a navigation function button for use within a mobile alert.

a. In the web-based UI, enter `sys_sg_button.list` in the filter navigator.

b. Select the button to use with the mobile alert.

c. On the Function, make sure to fill the following fields:

i. **Name**: Title for the button

ii. **Type**: Select the `Navigation` option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

iii. **Context**: Select the `Record` option.

iv. **Destination type**: Select the `Screen` option.

d. Select the **Condition** tab and define the conditions that apply for the display and the hiding of the mobile alert. For more information, see Configure a navigation to a screen.

e. Select the **Action Completion** tab.

f. In the **Destination screen** field, select the reference lookup icon ( ) and select a screen where the instance redirects the user to.

g. Select **Submit**.

2. Configure the mobile alert content displayed to the user.

a. Enter `sys_sg_alert.list` in the filter navigator.

b. On the Mobile Alerts form, click **New**.

c. On the form, fill in the fields.

Mobile Alert form

Field	Description
Name	Name of the alert.
Title	Title of the alert message displayed to the user.
Message	Body of the message displayed to the user.

d. Select the **Dismiss Button** tab and enter a text that displays to the user in the **Dismiss button label** field. Examples are "Close" and "Dismiss".

These texts are translated field types associated with the Translated Name / Fields [sys_translated] table, see Translated Name / Field table.

e. Select the **Primary Button** tab.

i. Enter a text in the **Primary button label** field that redirects the user to a screen. Examples are "View" and "Display".

These texts are translated field types associated with the Translated Name / Fields [sys_translated] table, see Translated Name / Field table.

ii. In the Primary button field, select the reference lookup icon and select the navigation function button you defined earlier.

f. Select **Submit**.

3. Enable the mobile alert in a record screen by adding a reference to the mobile alert.

a. Enter `sys_sg_form_screen.list` in the filter navigator.

b. Select a record screen that displays the mobile alert.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

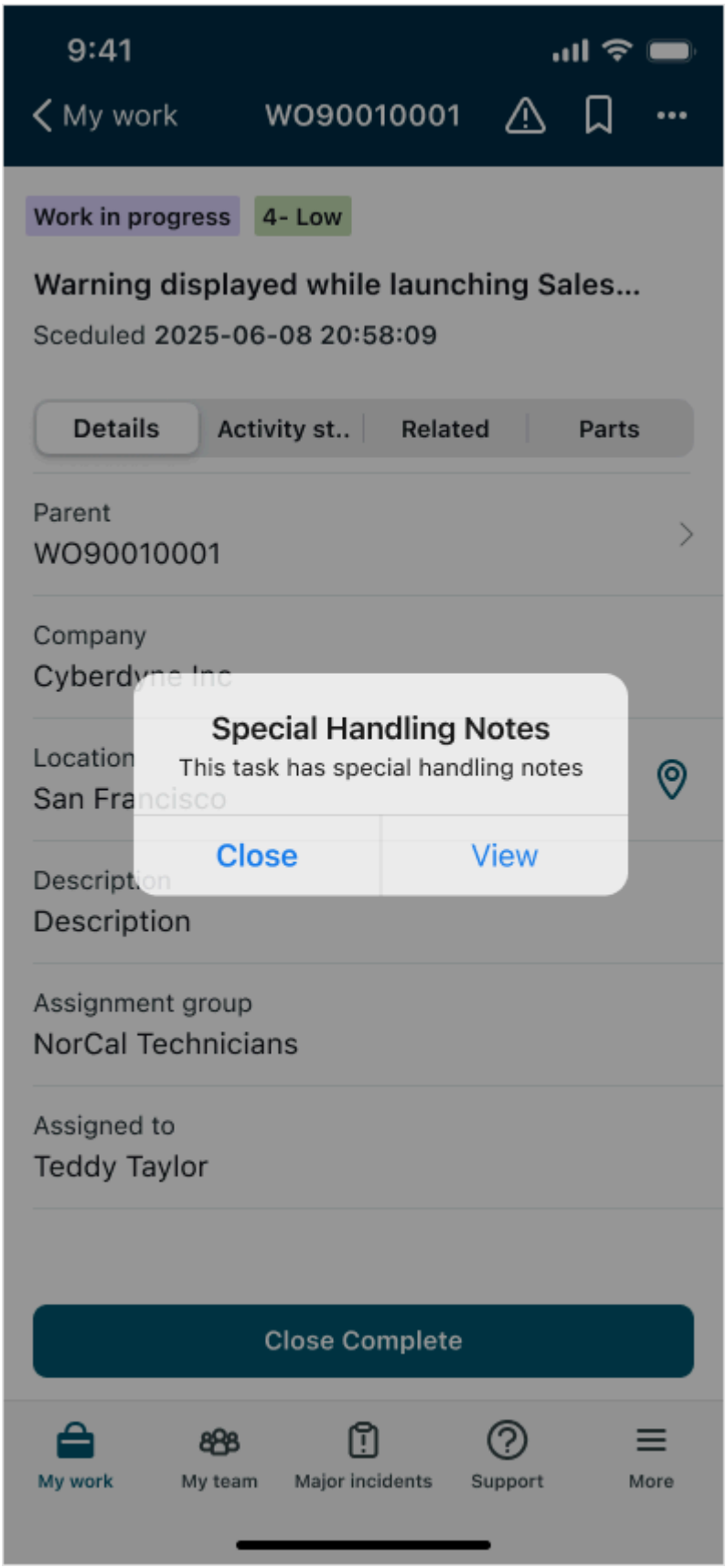
c. In the **Alert** field of the Record screen form, select the reference lookup icon and select the record screen where the alert displays.

d. Select **Submit**.

Result

The mobile alert overlay displays over a list screen. The alert contains a message, the navigation function button, and the option to close the alert. There is also an alert icon (⚠) in the screen header. The user can tap on the icon at any time, to review the mobile alert. The red spot indicates to the user that they have not performed the call to action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Using dynamic segments to display data in a record screen

Dynamic segments in a record screen enable users to see a subset of relevant records rather than a whole list of records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use dynamic segments to create a link between selected elements near the top of the screen and the content displayed below. The data displayed can either be the whole list of records or specific records that relate to the individual segments. For example, a time sheet can contain a dynamic segment consisting of the days of the working week. When a day is tapped, the relevant data displays according to the selected segment.

A record screen that contains a dynamic segment is comprised of the following components. For configuration details, see Configure a dynamic segment to display selected data in a record screen

- Record screen header - An item view that displays a summary of records within a record screen. For more information, see Record screen.
- Dynamic segment - List of records where each segment is a section of the list, for example, a day of the week. The data displayed in the embedded list screen area varies according to the selected segment.
- Header segment - Optional component that displays the whole list of records. For more information, see Embedded lists for a record screen.
- Segmented control - Area that includes both the dynamic segment and the header segment.
- Embedded list screen - Display area as defined by the user's selection in the segmented control. For more information, see Embedded lists for a record screen.
- Footer function - A function instance or function location that appears at the bottom of a record screen. For more information, see Associate a function with a location in the app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

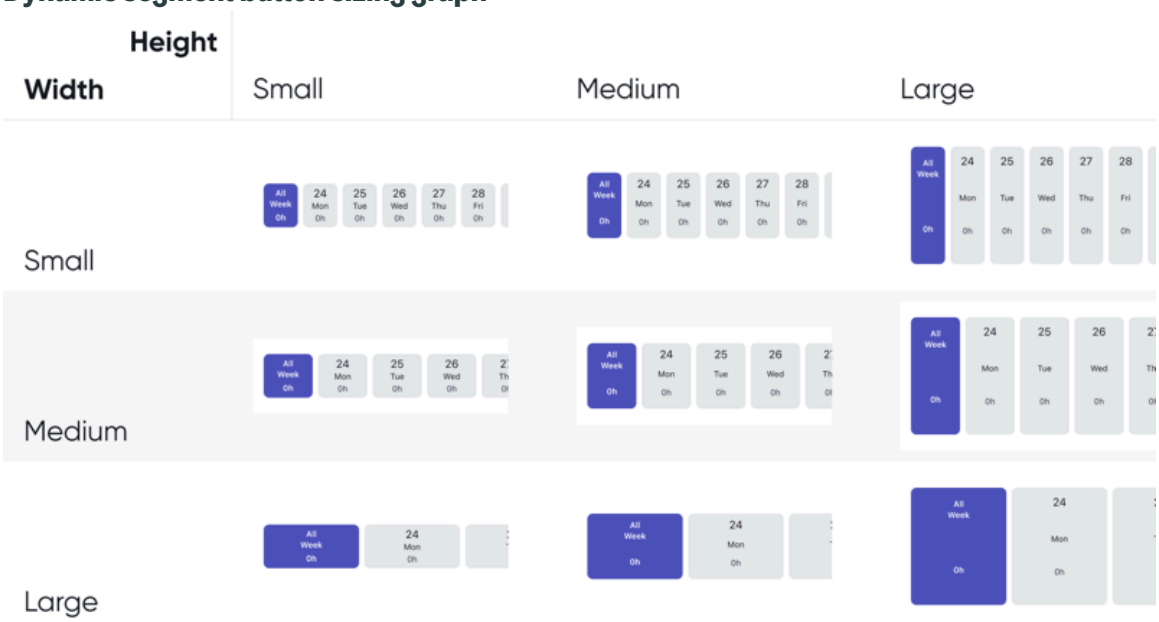
Record screen containing a dynamic segment

Sizing of dynamic segment buttons

When configuring a dynamic segment, you must define the height and width of the buttons. The options are small, medium, or large. Use the illustration to get a perspective of the sizes available.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Dynamic segment button sizing graph



Configure a dynamic segment to display selected data in a record screen

Configure a record screen with a dynamic screen segment so users can view records that correspond to selected segments, rather than view a complete list of records.

Before you begin

When configuring a dynamic screen segment within a record screen, ensure that you have created the following items:

- A record screen, used to include a dynamic screen segment within the segmented control. For more information, see Configure a parameterized record screen.
- An embedded list, used to display a list of records within the selected record screen. This list is selected from the **Dynamic segment item stream** field.
- A corresponding list to be displayed when each screen segment is selected. This process should resemble the embedded list procedure, with the addition of using a target table to which you are referencing.

  For more information about embedded lists and the list to be displayed when a screen segment is selected, see Embedded lists for a record screen

Role required: admin

Procedure

1. In the web-based UI, enter `sys_sg_form_screen.list` in the filter navigator.
2. Select the record screen to which you want to add a dynamic screen segment.
3. In the **Fetch Type** field, select **On-demand**.
4. In the Segmented Control area, select the height and width of the segment buttons.
   For a guide to the button sizes, see Using dynamic segments to display data in a record screen.
5. Right-click in the header and select **Save**.
6. **Optional:** Configure the header segment to display within the segmented control.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The header segment is usually the initial button in the segmented control. If this option is not selected, the segmented control only displays the dynamic screen segment.

a. Select the**Record Screen Segments** tab and select **New**.

b. From the Select form segment type menu, select **Record Screen Segment**and then select **OK**.

c. On the form, fill in the fields.

Record Screen Segment form

Field	Value
Record Screen	This field is automatically set to the name of the selected record screen.
Application	Scoped application associated with this record. This field defaults to the current application.
Embedded Screen	List screen displayed when the user selects the header segment.
Header Card	The header segment, which usually appears to the left of the segmented control. Example names are All tasks or All week.
Order	Position where the header segment displays in the segmented control. This number must be lower than the dynamic screen segment, to ensure it is the first segment on the left.
Sticky	Keeps the header segment in the same location when the user horizontally scrolls through the displayed dynamic screen segment records.

d. Select **Submit**.

7. Configure the dynamic screen segment and the records to display when users tap a segment record.

a. Select the **Record Screen Segments** tab and select **New**.

b. From the Select form segment type menu, select **Dynamic Record Screen Segment** and then select **OK**.

c. On the form, fill in the fields.

Dynamic Record Screen Segment form

Field	Value
Record Screen	This field is automatically set to the name of the selected record screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Application	Scoped application associated with this record. This field defaults to the current application.
Dynamic screen segment list stream	An embedded list screen contained within the dynamic screen segment of the record screen.
Active	Option for determining whether the dynamic screen segment is active. For this configuration, select this option.
Embedded Screen	List screen that contains a list of records displayed to the user when they tap one of the segments from the dynamic screen segment.
Order	The location where the dynamic screen segment displays in the segmented control. If you have defined a header segment, this number must be higher to ensure it is to the right of the header segment.

d. Right-click in the header and select **Save**.

8. While still in the Dynamic Form Segment Screen form, define the appropriate lists to display when selecting segments in the dynamic screen segment.

   a. From the **Dynamic segment list stream** field, select the information icon ( ) and select **Open Record**.

   b. Select the List Stream M2M Item Configuration to use for the dynamic section.

   c. In the Item Configuration form, ensure that the user is not redirected to a different embedded screen by selecting **Use Card** and verifying that the **Embedded Screen** field is empty.

   d. Select **Update**.

What to do next

Define the appearance of selected segment buttons. See, Customize segment button colors in the segmented control area.

Customize segment button colors in the segmented control area

Customize the color of segment buttons to help users identify a tapped segment button. For example, use a darker color to indicate that it is a selected button.

Before you begin

Role required: admin

Procedure

1. Access the Card Template form.

   a. In the web-based UI, enter `sys_sg_form_screen.list` in the filter navigator.

   b. Select the record screen that contains the dynamic screen segment you want to configure.

   c. Select the **Record Screen Segments** tab and select the information icon ( ) next to the embedded screen that contains a dynamic record screen segment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

d. Select **Open Record** from the menu.

e. From the **Dynamic segment list stream** field, select the information icon ( ) and select **Open Record**.

f. Select the List Stream M2M Item Configuration to use for the dynamic section.

g. In the **Card** field of the List Item Configuration form, select the information icon ( ) and select **Open Record**.

2. In the Card Template form, select the menu icon ( ) and select **Configure** > **Form Layout**.
3. In the Configuring Card Template form, select **Root-view attribute JSON** and move it to the selected area.
   The **Root-view attribute JSON** displays in the Card Template form.
4. Select **Save**.
5. Define the appearance of a tapped segment in the segmented control by pasting the following JSON code in the **Root-view attribute JSON** field of the Card Template form.

```
{
"OnSelect":
   {
     "BackgroundColor" : "Primary",
     "TextColor": "#FFFFFF"
   }
}
```

6. **Optional:** If the standard primary, secondary, or destructive values do not fit your color scheme, modify the default values for the background color and text color by providing hexadecimal color values.
7. Right-click in the header and select **Save**,

Embedded lists for a record screen

Use an embedded list to place a list of information that is related to your current record within a segment on your record screen so that your users don't have to navigate to a related list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use embedded lists to display lists of related information in an easily accessible record screen segment rather than having your users navigate away to a related list. For example, you could add a list of records representing computer parts or software to your work order form.

To create an embedded list on a record screen, you will first need to perform the following tasks:

Create a data item to contain the data for your embedded list

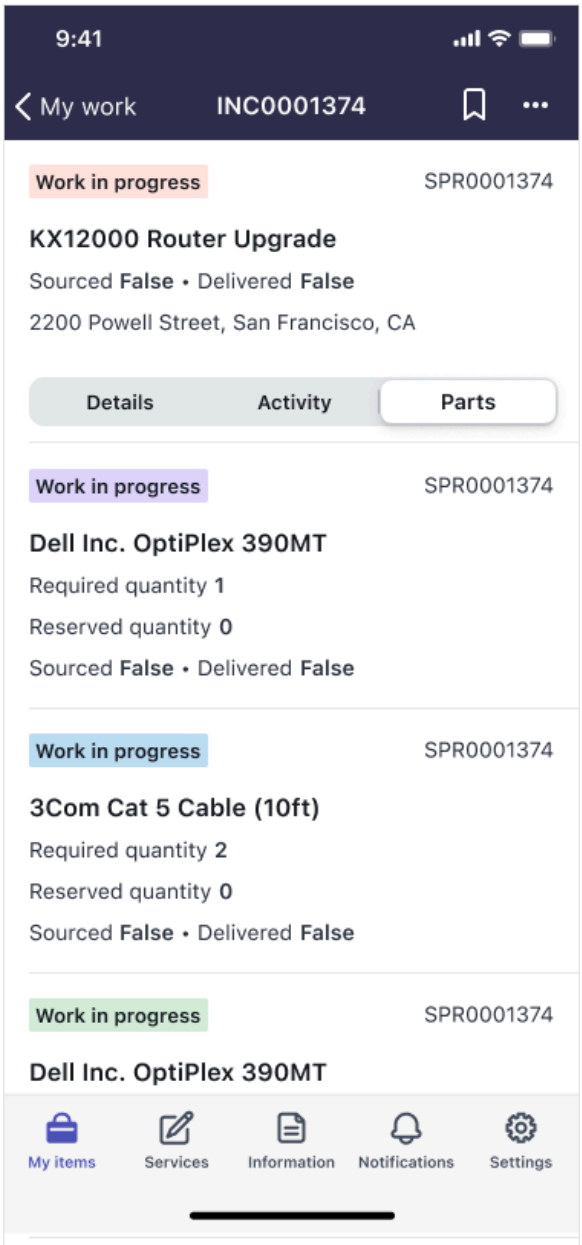
You need a data item to store the data that appears in your embedded list. To create a data item, follow the process in Configure a standard data item.

Create a list screen using that data item

You need to configure a list to embed into your record screen. You can create this list using the process detailed in List screen configuration.

Embed your list into your record screen

For details on this process, see Configure an embedded list for a record screen.



Configure an embedded list for a record screen

Create an embedded list that you can include as in a record screen.

Before you begin

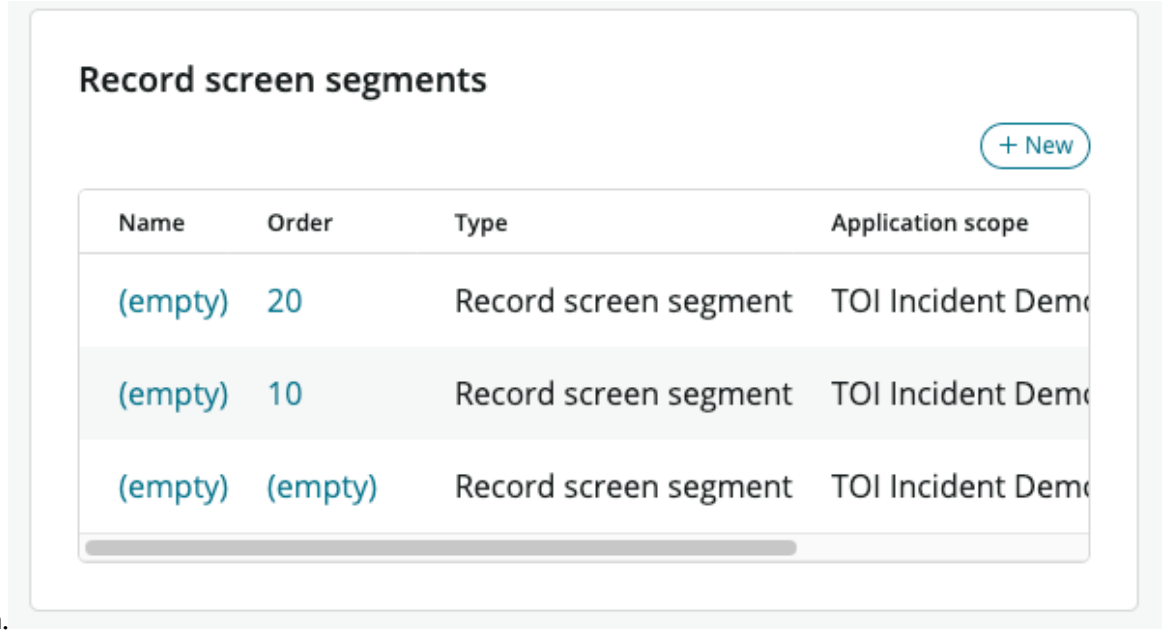
Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder appears in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.

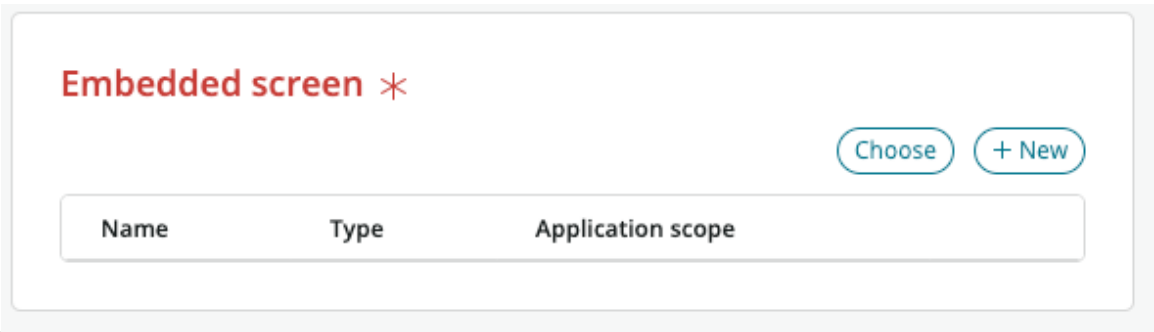
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select the **Screens** category and then select a record screen.



Note: You can also create a new screen segment for your list by clicking the **New** button.

4. In the **Record screen segments** section of the record screen control panel, select the screen segment where you want to add an embedded list.
5. In the **Embedded screen** section, click **Choose** to select a screen to embed.



Note: You can also click the **New** button create a new screen. For details on creating screens, see Create a screen.

6. Find the screen to embed in the **Choose an item** pop-up and click **Apply**.

Warning: A list section can only have one embedded screen. If one is already assigned, the **Choose** and **New** buttons appear disabled. To add a new embedded list, you must remove the existing one by clicking the remove (⊖) icon to the right of the current embedded list.

7. Click **Save** in the upper right corner of the screen to save your record screen.

Result

Your form is configured with an embedded list. Your users can access this list on the form by tapping the tab with the name of this list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

To learn more about relationship data items used for embedded lists, see Configure a relationship data item for an embedded list.

Configure an empty state for an embedded list in a record screen

Configure an empty state to display on empty record screens to provide information to further direct users. The display of an empty state for an embedded list in a record screen takes priority over an empty state defined for a list screen.

Before you begin

You should already have an empty state configured for record screens that do not contain any data. For more information, see Configure an empty state.

Role required: admin

Procedure

1. In the web-based UI, enter `sys_sg_item_stream_segment.list` in the filter navigator.
2. Select a list stream screen segment to display the empty state.
3. In the **Empty State** field, select an empty state to associate with the list stream screen segment.
4. Right-click in the header and select **Save**.

Configure a related list screen for a record screen

Create a related list screen to give your users easy access to records related to the record they're already viewing.

A related list appears in a tab on your mobile form, and displays a list of records relating to the record on the form. For example. If you are viewing a problem record, you may want your related list to display all incident records associated with that problem record.

> **Note:** Supported relationships are defined by a reference field between two tables. Custom relationships created using the Relationships [sys_relationship] table or scripted relationships aren't supported with this component.

Creating a related list involves three tasks:

1. **Create a parametrized data item for your related list**

   Create a parametrized data item to contain the records that display in your related list.

2. **Create a list screen to use as a related list**

   Create a related list using your parametrized data item. This list appears for your users when they select the related list tab on their form screen.

3. **Update your record screen to display a related list**

   Update your record screen to display a list of related records, and define the relationship between your record screen and the related list.

Create a parametrized data item for your related list

Create a parametrized data item to contain the records that display in your related list.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder appears in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. From the menu on the left side, select **Data** to display the data items for the scope.
4. Click the **New** button next to the **Search** field.
5. In the **Create a data item** window, select **Data item**, then click **Continue**.
   A new data item control panel opens.
6. In the **New data item** panel, fill in these fields.

Data item fields

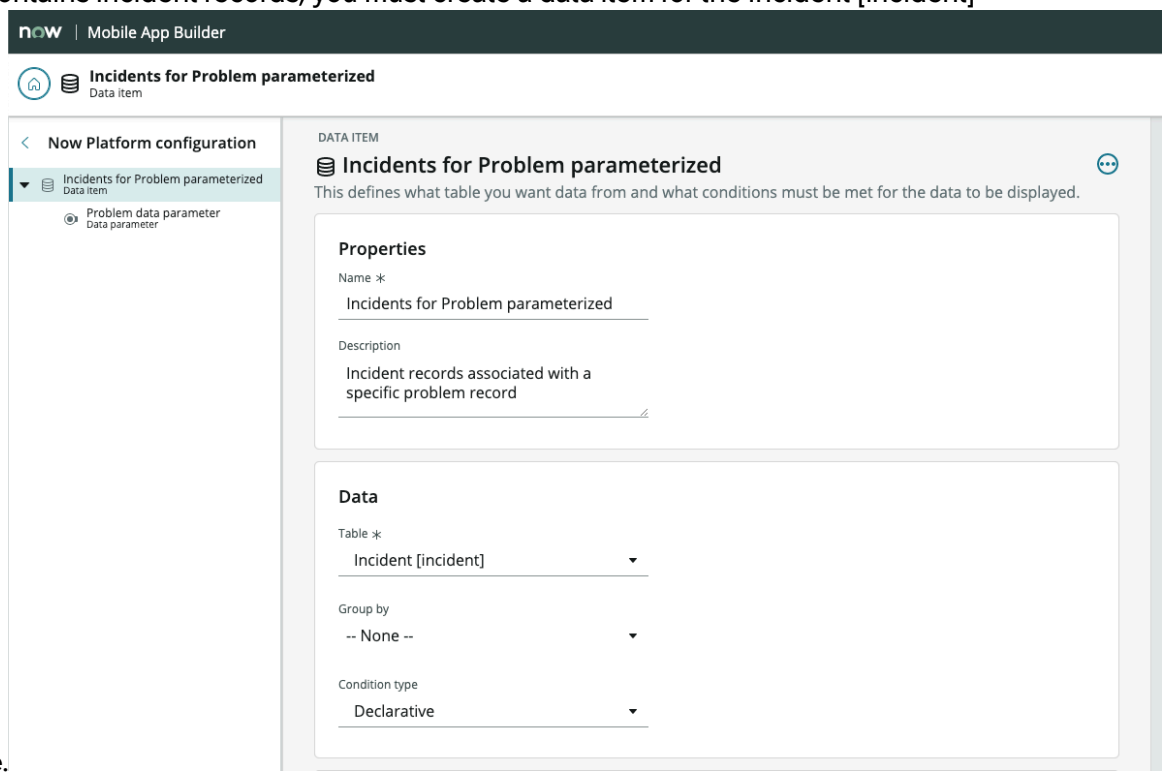
Field	Description
Name	Name of the data item
Description	Brief description of the data item
Table	Table containing the records for your data item. **Note:** This is the table that contains records that appear in the related list, not the table for the record the list appears on. For example, if you want a list of incidents associated with a problem record, you would choose `Incident [incident]`, not `Problem [problem]` .
Group by	Field which the records are grouped by. (Optional)
Condition type	Whether the condition is **Declarative**, uses a **Script** or uses an **Appended coded query**.

7. Create parameter items in the **Parameters** section.
   Parameters contain values from the parent record that you can use in your conditions in the **Condition** section. You use these parameters in your condition to define how the related list records are related with the parent record. For more information on parameters, see Configure a parametrized data item.
8. Create a condition in the **Condition** section to filter the records that appear in your related list.
   Include parameters created in the **Parameters** section using the **Choose a parameter** ( ) icon.
9. **Optional:** Create a separate condition in the **Offline condition** section.
   The conditions in this section apply when you set the app to offline mode.
10. Click **Save** in the upper right corner to save your data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example:

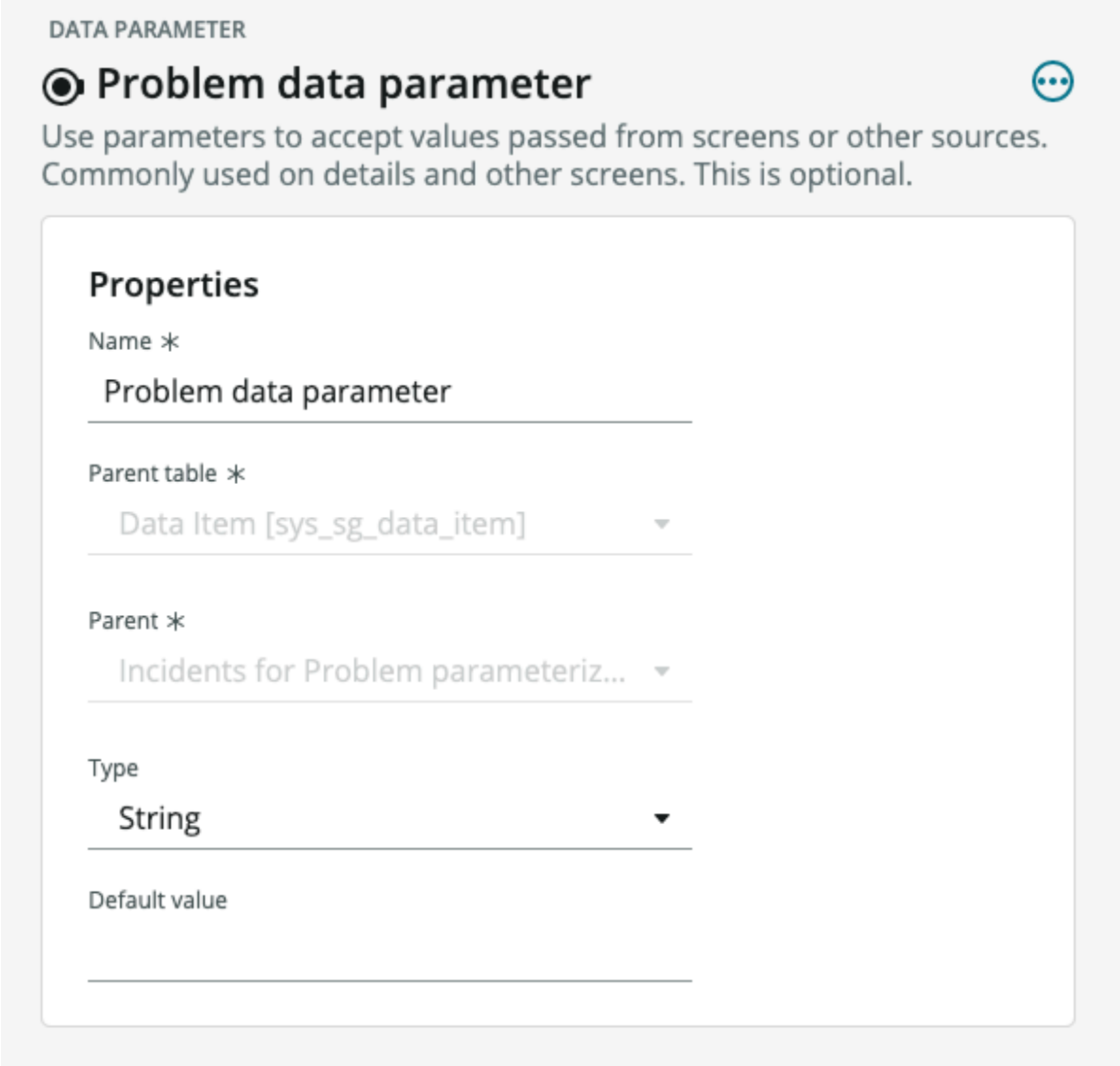
In this example, you have a record screen that displays a problem record. On this screen, you wan to display a list of incidents associated with that problem. Since this related list contains incident records, you must create a data item for the Incident [incident] table.



For the data item to show only incidents related to the parent record (a problem record in this case), we must create a data parameter for that information. To make it easy to identify, the parameter name is `Problem data parameter`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

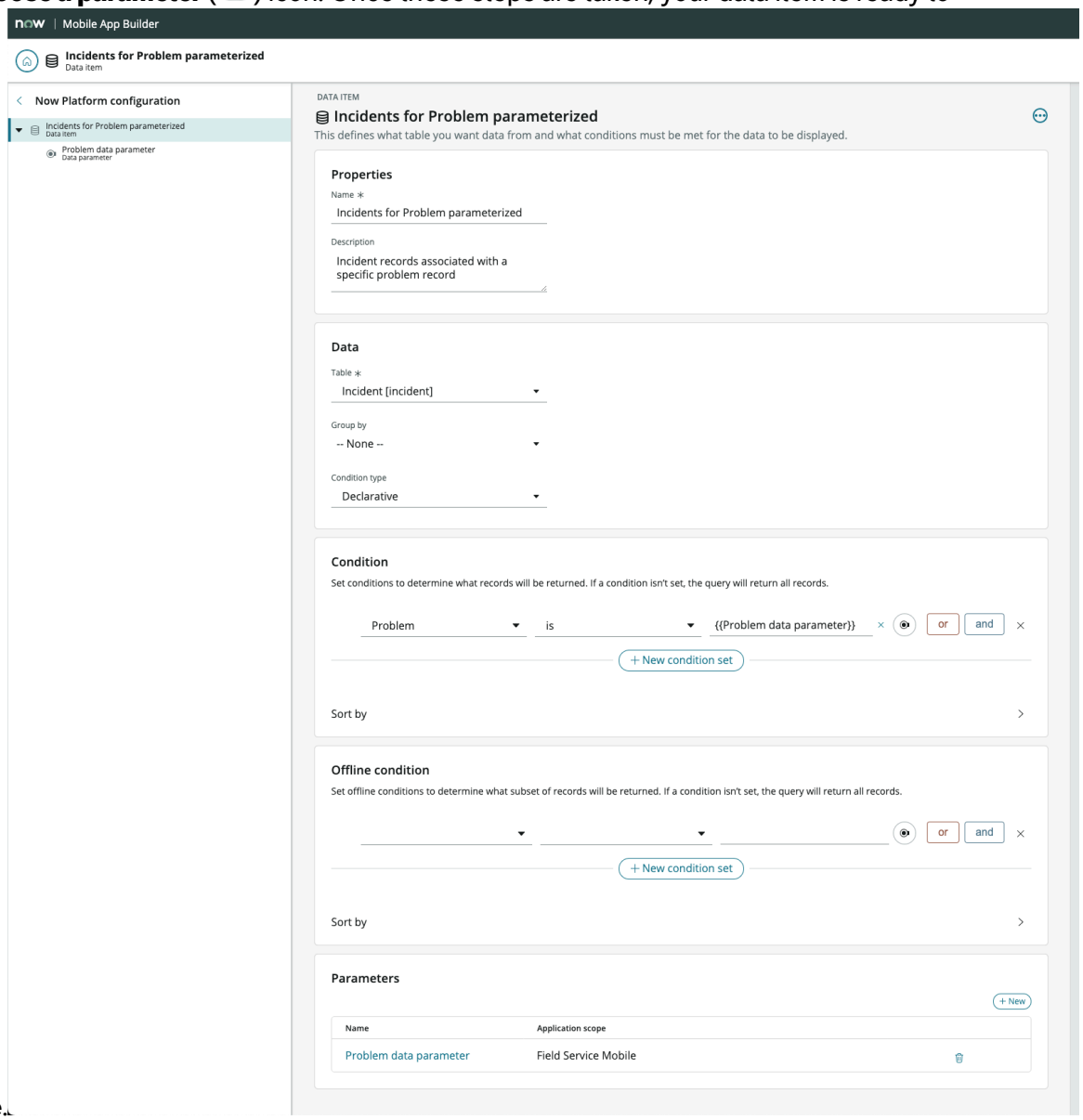
Since records are identified with a sys_id, the data parameter is a `String` type.



In the condition section of the data item, create a condition for the **Problem** field on incident records. Use the parameter as the value. You select the parameter using the

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Choose a parameter ( ) icon. Once these steps are taken, your data item is ready to use.



Create a list screen to use as a related list

Create a related list using your parametrized data item. This list appears for your users when they select the related list tab on their form screen.

Before you begin

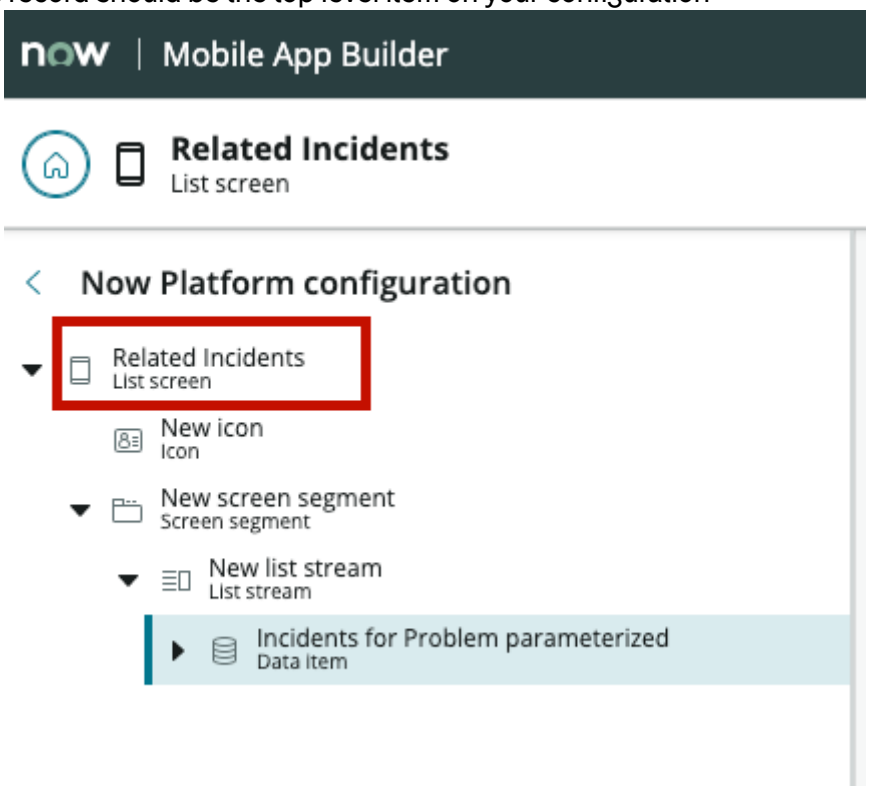
Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder appears in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. From the menu on the left side, select **Screens** to display the data items for the scope.
4. Click the **New** button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Choose the **List** card from the **Create a screen** window.
6. Use the **Properties** section to give your list a name and description.
7. Select an icon by clicking the **Choose** button in the **Icon** section.
8. Click the **Save** button in the upper right corner to save the list screen.
9. In the **Screen segments** section, click **New** to create a section.
   A new **New screen segment** panel displays.
10. In the **Streams** section, click **New** to create a stream.
    A new **New list stream** panel displays.
11. In the **Data item** section, click **Choose**, and select the parametrized data item you created in Create a parametrized data item for your related list.
12. Return to the list screen record by selecting it in the configuration tree.
    This record should be the top level item on your configuration



tree.

13. In the **UI Parameters** section, click **New**.
    Creating a UI parameter creates a link between the data item and the list screen.
14. In the **New UI parameter** screen, create a name and description for your parameter.
    Leave the remaining fields at their default values.
15. In the **Screen data parameter mapping** section, click the **Choose** button.
16. Find and select the data parameter from your data item.
    If you need to remember the name of this parameter, you can see it in the **Parameters** section of your data item record.
17. Click **Save** to save your list record.

Example:
Continuing the preceding example, you create an list screen to display incidents for your problem record. This list screen uses the data item created in the previous steps. This list screen needs a parameter to contain the problem record from your problem record screen. To make it easy to identify, the parameter name is also named `Problem`. In the IU Parameter Mapping

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

section, you create a mapping between the data item parameter and the screen parameter, so the value can pass between them.

Update your record screen to display a related list

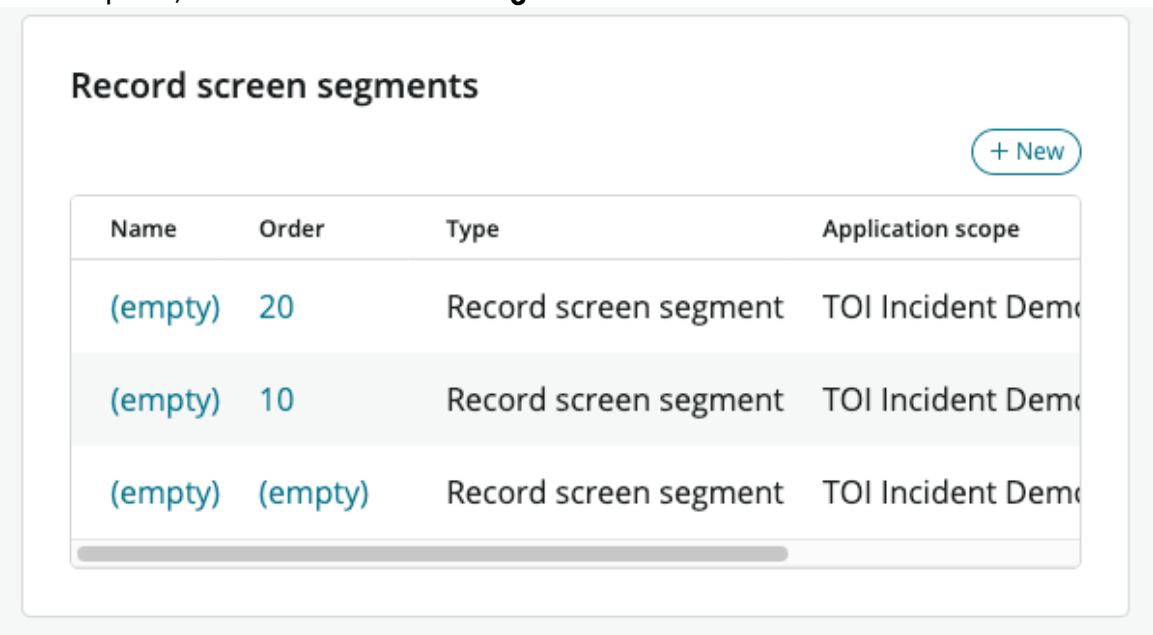
Update your record screen to display a list of related records.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder appears in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. From the menu on the left side, select **Screens** to display the data items for the scope.
4. Open the screen record where you want to display your embedded list.
5. In the control panel, find the **Record screen segments** list and click



   New.
6. Select **Record screen section** in the **Create a record screen segment** window.
7. In the record screen segment, use the **Order** field to choose where to display embedded list on your record screen.
   Segments display using the value in the **Order** field from lowest to highest.
8. In the **Embedded screen** section, click **New**.
9. Select **Related Lists** in the **Create a screen** window.
10. In the **New related lists screen**, fill in the following fields.

Related lists screen fields

Field	Description
Name	Name of the related list

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Description	Description of the related list.
Show count	Whether the screen displays a count of records in the list
Hide screen name	Whether to display the screen name for the related list
Available offline	Whether the list is accessible in offline mode.
Table	Select the table to use. **Important:** Select the table used in the record screen, not the table for the records within the list. For example, if you're creating a list to display incidents related to a problem, select the Problem table.
Icon	Choose an icon for the related list.

11. In the **Related list mapping** section, click **New**.
    In the next steps, you map a connection between this related list and the list screen that you created in the steps under Create a list screen to use as a related list.
12. In the **Related list map** panel, select a relationship in the **Relationship** field.
    This field creates the relationship between the table used in the record screen, and the table used for the records within the related list. For example, for a list of incidents related to a problem, you choose **Incident->Problem**.
13. In the **Destination screen** section, click the **Choose** button and select the list screen you created in the previous steps.

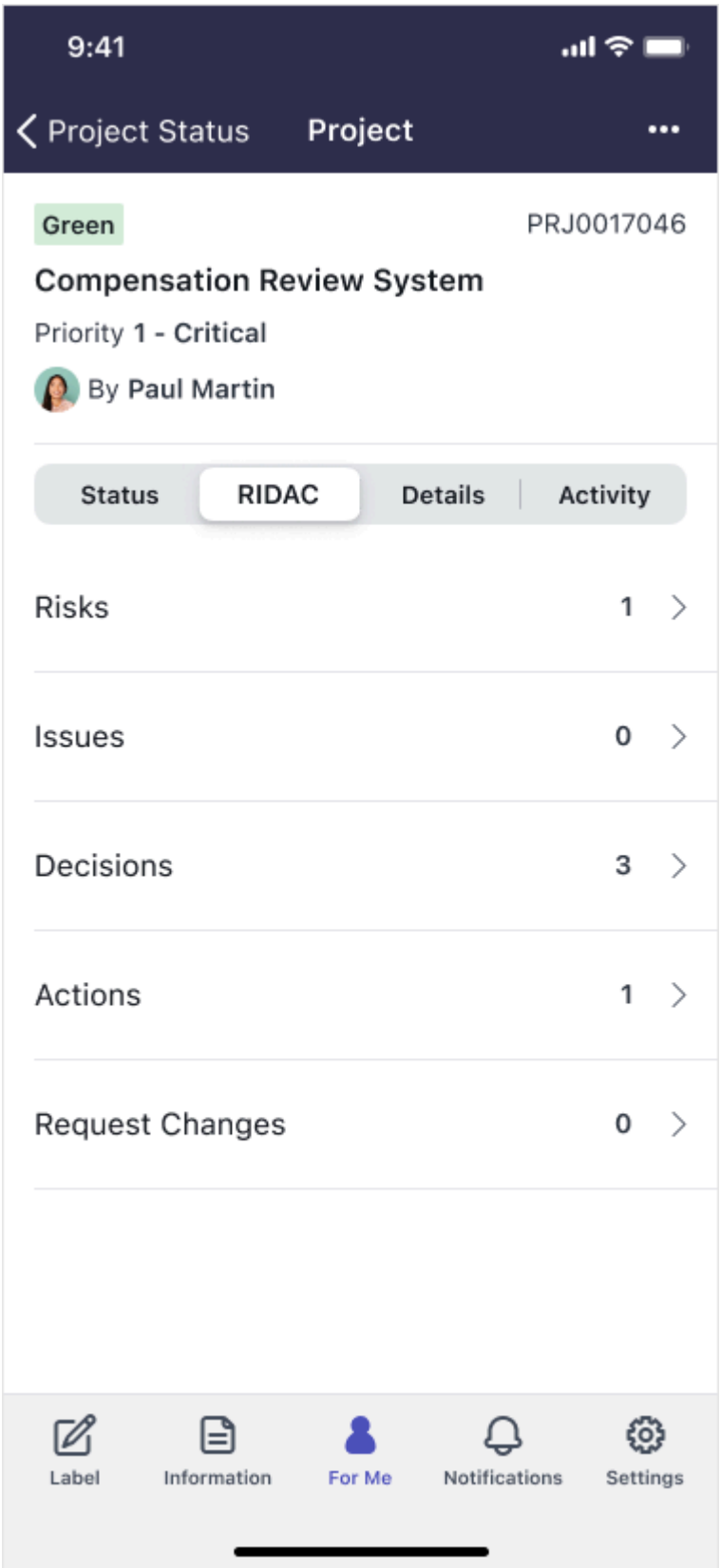
Result

Your screen displays a tab for your related list. Users tap this tab to see records on that list.

Note: If you selected **Show count** in the related list screen field section, the screen displays a counter number in the related lists. This number relates to the number of records based on your selections in the **Related list maps** section.

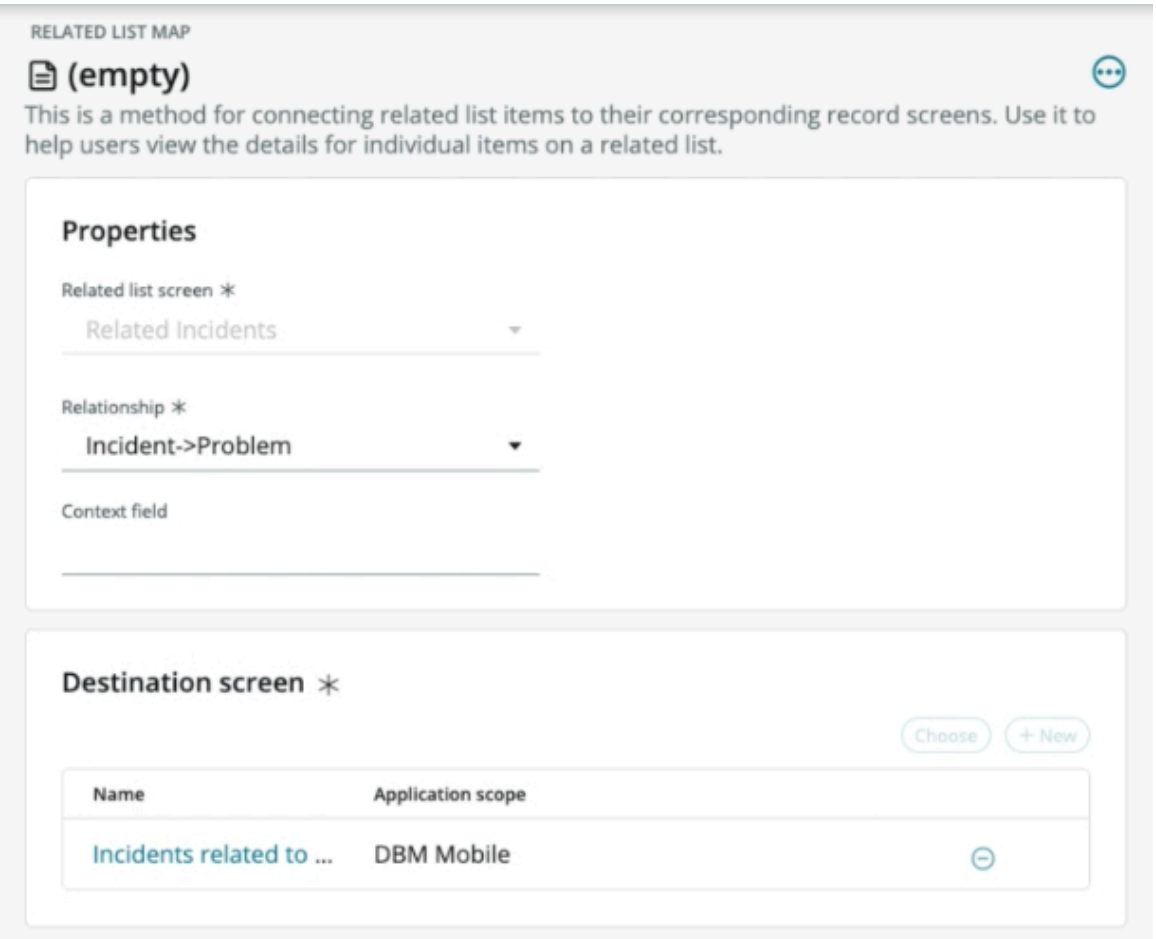
The number of related records shown in a selected destination screen can be less or equal to the counter number displayed in the related list. The lower number of records is due to additional conditions applied to the list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Example:
Continuing the preceding example, the problem record screen must have a related list. In the **Related list maps** section, you select the **Incident->Problem** relationship. Under **Destination Screen**, you select the related incident list created in the previous steps. After logging out and back in again, you have a related list on your problem record screen, which displays a list of incidents related to that problem.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Disable attachments in mobile apps

Disable attachments for mobile apps by using access control rules.

Before you begin

Role required: admin

Note:

- You need to elevate to the *security_admin* role to perform these steps. For details on this role, see security_admin role.
- The script code that is added in the following procedure must be added to all ACLs on the table.

Procedure

1. Navigate to **All** > **System Security** > **Access Control (ACL)**.
2. Filter the list for `<Name> <contains> <sys_attachment>` and `<Operation> <is> <read>`.
3. Find and open the record with the description: **Allow read for records in sys_attachment, if the ACL script returns true.**
4. Clear the **Admin overrides** check box.
5. In the **Script** field, add the following code to the bottom of the script:

```
if( gs.isMobile() ){
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
     answer = false;
}
```

6. Click **Update**.
   The added code prevents attachments from appearing when the instance is accessed from a mobile device. If you want to prevent your users from uploading attachments, continue on to the next steps.
7. Navigate to **System Security** > **Access Control (ACL)**.
8. Filter the list for `<Name> <contains> <sys_attachemt>` and `<Operation> <is> <create>`.
9. Find and open the record with the description: **Allow create for records in sys_attachment, if the ACL script returns true.**
10. Clear the **Admin overrides** check box.
11. In the **Script** field, add the following code to the bottom of the script:

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

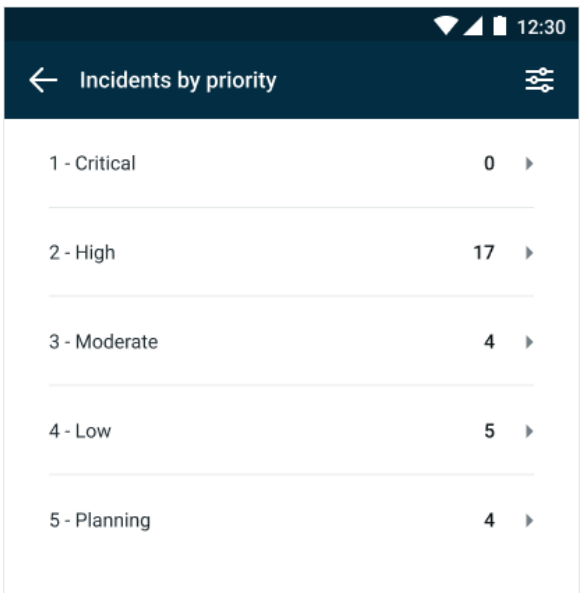
12. Click **Update**.
    The added code prevents attachments uploading when the instance is accessed from a mobile device.

> **Note:** The ability to rename or delete existing attachments on records in mobile is determined by the access control list (ACL) rules on your instance. For more information on these rules and how they effect user permissions on your instance, see Access control list rules.

Grouped list screen

Grouped list records display a list of records that are grouped by a specific field.

Use a grouped list to provide a view of a list of items grouped by a field. Groups lists can help present a large number of records in a easily navigable format. For example, you can display a list of incidents grouped by category or priority. You can configure grouped lists to navigate to a second list showing the records in the selected group.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure a group list screen

Create a group list to provide a view of a list of records grouped by a field you specify.

Before you begin

Before you can create a group list screen, you must create a data item with a group configuration. For more information on configuring a data item, see Configure a standard data item, and note the optional steps for setting the **Group by** field.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the **List** option in the Create a screen page, and then select **Continue**.
5. Complete the fields as needed.

List screen record

Field	Description
Properties	
Name	The name of your list screen. This name appears as a tile in the mobile application.
Description	Additional information about your list screen.
Screen Settings	
Available offline	Option to determine whether the screen is available in offline mode or not.
Hide screen name	Option to determine whether the screen name is not shown as the screen header. This is useful if the text already appears in the header name or if it does not provide any value to the user.
Hide filters	Option to prevent the list from displaying a list filter.
Icon	Icon used to represent your list screen when added to a launcher screen.
Custom filter	Option to add a custom filter for filtering record types by category.
Empty state	Configure what displays in an empty space when no data is available to show.
Screen segments	Configure additional screen segments for the list screen.
Top menu function instances	Option to determine whether to use top menu functions to display additional options.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Footer function instances	Option to determine whether to use footer functions to display additional options.
UI parameters	Change how a field or UI element behaves.
Dynamic screen title	Allows you to create an element and map it to a UI parameter. Use it to pass a value from one screen to another and include it in the title of the destination screen.
Role access	Determine which user roles can access this screen. If you have selected no roles, users with any role will have access to the screen.

6. In the **Icon** section add an icon.
   This icon displays in the launcher screen when you add it to your group list screen.
7. In the **Screen segments** section, select **New**.
8. Complete the fields as needed.

Screen segment record

Field	Description
Properties	
Name	Name for the screen segment screen.
Order	The order in which the segment appears on the screen. Segments display from the lowest to the highest value.
Screen	Displays the list name from the list screen record.
Max number of offline rows	The number of rows displayed for offline viewing.
Streams	Records that connect data items and list item config records to the list screen.
Interleave sort	
Sort list stream interleave field	Determine whether the list stream interleave field is sorted in ascending or descending order.

9. In the **Streams** section, select **New**.
10. Complete the fields as needed.

List stream record

Field	Description
Properties	
Name	Name for the stream.
Table	Choose the relevant table that contains data to display in your list.
Interleaved field	Select the field you want to use to interleave your data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Data item	Data items are queries on a selected table that provide the data presented in a screen.
List item config	Determine how each record appears and the actions associated with it.

11. In the **Data Item** section choose an existing data item for a grouped list, and then select **Apply**.
12. In the **List item config** section, select **New**.
13. Complete the fields as needed.

List item config record

Field	Description
Name	Name for the list item config.
Settings - List item config order	The order in which this list item config will render when multiple list item configs are connected to a list stream.
Data	The table associated with your data item.
Conditions	The conditions that determine what is shown if there are multiple list item configs in a list stream.
View using	How the list item config can be viewed.
Card / Legacy card	Cards visually display information from different records.
On tap	Determines how the mobile app responds to a tap on the screen. Select **Use a function instance**.
On tap function instance	Determine what actions appear when a user taps on a list item. Select a navigation function or select **New** to create one. For more information about creating a navigation function, see Navigation functions. **Note:** This option only appears when **Use a function instance** is selected for **On tap**.
Embedded screen	Not a valid option for a group list screen. **Note:** This option only appears when **Navigate to screen** is selected for **On tap**.
Leading swipe function instances	Determines the actions performed or that appear when a user initiates a swipe gesture from the front of a list item. **Note:** This function type can't be used on a grouped list.
Trailing swipe function instances	Determines the actions performed or that appear when a user initiates a swipe gesture from the back of a list item. **Note:** This function type can't be used on a grouped list.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

14. In the **Data** section, select the same table used in the **Data item** section within the list stream record.
15. In the **Card** section, select **Choose** to use an existing card or select **New** to create one.
16. Complete the fields as needed.

Card record

Field	Description
Name	Name for the new card.
Description	Additional information about the card.
Active	Select whether the card record is active or not.
Data	The table associated with your data item.
Card template	The layout of UI elements used within the card.
UI rules	The UI rule associated with this card.

17. In the **Card template** field, select **Choose**.
18. Search for the item **Grouped List**and select **Apply**.

Note: The Grouped List card template is a default template from the base system.

19. Return to the list item config record by selecting it from the configuration tree.
20. In the **On tap** section, select **Use a function instance**.
    The On tap function instance displays.
21. In the **On tap function instance** section, select **New** to determine what actions appear when a user taps on a list item.
22. Complete the fields as needed.

Function instance record

Field	Description
Properties	
Name	Name for the new function instance.
Description	Additional information about the function instance.
Settings	
Display label	Label that is visible to end users.
Order	The order which the function instance appears on the card. Function instances display from the lowest to the highest value.
Active	Select whether the function instance record is active or not.
Disable offline	Option to determine whether the function instance record is available in offline mode or not.
Icon	Icon used to represent your function when added to this function instance record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

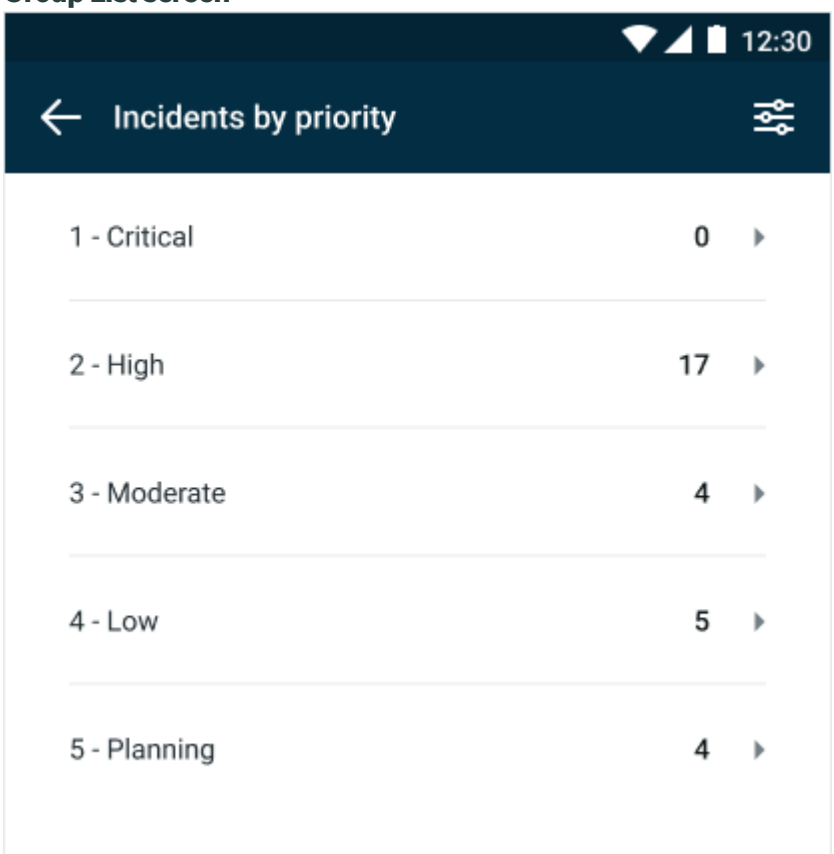
Field	Description
Function placement	
Parent table	The parent table that the function instance applies to. **Note:** This field is automatically populated.
Parent	The parent of the function instance to which the list item config applies. **Note:** This field is automatically populated.
Location	The location of the function on your mobile screen. **Note:** This field is automatically populated.
Function	The function used within this function instance.

23. In the **Function** section, select **Choose** to use a function or select **New** to create one. For more information on mobile functions, see Mobile functions.
24. Select **Save**.

Result

You now have an screen displaying a list of records, grouped by the field you defined in your data item.

Group List screen



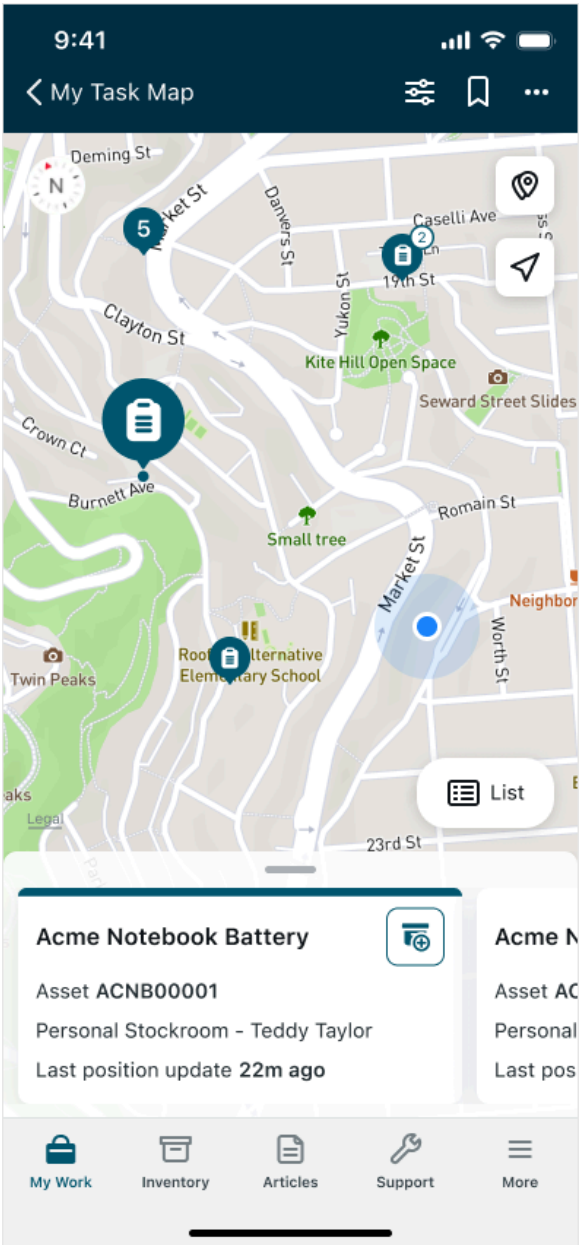
Map screen

Map screens display a map with locations that are associated to the records in a data item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use a map screen when you need your users be aware of the locations related to the records in your data item. For example, map screens can show your users where their assets are located, or which job locations they need to travel to.

Map screen with points of interest



Configure a map screen

Configure a map screen so that your users can see location-based information on a map from their mobile app. The map highlights points of interest, and users can switch between a map view and list view to help them understand the information displayed on a map.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the **Map** option in the Create a screen page, and then select **Continue**.
5. In the New map screen record, complete the fields as needed.

New map screen form

Field	Definition
Properties	
Name	Name for the map screen. This name is displayed as the screen header and the name of the screen in the UI section.
Description	Additional information about your map screen.
Settings	
Fetch type	Fetch type settings determine when data is loaded into your screen. The following fetch types are available: `prefetch`, `on-demand`, `background`, and `dynamic`. For more information, see Mobile fetch types.
Available offline	Option to determine whether the map screen is available in offline mode.
Hide screen name	Option to determine whether the screen name is not shown as the screen header. For example, this option is useful if the text already appears in the header name or if it does not provide any value to the user.
Hide filters and sorting	Option to determine whether to disable the filter and sorting option on the map screen.
Filter	Option to determine whether users can filter record types by category. Use this option to help users view specific sets of records.
Empty state	You can indicate to users, with the aid of a visual display, that the map does not contain any points of interest. For more information, see Empty state display.
Top menu function instances	Option to determine whether to use top menu functions to display additional options.
UI parameters	Option to determine whether to use UI parameters for this screen. The UI parameter is a variable that affects how a field or UI element behaves. Use it to determine how a value can be entered or if it will be auto-populated for a UI element, based on what the user has done.
Role access	Option to determine the roles that a user requires to access the map screen on their mobile device. If no role is selected, then all user roles have access to the map screen.

6. From the Icon section either create a new icon or choose an existing icon. This icon displays if you add your map screen to a launcher screen UI section.
7. Create a screen segment to continue adding look-and-feel map elements to the screen. You can only create a single segment within each map screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. From the **Screen segment** field, select the **+New** button.
The New screen segment form displays.

b. In the New screen segment record, complete the fields as needed.

New screen segment form

Field	Description
Properties	
Name	Name for screen segment used in the map screen.
Order	The order where the property is displayed. **Note:** An entry in this field is not required as only a single segment is supported.
Screen	This field is not available.
Interleave sort	Option to determine whether the sort and order of a list is displayed in an ascending or descending order. This selection is relevant when you have multiple item streams.

8. Create a stream of records that connect data items and list item configuration records to the screen.

Note: Streams are records that connect data items and list item configuration records to the screen. You can configure multiple item streams within a map. Use this option to define different attributes within a map. For example, you can define different pin colors for each item stream, one for incidents and one for work order tasks.

a. From the Streams section, select the **+New** button.
The location item stream displays.

b. In the **Name** field, enter a name of the location item stream.

c. In the settings section, do the following steps:

i. From the **Table** field, select the table to define location-based map pins and cards.

ii. (Optional) In the **Interleaved** field, select the field that determines how to order your data items. This option is relevant if you have more than one item stream.

Note: You select the data item later in this procedure.

iii. From the **Location** field, select a reference to the location table. The selected option shows as a location on the map.

iv. Select a pin color by either selecting a color from the grid or enter a hexadecimal value, and then select **Save**.

9. Choose an existing data item or create a new data item. To create a new data item, see Data items.
The data item returns data from a single table to be used for the map location item stream.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

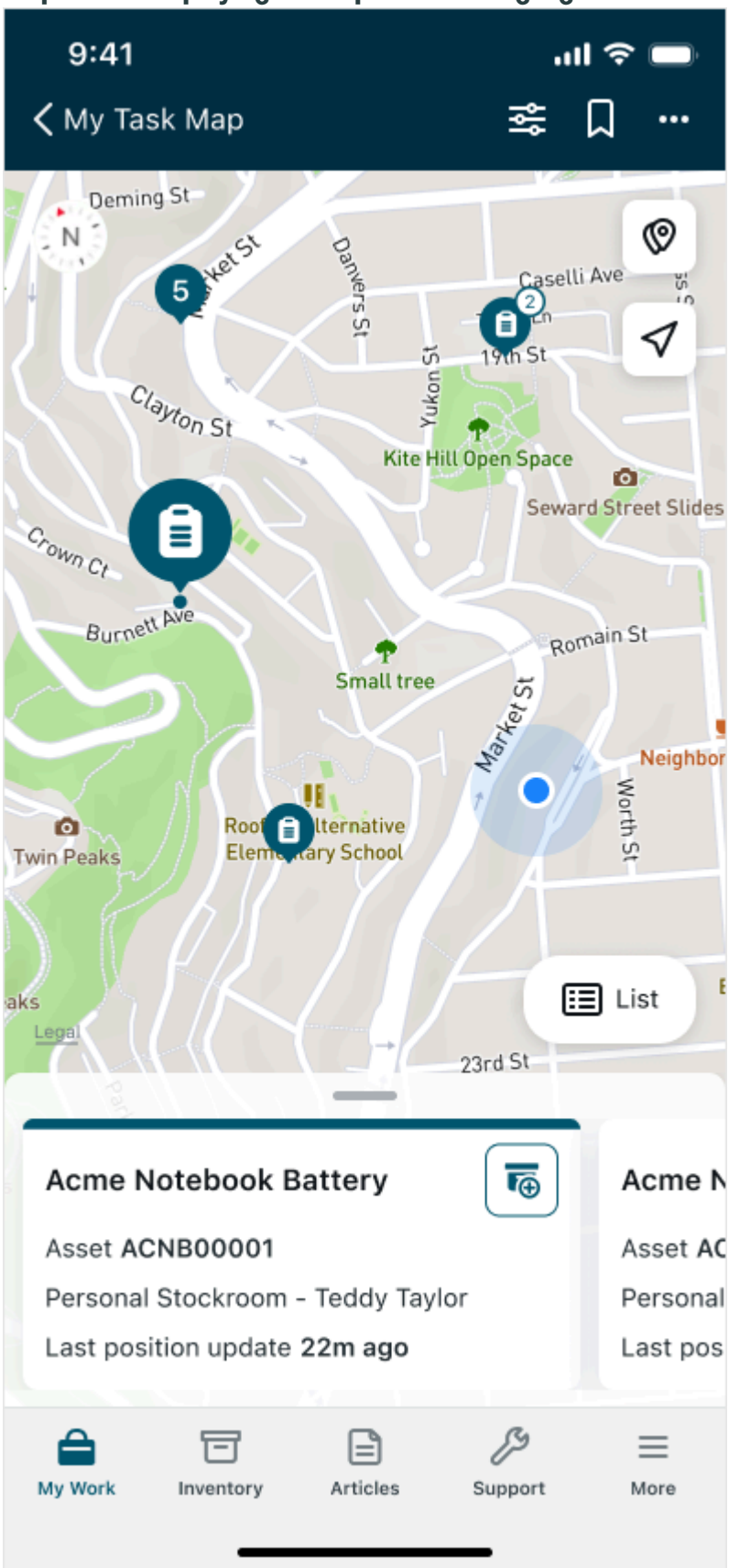
10. Choose an existing list item configuration that determines how each record appears in the list and the actions associated with it.
11. Select **Save**.

Result

The configured map screen displays information from your data item plotted on a map, along with a list view to display details on each item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Map screen displaying the map view with highlighted items



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

You can add your map screen within a record section and an icon section. When a user taps on the relevant icon, they are navigated to the configured map screen. For more information, see Configure a record UI section and Configure an icon UI section.

Mobile map screen filters

Use mobile filters in map screens to enable your users to find what they need in the records on your instance.

Choose one of the following options when configuring your mobile map screens:

Default filters

By default, the instance automatically creates a filter and sorting functionality. This filter is based on the fields selected in your map pattern. No further configuration is needed Users can filter and sort the list based on any of these fields.

Custom filters

If the default filters do not fit your requirements, consider creating a customer filter experience for your users. You can manually select the fields available to the map filter, as well as enable keyword filtering. Custom filters can include fields that are not in the map pattern. For more details on creating custom filters, see Configure a custom filter.

Note: For those who have upgraded to the Rome release, consider the following:

- If you did not define filters and are using the default setup, you automatically use the default filters and sorting capabilities after the upgrade.
- If you defined filters in earlier versions, then after the upgrade your defined filters are still available. However, you must manually configure the sorting capabilities. See, Configure sorting capabilities within mobile filters.

Disable filters

To disable filters and sorting on map screen, open the map screen record, click the **Filter** tab, and disable the **Show or hide filters for this list screen** option. When filtering is turned off, users are unable to filter or sort records.

Calendar screen

Calendar screens display a calendar interface and records associated with the selected date.

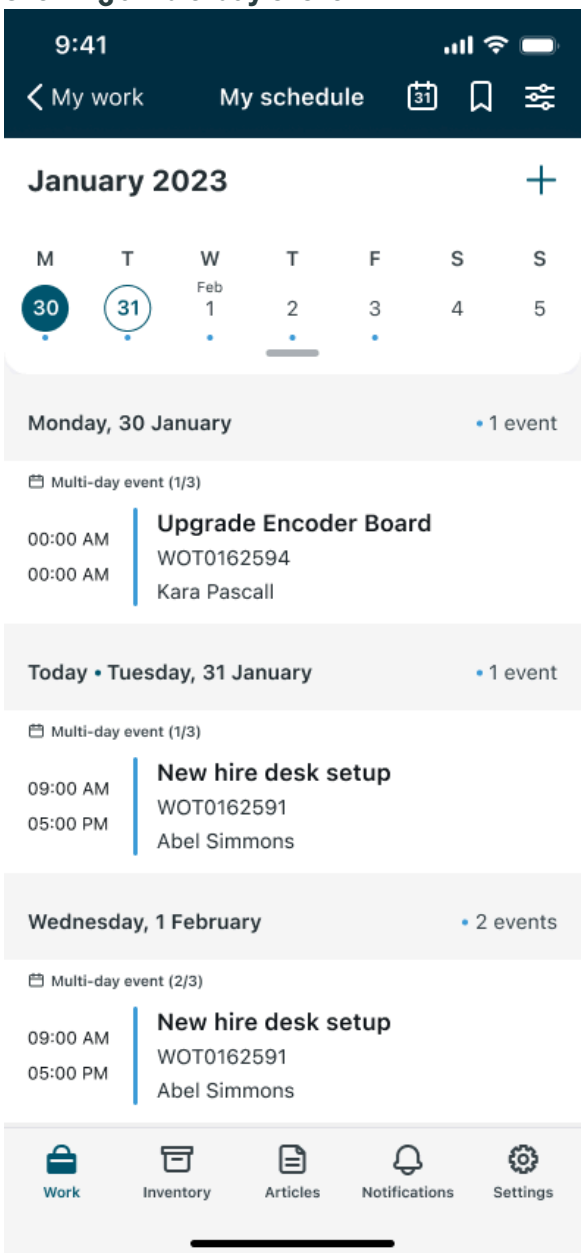
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Users use a calendar screen to display records when the dates relating to those records are relevant. For example, displaying when tasks are due or when important events take place.

The calendar screen displays a calendar interface. Each date on the screen displays an indicator below any date that has at least one record associated with it.

Below the calendar, is the events list where your users can see a list of records associated with the date selected in the calendar. You can configure the calendar app to display these records in a record screen when the user taps them. For more information, see Using the calendar screen.

Calendar screen example showing a multi-day event



General guidelines for calendar screens

Consider these general guidelines when configuring your calendar screen.

Note: For configuration instructions, see Configure a calendar screen. For design considerations and user experience general guidelines when configuring your calendar screen, refer to the Calendar screen section in the Horizon design system website.

Swipe functions

Consider configuring swipe functions in the list view area to access quick actions like deleting a record or changing its state. For more information, see Configure a calendar screen and Quick actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Top menu actions

Consider configuring a top menu actions in the calendar screen for more complex or global actions, such as creating an appointment. For more information, see Use your navigation function as a top menu selection.

Template calendar card

Calendar cards are based on mobile cards. If you use the base system template named Calendar, avoid using the full date of the event, as it's already shown in the day's title.

Cards from multiple tables

Calendar screens can display records from multiple tables. For a consistent experience, use similar card views for each record type shown in a calendar.

Remote tables

When working with remote tables, it’s important to consider the performance implications. Efficient query design, indexing, and caching mechanisms should be employed to optimize performance.

Start day of the week

By default, the first day of the week is Sunday. Users can change this option in the Settings area of their mobile app.

Configure a calendar screen

Create a screen that displays a calendar with a list of related records. Users can see which records are related to dates on the calendar.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the **Calendar** option in the Create a screen page, and then select **Continue**.
5. Complete the fields as needed.

Calendar screen record

Field	Description
Properties	
Name	The name of your calendar screen. This name appears as a tile in the mobile application.
Description	Additional information about your calendar screen.
Settings	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Fetch type	Control when the data is loaded onto the screen. Select the On-demand option for optimum load time performance. For more information, see Mobile fetch types.
Hide screen name	Option to determine whether the screen name isn't shown as the screen header. This option is useful if the text already appears in the header name or if it doesn't provide any value to the user.
Hide filters and sorting	Option to prevent the calendar screen list from displaying a list filter.
Icon	Icon used to represent your calendar screen when added to a launcher screen.
Custom filters	Option to determine the fields that users can filter by. Use this option to help users find the events that they need. Users can bookmark the selected filters for future reference, by selecting the bookmark icon. For more information, see Mobile list screen filters.
Screen segments	Configure a screen segments for the calendar screen. Use it to add the calendar element within the screen.
Quick action function action instances	Option to create a quick action button to display directly on the user's calendar screen. This button helps your users to access commonly used functions, such as transferring records or using a template in the mobile app. After the user taps this button, they have the option to create a new event. If a single quick action function is configured, the user is navigated to the event as defined by you. If more than one quick action function is configured, a menu from the bottom displays and the user selects the relevant event. For example, create a new incident or create a work order task. For more information, see Quick actions. **Note:** Quick action function instances can't be reused so you must configure a new one. However, you can use an existing function to configure your quick action function instance.
Top menu function instances	Option to determine whether to use top menu functions to display additional options. Use the top menu function location for less frequently used actions. You can also use the option on forms when you have more actions listed than conveniently fit in the footer. For more information, see Use your navigation function as a top menu selection.
Input form screen	Option for a calendar screen to display content from a record. For example, the user selects a contact from a menu in a preconfigured input form screen. After tapping this option, the calendar screen opens with filtered data for the selected contact. For more information, see Input form screen.
UI parameters (legacy)	Optional configuration that affects how a field or UI element behaves. Use UI parameters to determine how a value can be entered or whether it's automatically populated for the UI element, based on the end user's action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Role access	Determine which user roles can access this screen. If you've selected no roles, users with any role will have access to the screen.

6. In the Icon section, either select an existing icon or create an icon.
   This icon represents the calendar screen in a launcher screen. For more information about creating icons, see Mobile icons.
7. **Optional:** In the Quick action functions instance area, either select an existing function instance or create a new one.
   You can create more than one quick action function instance. For more information see, Quick actions.

   Note: The quick action button is an effective way for users to add events to the calendar.

8. In the **Screen segments** section, select **New** to create a segment used for the stream displayed within the calendar.
9. Complete the fields as needed.

Screen segment record

Field	Description
Properties	
Name	Name for the screen segment screen.
Order	The order in which the segment appears on the screen. Segments display from the lowest to the highest value.
Screen	Displays the calendar name from the calendar screen record.
Max number of offline rows	The number of rows displayed for offline viewing.
Streams	Records that connect data items and list item config records to the list screen.
Interleave sort	
Interleave sort	Determine whether the list stream interleave field is sorted in ascending or descending order.

10. In the **Streams** section, select **New**.
11. Complete the fields as needed.

Calendar event stream record

Field	Description
Properties	
Name	Name for the calendar event stream.
Data	
Table	Choose the relevant table that contains the data you want your calendar event stream to display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Start date field	Select which field in the selected table contains the start date information for your calendar items.
End date field	Select which field in the selected table contains the end date information for your calendar items.
Interleaved field	Select the field that sorts the event stream containing your data items. If you don't select a field, the data items are separated by source.
Data item	Data items are queries on a selected table that provide the data presented in a screen.
List item config	Determine how each record appears and the actions associated with it.

12. In the **Data** section, complete the following fields:
    a. **Table** - Select a table that contains the data you want your calendar event stream to display.
    b. **Start date field** - Select a field from your chosen table to contain the start date information for your calendar items.
    c. **End date field** - Select a field from your chosen table to contain the end date information for your calendar items.
    d. (Optional) **Interleaved field** - Select the field that sorts the event stream containing your data items. If you don't select a field, the data items are separated by source.
13. In the **Data Item** section, select **New** to create a data item for your calendar event stream, or select **Choose** to reference an existing data item.
    The data items displayed corresponds to the data table that you selected from the **Table** field in the Calendar event stream record. For more information on creating data items, see Configure a standard data item.
14. In the **List item config** section, select **New**, to ensure a visual display appears on your mobile device, or select **Choose** to reference an existing list item config.
15. Complete the fields as needed.

List item config record

Field	Description
Name	Name for the list item config.
Settings - List item config order	The order in which this list item config renders when multiple list item configs are connected to a list stream.
Data	The table associated with your data item. **Note:** The table used in this record should match the entry in the **Table** field from the calendar event stream record.
Conditions	The conditions that determine what is shown if there are multiple list item configs in a list stream.
View using	How the list item config is viewed.
Card / Legacy card	Cards visually display information from different records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
On tap	Determines how the mobile app responds to a tap on the screen. Select **Use a function instance**.
On tap function instance	Determine what actions appear when a user taps on a list item. Select a navigation function or select **New** to create one. For more information about creating a navigation function, see Navigation functions. **Note:** This option only appears when **Use a function instance** is selected for **On tap**.
Embedded screen	Option to add an embedded screen within a list screen. **Note:** This option only appears when **Navigate to screen** is selected for **On tap**.
Leading swipe function instances	Determines the actions performed or appears when a user initiates a swipe gesture from the front of a list item.
Trailing swipe function instances	Determines the actions performed or appears when a user initiates a swipe gesture from the back of a list item.

16. In the **On tap** field, select the Use a function instance option.
17. In the **Data** section, select the same table used in the **Table** field within the calendar event stream record.
18. In the View using section, select the **Card** option.

    Note: The legacy card option is also available, however legacy cards don't have the same capabilities as regular cards.

19. In the **Card** section, select **Choose** to use an existing card or select **New** to create a card.
20. Complete the fields as needed.

Card record

Field	Description
Name	Name for the new card.
Description	Additional information about the card.
Active	Select whether the card record is active or not.
Data	The table associated with your data item.
Card template	The layout of UI elements used within the card.
UI rules	The UI rule associated with this card.

21. In the **Data** section, select the table that contains the data you want to populate on your card.
22. In the **Card template** field, select **Choose** to reference an existing card template.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

23. Select **Save**.
24. **Optional:** To customize elements and attributes of your card, do the following:
    a. Select the Open in Mobile Card Builder button.

       (Optional) The Mobile Card Builder tool displays in a new tab.

    b. Make any required changes to your incident list card. For more information about working with Mobile Card Builder, see Mobile Card Builder.
    c. Select **Save**.
25. Select **Save**.

Mobile web screen

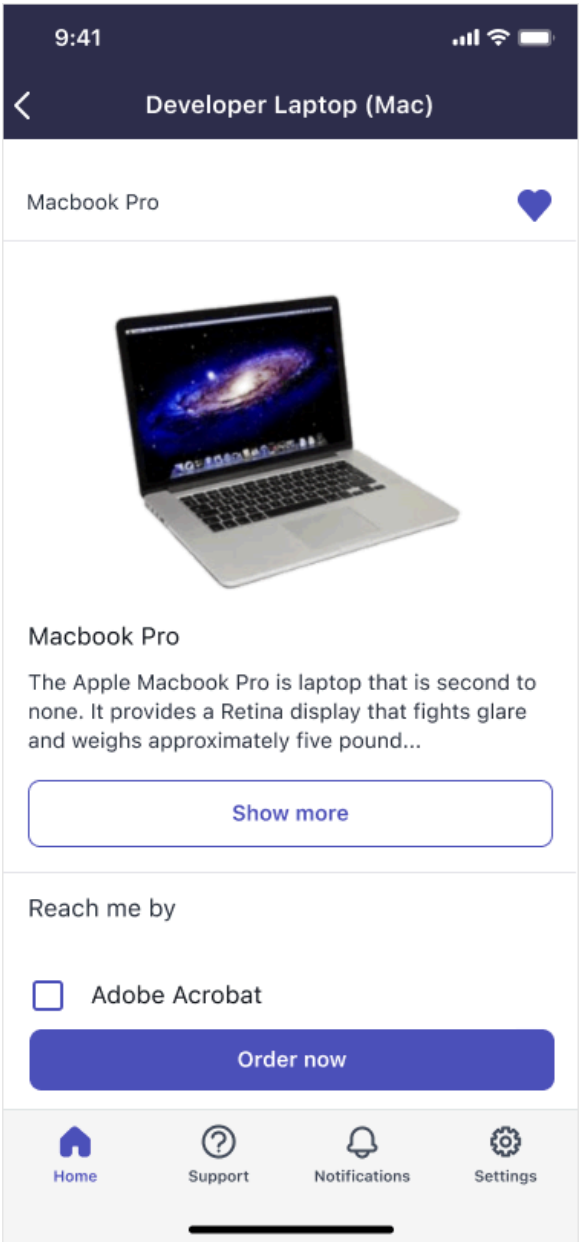
Mobile web screens open an external URL or a relative URL within your instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use a mobile web screen to Open a URL from within the ServiceNow app. You can configure relative URLs to open pages within the ServiceNow platform, or an external link. For example, a user can see a knowledge article on the instance via Service Portal.

Relative URLs that direct your users to open pages within your instance display within mobile app. URLs that open external links open the link in the default browser of the user's mobile device.

Browser screen showing a relative link



Configure a mobile web screen

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

Before you begin

Role required: admin

About this task

Starting with the Zurich release, end-users whose mobile web screen session expires due to session timeouts, device locking, or app backgrounding are automatically logged back into their session when they return to the web screen in their mobile app.

This feature works by default for all service portal pages but requires configuration for UXF pages. To enable this feature on UXF pages, admins must add the mobile app bridge as a data

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

source to the page in UI Builder. For more information on how to do this, please refer to Steps 1-4 in Add a button to your mobile web screen that launches Virtual Agent.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category from the menu, and then select **New**.
4. Select the **Mobile web** option in the Create a screen page and then select **Continue**.
5. Complete the following fields as needed.

New mobile web form

Field	Description
Name	The name of your screen. This name appears as a tile in the mobile application.
Description	Additional information about the screen.
Icon	Icon used to represent your mobile web screen when added to a launcher screen.
Fetch type	Fetch type settings determine when data is loaded in screens. Change your fetch type to optimize load time performance for your screens. Select either `Prefetch`, `On-demand`, `Background`, or `Dynamic prefetch` as required according to your setup. For more information about these options, see Mobile fetch types.
URL	The URL you want to send the user to. **Note:** To add the URL for a Now Experience Framework page, which leverages the Mobile App Bridge for playbooks, see Configure mobile web screens with Mobile App Bridge.
Hide screen name	Determines if the screen name isn't shown as the screen header. This configuration is useful if, for example, the text already appears in the header name or if it doesn't provide any value to the user.
Check Access Control List (ACL)	Enable this toggle to check available ACLs for access to the **URL**.

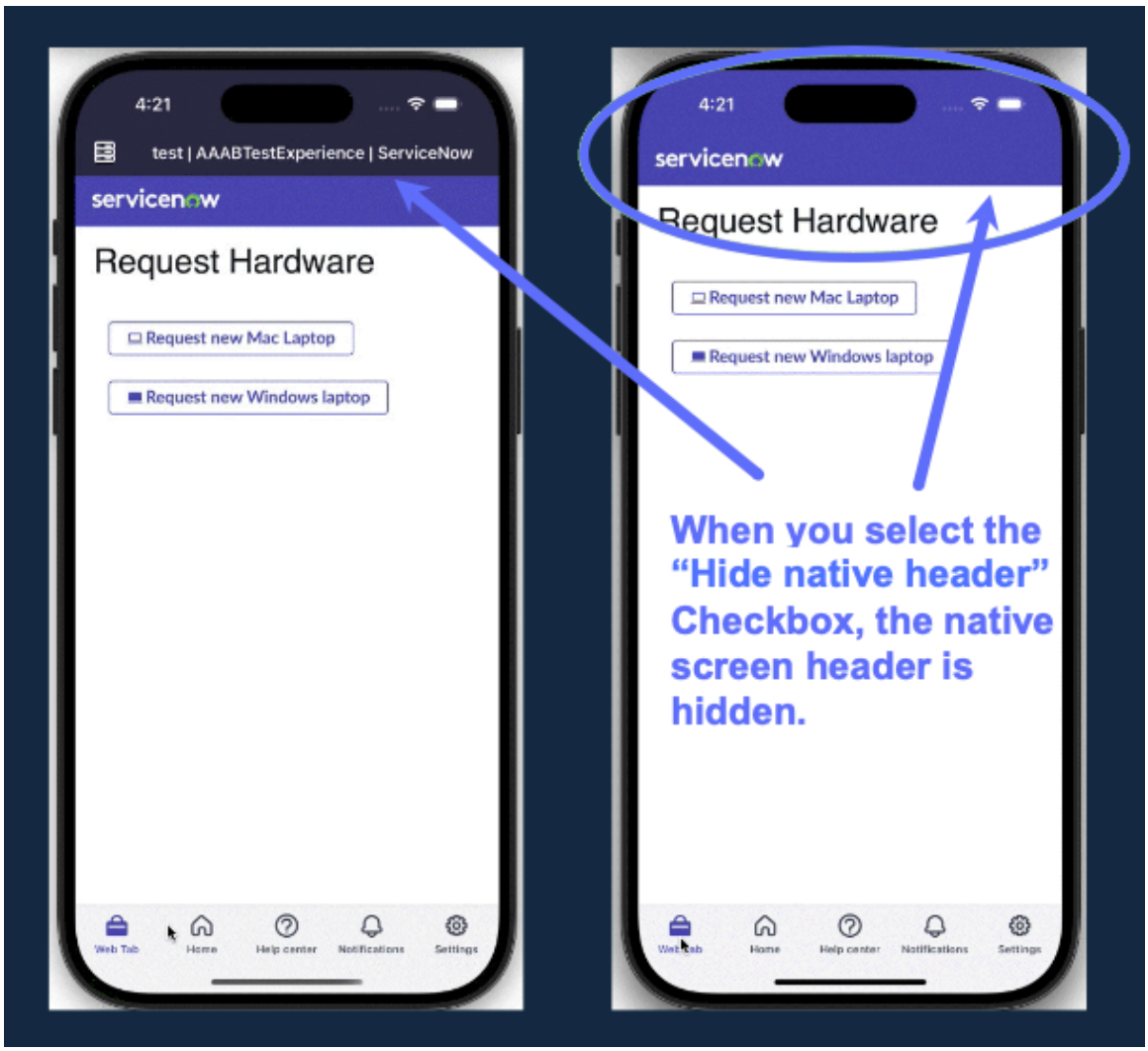
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Role access	Determine which user roles can access this screen. If you have selected no roles, users with any role can access the screen.

Important: The field **Open in external browser** doesn't operate as expected. Links to web content that are associated with the instance that the user is currently logged into on the mobile app open as hybrid web pages within the app. All other web content opens in the end-user's default mobile browser outside the app.

6. **Optional:** If you want to turn off the native header of the mobile screen so that it doesn't interfere with the mobile web screen header, do the following configuration:
   a. In Mobile App Builder, select **Save** to save the mobile web screen.
   b. At the top of the Mobile Web Screen form, select the more options menu ( ), and then select **Open in platform**.

      The Mobile web screen configuration page opens in the web UI of your instance.
   c. In the Mobile web screen configuration page, select the **Hide native header** check box.
   d. Select **Update**.



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

If you want to further customize your mobile web screen, see Add a button to your mobile web screen that launches Virtual Agent.

Add a button to your mobile web screen that launches Virtual Agent

Admins can configure a button on a mobile web screen that end users can use to launch Virtual Agent from their mobile device.

Before you begin

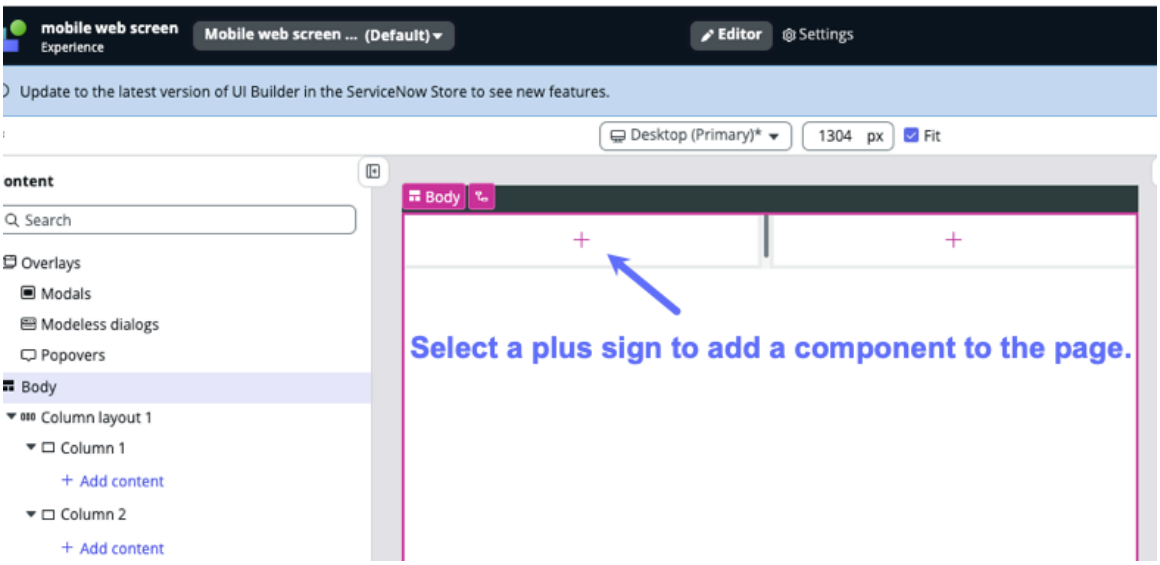
Role required: admin

About this task

To add a button to your mobile web screen, you must use UI Builder. For more information, see UI Builder.

Procedure

1. Navigate to **All** > **Now Experience Framework** > **UI Builder**.
2. Search for your mobile web screen and select it to open it.
3. In your mobile web screen UXF page, under **Data and scripts**, select **Add data resource**.
4. In the Select a data resource dialog box, search for `Mobile app bridge`, select it, and then select **Add**.
5. In the region of the mobile web screen where you want to add the button that launches Virtual Agent, select the plus sign to add a component.



6. Select the **Component** you want to use to launch Virtual Agent in the mobile web screen. For example, if you want to add a button that users can select to launch Virtual Agent, select **Components** and then select **Button**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Select the button in your mobile web screen UXF page to configure the component in the menu on the side of the screen:
   a. Select **Configure** to add a **Label** for the button, such as `Virtual Agent`.
   b. Select **Events** to connect the button to the API method that launches Virtual Agent.
   c. In the Events menu, select **Add handler**.
   d. In the Choose a handler dialog box, scroll down to **Mobile app bridge**, and select **LAUNCH CHAT**.
   e. Select **Continue**, and then select **Add**.
8. Select **Save** to save your configuration.

What to do next

In your mobile web screen on your device, refresh the mobile app to display the button you added for Virtual Agent.

Chart screen

Chart screens display data visualizations created in the Analytics Center and are displayed in the analytics section of your launcher screen. Adding data visualizations helps users more easily identify trends and turning points through indicator scores and visual representation.

Use analytics sections to display charts and data visualizations. Charts give your managers or owners indications on trends or items that require their attention.

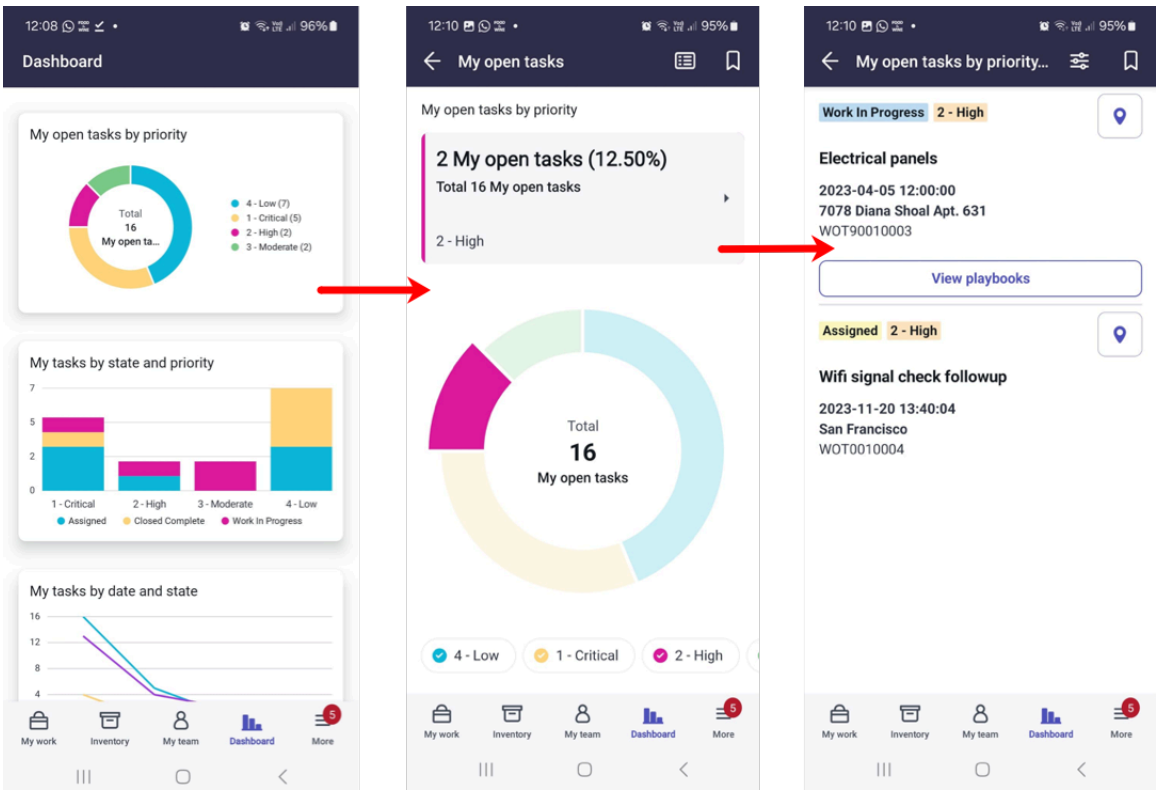
The chart screen supports the following report types:

- Time Series
- Bar
- Pie and donut

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

To use a chart screen, you will first need to create a dashboard preview to link to your chart screen. For details on dashboard previews, see Mobile dashboard preview.

Data visualization flow from launcher screen to chart screen to record list



For general information on using and configuring data visualizations (not specifically for mobile), see the following documentation topics: Platform Analytics overview and Data visualizations in Platform Analytics.

For information on the various data visualizations supported in mobile, see the user-related topics in Mobile platform dashboards.

Create a chart screen for a data visualization

Configure a chart screen to give your users access to pre-configured mobile dashboard views for several types of data visualizations.

Before you begin

Role required: admin or delegated developer

You must have an existing data visualization to display on your screen. If you haven't yet configured a data visualization, see the following documentation topics: Platform Analytics overview and Data visualizations in Platform Analytics.

In addition, you also need a mobile analytics preview contained within a mobile dashboard preview. For more information, see Create a mobile analytics preview.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select the **Screens** category, and then select **New**.
4. Select the **Chart** option in the Create a screen page, and then select **Continue**.
5. Complete the following fields as needed.

New chart screen form

Field	Description
Properties	
Name	Name for the chart screen. This name is displayed as the screen header and the name of the screen in the UI section.
Description	Additional information about the screen.
Hide screen name	Determines if the screen name should be shown as the screen header. Hiding is useful if, for example, the text already appears in the header name or if it doesn't provide any value to the user.
Enable tooltip	Enables tooltips on each chart element.
Type	Determine your chart screen type. Select Data visualization. **Note:** From the Washington DC version, to work with Data Visualization charts and Data Visualization single score section types, you must select the Data Visualization option. For versions before the Washington DC version, you can still use the charts and reports previously created. However, these options are set to be replaced by data visualizations.
Data Visualization	The data visualization to display in the chart screen. Select Data visualization from the list.
Report	The report to display in the chart screen. Select a report from the list. This field is only visible when **Type** is set to **Report**. **Note:** This option is set to be replaced by data visualizations.
PA Widget	Select the PA Widget to display in the chart screen. This list is automatically filtered for latest score reports on your instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	This field is only visible when **Type** is set to **Performance Analytics (PA)**. **Note:** This option is set to be replaced by data visualizations.
Icon	Icon used to represent your mobile chart screen when added to a launcher screen.
Chart header function instances	Creates a function instance that resides in the upper-right corner of your chart header.
Role access	Determine which user roles can access this screen. If you don't select any roles, users with any role will have access to the screen.

6. Select Data visualization from the **Type** field.
7. From the **The Data Visualization** field, select the data visualization to display in the chart field.
8. Select **Save**.

What to do next

Configure a navigation function to direct your users from an analytics preview to your chart screen. For details on this process, see Create a navigation function to a chart screen.

Create a navigation function to a chart screen

Configure a navigation function to direct your users to your chart screen.

Before you begin

Role required: admin or delegated developer

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Functions** category, and then select **New**.
4. Complete the following fields as needed.

New function record

Field	Description
Properties	
Name	Name of your navigation function.
Description	Additional information about the navigation function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	The type of the function. Since you're creating a navigation to a chart screen, select **Navigation**.
Context	Whether the function uses the global or record context. For this example, select **Global**. Use record context navigation functions in situations where the navigation depends on information from a record. For example, you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. Use global context navigation functions in a situation where the navigation doesn't depend on information from a record.
Available offline	This option isn't available for data visualizations.
Destination type	The type of record your navigation function brings users to. Since you're creating a navigation to a chart screen, select **Screen**.
Auto-populate screen parameters	Automatically populates parameters in the destination screen.
Destination screen	The screen or screen launcher to use for your navigation function's destination. Either select an existing chart screen or select **New** to create a new chart screen.
Table	Table that the function uses. This field is only visible when the **Context** field is set to **Record**.
Conditions	
Condition Type	The conditions applied to the chart screen. ○ **Declarative**: Adds a condition builder to the form. For more information, see Condition builder. ○ **Script**: Adds a script condition field to the form. This field is only visible when the **Context** field is set to **Record**.
Condition Definition	This is a condition that must be met for the function to be visible in the app for the user to select. For example, if you don't want to let

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	someone navigate to a screen of tasks until after they've clocked in for the day. This field is only visible when the **Context** field is set to **Record**.
Condition	This is a condition that must be met for the function to be visible in the app for the user to select. For example, if you don't want to let someone navigate to a screen of tasks until after they've clocked in for the day.
Redirection destination fields	Allows you to connect the function to a screen that uses a parameterized data item.
Button attributes	Specifies an additional attribute for a button. Select **New** to configure this option. You can select from the following button attributes: ○ **alerts_require_dismissal:** The button attribute when set to true enables the banner messages to persist until the user dismisses it. By default, banner messages are automatically dismissed. ○ **used_for_deeplink:** The button attribute when set to true determines that the button is used for deep linking. For more information, see Deep linking for mobile. ○ **trigger_offline_cache_download:** The button attribute when set to `true` triggers offline cache generation. After the cache is successfully generated, a download of it is triggered. ○ **check_acl_on_url_parameter_field:** When this button attribute is selected and set to `true`, any field in the URL string is checked against the ACL (access control list). For example, a string like `{{meeting_id}}`. If a field doesn't pass this check, the field value isn't included in the URL. By default, the URL parameter field isn't checked against the ACL for backward compatibility.
Role access	Determine which user roles can access this screen. If you have selected no roles, users with any role will have access to the screen.

5. Select Navigation from the **Type** field.
6. Select Global from the **Context** field.
7. Select Screen from the **Destination type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. From the Destination screen field, select the chart screen you created in the topic Create a chart screen for a data visualization.
9. Select **Save**.

What to do next

After you create a navigation link to the chart screen, you must associate this navigation function to the analytics preview. For details on this process, see Add a navigation function to an analytics preview.

Add a navigation function to an analytics preview

Configure your analytics preview to use a navigation function. This function directs your users to your chart screen from the analytics preview on your screen launcher.

Before you begin

Role required: admin

These steps detail instructions for adding your navigation function to an existing chart analytics preview. To utlize the navigation function, you must have configured a screen launcher with an analytics preview and a navigation to a chart screen. For details on that process, see Create a mobile analytics preview and Create a navigation function to a chart screen.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **All mobile records** from the menu.
4. From the **Record type** field, select Analytics preview **[sys_sg_chart]**, and then select the analytics preview record you created in the topic Create a mobile analytics preview.
5. Navigate to the Destination screen navigation section and select the navigation function you created in the topic, Create a navigation function to a chart screen.
6. Select **Save**.

Result

With this procedure, you've created the infrastructure of a mobile analytics preview and a navigation to a data visualization.

What to do next

The final process involves adding the analytics preview to the launcher screen UI section. For more information, see, Configure an analytics UI section.

An additional configuration is available, where users view a list of records when they tap the data visualization. For more information, see Create a parameterized list for your chart.

Configure a navigation from a chart to a list screen

Configure a navigation to allow your users to navigate to a list of records from your chart screen.

To create your navigation, you need to create the following components:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Configure a parametrized list and record screen.
- Configure a navigation function to navigate from your chart to your parametrized list and form.
- Associate your navigation function to your chart screen.

These steps assume you have an existing chart screen you want to configure. If you have not yet created a chart screen, you can find details on creating charts at Create a chart screen for a data visualization.

Create a parameterized list for your chart

Create the list that users see when they tap on your chart screen.

Before you begin

Role required: admin

Create a parameterized list to provide your users with the option to view the records that make up sections of your data visualization. The user taps on an area of the data visualization to drill down to a list of records. Creating a parameterized list is similar to creating a standard list. In addition to the steps used to create a standard list, you must create.

- A parameterized data item for your list. This data item uses your parameter to filter what data is displayed in your list. In this case, the records from your chart screen.
- A parameter on your list screen. This parameter stores the value passed into your list.
- A screen UI parameter mapping to associate the parameter in your list with the parameter in your data item.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the **List** option in the Create a screen page, and then select **Continue**.
5. Complete the following fields as needed.

New list screen record

Field	Description
Name	The name of your list screen. This name appears as a tile in the mobile application.
Description	Additional information about your list screen.
Available offline	Option to determine whether the screen is available in offline mode or not.
Hide screen name	Option to determine whether the screen name isn't shown as the screen header. This option is useful if the text already appears in the header name or if it doesn't provide any value to the user.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Hide filters	Option to avoid the list from displaying a list filter.
Icon	Icon used to represent your list screen when added to a launcher screen.
Custom filter	Option to add a custom filter for filtering record types by category.
Empty state	Configure what displays in an empty space when no data is available to show.
Screen segments	Configure additional screen segments for the list screen.
Top menu function instances	Add additional functions to the top menu. Your users access the top menu function by tapping the icon in the upper right corner of a screen.
Footer function instances	Add additional functions to the footer. The form footer button is visible at the bottom of the form, usually on a details segment.
UI parameters	Change how a field or UI element behaves.
Dynamic screen title	Allows you to create an element and map it to a UI parameter. Use it to pass a value from one screen to another and include in the title of the destination screen.
Role access	Determine which user roles can access this screen. If you've selected no roles, users with any role will have access to the screen.

6. In the **Screen segments** section, select **New** to create a new screen segment.
7. In the new Screen segment record, complete the following fields as needed.

New screen segment record screen

Field	Description
Name	Name for the Screen segment screen.
Order	The order in which the segment appears on the screen. Segments display from the lowest to the highest value.
Screen	Displays the list name from the list screen record.
Max number of offline rows	The maximum number of rows that is saved for offline viewing.
Streams	Records that connect data items and list item config records to the list screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Sort list stream interleave field	Determine whether the list stream interleave field is sorted in ascending or descending order.

8. In the **Streams** section, select **New** to create a new stream section.
9. Complete the following fields as needed.

New stream screen record

Field	Description
Name	Name for the Stream.
Table	Choose the relevant table.
Interleaved field	Select the field that you want to use to interleave your data item.
Data item	Define the table you want data from and what conditions must be met for the data to be displayed.
List item config	Determine how each record appears and what actions are associated with it.

10. In the **Data item** section, select **New** to create a new data item.
11. Complete the following fields as needed.

New Data item screen record

Field	Description
Name	Name for the Data item.
Description	Additional information about the data item.
Table	Choose the relevant table for the data item.
Group by	Option to group table items.
Condition type	Type of condition to use. For this example, choose **Append encoded query**.
Append encoded query	Set the parameter that will carries the data from a chart to a list. This field only appears if **Append encoded query** is selected as the condition type.
Parameters	Configure parameters to accept values passed from screens or other sources.

12. In the **Parameters** section, select **New** to create a new parameter.
13. Complete the following fields as needed.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

New Data Parameter screen record

Field	Description
Name	Name for the data parameter.
Parent table	Table from where the data item gets its data. This table should be the same one as the records on your chart.
Parent	The parent data item.
Type	The type of data values being passed. In this example, choose **String**.
Default value	Optional default value.

14. Select **Save**.
15. Return to the main list screen from the top of the ServiceNow AI Platform configuration panel.
16. In the **UI parameters section**, select **New** to create a new parameter.
17. Complete the following fields as needed.

New UI parameter screen record

Field	Description
Name	Name for the UI parameter screen.
Display name	The display name for the UI parameter. It is the same as the Name property.
Parameter type	Choose whether this parameter affects a screen or a function.
Screen	Choose the relevant chart screen that the parameter is populated from
Input style	Whether the input styles for the UI parameter are None, inline or popup. In this case select **Inline**.
Mandatory	Determine if this variable is mandatory.
Placeholder text	Optional placeholder text
Input source	Whether the input styles for the UI parameter are auto-fill or user input. In this example, select **Auto fill**.
Input type	Whether the input styles for the UI parameter are None, GPS location, Date, Constant, Source field, User or Append encoded query. In this example, select **Append encoded query**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Screen data parameter mapping	Determine which specific values you want to pass to this screen.

18. In the **Screen data parameter mapping** section, choose the relevant data parameter.
19. Select **Save**.

What to do next

Configure the List item config for your list screen to choose the cards and fields that will appear on this list. For more information, see List screen.

If you're adding an analytics preview to the launcher screen UI section. See, Configure an analytics UI section.

Create a navigation function for your chart screen

Create a navigation function to direct your users from the chart screen to a parametrized list.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Functions** category, and then select **New**.
4. Complete the following fields as needed.

New function screen form

Field	Value
Name	Name of your navigation function
Description	A unique description for your navigation function.
Type	The type of the function. Since you are creating a navigation to a chart screen, select **Navigation**.
Context	Whether the function uses the global or record context. For this example, select **Global**. Use record context navigation functions in situations where the navigation depends on information from a record. For example, you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. Use global context navigation functions in situation where the navigation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	does not depend on information from a record.
Available offline	Option to determine whether the navigation function will be active on Offline mode or not.
Destination type	The type of record your navigation function will bring users to. Since you are creating a navigation to a chart screen, select **Screen**
Destination screen	The screen or screen launcher to use for your navigation function's destination. Either select an existing chart screen or select **New** to create a new chart screen.
Condition type	The conditions applied to the chart screen. ○ **Declarative:** Adds a conditional builder to the form. For more information, see Condition builder. ○ **Script:** Adds a script condition field to the form. **Note:** Displays only if **Context** is set to **Record**.
Condition	This is a condition that must be met for the function to be visible in the app for the user to click on. For example, if you don't want to let someone navigate to a screen of tasks until after they have clocked in for the day.
Redirection destination fields	Option to connect a function to a screen that uses a parameterized data item.
Button attributes	Specifies an additional attribute for a button. Select **New** to configure this option. You can select from the following button attributes: ○ **alerts_require_dismissal**: The button attribute when set to true enables the banner messages to persist until the user dismisses it. By default, banner messages are automatically dismissed. ○ **used_for_deeplink**: The button attribute when set to true determines that the button is used for deep linking. For more information, see Deep linking for mobile. ○ **trigger_offline_cache_download**: The button attribute when set to true triggers offline cache generation. After the cache is successfully generated, a download of it is triggered. ○ **check_acl_on_url_parameter_field**: When this button attribute is selected and set to

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	true, any field in the URL string, is checked against the ACL (access control list). For example, a string like `{{meeting_id}}`. If a field does not pass this check, the field value is not included in the URL. By default, the URL parameter field is checked against the ACL for backward compatibility. To opt-out of the check, mark the parameter as false.
Role access	Determine which user roles can access this function. If you have selected no roles, users with any role will have access to the screen.

5. In the **Destination screen** section, either select an existing record or create a new one.
6. Select **Save**.

What to do next

Assign your navigation function to your chart screen. For more information, see Assign the navigation function to the chart screen.

Assign the navigation function to the chart screen

Assign your navigation function to your chart screen so that your users can tap the chart to access the list of records.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the screen where you want to add the navigation function.
4. In the **Chart header function instances** section of the screen record, select the navigation function you wish to add.
5. Select **Save**.

Input form screen

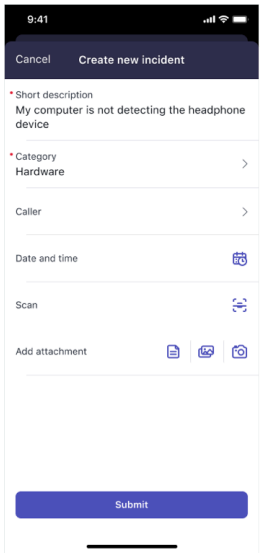
Use input form screens to provide an interface for your users to enter information in mobile apps.

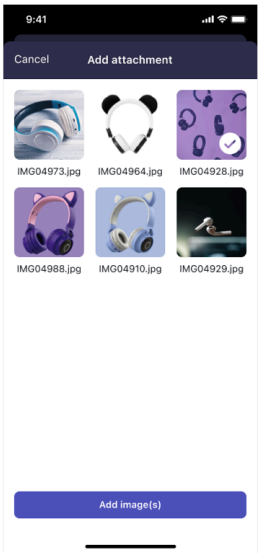
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Input form screens display inputs to enable your users to enter information into mobile apps. Use input form screens to create or edit records, complete surveys, or any other situation where your users must enter information. Input form screens work in offline mode, so users don't need an internet connection to input information into the app.

After you create an input form screen and define its inputs and variables, you must associate the input form screen with an action item. Then these inputs and variables must be mapped to the action item.

You can control how users input data, as well as the appearance of input types. You can further customize your input form screens using Mobile UI Rules.





Input form screen components

Input form screens consist of a header, and input section, and an option footer section for screens with multiple pages.

Header

The header of your input form screen displays the title of your input form screen, as well as **Cancel** and **Submit** buttons. You can change the labels of these buttons when you create your input form screen.

Input section

Below the header are your inputs. When building your input form screen, you can choose from several input types to give your users an easy intuitive experience for inputting information.

- Attachment
- Barcode
- Boolean
- Choice
- Custom map
- Date/time
- Number
- Ranking
- Reference
- Signature
- String
- Screen

For more detail on these parameter input types, see Input form screen attributes for inputs

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Pagination buttons

If you configure your input form screen to use multiple pages, the pagination buttons display at the bottom of the screen. Your users can tap the **Previous** and **Next** buttons at the bottom of the screen to navigate between pages. As with the header buttons, you can change the label of these buttons when you create your input form screen.

Input form screen limitation

Unsupported features

Carried parameters are not supported in the input form screen.

Configure an input form screen

Configure an input parameter 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.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the **Input form** option in the Create a screen page, and then select **Continue**.
5. Complete the following fields as needed.

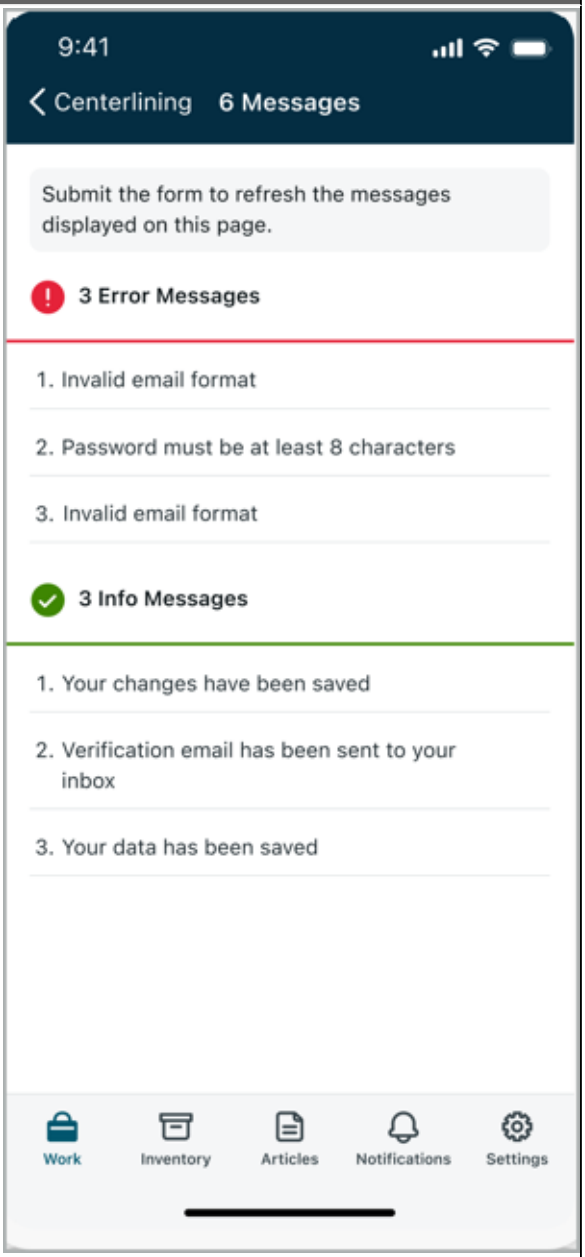
Input form screen form

Field	Value
Properties	
Name	The name of your screen. This name appears as a tile in the mobile application.
Description	Additional information about the screen.
Active	Option to set the input form screen as active. Inactive screens do not appear in your mobile apps.
Settings	
Available offline	Option to make the input form screen is available in offline mode. For details on offline mode, see Offline mode.
Resume from local device after canceling	Option to enable the resume on cancel option. When enabled, data entered on the screen is saved in memory when a user clicks **Cancel**. The data is loaded when the user returns to the screen later.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Reset after submit	Option to reset the input form screen to its default state after an action is submitted. The **Reset after Submit** setting enables users to submit multiple actions that must be saved to the ServiceNow instance without having to reopen the input form screen. To configure this setting, do the following: **a.** Select **Save** to save the input form screen. **b.** Select the options menu icon ( ) in the upper right corner of the form in Mobile App Builder and select **Open in platform**. **c.** Select the **Settings** tab. **d.** Select the **Reset after Submit** check box. **e.** Select **Update** to save the setting. **f.** Navigate back to Mobile App Builder by selecting that browser tab.
Track timestamps for input updates	Option to add timestamps for inputted data. For example, use this option to track inputs from various users within an input form screen. The timestamp data is extracted using scripted code of the action item type "script". For an example script to demonstrate how to extract timestamp data, see Using timestamps to track user changes in an input form.
Hide action execution messages button	Option to hide the error indicator button displayed in the top menu bar indicating that the submitted input form contains at least one error. The input form can't be submitted until the errors are fixed. The icon remains available when working through all input form screen pages. Tapping the icon opens a page that lists the validation errors, enabling users to correct these errors and submit an error-free input form. The list refreshes only after it is resubmitted.

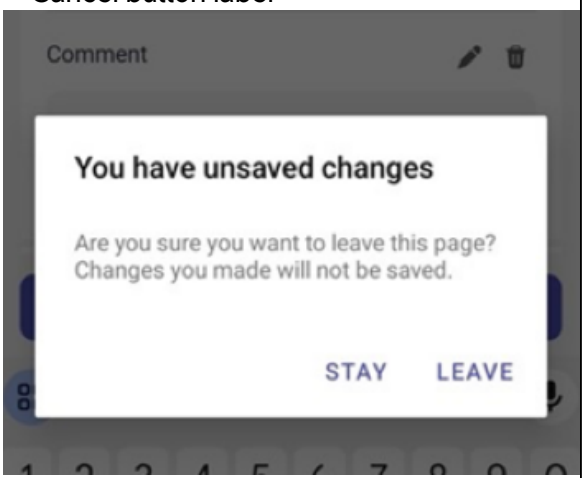
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	
Fetch Type	Fetch type settings determine when data is loaded in screens. Change your fetch type to optimize load time performance for your screens. Select from **Background**, **Dynamic prefetch**, **On-demand**, or **Prefetch** as required for your setup. For more information about these options, see Mobile fetch types.
Presentation style	Determine the display of the input form screen in your app. The following choices are available: ○ **Modal**: This is the standard presentation style and is primarily used for completing and uploading a form. Descriptive elements are available in this mode. Navigation tabs are not available, so that the user remains focused on the form.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Select this option, for example, where you want to create a basic input form with about ten fields that need to be worked on by an individual. ○ **Screen**: The screen presentation contains all the features of modal, as well as the ability to add additional configuration. For example, input actions and the ability to save the changes as users progress through the input form, as well as descriptive elements. You are also able to navigate to other tabs while working on an input form. When you select the Screen option other fields in this form are available, as indicated in this table.
Header Card	An optional mobile view to display at the top of your input form screen. There can only be one header card for each input form screen. Select **Choose** to add an existing header card, or select **New** to configure one. For more information on view configuration, see Understanding mobile cards and legacy cards. **Note:** The header card supports buttons for navigation purposes only. Buttons can be used to navigate to another screen. Any other button functionality is not supported within the header card.
Buttons	
Cancel label	Label for the button used to cancel the input form screen.
Next label	Label for the button used to advance to the next page of the input form screen.
Previous label	Label for the button used to return to the previous page of the input form screen.
Submit label	Label for the button used to submit the input form screen.
Unsaved changes messages	**Note:** This field displays when you select **Screen** in the **Presentation** style field. Select this option to determine the messages shown when a user attempts to close an input form screen with unsaved changes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	The following actions trigger the display of a confirmation message while the input form is open: ○ Tapping the back button. ○ Tapping the same navigation tab the input form is currently opened on. ○ Using the pull-to-refresh options in any navigation tab. **Note:** When the field **Resume from local device after canceling** is enabled, tapping the back button does not trigger the message and your changes are saved locally. The following fields need to be defined within the **Unsaved changes messages** area: ○ Confirmation message title ○ Confirmation message body ○ Confirmation button label ○ Cancel button label 
Input form page display	The way that information is displayed on your input form screen. Select one of the following options, as required for your setup: ○ **Individual page for each input**: Choose this option to place each input field on its own page in your mobile app. Select this option for complex input types. ○ **Custom page and section setup**: Choose this option when you have multiple input fields that must appear on the same page in your mobile app. If you choose this option, more configuration options appear at the bottom of the form where you can configure **Pages** and **Section mappings**.
Page Settings	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Header only on first page	Option to make the header visible only on the first page of the input form screen.
Proceed with unfilled mandatory inputs	Option to provide users the choice to work on all pages of an input form screen, even if required fields are not completed. Multiple users can use the Next and Previous buttons at all times, enabling them to complete the form in a non-sequential manner. In addition, users can use the page menu to work on any page of their choosing. **Note:** If mandatory fields are not completed the form can't be submitted.
Inputs	Input fields that you want to appear on your input form screen. Select **New** to add a new input field. For more information about configuring input fields, see Configure input form screen inputs.
Variables	Variables that are to be used in your input form screen. Variables define what information is collected from the user automatically or the default information for an input. Select **New** to add a new variable. For more information about configuring variables, see Configure attributes for input form screen variables.
Actions	Actions that you want to appear on an Input field to trigger a UI rule. Created actions will be shown on the keyboard when the user selects the specified input. For more information about configuring actions, see Configure input sources in an input form screen.
UI rules	Define what elements of the mobile interface displays and which fields update when certain conditions are met. For more information, see Mobile UI Rules.
Pages	**Note:** This field displays when you select **Custom page and section setup** in the **Input form page display** area. The sections or inputs that appear on your input form screen when there are multiple pages. Select **New** to define a new page. For more information about configuring pages, see Configure input form pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Section mappings	**Note:** This field displays when you select **Custom page and section setup** in the **Input form page display** area. The way that sections are displayed on your input form screen. You can configure how each section displays and the order of sections. Select **New** to define a new section mapping. For more information about configuring section mappings, see Configure input form sections.
Top icon function instances	Define an input form screen action to display as an icon in the top menu section of your mobile app. Tapping on this input form screen action activates a writeback action, for example, allows users to save the progress of data entered in an input form screen before the final version is uploaded. Following the writeback action, a refresh takes place and the input form screen updates to display any recent changes from other users. **Note:** This field displays when you select `Screen` in the **Presentation style** field. There can only be one function instance per input form screen, either as a top menu icon or within the top menu function. For more information, see Configure input form screen actions.
Top menu function instances	Define an input form screen action to display within the more menu ( ) the top menu section of your mobile app. Tapping on this input form screen action activates a writeback action, for example, allows users to save the progress of data entered in an input form screen before the final version is uploaded. Following the writeback action, a refresh takes place and the input form screen updates to display any recent changes from other users. **Note:** This field displays when you select `Screen` in the **Presentation style** field. There can only be one function instance per input form screen, either as a top menu icon or within the top menu function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	For more information, see Configure input form screen actions.

6. Select **Save**.

Loading mechanisms for input form screens

The input form screen contains various UI elements, such as inputs, input actions, and descriptive elements. These elements can be populated either manually by the user or automatically using data sources and autofill variables.

The two mechanisms for loading data from the database into an input form are:

- **Variables**: Variables can be used to set default values when the input form is first opened, verifying that users begin with prefilled information. Additionally, they can retrieve the most up-to-date values from the database when the form is refreshed or reopened, keeping inputs synchronized with the latest data. Variables can also be used for providing data for write-back actions when submitting or saving progress.
- **Data sources**: Like variables, data sources can be used to load default values when the form is first opened. Additionally, data sources retrieve the most recent data from the database whenever the form is accessed or refreshed.

  To map descriptive elements, such as images, rich text, and plain text to an input form, you must configure the data source loading mechanism.

Note: A variable can be assigned to a single UI element, whereas data sources can be mapped to multiple elements.

The following scenarios are supported by at least one of the loading mechanisms:

- Setting default values for input fields and input actions, such as comments and attachments.
- Populating the form with the most current data from the database when triggering an input form action, such as saving progress.
- Providing data for write-back actions when submitting or saving progress. (Variables only)

For a table listing which loading mechanisms support various input form UI elements, see Loading mechanisms for input form UI elements

Examples for autofill variables and data sources

- **Default values**: When a Field Service Management agent opens a Work Order Task form, a variable or a data source can automatically set the default task category to 'Inspection'. This configuration minimizes manual selection while enabling users to modify the category, if needed.
- **Most up-to-date data**: When a supervisor updates a Work Order Task priority from Medium to High, a variable or data source can be configured to fetch and display this updated priority the next time an agent opens the form.

For more information, refer to the following topics:

- Data sources
- Configure attributes for input form screen variables
- Configure auto-fill inputs on input form screens

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Loading mechanisms for input form UI elements

Use this table to see which loading mechanisms support specific UI elements in an input form.

For more information, refer to the following topics:

- For inputs, see Input form screen attributes for inputs.
- For input actions, see Configure input form actions in an input form screen.
- For descriptive elements, see Configure descriptive elements for input form screens.

Specific UI elements and their supported loading mechanism

UI element	Type	Autofill variable	Data source	Comment
Input	String	Yes	Yes	-
Input	Number	Yes	Yes	-
Input	Choice	Yes	Yes	• For autofill variables: Applies to choice inputs of single choice only. • For data sources: Applies to choice inputs of both single choice and multiple choices.
Input	Date/Time	Yes	Yes	Applies to both inputs data and date time.
Input	Boolean	Yes	Yes	-
Input	Reference	Yes	Yes	• For autofill variables: Applies to single reference inputs only. • For data sources: Applies to both single reference and list of references inputs.
Input	Attachment	-	Yes	Must be mapped to the sys_id of the record.
Input	Screen	-	Yes	-
Input	Bar code	-	Yes	-
Input	Ranking	-	Yes	-
Input	Custom map	-	-	-
Input	Signature	-	-	-
Input action	Comment	-	Yes	-
Input action	Attachments	-	Yes	Must be mapped to the sys_id of the record.
Input action	Navigation function	-	Yes	Relates to a function with a Record context. By default, the context of the navigation function is the input form's context. You can override it with any custom context.
Descriptive element	Image	-	Yes	Must be mapped to an image field type column.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Specific UI elements and their supported loading mechanism (continued)

UI element	Type	Autofill variable	Data source	Comment
Descriptive element	HTML (Rich text)	-	Yes	Must be mapped to an HTML field type column.
Descriptive element	Plain text	-	Yes	Must be mapped to a string or string (UTF-8) field type column.
Descriptive element	Card	-	Yes	For configuration of mobile cards, see Mobile Card Builder.

Data sources

A data source is a loading mechanism that maps UI elements to specific database fields using element identifiers. Use data sources to retrieve and display data onto input form screens.

Concept

Data sources enable the mapping of various types of data, such as input values, input actions, and descriptive elements to UI elements on the screen. This mapping is achieved by querying and filtering data from specific tables and fields in the database, and then associating the data with the corresponding UI elements. The mechanism uses an identifier to connect a UI element to a specific data field within a record. This mapping enables the UI element to retrieve and display the specified data.

Note: Data sources aren't supported in offline.

Data source variables

The data source script that maps data into UI elements uses the *DataSourceId* and *ElementIdentifier* variables.

DataSourceId

This variable is the unique identifier for the data source that you're working with. You define it to point to the specific data source you're interacting with in your script.

ElementIdentifier

This variable is a unique identifier for each UI element. It helps you specify which UI element a particular piece of data should be mapped to.

Note: The *ElementIdentifier* variable is listed as *valuesMapper.addRecordMapping* in the data source script.

Data source loading mechanism example usage

Descriptive elements

These are elements that provide additional information or context, such as pictures or texts that relate to an input or sections. Configuring a data source is required for descriptive elements because it links UI elements to specific fields in a table. This mapping verifies that the data displayed in the UI corresponds to data in the table being iterated by the data source. For more information, see Configure descriptive elements for input form screens.

Input actions

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

These are actions that are associated with input fields. Input actions include the addition of a comment, attachment, or navigation buttons. For more information, see Configure input form actions in an input form screen.

Input form actions and refresh option

This action enables you to save current data and concurrently make it available to others. This updated data is available when a user either opens the input form or saves their changes. This displayed data includes input values, comments, and attachments added by other users. For more information, see Configure input form screen actions.

Configure data sources

Configure data sources to map UI elements to specific database fields using element identifiers, enabling the retrieval and display of data on input form screens. This mapping verifies that each UI element accurately reflects the corresponding data field within a record.

Before you begin

Role required: admin

About this task

To create a data source, you establish uniquely named element identifiers and select the table you want to filter, such as an incident or change request table. The data source provides a framework for mapping fields from the selected table to element identifiers in the user interface. For example, you might map the short_description field to an element identifier named short_description. This mapping ensures that the data from a specified field is correctly displayed in the user interface.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **All mobile records** from the menu.
4. From the **Record type** field, select **Data source [sys_sg_data_source]** and then select **New**.
5. Add a name for your data source in the **Name** field.
6. **Optional:** Add any additional information about this data source in the **Description** field.
7. Edit the script in the **Data source script** field as required.
   For examples of data source script, see Data source script examples.
8. Select **Save**.

Data source script examples

Use data source scripts to map input values, descriptive elements, and input actions. Alternatively create a dedicated data source for each of these elements.

The data source script accepts two parameters: *valuesMapper* and *context*. The context parameter refers to the input form that the user is interacting with. The *valuesMapper* parameter is responsible for linking element identifiers to specific table columns via the *addRecordMapping* method. For example, the method call could look like this:

```
valuesMapper.addRecordMapping(UNIQUE_ELEMENT_IDENTIFIER,
 GLIDE_RECORD_INSTANCE, COLUMN_NAME);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: All the scripts listed in this topic are configured within the data source record. For more information, see Configure data sources.

Default sample script

The following is the sample script provided within the Mobile App Builder. The script provides a template showing how to filter an existing table and to map specific fields to UI elements.

```
(function DataSource(valuesMapper, context) {
var gr = new GlideRecord(TABLE_NAME); // Could be any table
 within the Instance, including custom tables
gr.addQuery('sys_id',context.getUniqueValue());
gr.query();
if (gr.next()) { // Could also be itetaring muliple records from
 the same table using the 'while' iterator


 valuesMapper.addRecordMapping('short_description',gr,'short_des
cription'); // Map the field short_description to a UI element
 that has element identifier of "short_description". The element
 identifier could be any String, it's easier to map the column's
 name as the element identifer.

    valuesMapper.addRecordMapping('priority',gr,'priority'); //
 Map the field priority to a UI element that has element
 identifier of "priority". The element identifier could be any
 String, it's easier to map the column's name as the element
 identifier.

}
})(valuesMapper, context);
```

This sample script contains:

- The following parameters that define the data source:
  - *valuesMapper*: This parameter is used to map the values from the data source to the UI elements.
  - *Context*: This parameter specifies the context in which the data source is being used, such as an incident, change request, or any other table.
- The *addRecordMapping* method is used to map the fields and consists of the following parameters:
  - Element identifier: The unique name you defined for the field you're mapping. In the example, this is `<short description>` and `<priority>`.
  - Glide record `<gr>`: This is used to reference any table within the instance, including custom tables.
  - Field name: This is the name of the field within the glide record. In the example, this is `<short description>` and `<priority>`.

    Note: A general guideline is to name the element identifier the same as the field name, to make the code easier to maintain and understand.

Script to map inputs configured in the input form

The following is an example script demonstrating how the *ElementIdentifier* attribute of inputs configured in the Attributes [sys_sg_input_attribute] table is processed. The script

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

contains examples of mapping an input value to a column in the incident table of five inputs named *input_1*, *input_2*, *input_3*, *input_4*, *input_5*.

```
(function DataSource(valuesMapper, context) {
var gr = new GlideRecord('incident');
gr.addQuery('sys_id',context.getUniqueValue());
gr.query();
if (gr.next()) {
// Map the column short_description from the incident table to
 the elementIdentifier "input_1_short_description".
valuesMapper.addRecordMapping('input_1_short_description',
 gr,'short_description');

// Map the column start_time from the incident table to the
 elementIdentifier "input_2_start_time".
valuesMapper.addRecordMapping('input_2_start_time',gr,'start_tim
e');

// Map the column score from the incident table to the
 elementIdentifier "input_3_score".
valuesMapper.addRecordMapping('input_3_score', gr,'score');

// Map the column assigned_to from the incident table to the
 elementIdentifier "input_4_assigned_to".
valuesMapper.addRecordMapping('input_4_assigned_to',gr,'assigned
_to');

// Map the attachment from the record in the incident table to
 the elementIdentifier "input_5_attachment_1" (The column name
 must be “sys_id”).
valuesMapper.addRecordMapping('input_5_attachment_1',gr,'sys_id
');

 }
})(valuesMapper, context);
```

This code defines the function *DataSource* that maps specific columns from the Incident [incident] table record to corresponding element identifiers. The following process occurs:

- Creates a *GlideRecord* object for the incident [incident] table.
- Queries the table for a record with a specific *sys_id* using a unique value from the *context*.
- If a record is found, it maps the following columns to their correlated unique element identifier:
  - *short_description* to *input_1_short_description*
  - *start_time* to *input_2_start_time*
  - *score* to *input_3_score*
  - *assigned_to* to *input_4_assigned_to*
  - *sys_id* to *input_5_attachment_1*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Script to map descriptive elements associated with inputs or input sections in the input form

The following is an example script demonstrating how to handle the *ElementIdentifier* attribute of a descriptive element, configured in the descriptive element [sys_sg_descriptive_element] table.

```
(function DataSource (valuesMapper, context) {
var gr = new GlideRecord('incident');
gr.addQuery('sys_id',context.getUniqueValue());
gr.query();
if (gr.next()) {
// Handle descriptive element of type Rich Text. Map to a
 column named "rich_text_1_col" in the incident table to the
 elementIdentifier "input_1_rich_text_descriptive_element_id".
 The col type in the "incident" should be "HTML"
valuesMapper.addRecordMapping('input_1_rich_text_descriptive_ele
ment_id',gr,'rich_text_1_col');

// Handle descriptive element of type Text. Map to a column
 named "plain_text_1_col" in the incident table to the
 elementIdentifier "input_1_text_descriptive_element_id". The
 col type in the "incident" should be "String"/"String (Full
 UTF-8)"
valuesMapper.addRecordMapping('input_1_text_descriptive_element_
id',gr,'plain_text_1_col');

// Handle descriptive element of type Image. Map to a
 column named "image_1_col" in the incident table to the
 elementIdentifier "input_1_image_descriptive_element_id". The
 col type in the "incident" should be "Image"
valuesMapper.addRecordMapping('input_1_image_descriptive_element
_id',gr,'image_1_col');
}
})(valuesMapper, context);
```

This code defines the function *DataSource* that maps specific columns from the Incident [incident] table record to corresponding element identifiers. The following process occurs:

- Creates a *GlideRecord* object for the incident [incident] table.
- Queries the table for a record with a specific *sys_id* using a unique value from the *context*.
- If a record is found, it maps the following columns to their correlated unique element identifier:
  - *rich_text_1_col* (HTML type) to *input_1_rich_text_descriptive_element_id*
  - *plain_text_1_col* (String type) to *input_1_text_descriptive_element_id*
  - *image_1_col* (Image type) to *input_1_image_descriptive_element_id*

Script to map input actions associated with inputs in the input form

The following is an example script demonstrating how to handle the *ElementIdentifier* attribute of input actions configured in the Input form action [sys_sg_parameter_action] table.

```
(function DataSource(valuesMapper, context) {
var gr = new GlideRecord('incident');
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
gr.addQuery('sys_id',context.getUniqueValue());
gr.query();
if (gr.next()) {
// Handle an attachment type input action. Map the
 elementIdentifier "input_1_action_attachments" to a record in
 the incident table by specifying the sys_id as the column in
 the table.
valuesMapper.addRecordMapping('input_1_action_attachments',gr,'s
ys_id');

// Handle a comment type input action. Map the elementIdentifier
 "input_1_action_comment" to a column in the incident table
 where the comment is stored. In this example, the comment is
 stored in the //"comment_by_agent" column.
valuesMapper.addRecordMapping('input_1_action_comment',gr,'comme
nt_by_agent');

//Handle a navigation type input action with a record context.
Map the elementIdentifier "input_1_navigation" to a record in
 the incident table by specifying the sys_id as the column in
 the table.
valuesMapper.addRecordMapping('input_1_navigation',gr,'sys_id');
}
})(valuesMapper, context);
```

This code defines the function *DataSource* that maps specific columns from an Incident [incident] table record to corresponding element identifiers. The following process occurs:

- Creates a GlideRecord object for the 'incident' table.
- Queries the table for a record with a specific *sys_id* using a unique value from the *context*.
- If a record is found, it maps the following columns to their correlated unique element identifier:
  - *sys_id* to *input_1_action_attachments* for handling attachment type input actions.
  - *comment_by_agent* to *input_1_action_comment* for handling comment type input actions.
  - *sys_id* to *input_1_navigation* for handling navigation type input actions with a record context.

Configure descriptive elements for input form screens

Add descriptive elements, such as an image, simple text, rich text, or a mobile card, before an input field within an input form screen. This additional on-screen information provides a context to your users, enabling them to better understand what is required as they enter data into an input form.

Before you begin

Role required: admin

Note: Image, text, and rich text descriptive elements are configured in the Mobile App Builder, whereas card descriptive elements are configured in the ServiceNow AI Platform. For the configuration of card descriptive elements see, Configure a card descriptive element for input form screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

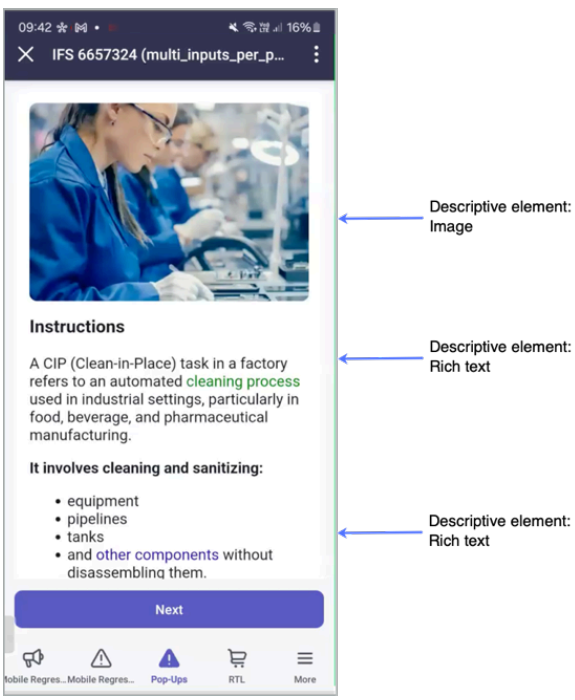
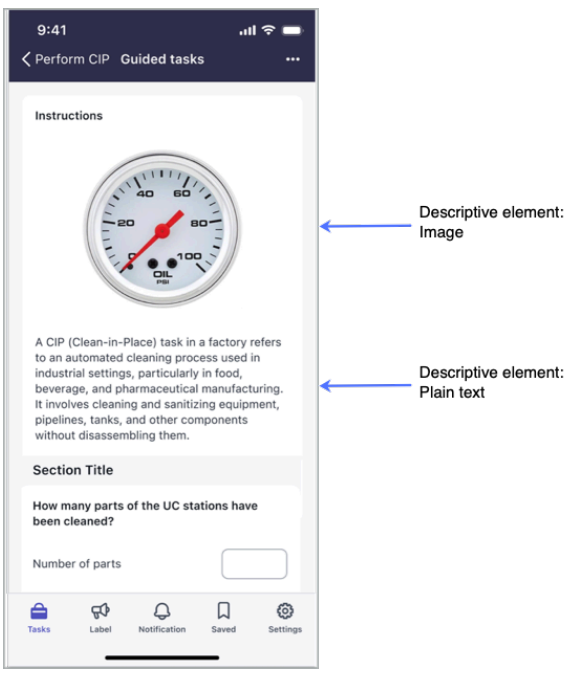
You can add descriptive elements to input fields, sections that contain input fields, or input form sections without any inputs. Descriptive elements can be a selection of simple text, rich text, or an image that precedes an input.

You must have the following elements configured before you create descriptive elements:

- A data source that contains at least one element identifier. Data sources facilitate the mapping of the descriptive element to the input form screen. For more information, see Data sources.
- A record section that can either be an input or an input form section:
  - An input form section is a group of inputs in a defined area of the input form screen, usually with a defined header.
  - Inputs are individual fields for users to complete within the input form screen. Inputs can be located either within a section or independent of a section.

Note: There can be multiple descriptive elements for each input or for each input form section. However, you must create a separate record for each descriptive element of every input.

The following stages are required when creating a descriptive element: First, declare what the descriptive element is and what it's related to. Next, determine whether the descriptive element is associated with an input or an input form section. Then, create attributes for each type of descriptive element you have selected. Finally, map the descriptive element into an input form screen UI element.

Descriptive elements of image and rich text on an input form screen	Descriptive elements of image and plain text on an input form screen
	

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **All mobile records** from the menu.
4. From the **Record type** field, select **Descriptive element [sys_sg_descriptive_element]** and then select **New**.
5. Complete the following fields as needed.

Field	Value
Properties	
Name	A unique name for your descriptive element.
Label	A label that displays above the descriptive element.
Settings	
Descriptive element types	Three descriptive elements are available with this Mobile App Builder configuration: **Note:** Card descriptive elements are configured in the ServiceNow AI Platform. For the configuration of card descriptive elements see, Configure a card descriptive element for input form screens. ○ **Rich text**: Supports HTML tags such as, bold, underline, italic, bullets, numbered lists, and font color. ○ **Text**: Plain text without any rich text elements. ○ **Image**: A single image to accompany the descriptive element. **Note:** Attributes available with the **Descriptive elements attributes** field differ according to the descriptive element that you select.
Order	The order this descriptive element displays before the input.
Descriptive element placement	
Parent table	Option to place the descriptive element within a specified area. The following options are available: ○ **Input**: The descriptive element precedes the input. ○ **Input form section**: The descriptive element exists within the specific section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Note: Usually a descriptive element is placed at the top of a section. However, there's also an option to include a descriptive element within a section without displaying any inputs. For configuration instructions, see Step 8.
Parent record	The input or input form section the parent table relates to.
Descriptive element attributes	Use attributes to determine how descriptive elements are shown on the mobile device. Select **New** to add attributes. The following attributes are available for all the descriptive element types (Rich text, Text, and Image): *`DataSourceId`* The unique identifier for the data source you're working with. This attribute must be used for descriptive elements. *`ElementIdentifier`* The unique identifier for each UI element. This attribute must be used for descriptive elements. **Note:** This identifier is listed as *`valuesMapper.addRecordMapping`* in the data source script *`MergeWithNextUIElement`* This is how the descriptive element appears on the input form screen. Mark as `true` to create a gap between inputs or input sections. **Note:** The following default values exist: ○ The **Parent table** of type `Input` has a value of `false`. ○ The **Parent table** of type `Input form section` has a value of `true`. The following attributes are also available for the descriptive element type, Image: *`AlternativeText`*

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Ability to enter an alternative text to be read out to users. *MediaHeight* The height of the image. The default value is 210 pixels. *Scaling* Select **Fit** to ensure that the frame fits the image, maintaining its aspect ratio. Select **Fill** to have the image cropped to fill the frame. This is the default value.

6. Enter a **Name** for your descriptive element.
7. Select the **Descriptive element type**, (either Rich text, Text, or Image) to display before the input value.
8. In the **Parent table field**, select if the descriptive element displays before an input or at the top of a section.

   Note: Usually a descriptive element is placed at the top of a section. However, there's also an option to include a descriptive element within a section without displaying any inputs. To apply this layout, you need to do apply the following configuration.

   a. Open the web-based UI.
   b. Navigate to **All** > **sys_sg_section_attribute.list**.
   c. Select **New**.
   d. In the **Name** field add the attribute name *HideIfDescriptiveOnly* with a value of `false`. This setting states that descriptive elements are displayed even if there are no inputs in that section.
   e. In the **Selection** field, select the section of the input form where this attribute applies.
   f. Select **Submit**.

9. In the **Parent record** field, select the input or input form section the parent table relates to.
10. In the **Descriptive elements attributes** field, select **New** and do the following:
    a. Select **DataSourceID** in the **Name** field.
    b. In the **Value** field, select a value as listed in the data source script.
    c. Select **Save**.
    d. Select **ElementIdentifier** in the **Name** field.
    e. Enter the element identifier as is written in the data source script.
    f. Select **Save**.

    Note: The value available for data sources and element identifier are detailed in the data source script. You select which data source contains the mapping to the element identifier that you want to use for this descriptive element.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

11. **Optional:** Select any other descriptive elements attributes that are relevant to the descriptive element you're working on.
12. Select **Save**.

Configure a card descriptive element for input form screens

Add a card descriptive element before an input field, within an input form screen. This additional on-screen information provides a context to your users, enabling them to better understand what is required as they enter data into an input form.

Before you begin

Note: Card descriptive elements are configured in the ServiceNow AI Platform, whereas image, text and rich text descriptive elements are configured in the Mobile App Builder. For the configuration of image, text, or rich text descriptive elements see, Configure descriptive elements for input form screens.

Role required: admin

To use a mobile card within a descriptive element, a mobile card must be configured. For more information, see Mobile Card Builder.

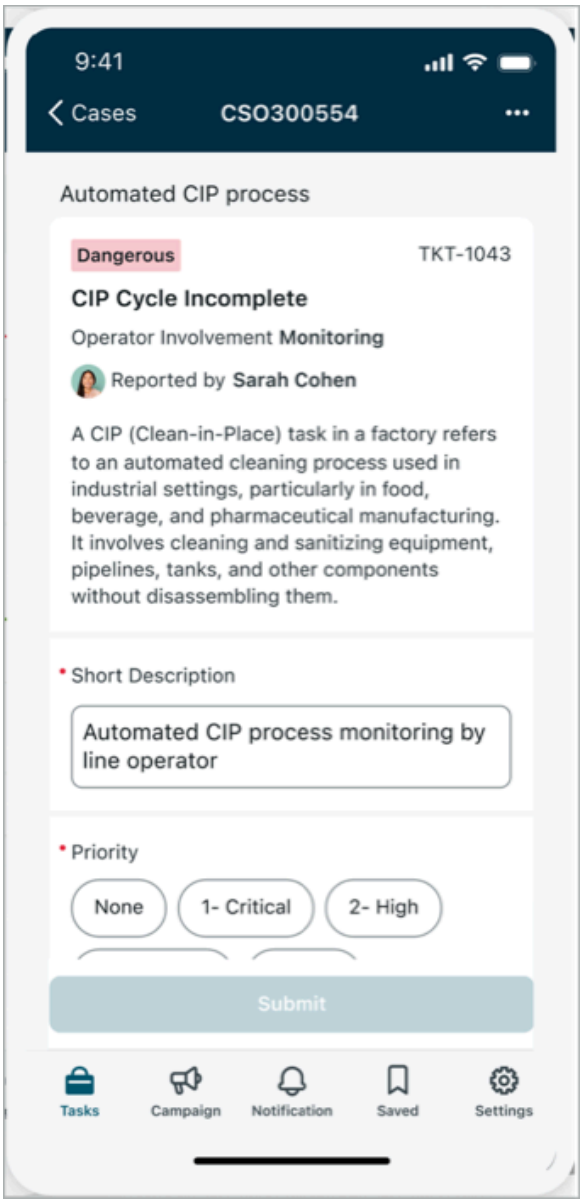
When using a preconfigured mobile card, consider the following:

- If the card you select for the descriptive element contains a button, the button text is visible, but the button isn't enabled.
- If the card you select for the descriptive element contains an image, the image doesn't display.
- The card you use from the Card [sys_sg_view_config] table must be set to **Active**, so that the text elements defined in the text slots display.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

You can add card descriptive elements to input fields, sections that contain input fields, or input form sections without any inputs. Descriptive elements can be a selection of simple text, rich text, an image or a mobile card that precedes an input. This topic deals with the configuration of descriptive element of type card. For the configuration of image, text, or rich text descriptive elements see, Configure descriptive elements for input form screens.



Procedure

1. Navigate to **All** > **sys_sg_descriptive_element.list**.
2. Select **New** in the Descriptive element list.
3. In the **Name** field, enter a unique name for your descriptive element.
4. **Optional:** In the **Label** field, enter a name that displays above your descriptive element.
5. In the **Type** field, select **Card**.
6. In the **Parent table** field, either select:
   - **Input** for the card to precede the input.
   - **Input form section** for the card to exist within the specific section.
7. In the **Parent** field, select an input or input section that is on your input form screen by selecting the lookup (🔍) icon.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

8. Select the relevant input and then select **OK**.
9. In the Attributes area of the Descriptive element list, enter the name `ViewId` in the **Name** column.
10. Enter the ViewId of the card in the **Value** column.

    Note: The ViewId is the sys_id of your view config record.

    To obtain the ViewId of your card, do the following.

    a. Navigate to **All** > **sys_sg_view_config.list**.
    b. Select the card that you want to display as a descriptive element.
    c. Select and hold (or right-click) the menu icon ( ) and then select **Copy sys_id**.
    d. Paste the sys_id into the **Value** column.

11. Select **Update**.

Configure input form screen inputs

Configure the input fields that your users use to enter information. You can use screen inputs to determine the input type, question text, placeholder values, and other attributes.

Before you begin

You must create an input form screen before you create inputs. For information about creating an input form screen, see Configure an input form screen.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then select the input form screen for which you want to configure inputs.
4. Scroll down to the Inputs section of the form and then either select an input to modify it or select **New** to create an input.
   The Input form appears.
5. Complete the following fields as needed.

Input fields

Field	Value
Properties	
Name	Name of the input.
Label	Label that displays for the input.
Description	Additional information about your input. Your users see this value below the input label.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Placeholder	Text that appears in an input field before the user enters a value.
Active	Whether the input is active. Inactive inputs do not appear on the input form screen.
Settings	
Input type	The type of input. Options are as follows: ○ Attachment ○ Boolean ○ Choice ○ Custom Map ○ Date/time ○ Number ○ Ranking ○ Reference ○ String ○ Screen
Mandatory	Option to mark this input as required.
Read-only	Option to mark this input as read-only.
Order	Order in which the input appears in the input form screen.
Autofill Variable	The autofill variable used for this input. For details on variables, Configure attributes for input form screen variables.
Input placement	
Input form screen	Parent input form screen name.
Input form page	Page on which the input appears.
Input form section	Page on which the section appears.
Input attributes	The input attributes. Select an existing attribute or select **New** to configure an attribute. For more information about configuring an attribute, see Input form screen attributes for inputs.
Descriptive elements	Descriptive elements can be either text or an image placed above an input field. Descriptive elements help to add context to users completing an input form. Select an existing descriptive element or select **New**. For more information, see Configure descriptive elements for input form screens.

6. When you finish configuring your fields, click **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Input form screen attributes for inputs

Different types of inputs are available for use in input form screens, and you can use different attributes to configure the inputs.

Use input attributes to define the appearance and set limitations on your inputs. Examples include setting minimum and maximum values, or displaying an input value as a percentage.

Note: All attributes are case-sensitive.

General attribute

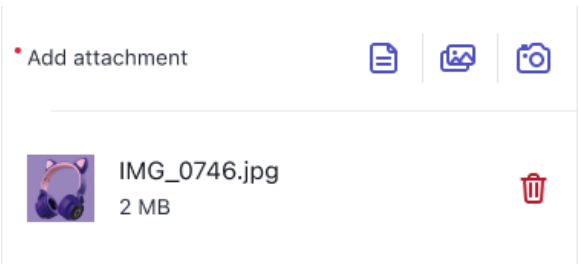
You can use this attribute with any input form screen, regardless of the input type.

Attribute	Description
DescriptionRenderType	Define a render type for the input description. **html**: Enables you to use HTML tags to format the text in the **Description** field of your input.
DataSourceId	Define this attribute whenever you create a data source mechanism to load input values. For more information, see Data sources. **Note:** This attribute is not supported with signature inputs.
ElementIdentifier	Define this attribute whenever you create a data source mechanism to load input values. For more information, see Data sources. **Note:** This attribute is not supported with signature inputs.

Attachment inputs

Use attachment inputs to enable users to attach files in an input form screen. Attachment inputs require a scripted action item and an *actionResult* object to upload a file.

Note: Attachment inputs are only supported for scripted actions.



The following is an example of code that contains attachment inputs.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult) {

  //other write-back inputs and variables here
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
    actionResult.addAttachment("attach", "incident",
 gr.getUniqueValue()); //where "attach" is the input name from
 above screenshot, and “incident” is the table name

})(parm_input, parm_variable, actionResult);
```

Restrict attachment sources to users

You have the option to limit the origins of attachments, to ensure that images are sourced from one or all of the following:

- on-site via a camera
- from the user’s phone gallery
- from the user’s file system

In the Input attribute record, select `HiddenAttachmentSources`. Select either `camera`, `files` or `gallery`, from the **Value** field and then select **Save**. Repeat the process if you want to include more than one attachment source. For more information, see Define attachment sources available to users.

Attribute	Description
`HiddenAttachmentSources`	Decide where you don’t want images sourced from. Select one of the following source values: `camera`, `files` or `gallery`, from the **Value** field. **Note:** To avoid images and files being obtained from more than one source, add additional *`HiddenAttachmentSources`* attributes after you save the attribute you are currently configuring.

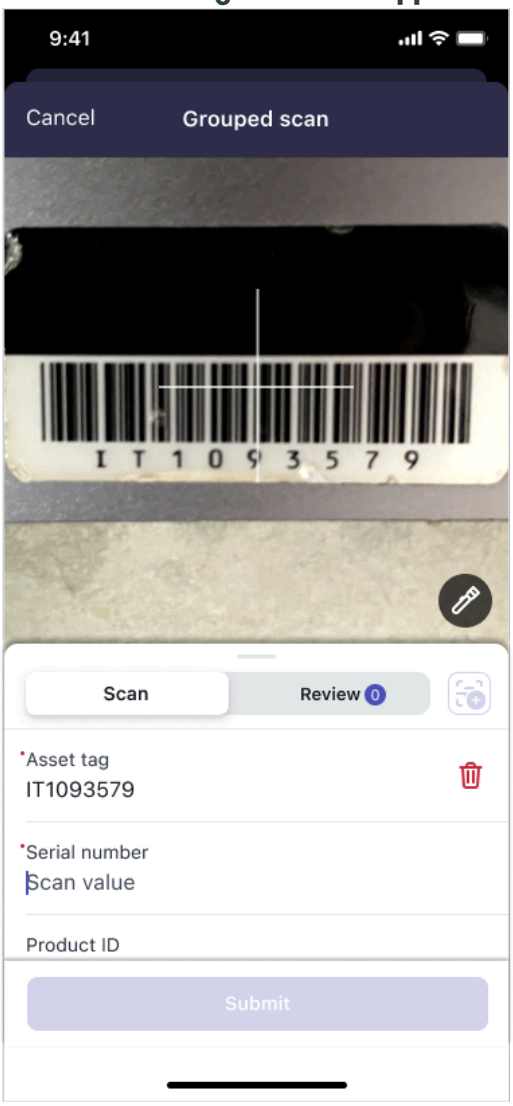
Barcode inputs

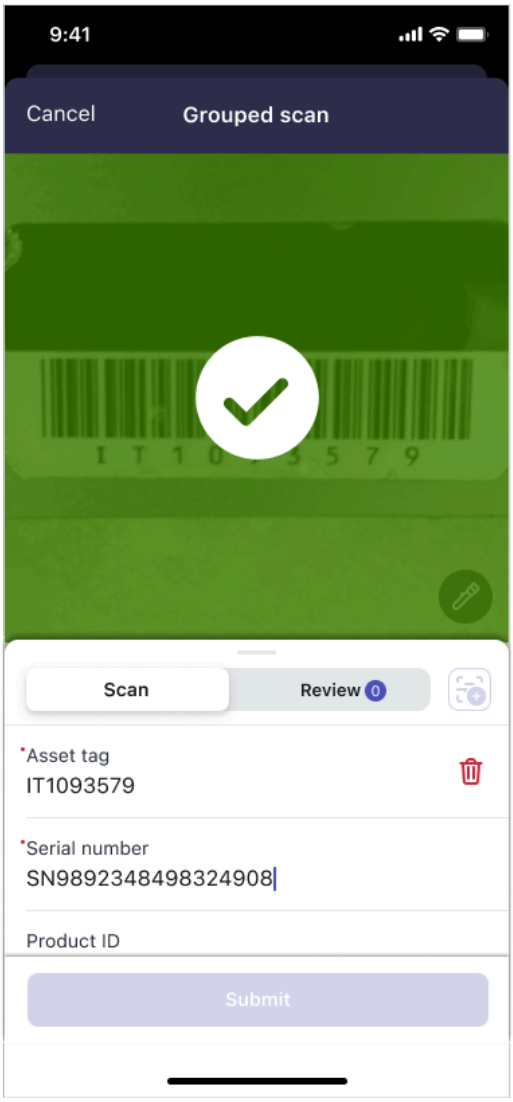
Use barcode inputs to scan single or multiple barcodes. Barcodes are machine-readable codes in the form of numbers and a pattern of parallel lines of varying widths. These codes are used to identify items such as products, parts, or assets. You can use this input type to enter information about items into your ServiceNow instance by using your mobile app.

- Barcode inputs can be configured for single scans, multi-scans, or grouped scans. Single scans enable the user to scan only once. In this case, the user must rescan by tapping the scan icon, which clears the scan value. You don't need to configure an attribute for a single scan barcode input.
- Multi-scan inputs can be configured with the *`MaxEntries`* attribute. If your input form screen barcode input is configured with the *`MaxEntries`* attribute, users can quickly scan multiple barcodes sequentially without leaving the scanning interface.
- Grouped scans can be configured to scan multiple barcodes associated with an asset that must be grouped in a set. To configure a grouped barcode input, you must create a barcode section in the input form screen that has barcode inputs only. Then the section *`MaxEntries`* attribute must be configured for the grouped barcode section so that users can scan multiple groups of barcodes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Barcode scanning in a mobile app





You can use this attribute with barcode inputs.

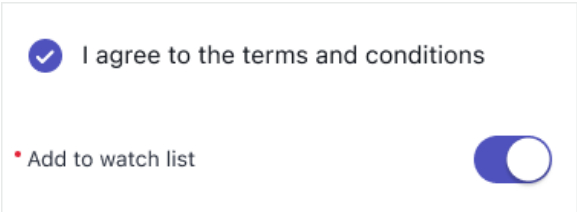
Attribute	Description
MaxEntries	Used only for configuring multi-scanning and multiple groups of barcodes. Sets the maximum number of barcodes that a user can scan at a time. For example, you can set the value to 5 to enable users to rescan 5 times. **Note:** Use this attribute for multi-scan barcode inputs only. If your barcode input is intended for single scans, no attribute is required.

For information about creating an input form screen with barcode inputs, see Configure input form screens with single and multi-scan barcode inputs and Configure input form screens with grouped scan barcode inputs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Boolean inputs

Use Boolean inputs for inputs with true or false values. You can configure Boolean inputs to appear either as a check box or as a toggle switch.



You can use these attributes with Boolean inputs.

Attribute	Description
RenderType	Specify a render type for the Boolean input. **Checkbox** Displays the input as a check box. **toggle** Displays the input as a toggle.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

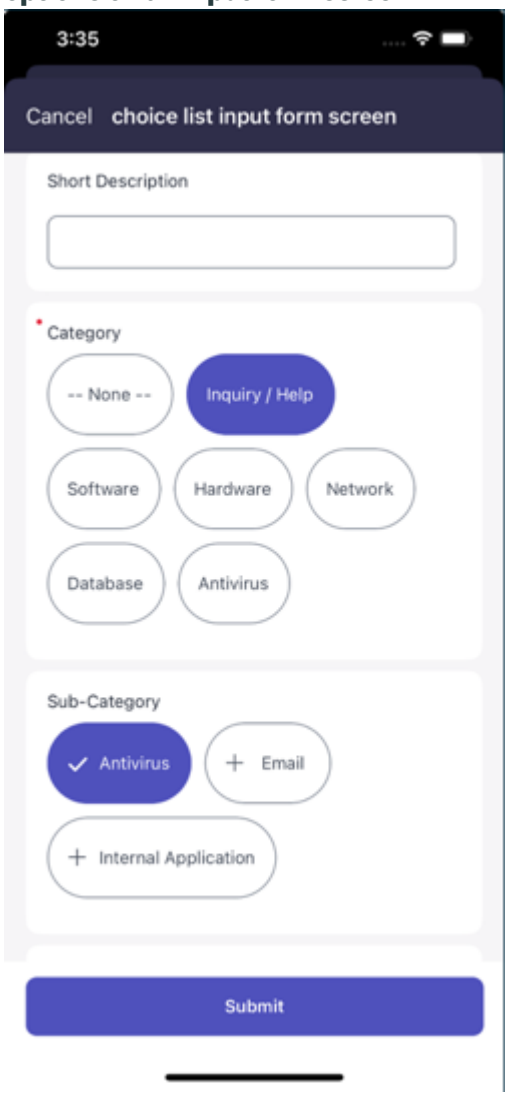
Choice inputs

Use choice inputs to give your users options to select from. You can create these choices manually or use an existing table and field to provide the choices.

Configure a choice input to enable users to select a single choice, or multiple choices. The option to select more than one chip in a category is marked by a + sign on the chips.

Define the number of chips to display, enabling the user to see all options available on a single input form screen. If the defined number of chips to display exceed the defined amount, a **See all** button is displayed. Tap on the **See all** button to open a page with all the options listed.

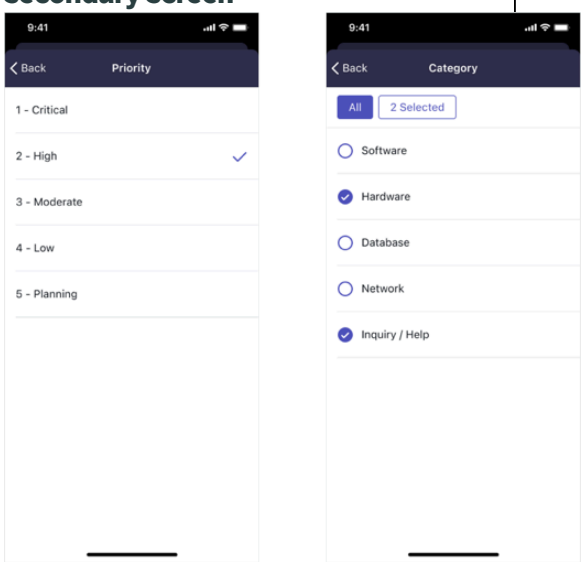
Single and multiple choice input options on an input form screen



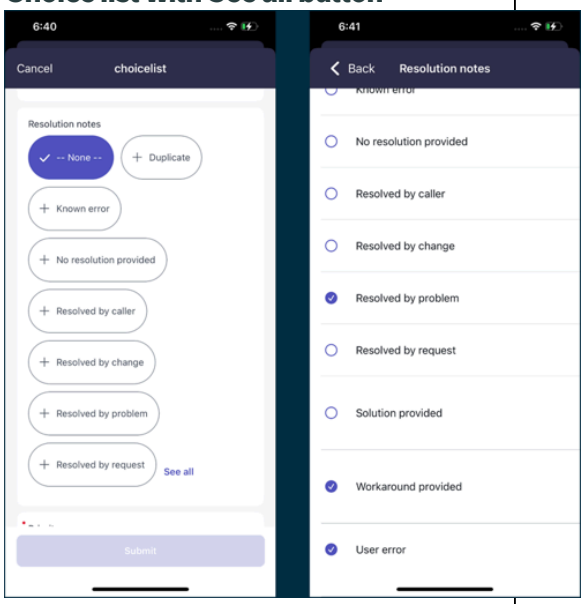
You can use these attributes with choice inputs.

Attribute	Description
MultiSelect	Option to enable users to select multiple choices for the input. The value must be **true** or **false**. Multi-select options are indicated with a "+" sign on the chip.
Table	The table where the choice field is located.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute	Description
	Note: Use this option to use the choices in an existing table and field rather than manually creating choices. You must select a field on this table using the *Field* attribute.
Field	The field that contains your choices. **Note:** Use this option to use the choices in an existing table and field rather than manually creating choices. The field defined in this attribute must be on the table defined in the *Table* attribute.
Inline	Option to select how to display your choice inputs. By default, the value is **false**, meaning that the choice display is on the same screen, removing the need to navigate to a separate screen. For a visual example, see the image in the Choice inputs introduction. If you select **true**, a list-type option displays where users are required to navigate to an additional screen, after a selection is made. **Inline choice list-style option showing the need for a secondary screen** 
InlineMaxItems	Option to define the number of chips to display within an input form screen section. The following inputs in the **Value** field are available:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

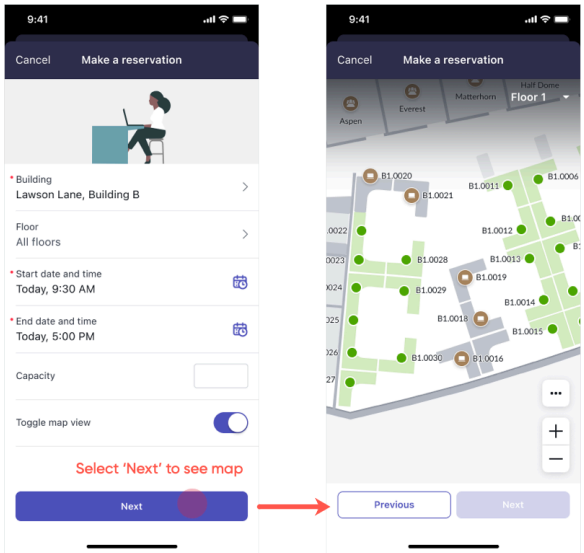
Attribute	Description
	• Empty: Displays the default of up to 8 choice values. If there are more choices than 8 choice values, the **See all** button displays. • Negative numerical value: Displays all the choice values, even if it exceeds 8 values. • Positive numerical value: Displays the number of choice values defined. If there are more choices than the entered numerical value a **See all** button displays. The following image illustrates a scenario where 8 is the value entered and there are 12 choice values. The first screen displays 8 values. When the user taps the **See all** button, a new screen opens with all the 12 choice values displayed. **Choice list with See all button** 
RenderType	Option to render the choice options as an image for the choice input. The value must be `image`.
EnableSearch	Option to display the search bar. The value must be **true** or **false**.
SearchPlaceholder	Text that appears in a search bar as a placeholder.
SearchType	Defines the query used for search. The value can be `starts_with` or `contains`. If this attribute isn't configured, the instance uses *`starts_with`* by default on the display label column.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Custom map inputs

Use custom map inputs to add a link to an indoor map in your mobile app. Users can use these maps to get directions to and reserve resources such as desks, meeting rooms, or lockers.

Admins can also configure a parametrized data item with query conditions that enable sorting and filtering of the custom map input.



Important:

Custom map inputs that support parametrized data items must only use the *ScreenId* attribute. Don't use any other type of attribute for custom map inputs that support parametrized data items.

If you're modifying an existing custom map input that uses the advanced reference qualifier to use a parametrized data item, use the *ScreenId* attribute only and remove all other attributes.

You can use these attributes with custom map inputs.

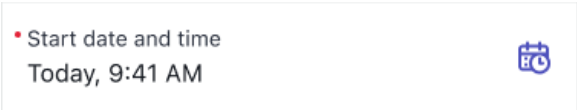
Note: You can add the custom map input type to your mobile app by using Mobile App Builder, but you must configure the attributes in the platform web UI of your instance.

Attribute	Description
CustomMapConfigId	The sys_id of the sys_sg_custom_map_config table.
CustomMapDefaultProviderId	The sys_id of the provider record in the sys_sg_custom_map_provider table.
CustomMapInputs	The sys_id of the floor in the sys_sg_input table. This value must be entered as a JSON array.
ScreenId	The sys_id of a parameterized data item used to sort and filter custom map inputs. **Important:** This attribute can't be used with any other custom map input attribute. If you use the *ScreenId* attribute with a custom map input, don't use any other attributes with the input.
TargetTable	Set to `sn_wsd_core_space`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Date/time inputs

Use date/time inputs to enable your users to input date and time values. You can configure the input for date and time, or date only.



You can use these attributes with date/time inputs.

Attribute	Description
RenderType	Specify a render type for the date/time input. **date-time** Displays date and time. If no RenderType is defined, this option is the default. **date** Displays only the date.
IncludeTimezone	The time zone of the mobile device where the input is being added. The value must be **true** or **false**. When set to **true**, the mobile client sends the Device Time Zone information along with the date and time value to the back-end instance in the following format: YYYY-MM-DDThh:mm:ss.sssTZD **Note:** The Device Time Zone is different from the User Profile Time Zone that is configured on the platform. If this attribute is not configured, the mobile client doesn't include Device Time Zone information in the date/time input values. This behavior is the default. The date/time input values are in the following format: YYYY-MM-DD hh:mm:ss For information about setting up the IncludeTimezone attribute of date/time inputs for different action types, see Date/time input setup for different action item types. For information about action item types, see Configure an action item.
MaxRangeDays	Optional attribute that determines whether future dates can be selected when a date/time input is added. This attribute supports

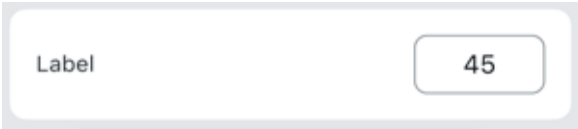
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute	Description
	both positive and negative integer values. Setting *MaxRangeDays* to 0 prevents users from selecting future dates and restricts them to current or past dates. **Note:** *MaxRangeDays* can be used together with *MinRangeDays*, *MaxRangeHours*, and *MinRangeHours*.
MinRangeDays	Optional attribute that determines whether past dates can be selected when a date/time input is added. This attribute supports both positive and negative integer values. Setting *MinRangeDays* to 0 prevents users from selecting past dates and restricts them to current or future dates. **Note:** *MinRangeDays* can be used together with *MaxRangeDays*, *MaxRangeHours*, and *MinRangeHours*.
MaxRangeHours	Optional attribute that determines whether future hours can be selected when a date/time input is added. This attribute supports both positive and negative integer values. Setting *MaxRangeHours* to 0 prevents users from selecting future date times and restricts them to current or past date times. **Note:** *MaxRangeHours* can be used together with *MaxRangeDays*, *MinRangeDays*, and *MinRangeHours*.
MinRangeHours	Optional attribute that determines whether past hours can be selected when a date/time input is added. This attribute supports both positive and negative integer values. Setting *MinRangeHours* to 0 prevents users from selecting past date times and restricts them to current or future date times. **Note:** *MinRangeHours* can be used together with *MaxRangeDays*, *MinRangeDays*, and *MaxRangeHours*.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Number inputs

Use number inputs to enable your users to enter numerical values. Define optional minimum and maximum values to define a number range for your input.



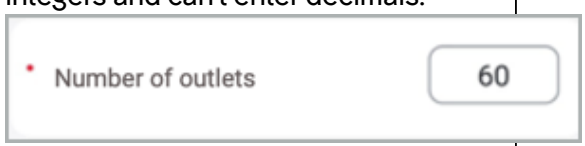
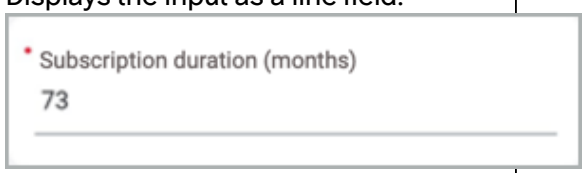
You can optionally configure a number input to appear as a percentage.

By default, number inputs support decimals.

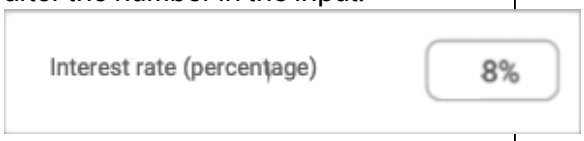
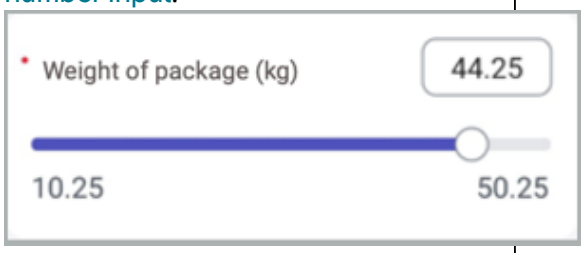
To have the basic box input for a number, within an Input record, complete all the mandatory fields and select **Number** in the **Input type** field.

To add additional elements to the number inputs, you can use the input attributes listed in the table. From the **Inputs attributes** field select **New** for each attribute you want to add.

Note: The **Translated value attribute** toggle is only relevant when selecting the Decoration input attribute. The Decoration input attribute is relevant for the slider Render type. For more information see, Configure a slider option for a number input.

Attribute	Description
CustomErrorMessage	Sets a custom error message that you can specify. This message displays when the associated UI rule condition is met.
Max	Specify a maximum value for the input.
Min	Specify a minimum value for the input.
RenderType	Specify a render type for the number input. **integer** Displays whole integers, such as 3, 1003, or 57. When *integer* is used, end users can only enter integers and can't enter decimals.  **line** Displays the input as a line field.  **percentage**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute	Description
	Displays a percent symbol(%) after the number in the input.  **slider** Displays the input as slider value and a box input. For more information about sliders and how to configure them, see Configure a slider option for a number input.  **Note:** For a table showing which attributes can be used with which render type, see Number render types and compatible input attributes.
SkipValidationWhenHidden	**Note:** This attribute can only be used with line and percentage render types. Can be set to either `true` or `false`. It's set to `false` by default, which means that by default the associated UI rule validation is run on the hidden inputs. Only set this to `true` when you want to skip the validation on hidden inputs.

The following input attributes listed in this table apply only to the slider render type. For more information, see Slider types and their input attributes.

Attribute	Description
DefaultValue	The value displayed when the user first views the slider. If no value is entered, the value displayed is zero. The default value must be between the min and max values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

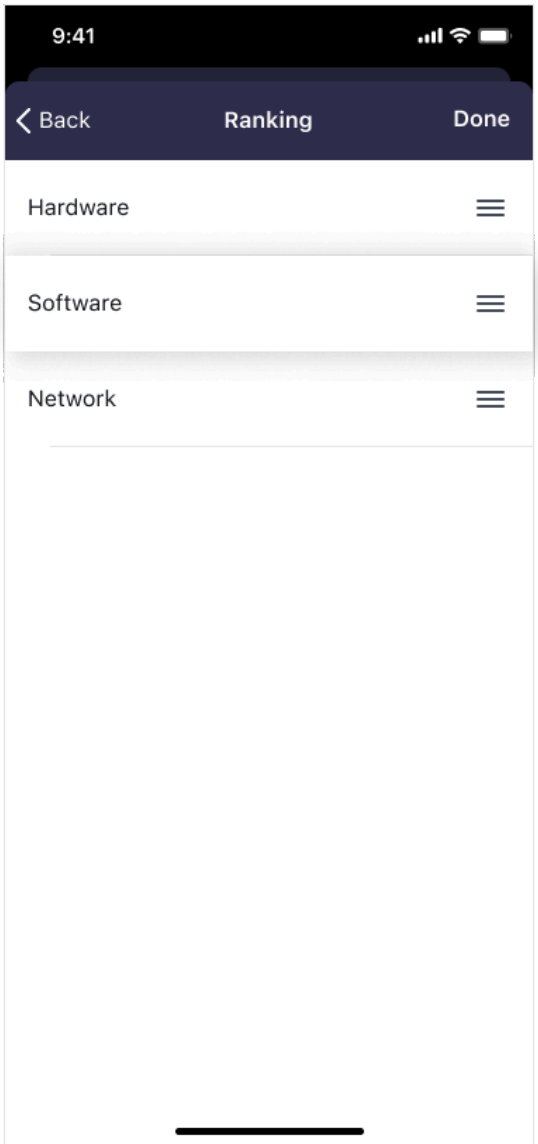
Attribute	Description
	Note: This defined value is the the starting point, unless a loading mechanism, which takes priority, is configured. See, Loading mechanisms for input form screens.
StepSize	The size of each step on the slider. The steps must be a number divisible between the max and min number. For example the min number is 20 and the max number is 80, the StepSize can be numbers like 2, 5, or 10.
ReferencePoint	When set to **true** a marker is added to the slider, providing a visual reference point for the user. **Note:** For the sake of visual clarity, this input attribute should not be used with the input attribute VisualStepsEnabled.
VisualStepsEnabled	When set to **true** the slider displays visual increments based on the specified StepSize input attribute. **Note:** For the sake of visual clarity, this input attribute should not be used with the input attribute ReferencePoint.
EnforceStepSize	When set to **true** users are unable to enter a value in the number box that does not align with the StepSize value.
Decoration	Defines sections on the slider with corresponding labels that appear when a user taps a section or enters a value. Each section can be associated with a specific color to aid visual representation. For more information, see Configure a slider option for a number input.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Ranking inputs

Use ranking inputs to enable your users to sort the available choices in order of preference or priority. Users tap and drag the available choices.

Choices for the ranking input must be manually defined.



There are no attributes for ranking inputs other than the general attributes listed in this topic.

Reference inputs

Use reference inputs for inputs that reference a field on a table. These inputs work like reference fields in the forms on your instance. You can configure your reference input with conditions, reference qualifiers, and a search option to help your users find what they need quickly.

The optional search option uses "For text" keyword searches and can search for elements within the mobile view.

You can use these attributes with reference inputs.

Required attributes

Attribute	Description
SourceTable	The source table for your reference qualifier.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Required attributes (continued)

Attribute	Description
SourceFieldName	The field name of the referenced field in the source table.
TargetTable	The table that you want to target for your reference qualifier.

The following additional attributes are optional:

Extra attributes

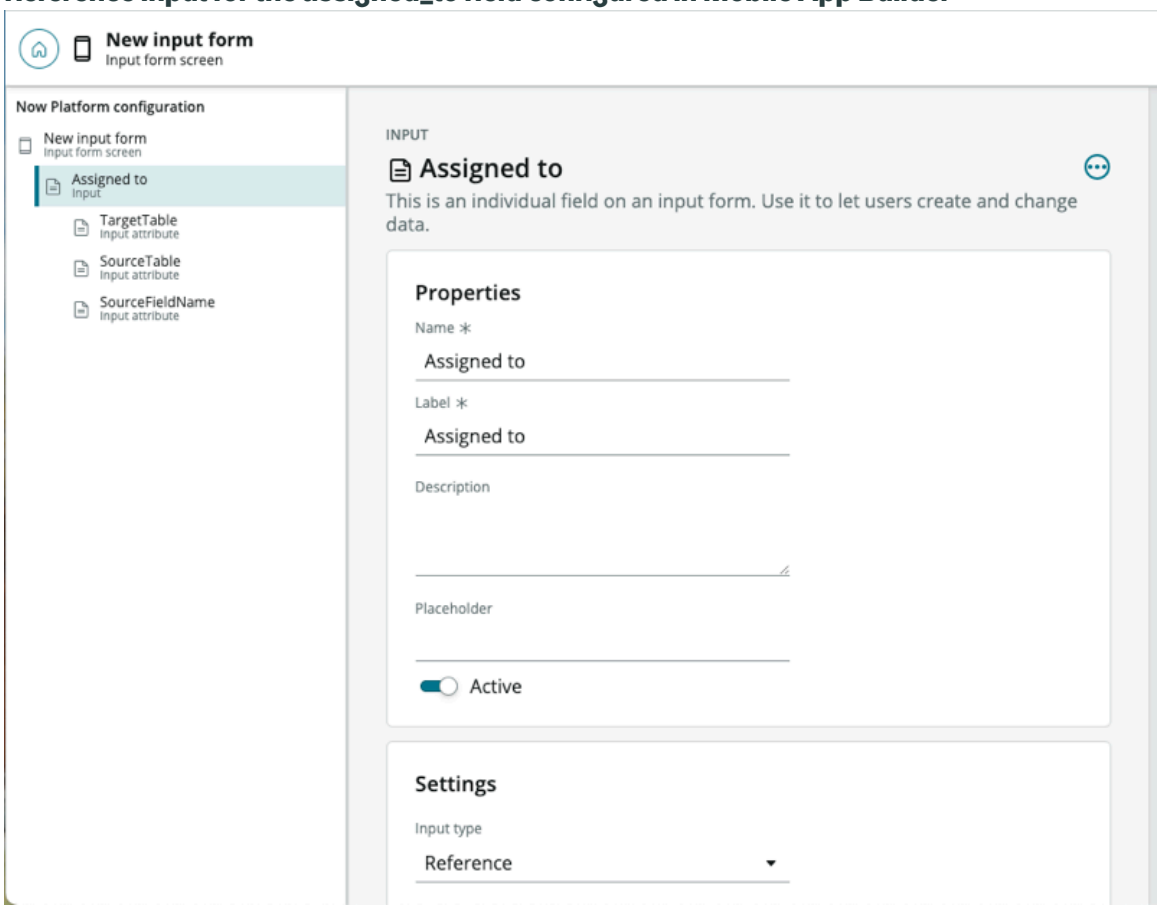
Attribute	Description
MultiSelect	Option to enable users to select multiple choices for the input. The value must be **true** or **false**.
MobileViewId	Mobile view ID (View config) to use for reference list items.
EnableSearch	Option to display the search bar. The value must be **true** or **false**.
SearchPlaceholder	Text that appears in a search bar as a placeholder.
Conditions	Enter an encoded query to apply conditions to your reference list. For details on creating these queries, see Encoded query strings.
SearchType	Defines the query used for search. The value can be `starts_with` or `contains`. If this attribute isn't configured, the instance uses *`starts_with`* by default on the display label column.

This example creates an input form screen input for the **Assigned to** field on the Incident [incident] table. To create this input, you use the three required attributes: **TargetTable**, **SourceTable**, and **SourceFieldName**.

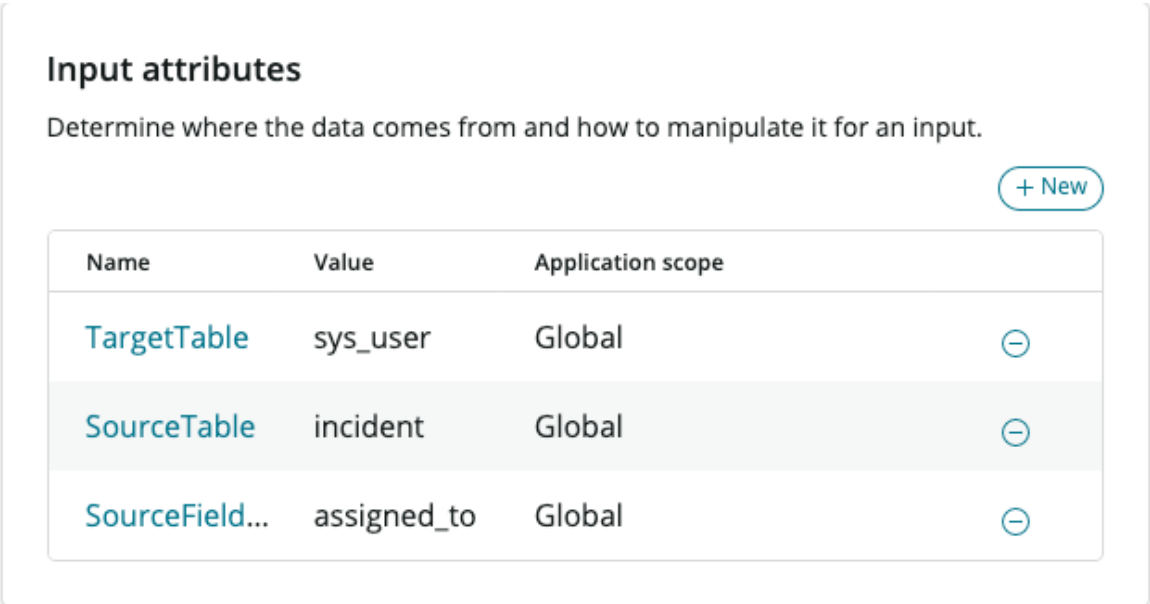
1. Your users select from a list of users to assign the incident to. So, you set the **TargetTable** attribute to `sys_user`.
2. Because you're adding the user to an incident record, the **SourceTable** attribute is set to `incident`.
3. Set the **SourceFieldName** to `assigned_to` so that the selected user is assigned to the **Assigned to** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Reference input for the assigned_to field configured in Mobile App Builder



Reference input attributes for the assigned_to field configured in Mobile App Builder

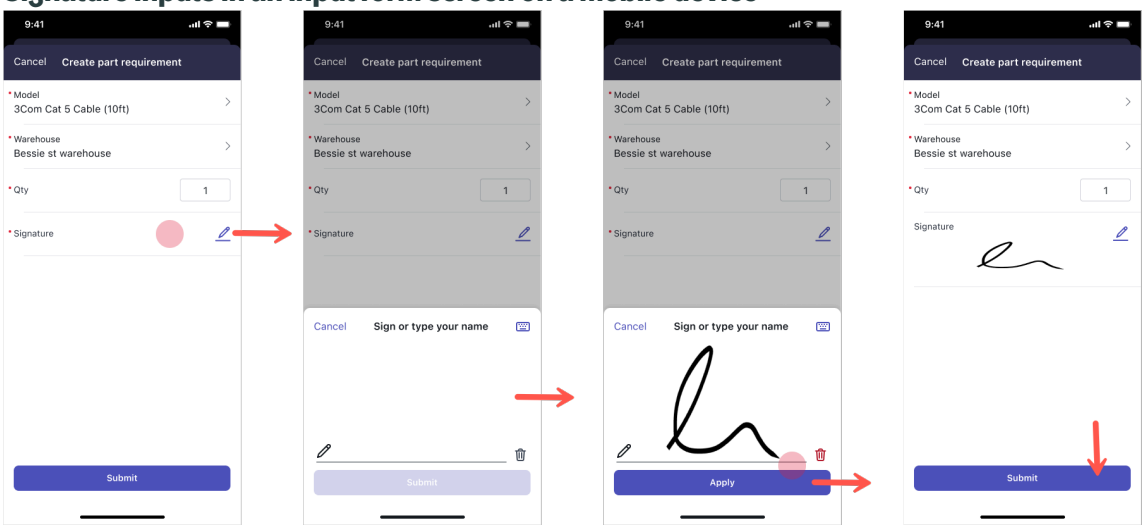


Signature inputs

Use signature inputs to capture e-signatures on an input form screen. Signature inputs can be included on input form screen sections or pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Signature inputs in an input form screen on a mobile device



You can use the optional *IsOverlay* attribute with signature inputs. By default, signatures are rendered in the full modal window. When the *IsOverlay* attribute **Value** is set to `true`, signatures are rendered in a half modal window.

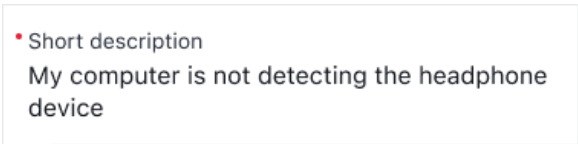
Attribute	Description
IsOverlay	Sets whether the signature input is opened in a half modal window. You can set the **Value** to `true` or `false`. A value of **true** configures the signature to open in a half modal window. **Note:** If the signature input is configured as the only input on a page and the *isOverlay* attribute is set to `true`, the *isOverlay* attribute is ignored, and the signature input is displayed in the full screen.

For information about creating an input form screen with signature inputs, see Configure input form screens with signature inputs.

Note: The data source loading mechanism, which uses the *DataSouceId* and *ElementIdentifier* attributes is not compatible with signature inputs.

String inputs

Use string inputs for text input. You can define a maximum character length for this input.



You can use these attributes with string inputs.

Attribute	Description
Inline	Option to show the input inline, or to open the input in a separate modal. The value must be **true** or **false**.

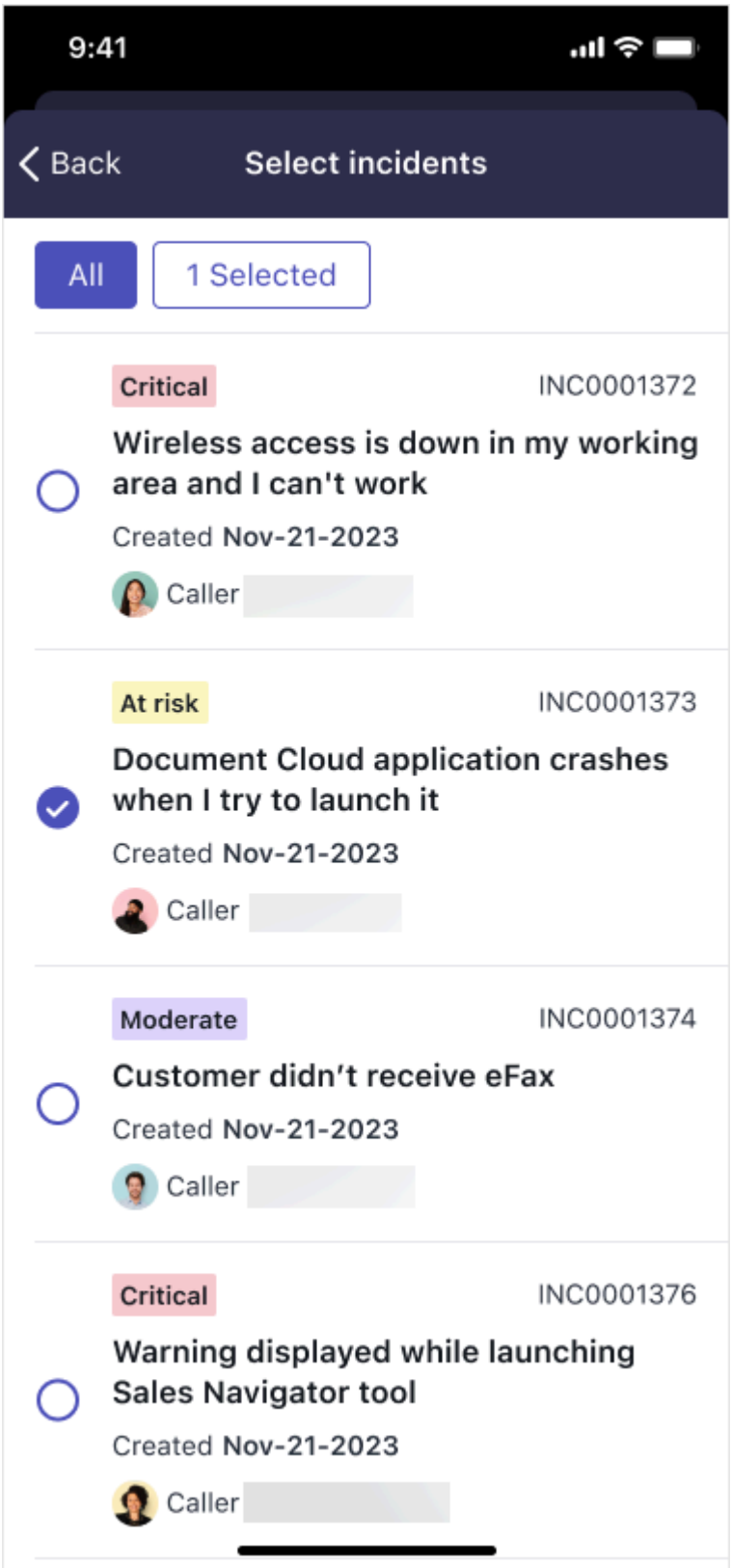
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute	Description
MaxLength	Maximum number of characters for the input value.
ShowDeleteAll	Option to display a delete button whenever there is text in the input field. This value must be **true** or **false**, and is set to **false** by default.
ConfirmDeletion	Option to show the user a confirmation message before text is deleted when using *ShowDeleteAll*. The value must be **true** or **false**, and is set to **true** by default.

Screen inputs

Use a screen input to transform a list screen into selectable list input. Users can select multiple list items and perform a write-back operation to the cache.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



You can use these attributes with screen inputs.

Attribute	Description
ScreenId	Configures the list screen that is used for the selectable list input. The value is the sys_id of the list screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

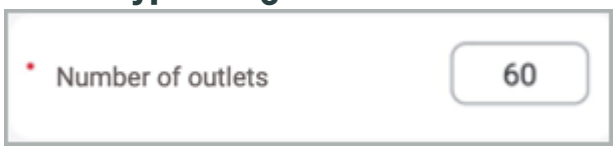
Attribute	Description
GetDataFromParent	Transforms a list screen from a parent screen into the selectable list input. The filters that are applied to the parent list screen are carried over to the screen input. Enter `true` to enable this attribute. By default, it's turned off on the instance.

Number render types and compatible input attributes

Use the tables to determine which input attributes are compatible with different number render types. The available number render types are integer, line, percentage, and slider.

For more information about render types, see Number render types and compatible input attributes.

Render type: Integer



The following input attributes can be used with the integer render type:

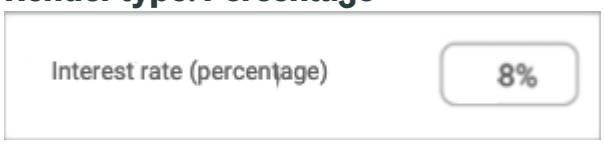
- Min
- Max

Render type: Line

The following input attributes can be used with the line render type:

- Min
- Max

Render type: Percentage



The following input attributes can be used with the percentage render type:

- Min
- Max

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Render type: Slider

The following input attributes can be used with the slider render type:

- Min
- Max
- DefaultValue
- StepSize
- ReferencePoint
- VisualStepsEnabled
- EnforceStepSize
- Decoration

Configure a slider option for a number input

Create a slider option for a number input on your input form screen. Sliders help users visualize the input range and reduce errors by limiting choices to defined minimum and maximum values.

Before you begin

Role required: admin

This task assumes that you already have the basis of an input form screen configured before adding the slider option for a number input. For more information, see Configure an input form screen.

About this task

Creating a slider render type is more involved than for the other render types: integer, line, percentage. The configuration involves the creation of multiple input attributes, some are required and others are optional. To create a slider option for a number input, you must have at least the following configurations:

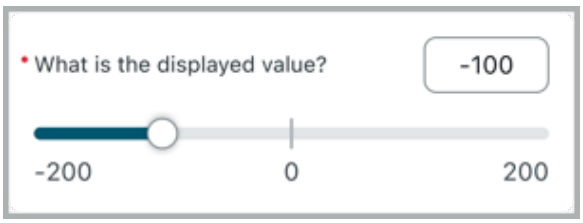
- RenderType is Slider
- Min input attribute
- Max input attribute
- StepSize input attribute

You can add additional number input attributes to the ones listed. For a complete list, check the Number inputs section in Input form screen attributes for inputs.

To view how different types of sliders display, see Slider types and their input attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Examples of slider render types

Slider containing a reference point	Decorative slider with number and textual indicator
	

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the#**Screens** category.
4. Select either an existing input form screen or select **New**, then the Input form and then **Continue**.
5. Scroll down to the Inputs section of the form and then either select an input to modify it or select#**New**#to create an input.
   The Input form appears. For more information about configuring inputs, see Configure input form screen inputs.
6. In the **Input type** field within the **Settings** area, select **Number**.
7. Complete any other fields as required and select **Save**.
8. Select **RenderType** from the **Name** field, select **Slider** from the **Value** field, then select **Save**.
9. Select the Input record from the navigation tree, then select **New** in the Input attributes area.
10. From the **Name** field, select **Min** and enter the lowest value to be displayed at the start of your slider, then select **Save**.
11. Select the Input record from the navigation tree, then select **New** in the Input attributes area.
12. From the **Name** field, select **Max** and enter the highest value to be displayed at the end of your slider, then select **Save**.
13. Select the Input record from the navigation tree, then select **New** in the Input attributes area.
14. From the **Name** field, select **StepSize** and enter a number that represents each incremental number on the slider, then select **Save**.

    Note: The steps must be a number divisible between the max and min size input attributes.

15. **Optional:** Add any additional input parameters that are applicable to the slider you want to create.
    For a list of the slider types, see Slider types and their input attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: If you select the Decoration input attribute, which displays sections on the slider with corresponding labels, you must apply additional configuration. For more information, see Configure a decorative slider.

16. Select **Save**.

Slider types and their input attributes

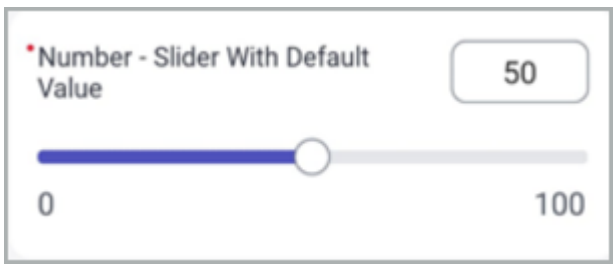
Review the sections to see slider type examples and learn which input attributes are used to create them.

The sections within this topic show the types of sliders that you can create and the input attributes needed to create them. For more information about all the input attributes, see the Number inputs section in the topic Input form screen attributes for inputs.

Note:

- The input attribute DefaultValue is the numerical value displayed when a user first views the slider. In some of the sections below, the DefaultValue input attribute is marked as optional, because you're unable to tell if the attribute was used in the displayed images.
- The input attribute EnforceStepSize isn't a visual attribute. It's marked as Optional in some of the sections, as you're unable to see if it has been used from the images displayed.

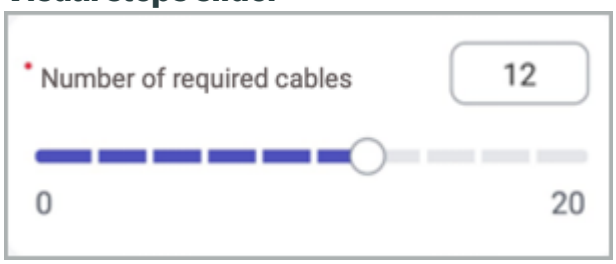
Default value slider



A default value provides a starting point to help users understand a typical or suggested setting. The following are input attributes that are required to create a slider with a displayed default value.

- Min
- Max
- DefaultValue
- StepSize
- EnforceStepSize: Optional

Visual steps slider

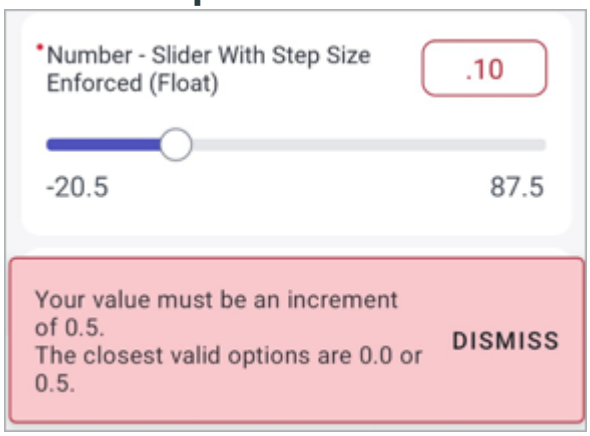


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

A visual step slider makes it clear to users what each position on the slider represents. The following are input attributes that are required to create a slider containing visual steps.

- Min
- Max
- DefaultValue: Optional
- StepSize
- VisualStepsEnabled
- EnforceStepSize: Optional

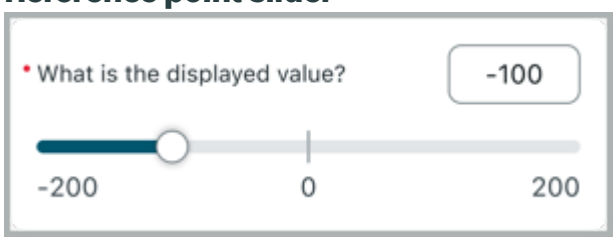
Enforced step size slider



Use an enforced step size slider to make sure that users can only select specific predefined incremental values. This slider is a more appropriate choice than a visual step slider, if the range of values is large. The image shows a scenario where the chosen figure doesn't conform with the enforced incremental value. The following are input attributes that are required to create a slider with enforced steps.

- Min
- Max
- DefaultValue: Optional
- StepSize
- EnforceStepSize

Reference point slider



Use a reference point within a slider to help users understand where they are within the range of possible values. For example, a reference point at the center, shows users that they're setting a value higher or lower than the expected value. The following are input attributes that are required to create a slider containing a reference point.

- Min
- Max

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- DefaultValue: Optional
- StepSize
- ReferencePoint
- EnforceStepSize: Optional

Decorative step slider

Use a decorative step slider to improve the overall look and feel of the user interface. This is important in design-focused applications where the visual experience is a key aspect. This slider type provides three visual indicators: the numeric value, the label text (for example, good, poor, and bad), and the colored slider. These colorful visual elements can aid accessibility. For example, distinct colors and labels for each step can help users better understand the slider's position and options. The following are input attributes that are required to create a decorative step slider.

- Min
- Max
- DefaultValue: Optional
- StepSize
- EnforceStepSize: Optional
- Decoration

For more information, see Configure a decorative slider.

Configure a decorative slider

Create a colored slider option for a number input on your input form screen. Decorative sliders contain sections that can be associated with a specific color and label to aid visual representation. These labels are translatable.

Before you begin

Role required: admin

This task assumes that you already have the basis of an input form screen configured before adding the slider option for a number input. For more information, see Configure an input form screen.

About this task

Creating a slider render type is more involved than for the other render types: integer, line, percentage. The configuration involves the creation of multiple input attributes. Required attributes are Min. Max, and StepSize. For a complete list of input attributes you can use with a number slider, see Number render types and compatible input attributes.

You must add an additional input attribute called Decoration, which gives the slider a colorful and segmented appearance. A decorative slider has between two through eight sections, where you define a start value and end value. The start value must match the end value of the previous

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

entry. In addition, you must select a color for each section. A JSON example script is provided, which contains four defined sections. This script is editable.

There's an option when configuring a decorative slider type to add translated values, so that users can view the slider in their selected language. For more information, see Configure translated values for decorative slider.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the#**Screens**#category and then select the input form screen for which you want to configure inputs.
4. Scroll down to the Inputs section of the form and then either select an input to modify or select #**New**#to create an input.
   The Input form appears. For more information about configuring inputs, see Configure input form screen inputs.
5. In the **Input type** field within the Settings area, select **Number**.
6. Select **New** in the Inputs attributes area.
7. Select **RenderType** from the **Name** field, select **Slider** from the **Value** field, then select **Save**.
8. Create and save the input attributes for Min, Max, and StepSize and define their values.
   For configuration details, see Configure a slider option for a number input.

   Note: RenderType, Min, Max, and StepSize are required input attributes for sliders. Other input attributes are optional. For a complete list of input attributes, see the Number inputs section within the topic Input form screen attributes for inputs.

9. Select **New** in the Inputs attributes area.
10. Select **Decoration** from the **Name** field.
    A JSON script displays with a default script, which you can edit as needed.

```
"Range": [

  {
    "Label": "Critically Low",
    "StartValue": 0,
    "EndValue": 10,
    "Color": "#000000"
  },
  {
    "Label": "Low",
    "StartValue": 10,
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
      "EndValue": 50,
      "Color": "Slider-2"
    },
    {
      "Label": "Medium",
      "StartValue": 50,
      "EndValue": 75,
      "Color": "Slider-1"
    },
    {
      "Label": "High",
      "StartValue": 75,
      "EndValue": 100,
      "Color": "Slider-0"
    }
  ]
}
```

This example script lists four sections contained within a slider. A decorative slider can contain between two and eight sections. Each segment has the following values:

- Label: A name attributed to each section. In the example, they are: Critically low, Low, Medium, and High. The names are editable.

  Note: The names contained within the label value can be translated. To do this, double curly braces must be added to the `Label` value. For example, `Medium` becomes `{{Medium}}`. For more information, see Configure translated values for decorative slider.

- StartValue and EndValue: These can be any value. Usually these values are divisible by the number of sections. The StartValue of one section must correspond to the EndValue of the previous section.
- Color: The color value can either be a HEX code or the label of a variable from your current mobile theme. The JSON script provides the following default colors:
  - `#000000` corresponds to green.
  - `Slider-1` corresponds to yellow.
  - `Slider-2` corresponds to orange.
  - `Slider-3` corresponds to red.

  For a complete list of variables, navigate to **All** > **sys_ux_style.list** and search for Mobile Colors Default.

11. Select **Save**.

What to do next

You can add translated text to each of the text values displays on your slider. For more information, see Configure translated values for decorative slider.

Configure translated values for decorative slider

Add translated values to your decorative slider.

Before you begin

Role required: admin

You first need to create a decorative slider before you can add translated values. For more information, see Configure a decorative slider.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Access your decorative slider record from your input form screen and keep a record of all the Label values contained within the JSON script. These are the name values that you will be identifying for translation.

Procedure

1. Navigate to the Input record in the navigation tree within Mobile App Builder, which contains the decorative slider input attribute for translating.

   Note: For instructions on creating a decorative slider, see Configure a decorative slider.

2. Select **New** from the Inputs attribute area.
3. Enable the **Translated value attribute** field.
4. Enter the `Label` name for each of your entries in your JSON script.
   In the JSON example provided, the Label names are: `Critically low`, `Low`, `Medium`, and `High`.

   Note: The **Translated value** field is automatically populated with the value entered in the **Name** field.

5. Select **Save**.
6. **Optional:** Repeat steps 4 and 5 for each Label name you have in your JSON script.
7. Select **Save**.
8. Select the more menu option ( ) and select **Open in platform**.
9. Navigate to **All** > **sys_translated.list**.
   The Translated Name / Field table displays.
10. Select **New** in the Inputs attribute table, and then complete the table as follows.
    a. In the **Label (translate)** field, enter the translated word that corresponds to the word in the **Value** field. For example, for an Italian translation, the **Value** field may contain the word **high**, the **Label (translate)** field would contain the word **alto**.
    b. In the Language field, enter the abbreviation for translated language you want the word to appear. For example, **it** for Italian or **es** for Spanish. For more information on abbreviations for languages, see Languages table.
    c. In the **Element** field, enter the text `translated_value`.
    d. In the **Value** field, enter the word that needs translating.

       Note: The word in the **Value** field must correspond to the words defined in **Label** value within the JSON script.

    e. In the **Table** field, enter the following `Input Attribute [sys_sg_input_attribute]`.
    f. Leave the **ID** field empty.
    g. Select **Submit**.
    h. Repeat all the steps in step 10, for each Label value defined in the JSON. You will also need to create a new record in the Translated Name/Field table for each Label value that requires translation into an alternative language.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Date/time input setup for different action item types

After you create an input form screen and define its IncludeTimezone attribute for date/time inputs, you must associate the input form screen with an action item. How you set up the date/time inputs depends on the type of action item you use.

Action item type	Set up
New or **Update**	Make sure that date/time inputs are mapped to date/time fields in the back-end instance. The back-end instance uses the Device Time Zone information sent by the input form screen. Then the back-end instance converts the date/time value to Coordinated Universal Time (UTC/GMT) before saving it to the database.
Script	You must convert the date/time input value to UTC/GMT. Refer to the following script examples for more information. For more information about scripting in general for ServiceNow, see Scripting **Note:** Customizations might be needed depending on the use case involved.

GlideDateTime script example

The following example sets fields of the *GlideDateTime* type.

```
/sys_sg_write_back_action_step.do?sys_id=b390e6a7c1120110fa9b5ab
d6a7dbb64
(function WriteBackAction(parm_input, parm_variable,
 actionResult) {
 var shortDescription = parm_input.shortdescription;
 var scheduledStart = parm_input.expectedstart;
 var estimatedEnd = parm_input.estimatedend;
 var description = parm_input.description;
 var wotSysId = parm_variable['sys_id'];

 var wotGr = new GlideRecord("wm_task");
 wotGr.get(wotSysId);
 wotGr.setValue("description", description);
 wotGr.setValue("short_description", shortDescription);

 var newEnd = new GlideDateTime(estimatedEnd);
 var endMS = newEnd.getNumericValue();

 var newStart = new GlideDateTime(scheduledStart);
 var startMS = newStart.getNumericValue();

 if (endMS - startMS < 0) {
  gs.addErrorMessage(gs.getMessage("The start date should come
 before the end date"));
 } else {
  //set the time on screen all the time
  wotGr.setValue("expected_start", newStart);
  wotGr.setValue("estimated_end", newEnd);
  var duration = endMS - startMS;
  var newDur = new GlideDuration();
  newDur.setValue(duration);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
  wotGr.setValue("estimated_work_duration", newDur);

  //check double booking no matter which field is changed. set
 needs_attention so that dispatcher can review it.
  var info = new global.FSMAgentInfo(gs.getUserID());
  var doubleBooking = info.allowAgentDoubleBookingTask();
  if (doubleBooking){
   var conflict = !(new
 global.SMDDateValidation().checkSchedulingConflictSimple(wotGr
));
   if (conflict) {
    //BR Date Checks will display conflict message as Warning:
 {0} has been scheduled for a time the assigned
    //only when time change.
    wot.Gr.setValue("needs_attention", true);
   }
  }
```

- In this example, the `expected_start` and `estimated_end` fields are edited based on the values of their corresponding date/time inputs of `expectedstart` and `estimatedend`.
- Because the IncludeTimezone attribute is set to `true`, the `parm_input.expectedstart` variable returns a date/time string in the format YYYY-MM-DDThh:mm:ss.sssTZD. To enable the system to handle this date/time format, initialize a GlideDateTime object by passing the string into the constructor.
- Because `expected_start` and `estimated_end` are Date Time columns in the database, you can directly call *`GlideRecord.setValue()`* and pass the `GlideDateTime` object as the value.

GlideScheduleDateTime script example

The following example sets fields of the *`GlideScheduleDateTime`* type.

```
/sys_sg_write_back_action_item.do?sys_id=539b20d6b72120107be0e34
e9e11a971
(function WriteBackAction(parm_input,parm_variable,actionResult)
 {

 var personalSchedule = new
 global.FSMMobileUtil().getUserSchedule(parm_variable.user);
 if (gs.nil(personalSchedule)) {
  gs.error("create_event: personal schedule id is not found.");
  gs.addErrorMessage(gs.getMessage("Create Event Failed"));
  return;
 }

 if(gs.nil(parm_input.type))
  parm_input.type = "";

 var scheduleEntryGR = new GlideRecord("cmn_schedule_span");
 scheduleEntryGR.initialize();
 scheduleEntryGR.setValue("name", parm_input.name);

 var start_time = new GlideDateTime(parm_input.start_time);
 scheduleEntryGR.start_date_time =
 start_time.getDisplayValueInternal();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var end_time = new GlideDateTime(parm_input.end_time);
scheduleEntryGR.end_date_time =
end_time.getDisplayValueInternal();

scheduleEntryGR.setValue("show_as", parm_input.show_as);
scheduleEntryGR.setValue("type", parm_input.type);
scheduleEntryGR.setValue("user", parm_variable.user);
scheduleEntryGR.setValue("schedule", personalSchedule);
scheduleEntryGR.setValue("repeat_type", parm_input.repeats);
if(parm_input.repeats!=""){
 scheduleEntryGR.setValue("repeat_count",
parm_input.repeat_every);
 scheduleEntryGR.repeat_until = parm_input.repeat_until;
}
scheduleEntryGR.insert();


})(parm_input,parm_variable,actionResult);
```

- In this example, the `start_date_time` and `end_date_time` fields of a schedule entry are set based on the values of their corresponding date/time inputs of `start_time` and `end_time`.
- Because the *`IncludeTimezone`* attribute is set to `true`, the `parm_input.start_time` variable returns a date/time string in the format YYYY-MM-DDThh:mm:ss.sssTZD. To enable the system to handle this date/time format, initialize a `GlideDateTime` object by passing the string into the constructor.
- Because `start_date_time` and `end_date_time` are not Date Time Columns in the database (instead, they are Schedule Date/Time columns), their value are set with `gr.start_date_time = {date_time_value}`.

  Note: The `date_time_value` is expected to be in the User Profile Time Zone (the value provided is expected to be the `Display Value` of a `GlideDateTime`). This configuration makes it possible to call the *`GlideDateTime.getDisplayValueInternal()`* method, which returns a date/time string in the internal format of YYYY-MM-DD hh:mm:ss and in the User Profile Time Zone.

Configure attributes for input form screen variables

Use screen variables to collect information from the user automatically or define default information. Variables can include information like user IDs and GPS coordinates.

Before you begin

You must create an input form screen before you create variables and attributes. For information about creating an input form screen, see Configure an input form screen.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Mobile App Builder categories home screen displays.

3. Select the **Screens** category and then select the input form screen for which you want to configure variables.
4. Scroll down to the Variables section of the form, and select **New** to create a variable.
   The Variable form appears.
5. Complete the following fields as needed.

Variable fields

Field	Description
Name	The name of your variable
Variable type	
Database field	Data from a field. This field uses the **FieldName** attribute. After configuring the **Variable placement** section, see Step 6 to configure the attribute.
Date	Current date. This variable does not take an attribute. After configuring the **Variable placement** section, see Step 8 to finish the variable configuration.
Constant	A static value set by the administrator using the **ConstantValue** attribute. After configuring the **Variable placement** section, see Step 6 to configure the attribute.
GPS Coordinates	Longitude and latitude of the user. This variable does not take an attribute. After configuring the **Variable placement** section, see Step 8 to finish the variable configuration.
Offline Mode	Input is available when the mobile app is offline. This variable does not take an attribute. After configuring the **Variable placement** section, see Step 8 to finish the variable configuration.
User	Sys_id of the user. This variable does not take an attribute. After configuring the **Variable placement** section, see Step 8 to finish the variable configuration.
ParentContext	Context information that is carried from a parent record into an action. Uses the **ContextField** attribute. After configuring **Variable placement**, see Step 7 to configure the variable and attribute.
Scripted	Script that auto-fills inputs. Uses the **Script** attribute. After configuring the **Variable placement** section, see Step 7 to configure the variable and attribute.
Variable placement	
Input form screen	Select the input form screen where the variable appears.
Input form section	Select the input form section where the variable appears. If the input form screen does not contain sections, this field is not available.

6. **Optional:** If you selected **Database field** or **Constant** as your variable type, the Variable attributes section appears.
   In the Variable attributes section, select **New** to configure the variable attribute. Depending on the variable type you set in Step 5, select the attribute properties.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute properties

Attribute name	Properties
FieldName	Set the following information: ○ **Table**: The table you want to use. ○ **Value**: The name of the field in that table. Use this attribute if you have selected the **Database field** variable type. See Step 8 to finish the variable configuration.
ConstantValue	(Optional) Enter the static data defined by the administrator. Use this attribute if you have selected the **Constant** variable type. See Step 8 to finish the variable configuration.

7. **Optional:** If you want to configure ParentContext or Scripted variable types, then do the following:

   a. Save the input form screen by selecting **Save**.

   b. Navigate back to the input form screen node in the left navigation menu.

   c. On the input form screen form, select the options menu icon in the upper right corner of the form in Mobile App Builder, and select **Open in platform**.

   d. Select the **Variables** tab.

   e. Under **Name**, select the name you entered for the variable in Step 5.

   f. Select one of the following Variable Types.

Variable Type	Description
ParentContext	Context information that is carried from a parent record into an action. This type uses the **ContextField** attribute. For example, use this variable when an employee goes out on a service call and they must log associated expenses like mileage.
Scripted	Script that auto-fills inputs. This type uses the **Script** attribute. For example, you can pre-fill a building number based on an end user's profile when making a reservation.

   g. In the Attributes section under Name, double-click **Insert a new row...** and enter the name of your variable attribute as listed in the following table.

   Important: Enter the Attribute Name exactly as it is listed in the table. The name is case-sensitive.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attribute Name	Description
ContextField	Enter this attribute name for ParentContext variables. **Note:** Enter the attribute name exactly. It is case-sensitive.
Script	Enter this attribute name for Scripted variables. **Note:** Enter the attribute name exactly. It is case-sensitive.

h. After entering the attribute name, select the check ( ) to save the attribute.

i. Double-click the field under Value and add the appropriate value for the attribute you are configuring as described in the following table.

Attribute Name	Description
ContextField	Enter the field name from the parent screen whose contents you want to populate the input form screen field.
Script	Paste the JavaScript code that auto-fills the input form screen field. For example, you can pre-fill a building number based on an end user's profile when making a reservation.

j. Select the check icon ( ) to save attribute.

k. Select **Update**.

l. Navigate back to Mobile App Builder by selecting that browser tab.

8. In Mobile App Builder, select **Save**.

Important: If you performed optional Step 7, you already saved the record in Mobile App Builder so you don't need to save it again.

What to do next

After you have created your input form screen variables, you can map these variables to input form screen inputs or action items. For details on this process, see Configure an action item.

Input actions and input sources

Configure actions that you want to appear in an input field in your input form screen. You can add a menu button next to input form fields to perform various input actions like add a comment, attachment, or navigate to another screen. Additionally, create an input source to trigger UI rules to summarize actions for GenAI.

Input form actions in an input form screen

Learn about adding a button next to input form fields. This button allows users to add comments, attach files, and navigate to other screens.

Add a more menu button by specified input value fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: The button appearance may vary between iOS and Android operating systems. The button is indicated with three dots either horizontally or vertically.

This button can include any variety of action items: comment, attachment, and navigation buttons.

- **Comments**: Where users can add, edit, or delete a comment. Users can add only one comment for each input value field.
- **Attachments**: Users can either select images from the gallery or add a new image to the gallery. Alternatively, they can add an image directly using the camera. Users can add multiple attachments to each input value field.

  Note:

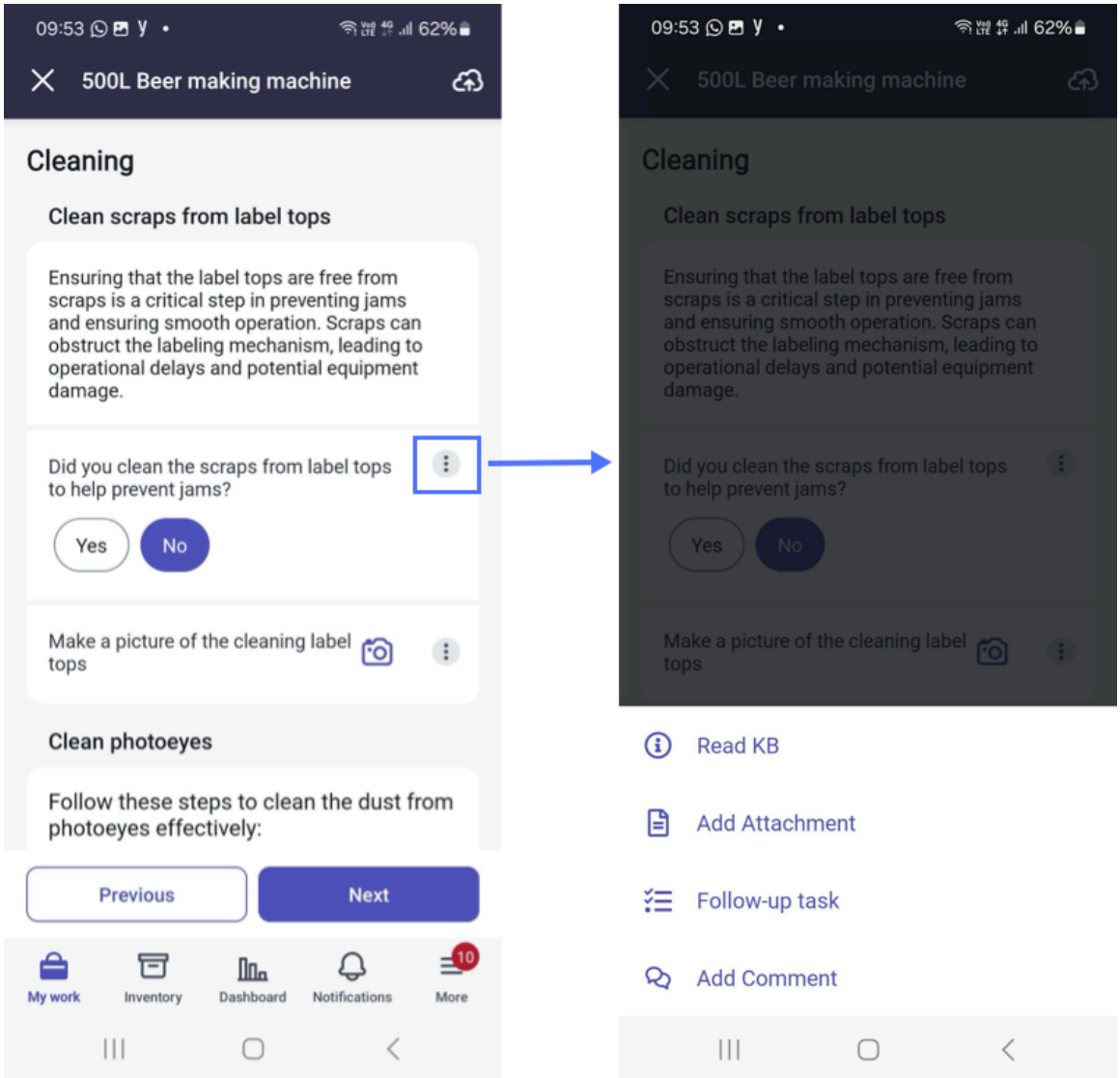
  For attachment input actions, when mapping attachments as part of a data source, the field name must be declared as a *`sys_id`* so it's automatically added to the Attachment [sys_sg_attachment] table. You then must define which element identifier the element belongs to using the *`values.Mapper`* attribute.

- **Navigation button**: Users tap on this option to open an alternative screen or launcher screen. For example, navigate to a list screen to create a follow-up task or to view a knowledge base article in the context of an input. Any number of navigation buttons can be added to the more menu button.

  Note: For navigation functions labeled with a Record context, the data source mechanism is required. For navigation functions labeled with a Global context, the data source mechanism isn't required.

For input actions script examples, refer to the following Script code for storing user-selected attachments in the database and Script code for comment type and updates for input actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



Configure input form actions in an input form screen

Add a button next to input form fields to give users the ability to perform various input actions. These actions include adding a comment, adding one or more attachments, and navigating to other screens.

Before you begin

Role required: admin

This topic describes how to configure input actions for your various input fields. These configurations should be performed within the general setup of input form screens. Additional input action configurations are only available when `Screen` is selected in the **Presentation style** field of the Input form screen. For more information, see Configure an input form screen.

About this task

Add a more menu button ··· by specified input value fields.

Note: The button appearance may vary between iOS and Android operating systems. The button is indicated with three dots either horizontally or vertically.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then either select an existing input form screen or **New**.
   If you select **New**, select the **Input form** option in the Create a screen page, and then select **Continue**.
4. In the Input form screen page, select `Screen` in the **Presentation style** field.
5. Select **New** in the Actions area to open the Input form action page.
6. Complete the following fields as needed.

Action fields

Field	Value
Properties	
Name	Name of the action.
Label	Label that displays for the action.
Active	Whether the action is active. Inactive actions don't appear on the input form screen.
Available offline	Determine whether this action is available offline.
Input type	Option to choose if your input is populated from another source or modified by an action. **Note:** For this configuration select **Input action**. Apply input actions to an input field such as comments, attachments, or navigation functions.
Icon	Icon used to represent your action on the user's mobile screen.
Action Placement	
Input form screen	Select the input form screen where the action appears.
Input form section	Select the input form section where the action appears. If the selected input form screen doesn't contain sections, this field isn't available.
Parent table	The parent table that the action applies to. This field is auto-filled.
Parent input	Select which input the action will be applied to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Action attributes	Determine where or how the action handles the generated data. **Note:** Unless otherwise stated, all the listed attributes are available when you select **Input actions** in the **Input type** field. **InputActionType**: Input actions are actions that can be triggered in the more menu icon displayed by the side of an input value field. The actions are: `attachments`, `comment`, or `button` (navigation function). **ButtonId**: The navigation function associated with the input action. This navigation input action can be either a `global` or `record` context. The *`ButtonId`* is the sys_id of a record from the Button [sys_sg_button] table. **HiddenAttachmentSources**: Ability to prevent the upload of specific attachment sources from the user. The user can upload only images either from the phone's camera or the gallery. **DataSourceID**: The data source used for loading data from the database. Used for comment and attachment input action. **Note:** An *`ElementIdentifier`* attribute is also required. For more information, see Data sources. **ElementIdentifier**: The unique ID contained within a data source, used for loading data from the database. Used for comment and attachment input action. **Note:** A *`DataSourceID`* attribute is also required. For more information, see Data sources. **UserActionID**: A unique value that identifies this action record. It's needed to associate the action with a UI rule. **Note:** This field is available when the **Input type** field is `Input source`.

7. Enter a name for your input action in the **Name** field.
8. Enter a label for your input action that is visible to your users, in the **Label** field.
9. Select **Input action** in the **Input type** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. Select where you want the action to show by completing the following fields in the Action placement area: **Input form screen**, **Parent table**, and **Parent input**.
11. Select **New** in the Action attributes area.
    The input form action attributes opens.
12. Do the following for input actions that you want to include to the input field area.

Input action type	Procedure
Attachment	**a.** Select **InputActionType** in the **Name** field. **b.** Enter the text `attachments` in the **Value** field. **c.** Select **Save**.
Comment	**a.** Select **InputActionType** in the **Name** field. **b.** Enter the text `comment` in the **Value** field. **c.** Select **Save**.
Navigation button	**a.** Select **InputActionType** in the **Name** field. **b.** Enter the text `button` in the **Value** field. **c.** Select **Save**. You're returned to the Input form action at tribute table. **d.** Select **New** in the Action attributes area. **e.** Select **ButtonId** in the **Name** field. **f.** Select a preconfigured navigation type in the **Value** field. For more information on cre ating navigation buttons, see Navigation functions. **Note:** If the navigation function you selected has a Record context (as op posed to a Global context), you must map it to the specific record using da ta sources. If the *`ButtonId`* refers to a button with a record context, it defaults to the context of the input form. However, you can override this default context by using the data source to link to a dif ferent record context. **g.** Select **Save**.

13. Select **Save**.

What to do next

To open the input form screen with attachments and comments already loaded from the instance [instance] table, you must configure the attributes *`DataSourceId`* and

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ElementIdentifier. For example, in a scenario where multiple users work on the same form, the data source loading mechanism validates that the latest data is displayed to the next user on the input form screen. For a navigation function with a record context, the record context is defined in the data source script. The script maps to the sys_id of the record that contains a context for the navigation. For more information, see Configure data sources.

Script code for storing user-selected attachments in the database

Use the following script to determine where attachments selected by the user in the attachment input action are stored within the database.

This code defines a function *WriteBackAction* that processes an input and adds attachments to a specific record in the Incident [incident] table. It retrieves the parameter actions for the input and checks if any of them are of the type attachment. If the conditions are met, it adds the attachment to the specified record using the *actionResult.addActionAttachment* function parameter.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult, additionalData) {
var targetTableName = "incident";
var targetTableRecordSysId = "37aa099533b352102ed2923fad5c7b09";
var inputName = "input1"; // input1 stands for the input's name.
 Could be any input type
var additionalInputDataMap =
 additionalData.getAdditionalInputDataMap();
var Param Actions =
 additionalInputDataMap[inputName].getParameterActions(); //
 input1 stands for the input's name
for (i = 0; i < paramActions.length; i++) {
var currentAction = paramActions[i];
if (currentAction.getType() === 'attachments') {
       if (currentAction.shouldAddAttachments()) {
actionResult.addActionAttachment(inputName,
 currentAction.getId(), targetTableName,
 targetTableRecordSysId);
}
}
}
})(parm_input, parm_variable, actionResult, additionalData);
```

Script code for comment type and updates for input actions

Use the following script to determine where user comments entered in an input form are stored. The script also records comment deletion, updates, insertions of new text, and tracking the timestamp of changes.

This code defines a function *WriteBackAction* that processes parameter actions for a specific input. It retrieves the parameter actions for *input1* and iterates through them to handle comments. If a comment is marked as deleted, the admin can set any logic that handles the deletion of a comment. If the comment is not marked as deleted, it retrieves the comment value and the last updated timestamp, and adds or updates the comment in the result table for the specific record.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult, additionalData) {
var additionalInputDataMap =
 additionalData.getAdditionalInputDataMap();
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
var paramActions =
 additionalInputDataMap['input1'].getParameterActions(); //
 input1 stands for the input's name. Could be any input type
for (i = 0; i < paramActions.length; i++) {
var currentAction = paramActions[i];
// Handle Add/Remove/Update Comment
if (currentAction.getType() === 'comment') {
var hasDeleted = currentAction.hasDeleted(); // Checks if the
 user deleted the comment in the input form's UI
if (hasDeleted && hasDeleted == true) {
// Handle delete logic here, for example set the field where the
 comment is set to an empty string
}
else
{
  var commentValue = currentAction.getCommentValue();
             var commentLastUpdatedTimeStamp =
 currentAction.getLastUpdatedTimestamp();

// handle here add/update comment to the result table for the
 specific record
}
}
}
```

Configure input sources in an input form screen

Configure the actions that you want to appear on an Input field to trigger a UI rule. These input source actions are shown above the keyboard, or next to the selected input. Use it to configure summarization actions for GenAI.

Before you begin

You must create an input form screen before you can create actions. For information about creating an input form screen, see Configure an input form screen.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then select the input form screen for which you want to configure variables.
4. Scroll down to the Actions section of the form, and select **New** to create a variable.
   The Action form appears.
5. Complete the following fields as needed.

Action fields

Field	Value
Properties	

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Name	Name of the action.
Label	Label that displays for the action.
Active	Whether the action is active. Inactive actions don't appear on the input form screen.
Available offline	Determine whether this action is available offline.
Input type	Option to choose if your input is populated from another source or modified by an action. **Note:** For this configuration select `Input source`. Input source: Provides users with the option of text summarization using GenAI
Icon	Icon used to represent your action on the user's mobile screen.
Action Placement	
Input form screen	Select the input form screen where the action appears.
Input form section	Select the input form section where the action appears. If the selected input form screen doesn't contain sections, this field isn't available.
Parent table	The parent table that the action applies to. This field is auto-filled.
Parent input	Select which input the action is applied.
Action attributes	Determine where or how the action handles the generated data. **Note:** The only action attribute available when `Input source` is selected in the **Input type** field, is *`UserActionID`*. For a list of the attributes when the **Input type** is `Input action`, see . **UserActionID**: A unique value that identifies this action record. It is needed to associate the action with a UI rule.

6. Select **Save**.

What to do next

Associate the **UserActionID** for this action to a UI rule. For more information, see Create a mobile UI rule.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure input form screen actions

Learn how to configure actions that affect the whole input form screen. These actions can be accessed with an icon or within a more menu button, located in the top menu bar. For example, you can configure a writeback action to save your work progress on the input form.

Before you begin

Role required: admin

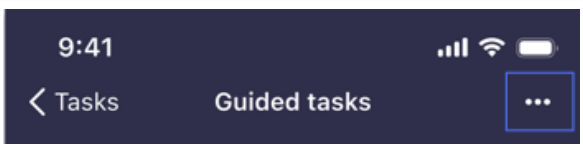
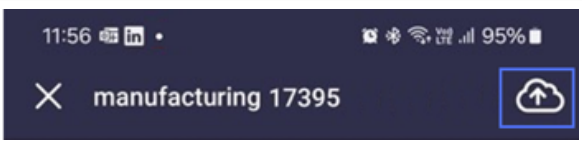
A loading mechanism is required to refresh the input form screen with updated data. The options available are autofill variables and data sources. For more information, see Loading mechanisms for input form screens.

If your input form only includes input values for loading, and you don't need to load an input type of attachment, then the autofill variable option is sufficient. If your input form includes either attachments, comments, or descriptive elements, the data source option must be used. The data source option also handles input values.

About this task

Input form screen actions are accessed in the top menu as either an icon ( ) or within the more menu button options ( ). The configuration of the writeback action in this task explains how to create a function that enables users to save the progress of data entered in an input form screen before users submit the final version. This feature enables multiple users to collaborate on a single input form screen. Once a user saves the data, it becomes visible to all other users working on the form when they refresh their input form. Writeback actions use the action item function. For more information, see Configure an action item.

Note: Input form screens contain a submit button. For this configuration you have the option to configure a save-as-you-work option, the data of which is available to other users after it is saved.

Top navigation more menu (iOS)	Top menu icon for input form screen action
	

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then either select an existing input form screen or **New**.
   If you select **New**, select the **Input form** option in the Create a screen page, and then select **Continue**.
4. In the Input form screen page, select **Screen** in the **Presentation style** field.
5. Complete the Input form screen form as required.
   For information about the various fields, see Configure an input form screen.
6. Select one of the following options:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- To add the input form screen action as a top menu icon, select **New** in the Top icon function instances area.
- To add the input form screen action as a function in the top menu more ( ) button, select **New** in the Top menu function instances area.

Note: The subsequent instructions are the same for either top icon or top menu function instances.

7. In the Function instance form do the following:
   a. Enter a **Name** for the function instance.
   b. Enter a name in the **Display label** field.
   c. Select an icon from the **Icon** field.

      Note: This field is required if you selected the **Top icon function instances** option.

   d. Select **New** in the Function area, to display the function form.
8. Enter a **Name** for the function.
9. Select **Action item** in the Type field.
10. Select **Record** in the Context field.
11. Either **Choose** or create a **New** action item.
    For more information, see Configure an action item.
12. In the **Data** field, select the table relating to what the input form is representing.
13. In the Button attributes area, do the following:
    a. Select **New**.
    b. From the **Name** field, select `retain_parent_parameter_screen`. This attribute verifies the parent input form (the input form that you're working on) opens when the user taps the button, as opposed to launching a new input form.
    c. Enter `true` in the **Value** field.
    d. Select **Save**.
    e. From the **Name** field, select `refresh_parameter_screen_after_action`. This attribute refreshes the input form with the latest data from the instance.

       Note: To display the data in the input form after the save action, you must configure one of the following loading mechanisms:
       - Autofill variable: For more information, see Configure input form screen inputs.
       - Data source: For more information, see Data sources.

    f. Enter `true` in the **Value** field.
    g. Select **Save**.
14. Select **Save**.

What to do next

Use timestamps to track users changes in the input form. To monitor the changes made by different users on an input form screen, you must enable the track timestamps option and use a script. The **Track timestamps for input updates** field is on the main input form screen record. For more information, see Configure an input form screen. It tracks the time the input's value

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

changed. This information is accessible using the scripted writeback action. For a code example of this writeback action, see Using timestamps to track user changes in an input form.

Configure input form pages

Create input form pages to enable users to view data over multiple organized pages, rather than scrolling through a long list of entries. Input form pages host data from inputs and sections. You control the layout of the pages, and which inputs and sections belong to each page of the input form screen.

Before you begin

You must create an input form screen that contains inputs before you create pages. For information about creating an input form screen and inputs, see Configure an input form screen and Configure input form screen inputs.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then select the input form screen for which you want to configure a page.
4. Scroll down to the **Input form page display** section and make sure that **Custom page and section setup** is selected.
   If **Custom page and section setup** is not selected, the option to configure Pages does not appear in the form.
5. Scroll down to the Pages section of the form and select an existing Page name or select **New** to configure a new input form screen page.
   The Input Form Page appears.
6. Complete the following fields as needed.

Input form page fields

Field	Description
Name	The name of your page. This name appears as the title of your mobile app page.
Title	The displayed title for the input form screen page. You can have a different title for each page you configure.
Order	Enter a number to define the placement order of the page. **Note:** An input form page displays variables and sections according to the number entered. Sections and variables do not have priority over each other.
Active	Whether the input form screen page is active. Inactive pages do not appear on the input form screen.

7. Select **Save**.
8. Map inputs to designated pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Select the input form screen where you want to use the page you configured.
The input form screen appears.

b. Scroll down to the Inputs section and select the input you want to map to a page.

c. In the Input form, scroll down to the Input placement section, and make sure the Input form screen you want to use if selected.

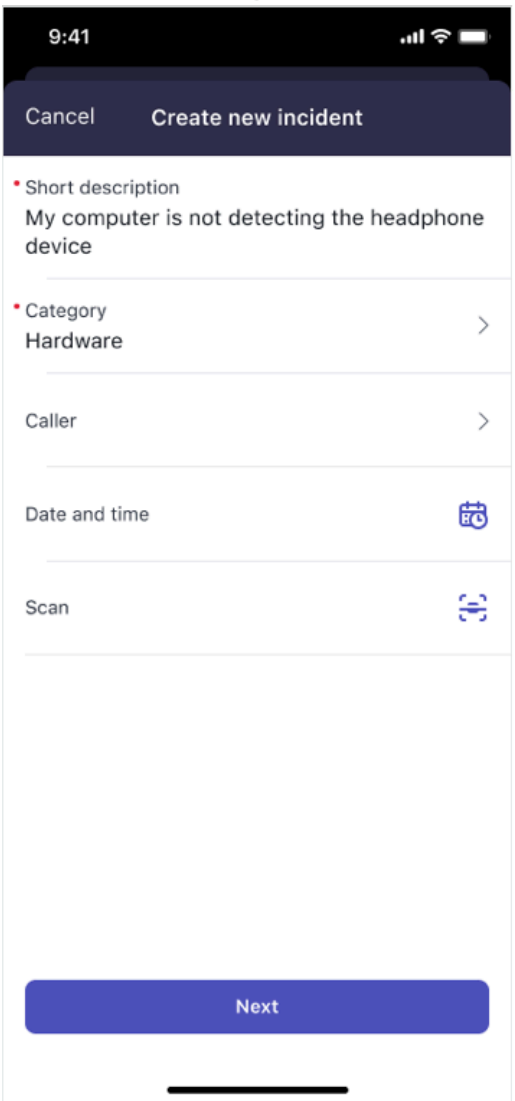
d. In the Input form page field, select the page to which you want to map this input.

9. Select **Save**.

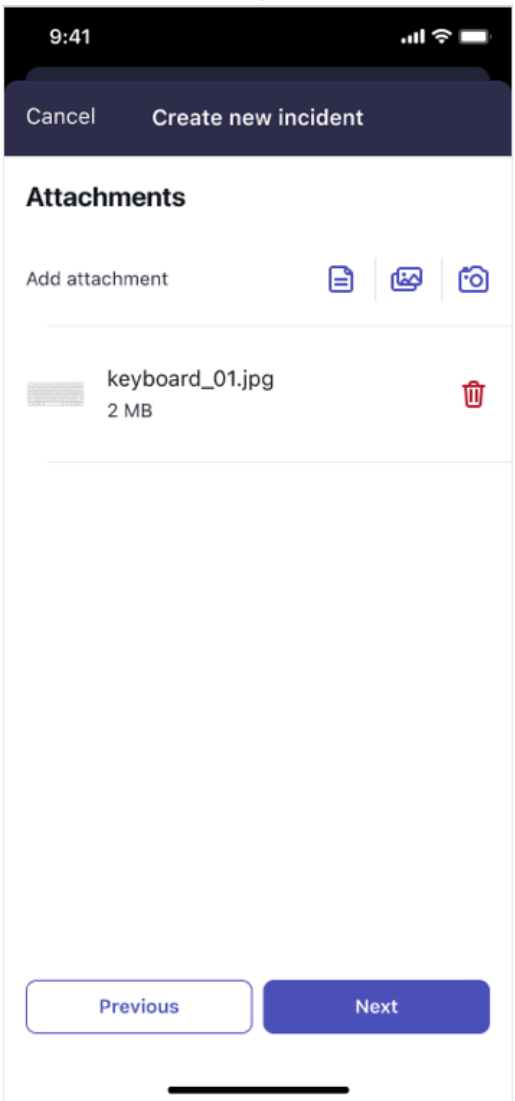
Result

An input form screen can contain any number of pages. Each page can comprise inputs and reusable sections.

Page 1



Page 2



Configure input form sections

Input form sections are reusable components consisting of grouped inputs. You can associate these sections with any number of input form pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

You must create an input form screen that contains inputs before you create sections. For information about creating an input form screen and inputs, see Configure an input form screen and Configure input form screen inputs.

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category and then select the input form screen for which you want to configure a section.
4. Scroll down to the **Input form page display** section and make sure that **Custom page and section setup** is selected.
   If **Custom page and section setup** is not selected, the option to configure Sections does not appear in the form.
5. Scroll down to the Section mappings section of the form and select **New** to configure an input form screen section.
   The Input Form Section mapping page appears.
6. Complete the following fields:

Section mapping fields

Field	Description
Properties	
Name	The name of your section mapping.
Label	The display name for your input form section.
Active	Sets whether the section displays.
Settings	
Order	Enter a number to define the placement order of this section within the page.

7. In the Input form section area, **Choose** an existing input form section or select **New** to create an input form section.
   The Input Form Section page appears.
8. Complete the following fields:

Input form section fields

Field	Description
Name	The name of your section.
Inputs	The inputs that appear in your section. Select an existing input or select **New** to create an input.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

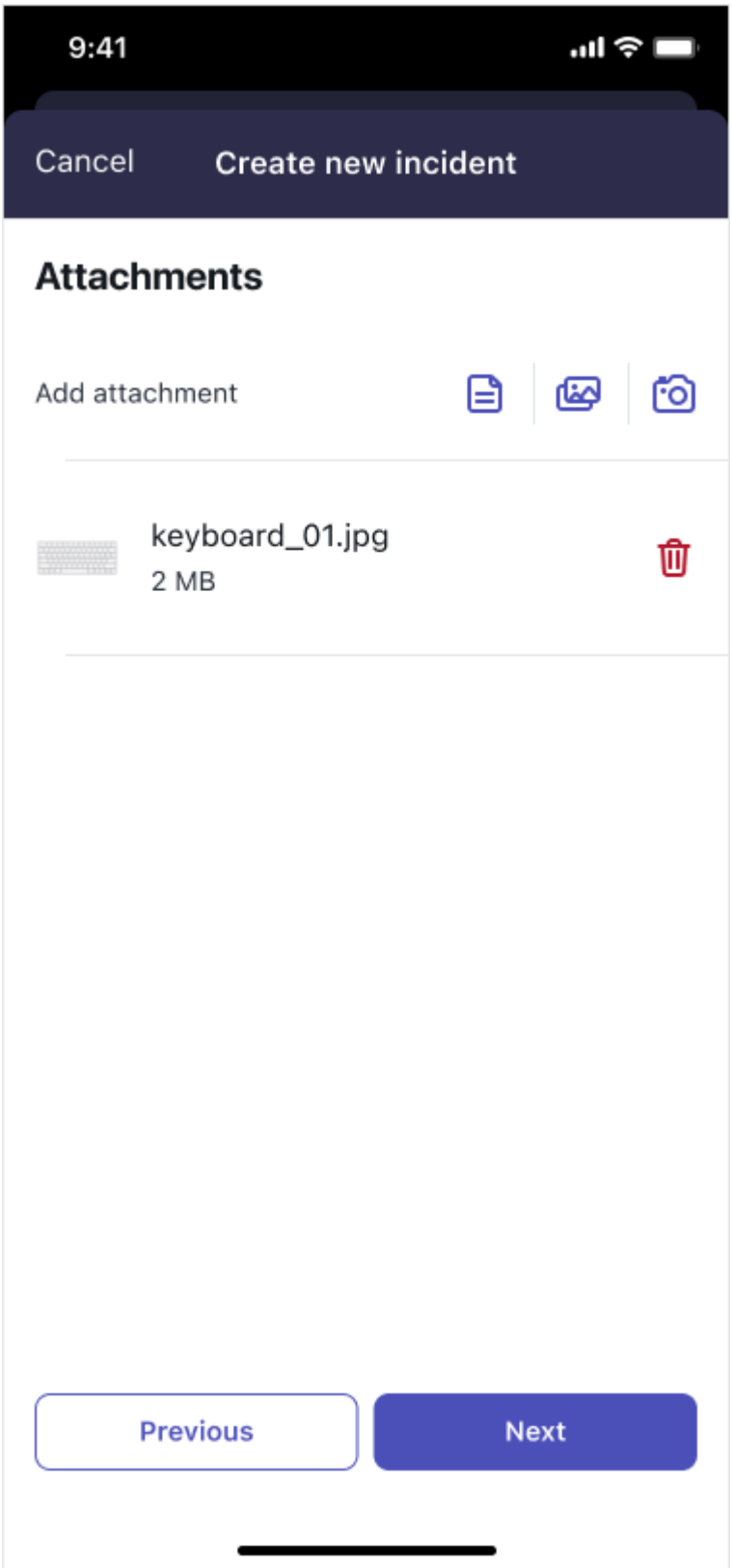
Field	Description
Variables	The information that is collected automatically or that is defined by default for the input.

9. Select **Save**.
10. Map inputs to designated sections.
    a. Select the input form screen where you want to use the section you configured.
    The input form screen appears.
    b. Scroll down to the Inputs section and select the input you want to map to a section.
    c. In the Input form, scroll down to the Input placement section, and make sure that the Input form screen you want to use is selected.
    d. In the Input form section field, select the section to which you want to map this input.
11. Select **Save**.

Result

Your input form can contain any number of inputs and reusable sections within any number of pages.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



What to do next

There is an option that enables you to control the visibility of an entire section if it contains only descriptive elements and no input fields.

1. In the web-based UI go to **All** and enter `sys_sg_section_attribute`.
2. Select **New** and in the **Name** field add the attribute name `HideIfDescriptiveOnly`.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. In the **Value** field enter the either true or false. If left blank the default value is false and the descriptive element is shown even if there isn't an input value field.
4. Select **Save**.

Using timestamps to track user changes in an input form

Use the following code to extract data to monitor the timestamp of changes made by different users on an input form screen.

Timestamps can be retrieved via the script when the **Track timestamps for input updates** field is enabled in the input form's record. Enable the field to track the time input values are changed. For more information, search for the field **Track timestamps for input updates** in the topic Configure an input form screen.

The following script is an example of how to retrieve timestamps based on when the input's value was changed. The information is accessible using a scripted writeback action.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult, additionalData) {
// var additionalInputDataMap =
 additionalData.getAdditionalInputDataMap();
var input1Timestamp =
 additionalInputDataMap["input1"].getLastUpdatedTimestamp(); //
 input1 stands for the input's name. Could be any input type
//Handle timestamp logic here
})(parm_input, parm_variable, actionResult, additionalData);
```

Configure auto-fill inputs on input form screens

Streamline form completion on input form screens by configuring auto-filled inputs based on one or more user inputs. Auto-fill inputs are configured by using mobile client scripts.

Before you begin

Role required: admin

About this task

Auto-fill inputs are configured by using mobile client scripts that run as a UI rule action in the UI rule of an input form screen. These scripts run in UI rules with an *OnChange* trigger type. For more information about UI rules and UI rule actions, see Mobile UI Rules.

Note:

- Auto-fill inputs are not supported in offline mode.
- Only one *Run client script* UI rule action can be configured for each mobile UI rule.
- Input form screens were formerly called parameter screens. However, the name **Parameter Screen** is still used in the Mobile UI Rule form.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile UI** > **Mobile UI Rules**.
2. In the Mobile UI Rules list, either select **New** to create a new mobile UI rule or select an existing mobile UI rule to configure it for auto-fill inputs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

> **Important:**
>
> If you select an existing mobile UI rule, make sure it has the following characteristics:
>
> - **Parent Table** is set to **Parameter Screen**.
> - At least one of the **Triggers** is **OnChange**.

3. Configure a mobile UI rule for auto-fill inputs on input form screens by completing one of the following options.

   If you selected New in Step 2:

   a. In the Mobile UI Rule form, fill in the fields as follows:

Field	Value
Name	Name of the mobile UI rule.
Active	Whether the mobile UI rule is active.
Condition	Condition under which the mobile UI rule is used. If the **Condition** field is left empty, this UI rule runs whenever any input changes. For example, to trigger this UI rule when a particular input changes, use the *VALCHANGES* operator. Entering `urgency`VALCHANGES in the **Condition** field causes the UI rule to be triggered only when the value of an input named *`urgency`* changes. For details on the operators available for your condition, see Operators available for filters and queries.
Parent Table	The parent table that the mobile UI rule applies to. Select **Parameter Screen**.
Parent	The input form screen to which your mobile UI rule is applied.
Triggers	Select **onChange**.
User Action Id	A unique value that identifies this action record. It's needed to associate the action with a UI rule. **Important:** This option doesn't apply to configuring auto-fill inputs on input form screens. Don't set a value for this field.
Order	Order in which the mobile UI rule runs. **Important:** This option doesn't apply to configuring auto-fill inputs on input form screens. Don't set a value for this field.
Reverse If False	When this field is selected, the mobile UI rule actions are reversed if the condition evaluates as false.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Important: UI rule actions that use the **Run Client Script** operation can't run if the condition evaluates to *`false`*. Don't select this check box.

b. Select **Submit**.

If you selected an existing mobile UI rule to configure it for auto-fill inputs in Step 2:

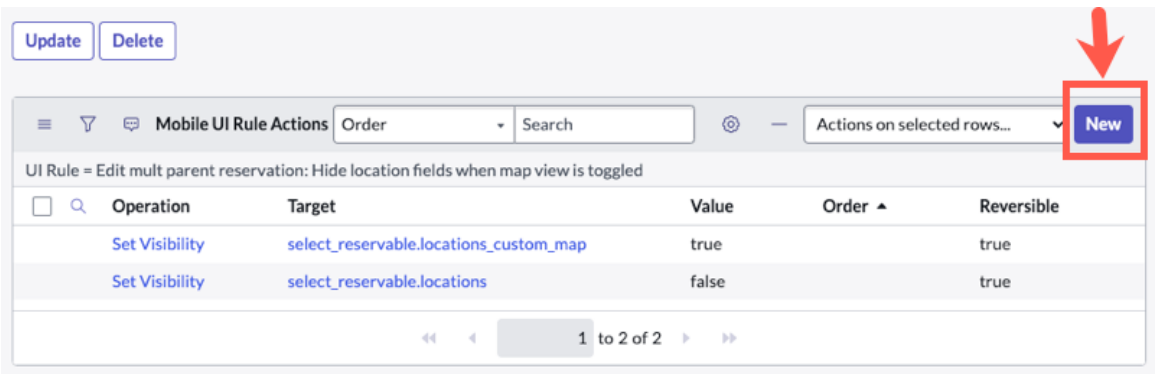
a. In the Mobile UI Rule form, fill in the fields as follows:

Field	Value
Condition	Condition under which the mobile UI rule is used. If the **Condition** field is left empty, this UI rule runs whenever any input changes. For example, to trigger this UI rule when a particular input changes, use the *VALCHANGES* operator. Entering `urgency`VALCHANGES in the **Condition** field causes the UI rule to be triggered only when the value of an input named *`urgency`* changes. For details on the operators available for your condition, see Operators available for filters and queries.
Parent Table	Make sure this field is set to **Parameter Screen**.
Triggers	Make sure that at least one of the **Triggers** is set to **onChange**.

b. Select and hold (or right-click) the banner and select **Save**.

4. Navigate to the mobile UI rule that you configured in Step 3 to configure the mobile UI rule action for auto-fill inputs on your input form screen.

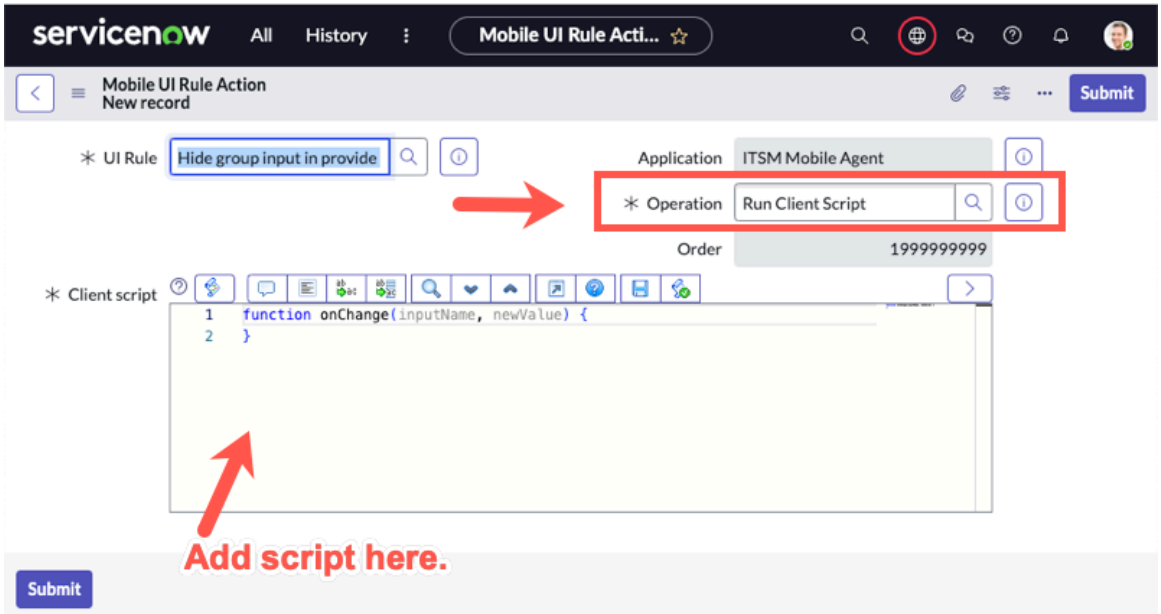
5. In the Mobile UI Rule Actions section of the mobile UI rule form, select **New**.



The Mobile UI Rule Action form appears.

6. In the Mobile UI Rule Action form **Operation** field, search for and select **Run Client Script**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.



7. Write the client script in the **Client script** field.

   Client scripts use the `m_form` object and the `MobileScriptIncludeCaller` class. For details on these JavaScript APIs, see MobileScriptIncludeCaller - Client and m_form - Client in the API reference documentation.

   When writing the client script, be aware of the following points:

   - Don't change the signature of the `onChange` function.
   - The argument `inputName` is a string that is the name of the input whose value changed.
   - The argument `newValue` contains the new value of that input after the change.

8. Select **Submit**.

Configure input form screens with single and multi-scan barcode inputs

Configure input fields that you can use to scan a single barcode one at a time or multiple barcodes without leaving the scanning interface.

Before you begin

You must create an input form screen before you create inputs. For information about creating an input form screen, see Configure an input form screen.

Role required: admin

About this task

Barcode inputs are available offline. Mobile UI rules apply to barcode inputs.

Procedure

1. Navigate to **All** and enter `sys_sg_parameter_screen_list.do` in the filter.
2. Select the input form screen to which you want to add the barcode input.
3. Select the **Inputs** tab.
4. Double-click **Insert a new row...** and enter the following information for your barcode input as needed.

   Double-click the fields to enter values.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Inputs form

Field	Description
Name	Name of the input.
Label	Label that displays for the input.
Input Type	The type of input. Select **Barcode**.
Placeholder	Text that appears in an input field before users enter values.
Page	Input form screen page on which the barcode input appears.
Order	Order in which the barcode input appears in the input form screen.
Mandatory	Option to mark the barcode input as required.
Readonly	Option to mark the barcode input as read-only.
Auto-fill Variable	The auto-fill variable used for this barcode input.

5. Right-click the input form screen banner and select **Save** to save the barcode and stay on the form.
6. Depending on the type of barcode scan input you want to configure.

Option	Description
Single scan barcode inputs	When you finish configuring all the fields you want, select **Update**.
Multi-scan barcode inputs	**a.** Select the **Name** of the barcode input you just created to configure its attributes. **b.** Scroll down to the **Attributes** section of the form and then double-click **Insert a new row...**. **c.** Enter `MaxEntries` in the **Name** field and select the check mark to save the attribute name. **d.** Double-click the **Value** field, enter the max imum number of times a user can scan in one session, and select the check mark to save the value. **e.** When you finish configuring all the fields you want, select **Update**.

Configure input form screens with grouped scan barcode inputs

Configure input form screens that support grouped scans. Grouped scans enable you to scan multiple barcodes that are associated with assets that must be scanned in a set.

Before you begin

You must create an input form screen before you create inputs. For information about creating an input form screen, see Configure an input form screen.

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Grouped scan barcode inputs are supported for scripted writeback actions that are used in action items only. For information about action items, see Configure an action item.

Grouped scan barcode inputs are available offline and Mobile UI rules apply to them.

Procedure

1. Navigate to **All** and enter `sys_sg_parameter_screen_list.do` in the filter.
2. Select the input form screen to which you want to add the barcode inputs.
3. On the **Settings** tab, select the **Advanced** check box.
4. Right-click the banner at the top of the page and select **Save.**.
5. Enter `sys_sg_parameter_section_m2m.do` in the filter and create a section mapping.
6. Enter `sys_sg_parameter_section.do` in the filter and create an input form section:

   a. Select the **Inputs** tab and add inputs with **Input Type** of **Barcode** only.

   b. Select the **Attributes** tab and add the following section attributes:

      i. Enter `SectionType` in the **Name** field and enter `barcode`for the **Value**.

      Important: The *`SectionType`* attribute is required.

      ii. Enter `MaxEntries` in the **Name** field and enter the number of times the user can scan for the **Value**.

      The *`MaxEntries`* attribute is optional.

      iii. Right-click the banner at the top of the page and select **Save**.

7. Navigate to the configured action item by navigating to **System Mobile** > **Action Items**.
8. Select the action item that you want to use for the grouped barcode scan inputs.
9. Add the grouped barcode scan script in the **Execution Script** field.

   For example, to define a barcode section named "barcodes" for grouped scan inputs, you could define two barcode inputs:

   - asset_number
   - model_number

   Then you could add the following script in the **Execution Script** field:

```
(function WriteBackAction (parm_input, parm_variable,
 ActionResult) {
    for (i=0; i<
 parm_input["barcodes.asset_number"].length;i++) {
        var assetNumber=
 parm_input["barcodes.asset_number"][i];
        var modelNumber=parm_input["barcodes.model_number"]
 [i];
        var SMAssetUsage=new global.SMAssetUsage();
        SMAssetUsage.addAssetToStockroom(assetNumber,
 modelNumber);
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
}
}) (parm_input, parm_variable, actionResult);
```

10. Select **Update** to save the configuration.

Configure input form screens with signature inputs

Configure input fields that your users can use to sign electronically on the input form screen. Users can sign on the screen or type their name to record their signature.

Before you begin

You must create an input form screen before you create inputs. For information about creating an input form screen, see Configure an input form screen.

Role required: admin

About this task

Signature inputs support both declarative and scripted writeback actions in action items. For information about action items, see Configure an action item.

Configure these inputs by using the signature input type with the optional *IsOverlay* attribute. By default, signatures are rendered in the full modal window. If you set the *IsOverlay* attribute to `true`, the signature renders in a half modal window. When a signature input is configured as the only input on a page and the *IsOverlay* attribute is set to `true`, the attribute is ignored. In this case, the signature is rendered in the full modal window.

> **Important:** For HR workflows that use a precondition for an HR Task Signature, these preconditions must be replaced with the new signature input type. Don't configure both the precondition as an HR Task Signature and the signature input type. Using both is a misconfiguration.

Signature inputs are available offline. Mobile UI rules apply to signature inputs.

Procedure

1. Navigate to **All** and enter `sys_sg_parameter_screen_list.do` in the filter.
2. Select the input form screen to which you want to add the signature input.
3. Select the **Inputs** tab.
4. Double-click the **Insert a new row...** and enter the following information for your signature input as needed.

Inputs form

Field	Description
Name	Name of the input
Label	Label that displays for the input
Input Type	The type of input. Select **Signature**.
Placeholder	Text that appears in an input field before the user enters a value.
Page	Input form screen page on which the signature input appears.
Order	Order in which the signature input appears in the input form screen.
Mandatory	Option to mark the signature input as required.
Readonly	Option to mark the signature input as read-only.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Auto-fill Variable	The auto-fill variable used for this signature input.

5. Right-click the Input form screen banner and select **Save** to save the signature input and stay on the form.
6. **Optional:** If you want to configure the *`IsOverlay`* attribute to open the signature in a half modal window, double-click the **Name** of the signature input you just created to configure the attribute.
   a. Scroll down to the **Attributes** section of the form and then double-click **Insert a new row...**.
   b. In the **Name** field, enter `IsOverlay` and select the check mark to save the attribute name.
   c. Double-click the **Value** field and enter `true` to configure the signature to open in a half modal window.
   If you want the signature to open in a full modal window, don't configure the *`IsOverlay`* attribute. By default signature inputs open in a full modal window.
7. When you finish configuring all the fields you want, select **Update**.

What to do next

If you want to configure a scripted writeback action to save the signature input for this input form screen, add the scripted writeback action to the action item. For details, see Configure a scripted writeback action that saves a signature input.

Configure a scripted writeback action that saves a signature input

Configure an action item's scripted writeback action that can save the signature input in your input form screen.

Before you begin

You must create an input form screen with signature inputs. For more information, see Configure input form screens with signature inputs.

In addition, you must have configured an action item to use for this input form screen. For more information, see Configure an action item.

Role required: admin

About this task

Admins can write scripts that perform the action and then save the signature inputs. Alternatively, they can write scripts that save the signature first before performing the action.

You can use the `MobileSignatureHandler` script include to save signature inputs. The `MobileSignatureHandler` script include saves the signature into the sys_attachment table and creates a relevant record in the signature_image table.

You can also write custom code to handle saving your signature inputs. For information about server-side scripting, see Server-side scripting.

Procedure

1. Navigate to **All** > **System Mobile** > **Action Items**.
2. Select the action item that you want to use for the signature input.
3. Add the signature saving script in the **Execution Script** field.
   For example, the following writeback action item script shows how the `MobileSignatureHandler` can be used to save the signature input:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult) {
    var gr = new GlideRecord("incident");
    gr.get(parm_variable['sys_id']);
    var shortDesc = parm_input['shortDescInput'];
    gr.setValue("short_description", shortDesc);
    gr.update();
      // in this example "signatureInput" is the name of a
 sys_sg_input of type signature
      // SignatureType will return either "Image" or "Text"
    var signatureType =
 parm_input['signatureInput']["SignatureType"];
      // SignatureValue will return a String containing the
 base64 respresentation of the image in the case of a drawn
 signature
      // or a String with the name of the user if they typed
 their name
    var signatureValue =
 parm_input['signatureInput']["SignatureValue"];
    var table = "incident";
    var documentId = parm_variable['sys_id'];
    var signatureHandler = new
 sn_mobile.MobileSignatureHandler();
    if (signatureType == "Image")
        signatureHandler.insertSignatureImage(table,
 documentId, signatureValue);
    else if (signatureType == "Text")
        signatureHandler.insertTypedSignature(table,
 documentId, signatureValue);
})(parm_input, parm_variable, actionResult);
```

4. Select **Update** to save the configuration.

Parametrized data item support for input form screens

Admins can configure parametrized data item screens that can return relevant records based on user inputs and variables on an input form screen.

Before you begin

Role required: admin

About this task

This configuration enables parametrized data item support for the following target screen types:

- List screens
- Map screens
- Calendar screens
- Record screens
- Custom map screens

When you complete this configuration, the parametrized screen is populated with query results based on inputs or variables from an input form screen. In this scenario, the inputs and variables of the input form screen are used as part of a data item's query condition.

The parametrized data item screen isn't supported offline.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Configure an input form screen that includes the inputs and variables that you want to use as part of the data item query condition.

   Note: The input form screen can contain only inputs, only variables, or both inputs and variables for use as part of the data item query condition.

   For information about creating an input form screen, see Configure an input form screen.

2. Navigate to the target list, map, calendar, record, or custom map screen you want to use.

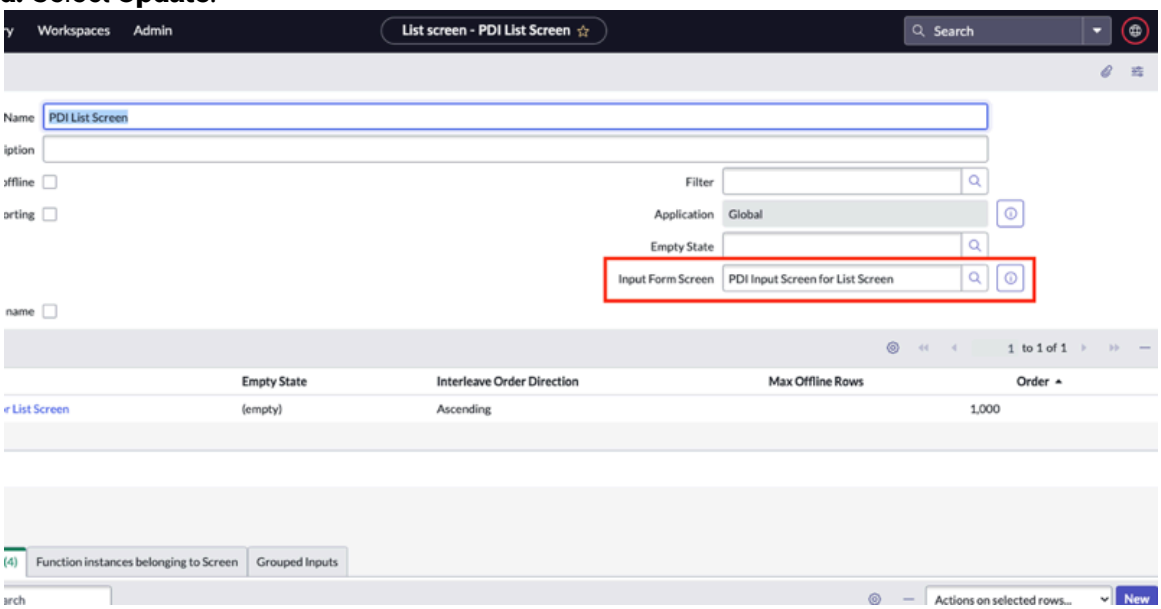
   For example, if you want to configure a parametrized data item list screen:

   a. Enter `sys_sg_list_screen_.list` in the filter.

   b. Select the list screen that you want to be parametrized.

   c. In the **Input Form Screen** field, search for the input form screen that you created in Step 1.

   d. Select **Update**.



3. Configure a parametrized data item in the sys_sg_data_item table with a query condition that returns the relevant information to the target screen.
   For information about configuring a parametrized data item, see Configure a parametrized data item.

4. Navigate back to the target screen.
   For example, if you're using a list screen as your target screen, enter `sys_sg_list_screen.list` in the filter and select the target list screen.

5. Select the data item of the target screen that you created in Step 3.

6. On the **Input Variable Parameter Mappings** tab of the target screen, select **New**.

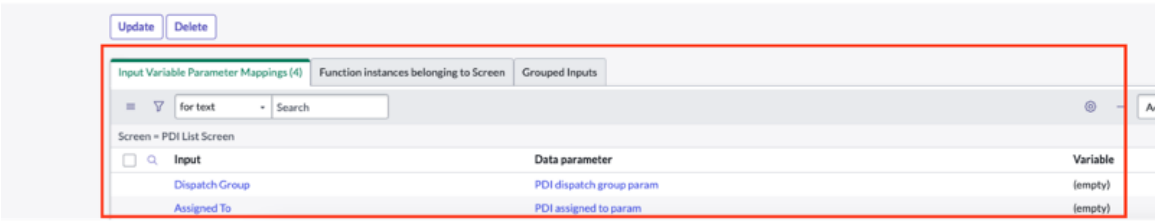
7. Map the inputs or variables created in the input form screen to the data parameter as shown in the following table.

Input Variable Parameter Mapping form

Field	Description
Variable	Input form screen variable
Screen	Target screen. This field automatically populates.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Application	Application scope. This field automatically populates.
Input	Input label from the input form screen
Data parameter	Data parameter from the target screen data item



8. Select **Update**.

Mobile fetch types

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

Mobile fetch types

Fetch type	Description	Usage
Prefetch	Prefetch is the default fetch type for new screens, except form and details. This option pre-loads record screen data while when your user accesses a list, calendar, or record screen. Lists may take longer to load, but form load time is faster. **Note:** As of the Yokohama family release, the prefetch fetch type no longer pre-loads embedded record screen data in a list screen. Instead, it is a redirect that enhances the transition between online and offline states.	This fetch type is the default for most screens. Use this fetch type when the form and form segments do not take much additional time to load.
Background	The app makes a background network request to load embedded screens or form segments. Embedded screens and form segments load	Use this fetch type when a screen is not the first loaded, but one your users are likely to navigate to. For example, a

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile fetch types (continued)

Fetch type	Description	Usage
	instantly once the background request completes.	related list associated with a form.
On Demand	The app makes a network request to load the screen only when your users navigate to it.	Use this fetch type when a screen is not expected to be used often.
Dynamic	The screens for the first 10 rows load as described in the **prefetch** type. After 10 first rows, the app loads screens as defined in the**on demand** fetch type. This option is the default for form and details screens. You can change the number of rows loaded with **prefetch** by changing the value of the **Dynamic prefetch count** field.	Use this fetch type when large lists load too slowly using the **prefetch** fetch type.

Change the fetch type for a screen

Change the fetch type of a screen to change when the app loads its data.

Before you begin

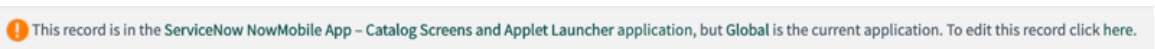
Role required: admin

About this task

Screen 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.

Procedure

1. Navigate to **All** > **System Mobile** > **Screens**.
2. Open a screen.
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**.

Cards and icons

Cards are predetermined layouts that can show visuals, text, and data. Icons are symbols that act as actions or shortcuts when connected to other screens.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

You have the option of creating and editing cards in either Mobile App Builder or Mobile Card Builder, and have access to the full range of card and card template customization options in both.

For more information on icons, see Mobile icons.

Configure card templates in Mobile App Builder

Create a card template to define the UI elements and layout to be used on a card.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application screen.
   The Mobile App Builder categories home screen displays.
3. Select **Cards & icons** in the menu, and then select **New**.
4. Select **Card template** from the displayed menu, and then select **Continue**.
5. Complete the following fields as needed.

Card template record

Field	Properties
Properties	
Name	Name for the card template.
Description	Additional information about your card template.
Active	Determines if this card template is available to use.

6. Select **Save**.
7. Select **Open in Mobile Card Builder** to open the Mobile Card Builder view.
   The Mobile Card Builder view displays.
8. Edit the appearance of your card template and select **Save** once you're finished.
9. Close the Mobile Card Builder view to return to your Mobile App Builder screen.

Configure cards in Mobile App Builder

Use cards to visually display information from different records by mapping data to the UI elements defined in a card template. UI rules can also be used to define conditional styling on cards.

Before you begin

Role required: admin or delegated developer

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application screen.
   The Mobile App Builder categories home screen displays.
3. Select **Cards & icons** in the menu, and then select **New**.
4. Select **Card** from the displayed menu, and then select **Continue**.
5. Complete the following fields as needed.

Card record

Field	Properties
Properties	
Name	Name for the card.
Description	Additional information about your card.
Active	Determines if this card is visible in your mobile app.
Data	
Table	Table from which the card gets its data.
Card template	Choose a card template that will create the UI layout for your card.
Card fields	Add additional fields from the card's table that aren't included in the card template.
UI rules	Determine how the mobile interface will change or which fields will update when certain conditions are met.
Advanced scripting of UI rule conditions	Toggle to allow for variables not present in the card template to be used in the UI rule conditions of your mobile card.

6. Select **Save**.
7. Select **Open in Mobile Card Builder** to open the Mobile Card Builder view.
   The Mobile Card Builder view displays.
8. Edit the appearance of your card and select **Save** once you're finished.
9. Close the Mobile Card Builder view to return to your Mobile App Builder screen.

Data items

Data items provide the data presented in a screen.

Data items are queries on a selected table that bring back data. Screens, which display data from your instance, get their information from data items. For example, if your application contains a list of incidents, the list would use a data item representing records from the incident [incident] table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Data item types

There are three different types of data items.

Standard data items

A standard data item is used to return data from a single table. A standard data item does not include parameters, but can include a filter to return a set of results from the queried table. For example, a standard data item could query all high priority changes from the change request [change_request] table.

For information on standard data items, see Configure a standard data item.

Parametrized data items

A parametrized data item is used to perform a query containing one or more parameters to return data. Parameters are used to pass in variables to your queries. For example, you could use a parameter to include the value of the logged in user so that you can show a list of all incidents assigned to that user.

For details on parametrized data items, see Configure a parametrized data item.

Relationship data items

Relationship data items are necessary for embedded lists. Embedded lists are lists that can be embedded within a record screen. Record screens can have one or more embedded segments. An embedded list is a type of segment that can be embedded. When you configure an embedded list, it's important to be familiar with the original record screen table. It's also important to understand the table that contains the records that appear in the embedded list. To create an embedded list, you need a relationship data item. For details about creating a relationship data item, see Configure a relationship data item for an embedded list.

Special use data item configurations

The following data items do not fit into the previous categories, and are used only in the cases detailed in the following sections.

Append encoded query

To navigate from a single score analytics preview or from a chart screen header function to a list of records, you need to configure a special data item using an instance relative URL. This is a standard data item that uses a different type of condition. Find more information about how to configure an append encoded query in Chart screen.

Grouped list data item

A grouped data item is used exclusively for a grouped list screen. Any data item, standard and relationship, parametrized or not, can be grouped by a field. Find more info about how to configure grouped list data items at Grouped list screen.

Configure a standard data item

Configure a standard data item to query data for your screens that do not require parameter input.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the Data category, and then select **New**.
4. Select Data item and then select **Continue**.
5. In the Data Items tab, click **Create New**.
6. Complete the following fields as needed.

Data item fields

Field	Description
Properties section:	
Name	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.
Description	Optional additional details about the data item.
Data section:	
Table	The table you want the data item to pull information from. **Note:** Custom tables are not available by default. You can change this behavior by modifying the *subscription.custom_table.enforce_entit* system property. For details on making this change, see Allow or restrict access to custom tables in mobile data items.
Group by	Groups query results based on the selected field from the menu.
Condition type	Determines what type of condition your data item uses. Select from: **Declarative** Use a declarative condition to create conditions for the data item using the condition builder. **Scripted** Use a script to determine the conditions of your data item. A text window to enter a script appears below this field when you select this option.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Append Encoded Query Use this option only when creating data items for your chart screens. For details on that data item type, see Configure an encoded query data item for chart screens.
Condition	Set of conditions for the data item to conform to. You can create conditions using the condition builder. **Note:** This field is only available when you select `Declarative` in the **Condition type** field.
Sort by	Lets you adds fields to the form that allow you to configure how to sort the list. In the condition builder, select the field you want the list to be sorted by. For example, select `Caller`. Then select `ascending` or `descending` to determine the order of the list. **Note:** This field is only available when you select `Declarative` in the **Condition type** field.

7. **Optional:** If you have selected **Scripted** in the **Condition type** field, you must create a script in the **Query Condition Script** field.

   (Optional) Your scripted condition must return a query string, which the instance uses to filter the data item. Use the `input` variable to access information from the current record.

```
(function getQueryString(input) {
 var queryString = '';
 if(input.company) {
    queryString += "company="+input.company;
  }
 if(input.location) {
   queryString += "^location="+input.location;
  }
        queryString += "^EQ^ORDERBYDESCsys_updated_on";
  return queryString;
 })(input);
```

   This example uses the `input` variable and filters the data item for records matching the current records company and location. It then appends the text `^EQ^ORDERBYDESCsys_updated_on` to the query, which sorts the data item records by the **Updated on** field.

8. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

What to do next

Associate a data item with a screen. For more information, see Mobile screen types.

Related topics

Configure a parametrized data item

Configure a group by data item

Configure a parametrized data item

Configure a parametrized data item to filter and view just the relevant data according to the selected parameters.

Before you begin

Role required: admin

About this task

Use the included examples to create a data item that allows users to open an incident list filtered by priority. The parameter created in the example is for priority. .

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Data** category from the menu, and then select **New**.
4. From the Create a data item dialog box, select the type of data item you want to create, and then select **Continue**.
   Both the standard and relationship data items can include parameters.
5. Complete the Properties and Data sections as needed.

   For more information about creating a data item, see Configure a standard data item. For example, create a data item for open incidents.

   Note: To configure the Condition section you must first complete and save the parameter configuration.

6. In the Parameters section, select **New**.
7. In the Data Parameter screen, in the **Name** field, enter a name for the parameter.
   Parameter names correlate most often with fields on a form. For example, type `Priority` as the parameter name when the field refers to priority.
8. From the Type field, select the data type of the 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:
   - **Integer**: Opens a numbers-only keypad
   - **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.
   - **Decimal**: Opens a numbers-only keypad
   - **Boolean**: Opens a true or false selection option

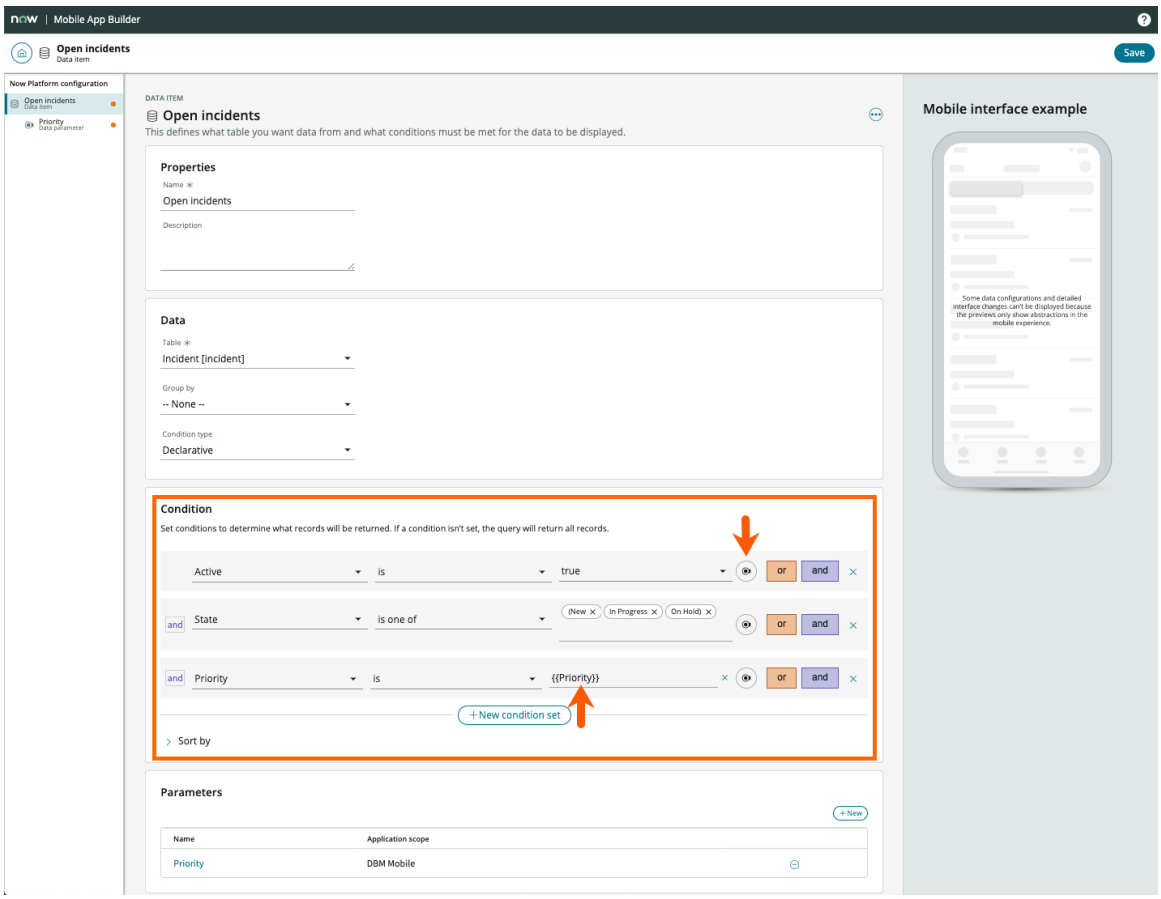
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- **DateTime**: Opens a calendar with an exact time selector
- **Date**: Opens a calendar

9. Select **Save**.
10. In the Data item form, in the Condition section, add a query condition for your parameter.

    The condition field should match the parameter for which you are querying the database. For example, if you are creating a data item to query the Priority field, create a condition for `Priority is {{priority}}`. Make sure that you select the parameter that you created by selecting the search icon ( ) in the condition builder.

    Parameterized data item form



Note: Mobile App Builder indicates that an item is a parameter with curly brackets **{{...}}**.

11. Select **Save**.

What to do next

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

Assign a data item with parameters to a list screen

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Make sure that you have configured a data item that has parameters. For more information, see Configure a parametrized data item.

Role required: admin

About this task

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the List option in the Create a screen page, and then select **Continue**.
5. Add a preconfigured parameterized data item to a list screen.

   a. In the Screen segments section, select **New**.
   A new screen section displays within the list screen record.

   b. In the Streams section of the New screen segment configuration panel, select **New**.
   A new list screen section displays.

   c. In the Data Item field of your new list stream section, select **Choose**.

   d. Select the parametrized data item that you created, and select **Apply**.

6. Select the **List screen** record in the configuration tree.
7. In the UI Parameters section, select **New**.
8. In the New UI parameter screen, 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.

UI Parameter form

Field	Definition
Properties section	
Name	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.
Display name	Name that displays. This name automatically matches the input name.
Settings section	
Parameter type	Type of parameter. In Mobile App Builder, this field is automatically set to **Screen** when a new parameter is created from a screen record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Definition
Screen	Screen record. In Mobile App Builder, this field is automatically set to the parent screen record.
Input style	How the user interacts with the UI. Choose from **Inline** or **Popup**. For this example, choose **Inline**.
Mandatory	Whether the user is required to enter information for that field. For this example, leave this check box cleared.
Placeholder text	Text that appears below the field type. This option does not appear if you have a default value selected.
Order	Field used for input ordering.
Input source	Determines whether the input is populated by the end user or automatically by the system. For this example, choose **User input**.
Input type	How the end-user input is added to the system. For example, if you want to add a parameter for the Assigned to field, select **Choice list** so that users have a list of options to choose from. Select from one of the following options: ○ **None**: There is no input type. ○ **Text**: Provides a simple text field. This option works best for fields that require free text input. For example, work notes or resolution details. This is the default input type. ○ **Choice list**: Opens a list for the end user to select from. This option works well for reference fields that require specific information. **Note:** The choice list input type returns a maximum of 1,000 results. For references that require more than 1,000 results, use the **Search list** input type. ○ **Search list**: Provides a search bar so that end users can search in a list. ○ **QR/Barcode**: Provides the option to search by QRC or barcode.
Carried	Use carried parameters to move information between different screens and actions.
Data section	
Table	The table name for which you want to create a UI parameter. For example, Incident. This field only appears if you select **Choice list** or **Search list** as the input type.
Field	The field name for which you want to create a UI parameter. For example, Priority. This field only appears if you select **Choice list** or **Search list** as the input type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Definition
Default value type	The value that appears by default in the UI field. The Default value type field only appears for Function type parameters. Select one of the following options. ○ **None**: There is no default text. This option works well for a list input type. ○ **Manual**: An additional 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.

9. In the Screen Data Parameter Mapping section, select **Choose**,
10. From the Choose an item menu, select the data parameter you created with the data item, and then select **Apply**.
11. Select **Save**.
12. **Optional:** If you want the field on the mobile screen to be automatically populated with a value, configure the auto-fill parameters.

    a. In the **Input source** field for the UI parameter record, select **Auto fill**.

    b. 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.
    - **Constant**: Automatically inputs a constant value.
    - **Source field**: Automatically inputs a value from a table field.
    - **User**: Automatically inputs the currently logged in user.
    - **Append encoded query**: Automatically inputs data from an encoded query.

    c. Select **Save**.

13. Complete any additional screen fields as needed. For more information on creating a screen, see Create a screen.
14. Select **Save**.

Assign a data item with parameters to a record screen

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

Before you begin

Make sure that you have configured a data item that has parameters. For more information, see Configure a parametrized data item.

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select **New**.
4. Select the Record option in the Create a screen page, and then select **Continue**.
5. In the **Data item** field, select **Choose**.
6. From the Choose an item menu, select the parameterized data item that you created, and select **Apply**.
7. In the UI parameters section of your record screen, select **New**.
8. In the New UI parameter screen, 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.

UI Parameter form

Field	Definition
Properties section	
Name	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.
Display name	Name that displays. This name automatically matches the input name.
Settings section	
Parameter type	Type of parameter. In Mobile App Builder, this field is automatically set to **Screen** when a new parameter is created from a screen record.
Screen	Screen record. In Mobile App Builder, this field is automatically set to the parent screen record.
Input style	How the user interacts with the UI. Choose from **Inline** or **Popup**. For this example, choose **Inline**.
Mandatory	Whether the user is required to enter information for that field. For this example, leave this check box cleared.
Placeholder text	Text that appears below the field type. This option does not appear if you have a default value selected.
Order	Field used for input ordering.
Input source	Determines whether the input is populated by the end user or automatically by the system. For this example, choose **User input**.
Input type	How the end-user input is added to the system. For example, if you want to add a parameter for the Assigned to field, select **Choice list** so

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Definition
	that users have a list of options to choose from. Select from one of the following options: ○ **None**: There is no input type. ○ **Text**: Provides a simple text field. This option works best for fields that require free text input. For example, work notes or resolution details. This is the default input type. ○ **Choice list**: Opens a list for the end user to select from. This option works well for reference fields that require specific information. **Note:** The choice list input type returns a maximum of 1,000 results. For references that require more than 1,000 results, use the **Search list** input type. ○ **Search list**: Provides a search bar so that end users can search in a list. ○ **QR/Barcode**: Provides the option to search by QRC or barcode.
Carried	Use carried parameters to move information between different screens and actions.
Data section	
Table	The table name for which you want to create a UI parameter. For example, Incident. This field only appears if you select **Choice list** or **Search list** as the input type.
Field	The field name for which you want to create a UI parameter. For example, Priority. This field only appears if you select **Choice list** or **Search list** as the input type.
Default value type	The value that appears by default in the UI field. The Default value type field only appears for Function type parameters. Select one of the following options. ○ **None**: There is no default text. This option works well for a list input type. ○ **Manual**: An additional 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.

9. In the Screen data parameter mapping section, select **Choose**,
10. From the Choose an item menu, select the data parameter you created with the data item, and then select **Apply**.
11. Select **Save**.
12. **Optional:** If you want the field on the mobile screen to be automatically populated with a value, configure the auto-fill parameters.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. In the **Input source** field for the UI parameter record, select **Auto fill**.

b. 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.
   - **Constant**: Automatically inputs a constant value.
   - **Source field**: Automatically inputs a value from a table field.
   - **User**: Automatically inputs the currently logged in user.
   - **Append encoded query**: Automatically inputs data from an encoded query.

c. Select **Save**.

13. Complete any additional screen fields as needed. For more information, see Create a screen.
14. Select **Save**.

Configure a relationship data item for an embedded list

Configure relationship data items so you can control the information that appears in embedded lists within a record screen.

Before you begin

Role required: admin

About this task

A relationship data item is required to create an embedded list. Embedded lists are lists that can be embedded within a record screen. For more information on embedded lists in mobile, see Embedded lists for a record screen.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Data** category from the menu, and then select **New**.
4. Select the **Relationship data item** icon, and then select **Continue**.
5. Complete the following fields as needed.

Relationship data item fields

Field	Description
Properties section:	
Name	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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Description	Optional additional details about the data item.
Data section:	
Table	The table you want the data item to pull information from. This table is the table of records that is embedded as list on the parent record screen. **Note:** Custom tables are not available by default. You can change this behavior by modifying the *subscription.custom_table.enforce_entit* system property. For details on making this change, see Allow or restrict access to custom tables in mobile data items.
Group by	Groups query results based on the selected field from the menu.
Table related to	Table that the records in this data item are related to. For example, for a list of Task SLA records embedded into a task record screen, the **Tables related to**value would be the `Task` table.
Relationship	Relationship between the table selected in the **Table** field and the table selected in the **Table related to** field.
Condition type	Determines what type of condition your data item uses. Select from: **Declarative** Use a declarative condition to create conditions for the data item using the condition builder. **Scripted** Use a script to determine the conditions of your data item. A text window to enter a script appears below this field when you select this option. **Append Encoded Query** Use this option only when creating data items for your chart screens. For details on that data item type, see Configure an encoded query data item for chart screens.
Condition	Set of conditions for the data item to conform to. You can create conditions using the condition builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This field is only available when you select `Declarative` in the **Condition type** field.
Sort by	Lets you adds fields to the form that allow you to configure how to sort the list. In the condition builder, select the field you want the list to be sorted by. For example, select `Caller`. Then select `ascending` or `descending` to determine the order of the list. **Note:** This field is only available when you select `Declarative` in the **Condition type** field.
Parameters	**Note:** The Parameters field must not be used for relationship data items.

6. **Optional:** If you have selected **Scripted** in the **Condition type** field, you must create a script in the **Query Condition Script** field.

   (Optional) Your scripted condition must return a query string, which the instance uses to filter the data item. Use the `input` variable to access information from the current record.

```
(function getQueryString(input) {
 var queryString = '';
 if(input.company) {
    queryString += "company="+input.company;
  }
 if(input.location) {
   queryString += "^location="+input.location;
  }
        queryString += "^EQ^ORDERBYDESCsys_updated_on";
  return queryString;
 })(input);
```

   This example uses the `input` variable and filters the data item for records matching the current records company and location. It then appends the text `^EQ^ORDERBYDESCsys_updated_on` to the query, which sorts the data item records by the **Updated on** field.

   Note: The `input` variable provides mobile scripts access to values that are passed in the SubmittedForm or the ParameterData objects.

7. Select **Save**.

What to do next

After creating a relationship data item, create a list screen using this newly created data item. For more information, see List screen configuration.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure an encoded query data item for chart screens

Configure an encoded query data item to query data for chart screens. An encoded query data item is a parametrized data item that is the basis for a chart screen to be passed to a list screen. When tapped it enables users to drill-down to a list of items that the chart is created from.

Before you begin

Role required: admin

About this task

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Data** category, and then select **New**.
4. From the Create a data item dialog box, select the type of data item you want to create, and then select **Continue**.
   You can select either a standard **Data item** or a **Relationship data item**.
5. Complete the following fields as needed.

New data item form

Field	Description
Name	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.
Description	Optional additional details about the data item
Table	The name of the table you want the data item to pull information from. **Note:** Custom tables are not available by default. You can change this behavior by modifying the `subscription.custom_table.enforce_entitlement` system property. For details on making this change, see Allow or restrict access to custom tables in mobile data items.
Condition type	Determines what type of condition your data item uses. For an encoded query data item, select **Append Encoded Query**.
Append Encoded Query	This field only appears after you select **Append Encoded Query** in the **Condition type** field. Leave this field empty. You use this field in later steps.

6. In the Parameters section, select **New**.
   The Data Parameter form appears.
7. In the **Name** field, enter a name for your parameter. For example, URL.
8. In the **Type** field, select **String**.
9. Select the data item record in the configuration tree to navigate back to the data item record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

10. In the **Append Encoded Query** field, select the parameter you created in the previous steps.
11. Select **Save**.

What to do next

For more information on how parameters pass values between screens, see Parametrized list screens.

Configure a group by data item

Configure a data item for a grouped list screen. You group items in a data item to get a count. For example, you can group a list according to priority and then on a grouped list screen see a count of how many high, medium, and low items exist.

Before you begin

Role required: admin

About this task

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Data** category, and then select **New**.
4. From the Create a data item dialog box, select the type of data item you want to create, and then select **Continue**.
   You can select either a standard **Data item** or a **Relationship data item**.
5. Complete the following fields as needed.

Data Item form

Field	Description
Name	Name of the data item.
Table	Table where the data item gets its data.
Description	Description used to identify your data item.
Condition Type	Whether the conditions for the data item are declarative, scripted, or use an encoded query. For a grouped list, select either **Declarative** or **Script**.

6. In the **Data** section, use the **Group By** field to select the field you want to use to group the records in your list.
7. Select **Save**.

Related topics

Grouped list screen

Configure a group list screen

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Allow or restrict access to custom tables in mobile data items

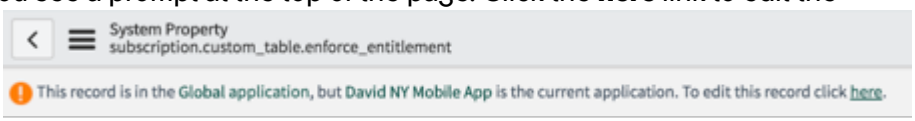
Use system properties to control whether custom tables are available when creating or modifying data items.

Before you begin

Role required: admin

Procedure

1. Type `sys_properties.list` in the Application Navigator to open a list of your system properties.
2. Find the **subscription.custom_table.enforce_entitlement** system property.
3. To permit access to custom tables for data items, set the **Value** field to `false`, otherwise, set the value to `true`.
   This system property is in the global scope. If you are not in the global scope, you see a prompt at the top of the page. Click the **here** link to edit the property.



4. Click **Update**.

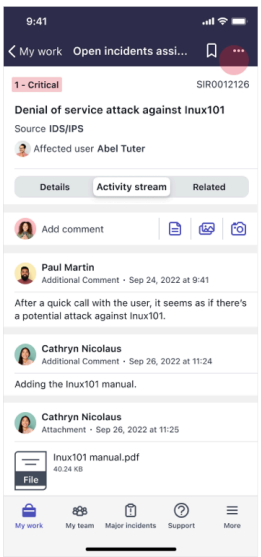
Mobile functions

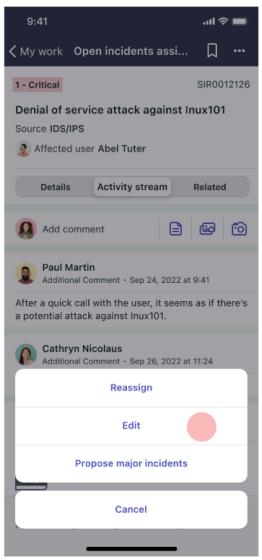
Configure functions in Mobile App Builder to determine which actions users can perform in the mobile app.

Function types

Actions

Use action functions to 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. Configure your actions with input parameters to include user input in the changes you make. For more detail on this function type, see Action functions.

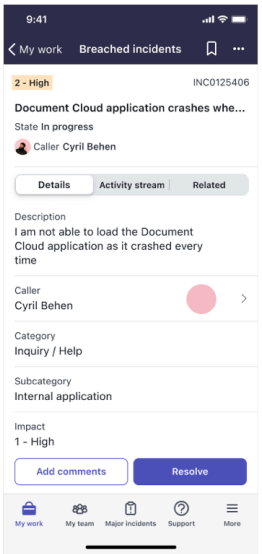


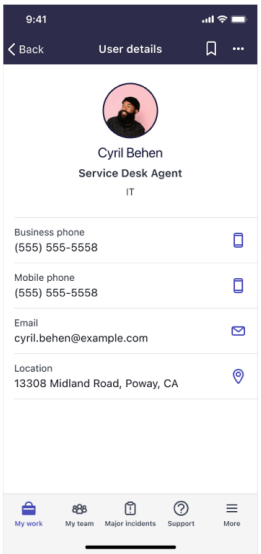


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Navigations

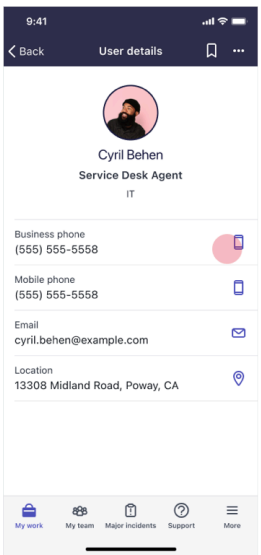
Use navigation functions to transition from your current screen to another screen or launcher screen. For example, opening a record from a list, or moving from an employee user profile screen to a manager user profile screen. For more detail on this function type, see Navigation functions.

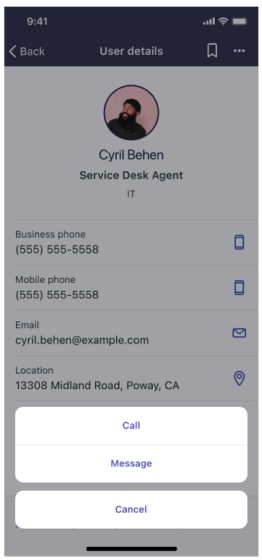




Smart buttons

Use smart button functions enable your users to take an action using the native capabilities of their mobile device. These buttons give your users quick access to phone, email, locations or navigate to a specific URL. For more detail on this function type, see Smart button functions.

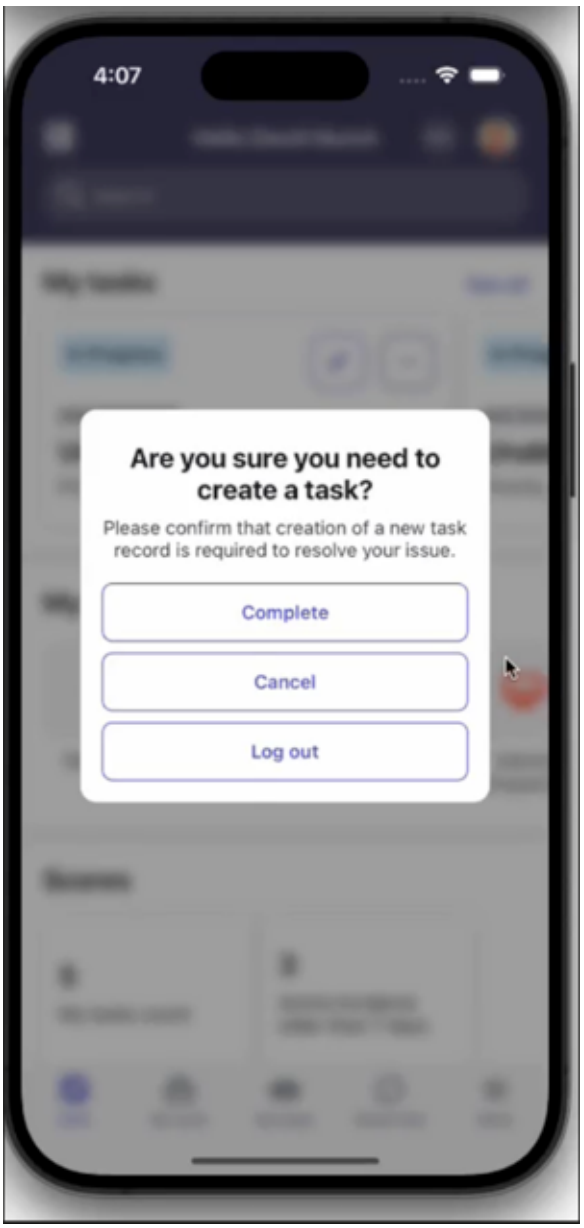




© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Predefined buttons

Predefined button functions allow you to use prebuilt functions that don't require any additional configuration. Choose from Cancel, Continue, and Log Out actions. For more detail on this function type, see#Predefined button functions.



Function context

When you create an action, you must choose whether the function context is *record* or *global*. Choose a context based on what you want to function to do.

Record context

Use record context for functions that use the current record. For example, a function on a form used to update or edit the record would use record context.

Global context

Use global context when the function is not required to act on an existing record. For example, a function to create a new record on a table, or global actions that appear in a launcher screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Function locations

For each function you create for an application, you must associate it with a specific location. You can associate most functions with a top menu, a swipe, or a specific field. For details on this configuration, see Associate a function with a location in the app

Carried parameters

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.

Action functions

Action functions make changes to records on your instance.

Use action functions to perform tasks such as assigning a task to yourself or adding a comment to a record. Action items can optionally include an input parameter, which collects input from your user to update a record.

Action items

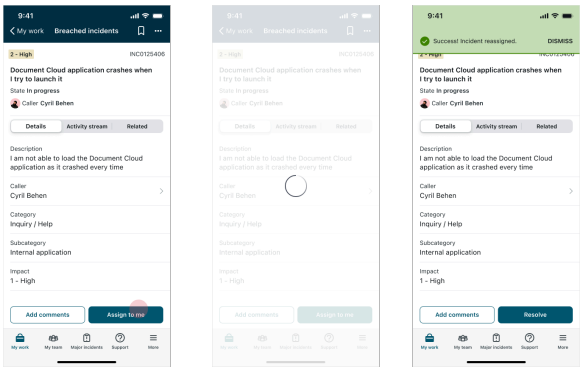
Each action function includes an action item, which defines what the action function is and how it works. Learn more about action items at Configure an action item.

Action function types

Non-parametrized 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. Use non-parametrized action function in situations where no user input is required.

For details on configuring these actions, see Configure an action function.

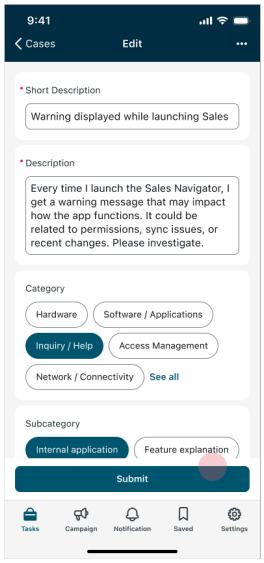


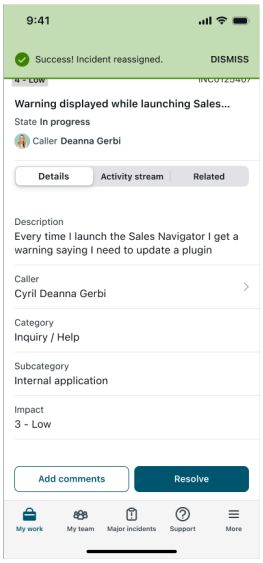
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Parametrized action function

Use parametrized action functions to request additional information from your end users when they interact with an action. For example, you can 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 must also configure the UI parameters for the action function.

For details on configuring these actions, see Create an action function with parameters.





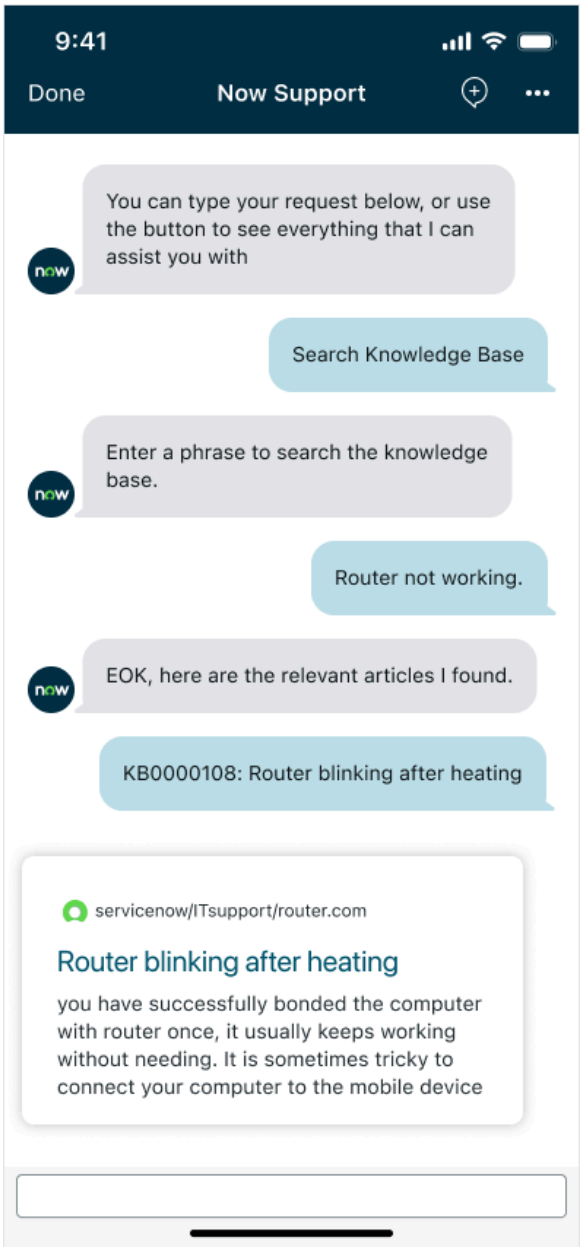
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Chat launcher action function

Create a contextual link in your mobile application so that your users can connect to Virtual Agent or Live Agent, and receive information that pertains to their issues. By using a contextual link, your users automatically receive the information that you define about the relevant record.

For details on configuring these actions, see Configure a contextual link to Virtual Agent.

Note: Connect chat is not supported in the native chat launcher.



Configure an action function

Action functions enable 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 you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you're working in and then select the name of the application screen.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** in the menu, and then select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. On the form, fill in the fields.

Function fields

Field	Description
Properties	
Name	The name of the function. Choose a name that is easy to identify.
Description	Additional information about the function.
Type	The type of function. Select **Action item**.
Context	The level to apply the action to. ○ **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. ○ **Global**: Applies an action at the global, or list level. For example, use this option to add a button that creates a record. Do not use the Global setting 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**. For more information on button locations, see Associate a function with a location in the app.
Available offline	Whether this function is available when the device is offline. **Note:** This option is only supported on the ServiceNow Mobile Agent app.
Action item	Action item to associate with the action. For more information, see Configure an action item.
Settings	
Allow images upload	Allows images to be uploaded. Images are stored in the attachment [sys_attachment] table.
Show signature field	Requires a user signature before submitting the action. Users can either sign with their fingers or type their names in the signature field. If **Allow images upload** is selected, an image of the signature is sent to the Signature Images [signature_image] table when the action executes. If selected, the signature form displays on a separate page. To overlay the signature form, use the **Signature** option in the **Preconditions** field.
Use Overlay	Overlays a text input parameter on the current details screen. Exactly one text input parameter must be defined for the action. If this option is not defined, the input parameter displays on a separate screen.
Preconditions	Select an option to require user confirmation before submitting the action. ○ **None**: Do not require user confirmation. This option is the default. ○ **HR Task Signature**: Require a user signature before submitting the action. Users can either sign with their fingers or type their names in the signature field. If **Allow images upload** is selected, an image of the signature is sent

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	to the Signature Images [signature_image] table when the action executes. When this option is selected, the signature form overlays the current screen. ○ **HR Task Credentials**: Require users to input their credentials before submitting the action. This option is supported only with local authentication. ○ **Re-authentication**: Requires users to re-authenticate their credentials before executing an action. For more information, see Configure mobile re-authentication system properties.
Data	
Table	The table that the action applies to. Selecting a table is required if the **Context** is set to **Record**. If the **Context** is set to **Global**, selecting a table is optional.
Conditions	
Condition	Conditions that must be met to use the action. For example, you could prevent users from resolving an incident that is in a state of closed, resolved, or canceled.
Messages	
Show confirmation message	Displays a confirmation message to verify whether a user wants to continue with the action.
Confirmation message	The confirmation message to display. **Note:** Displays only if **Show confirmation message** is selected.
Confirm label	Label of the button to confirm the action. **Note:** Displays only if **Show confirmation message** is selected.
Cancel label	Label of the button to cancel the action. **Note:** Displays only if **Show confirmation message** is selected.
Success message	Text for a success confirmation message. Use curly braces to create a dynamic success message. For example, `{{number}} has successfully updated.`
Failure message	Text for a failure confirmation message. Use curly braces to create a dynamic failure message. For example, `{{number}} could not be updated.`
Acknowledgment messages	
Show acknowledgment text	Require user acknowledgment before submitting the action. If this field is enabled, the **Context** field must be **Record**.
Acknowledgment field	Field that includes the acknowledgment text you want to display to the user. Select the table for the field in the **Data** area. Only String fields are supported. **Note:** Displays only if **Show acknowledgment text** is selected.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Confirm label	Label for the confirmation button that appears below the acknowledgment text. The default value is **I Agree**. **Note:** Displays only if **Show acknowledgment text** is selected.
Action completion	
Refresh full screen after action	Option for the current screen to automatically refresh when an action completes. This option is available only when **Context** is set to **Global**. **Note:** The refresh option is supported for screens (applets) but not launcher screens.
Jump to previous screen	Redirects the user to the previous screen after completing an action.
Show refresh on previous screen	Shows a New Update message after the user completes the action and redirects back to previous screen.
Jump to screen after successful action completion	Displays additional screen navigation configuration options after the user completes an action. Use this field to determine whether user interaction is required before navigating to a specified screen. This option is available only when a table is selected in the **Condition** area of the form.
Jump to screen without user interaction	Sends the user to the destination screen. ○ If selected, redirection to the destination screen occurs automatically without user interaction. ○ If not selected, redirection occurs only with user interaction on a success message. To define a success message, you must complete the mandatory fields in the **Messages** section of the form. **Note:** This option is available only when **Jump to screen after successful action completion** is selected.
Auto-populate screen parameters	Automatically populates parameters in the destination screen. **Note:** This option is available only when **Jump to screen after successful action completion** is selected.
Jump to destination screen	Specifies the screen that the user is redirected to after successful action completion. This screen displays newly created records, if available. **Note:** This option is available only when **Jump to screen after successful action completion** is selected.
UI parameters	Automatically populates parameters in the destination screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Note: This option is available only when **Jumpt to screen after successful action completion** is selected.
Grouped inputs	This field is not used to configure an action function. Grouped input enables the users to scan several barcodes sequentially. You can configure grouped inputs with UI Parameters to accept multiple barcode scans. For information about grouped inputs, see Configure a grouped input for multiple scans
Button attributes	Specifies an additional attribute for a button. Select **New** to configure this option. You can select from the following button attributes: ○ **alerts_require_dismissal**: The button attribute when set to `true` enables the banner messages to persist until the user dismisses it. By default, banner messages are automatically dismissed. ○ **used_for_deeplink**: The button attribute when set to `true` determines that the button is used for deep linking. For more information, see Deep linking for mobile. ○ **trigger_offline_cache_download**: The button attribute when set to `true` triggers offline cache generation. After the cache is successfully generated, a download of it is triggered. ○ **check_acl_on_url_parameter_field**: When this button attribute is selected any field in the URL string is checked against the ACL (Access Control List). To opt-out of the check, mark the parameter as false. For example, a string like `{{meeting_id}}`. If a field does not pass this check, the field value is not included in the URL. If set to false, the URL parameter field is not checked against the ACL for backward compatibility. ○ **refresh_parameter_screen_after_action**: When enabled for write-back action buttons in input form screens, the input form automatically reloads after the action completes. This attribute keeps field values current and prevents you from working with stale data. The default value is false. **Note:** To keep the fields up to date with the latest database values, you must configure either a data source or an auto-fill variable for the relevant fields. This ensures the fields display the value that was just inserted or updated in the database. For more information, see Loading mechanisms for input form screens. ○ **retain_parent_parameter_screen**: When enabled for write-back actions in input form screens, the button keeps the user on the current input form instead of opening a new one. This attribute is required when configuring input form actions. For more information, see Input form actions in an input form screen. ○ **consolidate_consecutive_outbox_items**: When enabled for write-back buttons in offline mode, the attribute combines multiple consecutive saves of the same action on the same record (same action, record, table, and form) into a single outbox item instead of queuing each save separately. This setting controls offline outbox consolidation behavior. The default value is false.
Role access	Limit user access to an action by role.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

> **Note:** While all the options in the **Action completion** area of the form can be set, their actions might overlap with each other. Make sure that you test the settings so the results produce the outcomes that you expect.

5. Select **Save**.

What to do next

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

Configure an action item

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

Before you begin

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

About this task

Most action items use parameters.
Use action items to define what an action function does when a user uses that function. The following steps detail creating an action without parameters. To create a parametrized action item, see Configure an action item with parameters.

> **Note:** ServiceNow mobile apps are unable to perform any actions that cannot be performed in the platform web-based interface. 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 the same requirements. Keep this in mind when creating actions, so that you can add the correct parameters.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu, and then select **New**.
4. Select **New** in the Action item section, and then complete the following fields as needed.

Action item fields

Field	Description
Name	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.
Description	More information to help you identify the action item.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Type	The kind of action item. Choose from the following: ○ New ○ Update ○ Delete ○ Script ○ MultiStep. For more information, see Configure action steps within an action item. 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. To make use of an input from a parameter screen in your scripts, use `parm_input.<InputName>` To make use of a variable from a parameter screen in your scripts, use `parm_variable.<VariableName>`
Use current record as condition	Whether 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, use the field values State = Resolved. You can also create parametrized items to pass into the field value.
Input Form Screen	Select an input form screen to use for this action item. See Configure an input form screen.

5. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Example:
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 assigns 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.

```
(function WriteBackAction(parm_input, parm_variable) {
 var smTask = new global.SMTask();
       var work_order_task_id = parm_variable['sys_id'];
 var wotGR = new GlideRecord("wm_task");
 if (!wotGR.get(work_order_task_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(), work_order_task_id);
 else
  gs.addErrorMessage(gs.getMessage("Not a valid task
 assignment."));
})(parm_input, parm_variable);
```

The following example uses a script to perform a navigation completion functionality after an action is performed. Enter `actionResult` as the function and then define `setRedirectionInfo(gr.getUniqueValue(), gr.getTableName()` to specify where to navigate to, once the action is performed.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult) {
            var gr = new GlideRecord('incident');
            gr.get(parm_variable['sys_id']);
            gr.short_description = 'Updated by Scripted Action';
            gs.addInfoMessage(gs.getMessage("This is the First
 success message"));
            gs.addInfoMessage(gs.getMessage("This is the Second
 success message"));
            gs.addInfoMessage(gs.getMessage("This is the Third
 success message"));
            gs.addInfoMessage(gs.getMessage("This is the Forth
 success message"));
            gr.update();
        actionResult.setRedirectionInfo(gr.getUniqueValue(),
 gr.getTableName());
})(parm_input, parm_variable, actionResult);
```

The following example uses a script to determine where the attachment(s) selected by the user in the attachment input type are stored. The script attaches the selected file to a specific incident record with the `sys_id` in the Incident [incident] table.

```
(function WriteBackAction(parm_input, parm_variable,
 actionResult) {
var targetTableName = "incident";
var targetTableRecordSysId = "37aa099533b352102ed2923fad5c7b09";
var inputName = "input2"; // input2 stands for the input's name.
 The input type must be "Attachment"
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
actionResult.addAttachment(inputName, targetTableName,
 targetTableRecordSysId);
})(parm_input, parm_variable, actionResult);
```

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

What to do next

Associate the action item with an action function, see action function.

Associate action steps to an action item, see Configure action steps within an action item.

Configure action steps within an action item

For an action item to perform multiple processes you must define separate action steps.

Before you begin

To add action steps to an action item, the action item **Type** field must be **MultiStep**.

Role required: admin

About this task

Use action steps when you must perform multiple actions after an action item is executed. You can also use action steps when an action must be performed in offline mode. For more information about working in offline mode, see Configure data items in offline mode.

Procedure

1. Navigate to **All** and in the filter enter `sys_sg_write_back_action_step.list`
2. From the Actions steps form, select **New**.
3. In the Action step new record form, complete the fields as needed.

Action step form

Field	Description
Name	A name for the action step. You can have multiple action steps associated with an action item. Make sure you choose a name that is easily identifiable.
Order	The order in which the action step is performed. The lower the number, the earlier the action is performed.
Active	Whether this action step should be implemented or not.
Writeback action item	The action item associated with this action step. **Note:** When associating action steps to an action item the action item **Type** field must be **MultiStep**.
Applicable for	Option for determining whether this action step is to be performed for online actions, offline mode actions, or for both online and offline modes.
Description	Information to help you identify the action step.
Type	The type of action step. Choose from the following: ○ New ○ Update

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ Delete ○ Script **Note:** Different fields appear on the action step form depending on the type of action that you select.
Use current record as condition	Whether you want a separate set of query conditions for the action step. If selected, the **Query conditions** field is inactive. 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 update or delete actions without creating a parameter.
Table	The table the action step applies to, for example, Incident.
Query condition	Filter conditions that apply to the action step.
Set field values	Determines the field values for an action step. For example, if you want to create an action that updates an incident with a state of Resolved, use the field values **State** = **Resolved**. You can also create parametrized items to pass into the field value.
Execution script	The script executed by the action. This field only appears if you select **Script** in the **Type** field. To use an input from an input form screen in your scripts, use `parm_input.<InputName>` To use a variable from an input form screen in your scripts, use `parm_variable.<VariableName>` To view an example of an execution script, see Configure an action item.

4. Repeat the procedure for any additional action steps that you want to add to the selected action item.
5. Select **Submit**.

Configure an action item with parameters

Parameters determine the information you are passing into the action to ensure you are changing 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.

Before you begin

Role required: admin

About this task

Use action items to define what an action function does when a user uses that function. The following steps detail creating an action with parameters.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Functions** category and then select **New**.
4. In the **Action item** area of the form, select **New** and complete the fields for the action item as needed.
   For more information on creating an action item, see Configure an action item.
5. In the **Data parameters** area of the Action Item form, select **New**.
6. In the **Name** field of the Data Parameter field, enter the name of the data parameter.
   You can have multiple parameters with the same name, so choose a name that you can distinguish easily. Because the data parameter is created from the action item form, Mobile App Builder automatically populates the parent table and parent fields.
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:
   - **Integer**: Uses a numbers-only keypad for input.
   - **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**.
   - **Decimal**: Uses a numbers-only keypad for input.
   - **Boolean**: Uses a true or false selection option.

     Note: Making a **Boolean** mandatory has no effect. **Boolean** fields are always considered to have a value. A selected check box has a value of true and an unselected check box has a value of false. Either of these values satisfies the requirement of a mandatory field.

   - **DateTime**: Uses a calendar with an exact time selector.
   - **Date**: Uses a calendar.
8. Enter a **Default value** if needed.
   This is the default value of the action item parameter. When a default value is entered, users do not need to enter a value.
9. Select **Save**.
10. Navigate back to the action item using the menu.
    Confirm that the Data Parameter you created in Steps 5-9 appears in the **Data parameters** section of the Action item form.

Create an action function with parameters

Request additional information from your end users when they interact with an action. For example, you can 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 must also configure the UI parameters for the action function.

Before you begin

Role required: admin

About this task

The UI parameter fields don't appear on the action function unless you've associated an action item with parameters to the action function.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** in the menu, and then select **New**.
   Complete the action function fields as needed. For more information on completing the fields for the action function, see Configure an action function.
4. Scroll down to the UI Parameters section of the form, select **New**, and complete the fields as needed.

UI Parameter fields

Field	Definition
Properties	
Name	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, use a user-friendly name.
Display name	UI label that displays on the app. This label is auto populated with the value from the **Name** field.
Settings	
Parameter type	Select **Screen** or **Function**.
Screen/Function	Depending on whether you select **Screen** or **Function**, select the screen or function you want to use.
Input style	How the user interacts in the UI. Choose from **inline** or **pop-up**.
Mandatory	Whether the user is required to enter information for that field.
Placeholder text	Text that appears below the field type.
Order	The order in which the UI parameters are rendered on the screen.
Default value type	The value that appears by default in the UI field. Select one of the following options. ○ **None**: There's no default text. This option works well for a list input type. ○ **Manual**: A **Default value** field appears for you to enter a default term. For example, **Search for a field**. The manual default type works well for search or text input types.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Definition
	○ **Source field**: Pulls in information from the field selected in the Field name section. If you select this option, a table name and field are required.
Input source	The source for the parameter input. Choose **User Input** or **Auto fill**.
Input type	The UI used to complete the variable. The available options in this field depend on the choice entered in the **Input source** field. Choose from one of the following options. **User input options:** **Text** Provides a simple text field. This option works best for fields that require text, such as work notes or resolution details. **Choice list** Opens a list for the user to select from. This option works well for reference fields that require specific information. **Note:** The **Choice list** input returns a maximum of 1000 results. For references that require more than 1000 results, use the **Search list** input type. **Search list** Provides a search bar so that users can search in a list. Select a reference field on a table for users to search on. **QR/Barcode** Provides the option to search by QRC

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Definition
	or barcode. Learn more about this feature in Mobile barcode scanning. **Auto fill options** **GPS Location** Auto-fills with the mobile user's location when the action is used. For details on this feature, see Mobile location tracking configuration. **Date** Auto-fills with the date and timestamp of when the action is used. **Constant** Auto-fills with a constant value. The **Constant value** field appears on the form when this choice is selected. **Source field** Auto-fills from a specified field. The**Button parent table** and **Source field** fields appear on the form when this choice is selected. **User** Auto-fills with the mobile user's user record. **Append encoded query** Used to connect a chart screen to a list or record screen.
Carried	Whether this parameter is a carried parameter. Use carried parameters to move information between different screens and actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Definition
Data	
Button parent table	Table used when using **Source field** as the default value type. This field is only visible when **Default value type** is set to **Source field**, **Input source** is set to **Auto fill**, and **Input type** is set to **Source field**.
Source field	The field used from the source field table. This field is only visible when **Default value type** is set to **Source field**, **Input source** is set to **Auto fill**, and **Input type** is set to **Source field**.

5. In the **Action data parameter mapping** section, select **Choose** to select the data parameter that was created under the action item.
6. Select **Save**.

What to do next

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

Define banner display persistence

Define if a message or banner displayed on a mobile device requires the user to acknowledge the receipt of the message.

Before you begin

Role required: admin

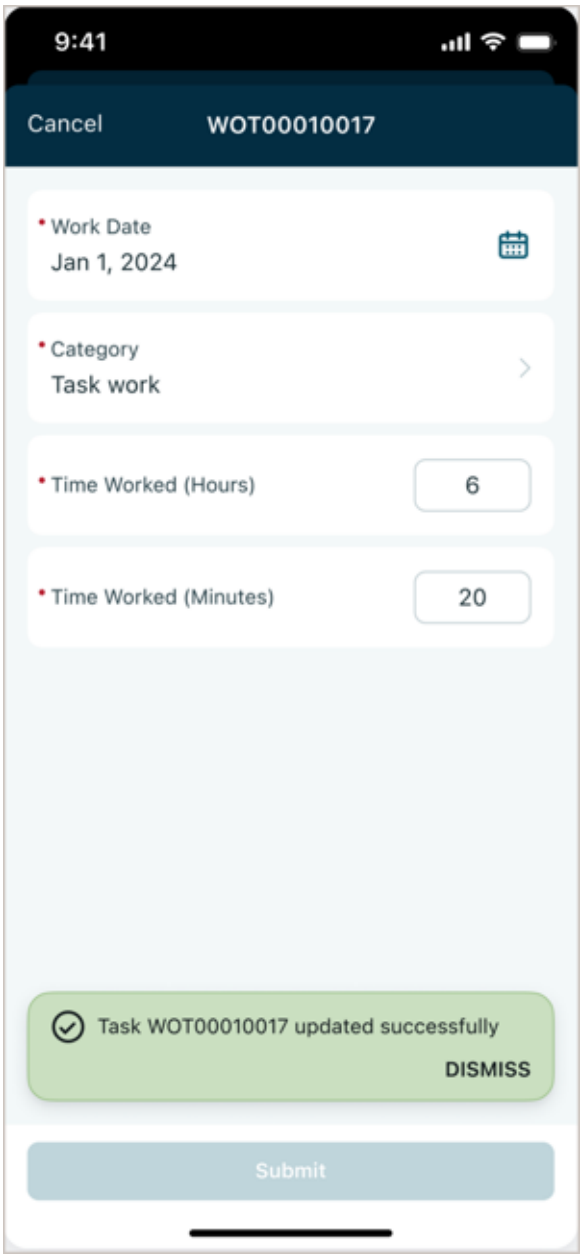
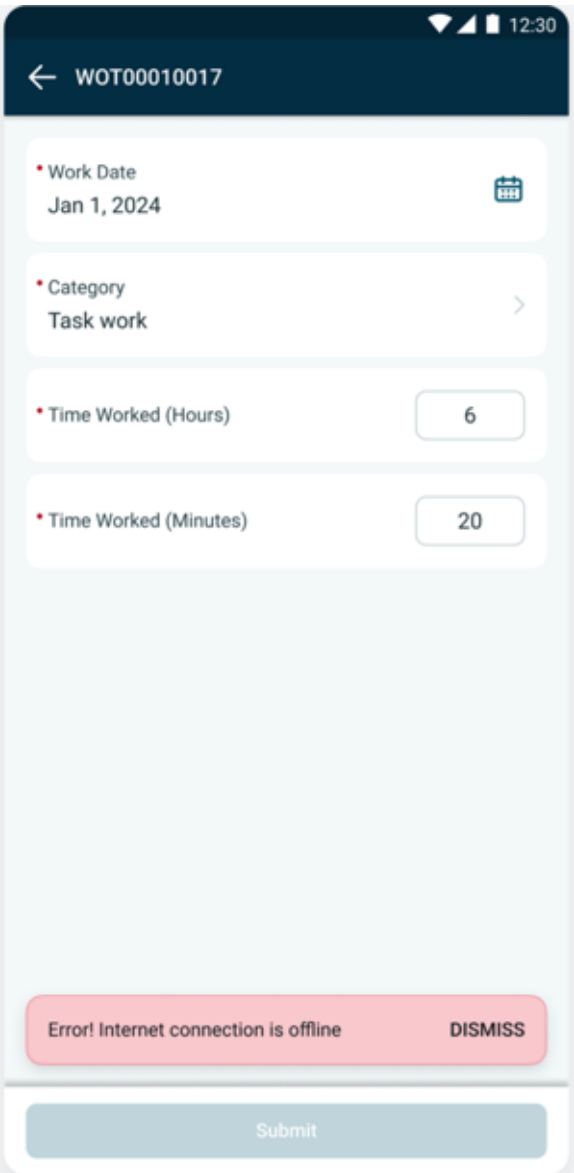
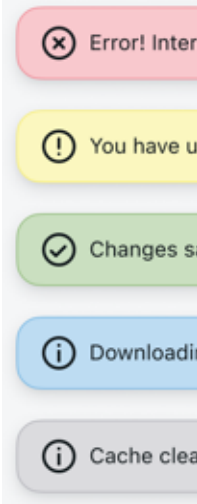
About this task

Configure specific messages to remain on a screen until the user actively dismisses the message. By default, messages fade after a few seconds.

When a function button has multiple messages associated to it, then all associated messages are consolidated into a single message. If one of these messages contains a persistence attribute, then the single consolidated message adopts the persistence behavior.

Only one banner message is displayed at a time. Newer banner messages replace existing banner messages. This replacement occurs even if the original existing banner contains persistent attributes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Banner display for iOS	Banner display for Android	Banner variants a
		

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu.
4. Select a function where you want to add the persistence banner behavior.
5. In the Function record, make sure **Action item** is selected for the **Type** field.
6. Scroll down to the **Messages** section, and enter text in the **Success Message** field.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Scroll down to the **Button attributes** section and select an existing button attribute record or select **New** to add one.
8. In the Button Attribute record, complete the following fields as needed to add the persistent behavior attribute.

Field	Description
Button	Name of the button record. This information is automatically populated from the function record.
Name	The button attribute. Select **alerts_require_dismissal**.
Value	Whether the attribute is turned on. Enter `true` to turn on the attribute. By default, the Value is set to true.

9. Select **Save**.

Result

A banner remains on the screen until the user actively dismisses it.

Reference qualifiers for ServiceNow mobile

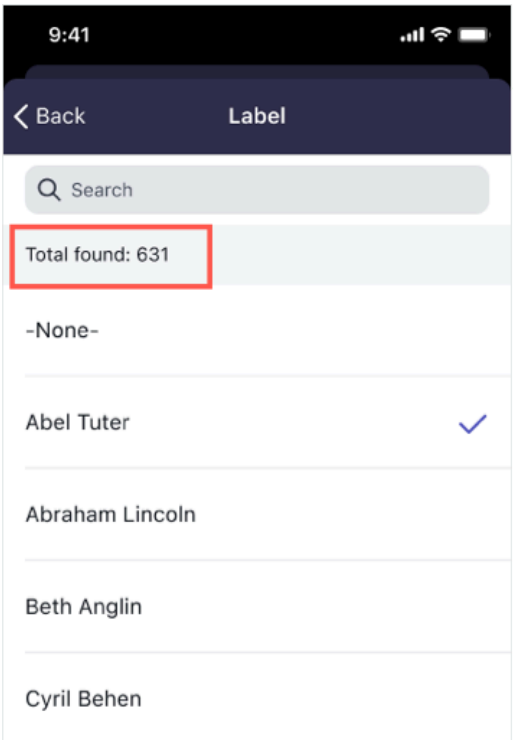
Admins use reference qualifiers to create filters that streamline data returned for a reference field. The results of configured reference qualifiers are viewed within your mobile device.

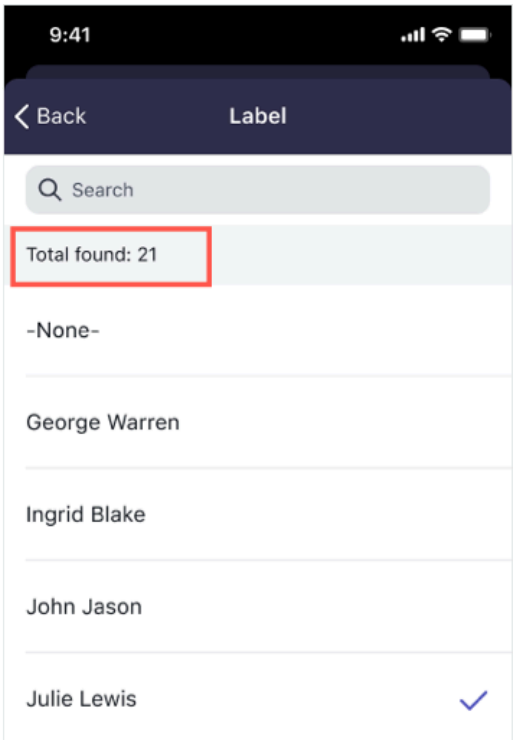
Reference qualifiers facilitate the filtration of data extracted from reference tables, ensuring that only the desired values are returned. You can use one of three types of reference qualifiers, simple, dynamic, and advanced.

Note: Before you configure a reference qualifier to display filtered results in a mobile device, create an action function. For more information, see Create an action function with parameters.

The images show a comparative example, within the mobile platform, where a reference qualifier is used and not used. The image with the lower results found and different results listed, indicate that a reference qualifier configuration was implemented.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.





For more information

For information on the difference between simple, dynamic, and advanced reference qualifiers and how to configure them, see the following documentation topics:

Reference qualifiers

Configure reference qualifiers

Configure a contextual link to Virtual Agent

Use Mobile App Builder to create a contextual link in your mobile application so that your users can connect to Virtual Agent and receive information that pertains to their issues. By using a contextual link, your users automatically receive the information that you define about the relevant record.

Before you begin

Role required: admin

Before you can create a virtual link to a Virtual Agent feature, you must have the Glide Virtual Agent plugin (com.glide.cs.chatbot) installed on your instance. For more details, see Virtual Agent.

Perform the following steps in Mobile App Builder.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Functions** category, and then select **New**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

4. Select the **Action Item**, and then select **New**.
5. Complete the following fields as needed.

Action Item Fields

Field	Description
Name	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.
Description	More information to help you identify the action item.
Type	The kind of action item. Choose from the following: ○ New ○ Update ○ Delete ○ Script ○ MultiStep. For more information, see Configure action steps within an action item. Different fields appear on the action item form depending on the type of action you select.
Use current record as a condition	Whether 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.
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. To make use of an input from an input form screen in your scripts, use `parm_input.<InputName>` To make use of a variable from an input form screen in your scripts, use `parm_variable.<VariableName>`.
Data	The table the action item applies to. For example, Incident.
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, use the field values State = Resolved. You

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	can also create parametrized items to pass into the field value.
Input form screen	Select an input form screen to use for this action item. See Configure an input form screen.
Data parameters	Determines the information you are passing into the action to ensure you are changing the correct record and to enforce required fields as needed.
Action item step	Allows an action item to perform multiple processes. For more information, see Configure action steps within an action item.

6. Select **Save**.

Create UI parameters for your Virtual Agent link

Create UI parameters to pass information from your record into Virtual Agent so that your users get the information they need for their issues.

Before you begin

Role required: admin

Procedure

1. From the Mobile App Builder home screen, select the **Functions** category and then select **New**.
2. In the **Action item** area of the form, select **New**.
3. In the **Data parameters** area of the form, select **New**.
4. In the **Name** field, enter the name of the data parameter.
   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 the parameter.
   - **Integer:** Uses a numbers-only keypad for input.
   - **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**.
   - **Decimal:** Uses a numbers-only keypad for input.
   - **Boolean:** Uses a true or false selection option.

     Note: Making a Boolean mandatory has no effect. Boolean fields are always considered to have a value. A selected check box has a value of true and an unselected check box has a value of false. Either of these values satisfies the requirement of a mandatory field.

   - **DateTime:** Uses a calendar with an exact time selector.
   - **Date:** Uses a calendar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

6. Select **Save**.
7. Navigate back to the action item using the menu.
   Confirm that the Data Parameter you created in Step 3 through 6 appears in the **Data parameters** section of the Action Item form.
8. Select **Save**.
9. **Optional:** Repeat steps 3 through 6 to create additional UI parameters for any other information that you want to pass to Virtual Agent.
   You can direct your mobile users to a specific Virtual Agent topic by creating a `search_text` UI parameter. You can create this parameter using the preceding steps, with the following changes:

   UI parameter form

Field	Description
Name	Name of the UI parameter. For this example, enter `search_text`.
Input Type	Location where the user will input data for the parameter. For this example, select **Constant**.
Constant Value	Value that matches a keyword from one of your Virtual Agent conversations. When your users tap the chat button, they are directed to the matching topic.

What to do next

The UI parameters that you created are available to your Virtual Agent topics within the `vaContext` object. You can access these parameters in Virtual Agent Designer by entering `vaContext.` followed by the name of your UI parameter. For example, you can access the `incident_caller` UI parameter by entering `vaContext.incident_caller`. For more details on using context variables in Virtual Agent, see Virtual Agent scripts.

Enable Virtual Agent for mobile applications

Give your users the ability to chat with a virtual agent through a ServiceNow mobile application.

Before you begin

Role required: admin

To include virtual agent functionality in your mobile applications, you first must activate and configure Virtual Agent. For details on this process see Planning and configuring Virtual Agent.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder
3. Select the **Functions** category, and then select **New**.
4. In the **Name** field, enter the name of the data parameter.
   You can have multiple parameters with the same name, so choose a name that you can distinguish easily.
5. From the **Type** list, select **Chat Launcher**.
6. In the **Context** field, select **Global**.

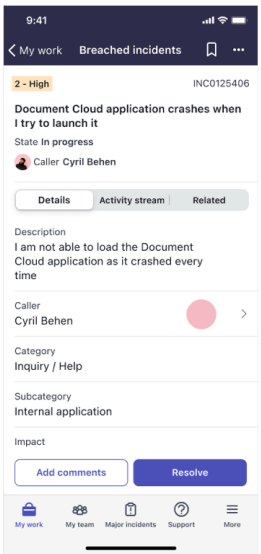
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

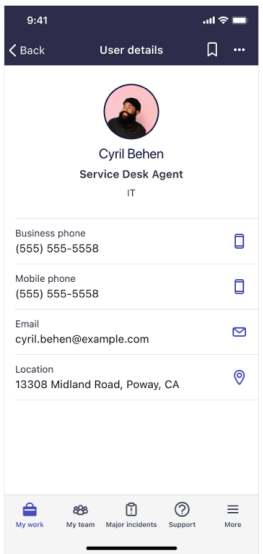
7. Select **Save**.
8. Navigate to the **Screens** category on the Mobile App Builder home screen and select the launcher screen where you want to add your Virtual Agent quick action or select **New** and choose **New launcher** to create a new launcher screen.
9. In the **Quick action function** instance field, select the function created in the previous steps.
10. Select **Save**.

Navigation functions

Navigation functions transition users from their current screen to another screen or launcher screen.

Use navigation functions to transition from your current screen to another screen or launcher screen. For example, opening a record from a list, or moving from an employee user profile screen to a manager user profile screen. Navigation functions use the *`Global`* or *`Record`* context.





Navigation function contexts

Global Context

Use global context navigation functions in situation where the navigation does not depend on information from a record. For example, to navigate to a specific screen or launcher screen, you can use a global context navigation function. For examples of global context navigation configuration, see:

- Configure a navigation to a screen
- Configure navigation to a launcher screen

Record Context

Use record context navigation functions in situations where the navigation depends on information from a record. For example, you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. In this case, you would use a record context navigation.

Configure a navigation to a screen

Navigation functions enable you to define simple ways for end users to navigate within the mobile platform, for example, navigating to a record from a field on another record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Before you create a navigation function, you should have a source screen and a destination screen for your navigation.
Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu and then select **New**.
4. In the Function form, complete the following fields.

New function record form

Field	Description
Properties	
Name	The name of your navigation function.
Description	Unique description for your navigation function to make it easy to identify.
Type	Type of function. Select **Navigation**.
Context	Whether the function uses the **Global** or the **Record** context. Use **Record** context navigation functions in situations where the navigation depends on information form a record. For example, if you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. Use **Global** context navigation functions in situations where the navigation does not depend on information from a record. For example, select **Global** for navigating to a screen.
Available offline	Whether the navigation function is available offline. **Note:** ○ The screen and the application that contains the navigation function must be marked as available offline for the navigation function to work when the device is offline. ○ Offline is only supported for the Mobile Agent. For more information about offline mode, see Offline mode.
Settings	
Destination type	The type of destination to which you want to navigate. Select either **Screen** or **Launcher**.
Auto-populate screen parameters	Automatically populates parameters in the destination screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Destination screen/ launcher	The destination screen or launcher to which you want to navigate. Select **Choose**, select the screen or launcher, and then select **Apply** to add it to your navigation function.
Data	
Table	Select the table that contains the field you want to use for the function. This option only appears if you select **Record** for the **Context**.
Conditions	The condition that must be met for the function to be visible in the app to end users. For example, if you don't want an end user to navigate to a screen of tasks until after they have clocked in for the day.

5. If you added a destination screen that has a parametrized data item, in the **Redirection destination fields** section, select the **Name** field to update the redirection parameter fields for the destination screen.
   If you need to add a destination screen, select **New** to add one. Complete the following fields as needed.

Redirection destination fields form

Field	Description
Destination UI parameter	The name of the parameter you created for the data item. Select **Choose** to search for the parameter and then select **Apply**.
Settings	
Type	Source of information for the parameter. The available options are: ○ **Field**: The parameter gets the information from a field on a table. ○ **Constant**: The parameter uses a constant value. ○ **Source UI parameter**: The parameter gets the information from a source field.
Function table	The table that you select in Step 4 if the function uses a **Record** context. This table is automatically populated in the form.
Function	This is the function you created in Step 4. The function name is automatically populated in the form.
Source field	UI parameter for the source screen. This field appears only if **Source UI Parameter** is the redirection parameter **Type** value.

6. Select **Save** in the **Redirection destination fields form**, and then select the function in the navigation menu to navigate back to the function you created in Step 4.
7. In the **Button attributes** section, select an existing button attribute record or select **New** to add one.
   If you need to add a new button attribute record, in the Button Attribute form, complete the following fields as needed.

Field	Description
Button	Name of the button record. This information is automatically populated from the function record.
Name	The button attribute. Select from:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	○ used_for_deeplink ○ alerts_require_dismissal ○ trigger_offline_cache_download ○ check_acl_on_url_parameter_field **Note:** The **trigger_offline_cache_download** button attribute is only available when the **Available offline** option has been turned on in Step 4.
Value	Whether the attribute is turned on. Enter `true` to turn on the attribute. By default, the Value is set to `true`.

8. In the **Role access** section, select **Choose** to add the roles that can use the navigation function.
9. In the Function form, select **Save**.

What to do next

After you create a navigation function, you must associate it with a specific location in the mobile app. For more information, see Associate a function with a location in the app.

Configure navigation to a launcher screen

Use a navigation function to direct your users to a launcher screen. Use this navigation function in a quick action, footer button, or top menu.

Navigation functions direct your users to from one screen to another. In this example, you create a navigation function to direct your users to a launcher screen. After you have created this function, you can put it to use. You can use your navigation function anywhere you can normally use functions. This example shows how to include this function in a screen's footer, a quick action, or a screen's top menu.

Create a navigation function

Create a navigation function that directs to a screen or launcher screen.

Before you begin

Role required: admin

Navigation functions enable you to define simple ways for end users to navigate within the mobile platform. For example, navigating to a record from a field on another record. Before you create a navigation function, you should have a source and a destination for your navigation.

About this task

In the following steps you create a navigation function to direct your users to an existing screen or launcher. You will need to have an existing screen or screen launcher to use as a destination for this function. For detail on creating screen launchers, see Launcher screens.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Select the **Functions** category, and then select **New**.
4. Complete the following fields as needed.

New function form

Field	Value
Name	Name of your navigation function
Description	Additional information about your navigation function.
Type	The type of the function. Since you are creating a navigation function, select **Navigation**.
Context	Whether the function uses the global or record context. For this example, select **Global**. Use record context navigation functions in situations where the navigation depends on information from a record. For example, you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. Use global context navigation functions in situation where the navigation does not depend on information from a record.
Available offline	Option to determine whether the navigation function will be available in Offline mode.
Destination type	The type of record your navigation function will bring users to. Select **Screen** for navigation to a screen, or select **Launcher** for navigation to a screen launcher.
Auto-populate screen parameters	Automatically populates parameters in the destination screen when the toggle is enabled.
Destination screen or Destination launcher	The screen or screen launcher to use for your navigation function's destination. Either select an existing screen or select **New** to create a new screen.
Condition type	Type of condition to use. ○ **Declarative:** Adds a conditional builder to the form. For more information, see Condition builder. ○ **Script:** Adds a script condition field to the form. **Note:** Displays only if **Context** is set to **Record**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Condition	Conditions that must be met to use the action. For example, you could prevent users from resolving an incident that is in a state of closed, resolved, or canceled. You can choose to use your own Declarative condition picker or write your own conditions using script.
Redirection destination fields	Option to connect a function to a screen that uses a parameterized data item.
Button attributes	Specifies an additional attribute for a button. Select **New** to configure this option. You can select from the following button attributes: ○ **alerts_require_dismissal**: The button attribute when set to true enables the banner messages to persist until the user dismisses it. By default, banner messages are automatically dismissed. ○ **used_for_deeplink**: The button attribute when set to true determines that the button is used for deep linking. For more information, see Deep linking for mobile. ○ **trigger_offline_cache_download**: The button attribute when set to true triggers offline cache generation. After the cache is successfully generated, a download of it is triggered. ○ **check_acl_on_url_parameter_field**: When this button attribute is selected and set to true any field in the URL string is checked against the ACL. To opt-out of the check, mark the parameter as false (access control list). For example, a string like `{{meeting_id}}`. If a field does not pass this check, the field value is not included in the URL.
Role access	Determine which user roles can access this function. If you have selected no roles, users with any role will have access to the screen.

5. **Optional:** If you added a destination screen that has a parameterized data item, in the **Redirection destination fields** section, select the field **Name** to update the redirection parameter fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

a. Complete the following fields as needed.

Redirection destination fields form

Field	Description
Destination UI parameter	The name of the parameter you created for the data item.
Type	Source of information for the parameter. The available options are: ▪ **Field:** The parameter gets the information from a field on a table. ▪ **Constant:** The parameter uses a constant value. ▪ **Source UI parameter**
Function table	This field is automatically populated.
Function	This field is automatically populated.
Source field	UI parameters for the source screen. **Note:** Displays only if the redirection parameter **Type** value is set to **Source UI parameter**.

6. Select **Save**.

Use your navigation function as a quick action

Use your navigation function as a quick action if users need to frequently access the launcher.

Before you begin

Role required: admin

Quick actions appear on screen launcher pages and serve as a quick way to provide shortcuts to commonly used screens and actions. Add your navigation function as a quick action to give your users an easily accessible shortcut to the launcher defined in your navigation function.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the screen where you want to add the quick action function.
4. In the **Quick action function instance** section of the screen record, select **New**.
5. Complete the following fields as necessary.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Quick action function form

Field	Description
Name	The name of your quick action. This name is internal and isn't visible to end users.
Description	Additional information about the quick action.
Display label	The label for this quick action. Use a value to inform your users of what the action does. In this case, you could use the name of the destination screen launcher.
Order	Optional field that you can use to set the order that the UI functions appear. If you have quick actions, set **Order**.
Active	Toggle that turns the quick action on and off. If the toggle is enabled, the quick action will be enabled.
Disable offline	Toggle that turns the quick action off when the device is offline.
Icon	The icon that appears for the quick action in the UI.
Function placement	The function used by this quick action. These fields are automatically populated.
Button Emphasis	The button emphasis for the quick action. This selection affects the color of the button. For a navigation function, select **Primary** or **Secondary**. These colors are determined by your mobile theme. For more information on configuring a legacy mobile theme, see Create a theme for your mobile applications.
Function	The function used by this quick action. Select the navigation function you wish to assign to this quick action.

6. Select **Save**.

What to do next

Test the navigation using your mobile app. After completing the steps, you can see a quick action in your screen launcher with the label and icon you defined in these steps. Tapping the quick action will direct you to the screen launcher you defined in your navigation function.

Use your navigation function as a top menu selection

Use your navigation function as a top menu selection to give your users access to the screen launcher from within a screen.

Before you begin

Role required: admin

Your users can access the top menu function by tapping the icon in the upper right corner of a launcher screen. In these steps you add your navigation function to a top menu function of an

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

existing screen. If you have not configured any screens, you need to do that first. For detail on that process, see Create a screen.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the screen where you want to add the top menu function.
4. In the **Top menu function instances** section of the screen record, select **New**.
5. Complete the following fields as necessary.

Top menu function form

Field	Description
Name	The name of your top menu function. This name is internal and isn't visible to end users.
Description	Additional information about the top menu function.
Display label	The label for this top menu function. Use a value to inform your users of what the action does. In this case, you could use the name of the destination screen launcher.
Order	Optional field that you can use to set the order that the UI functions appear. If you have multiple functions, set **Order**.
Active	Toggle that turns the top menu function on and off. If the toggle is enabled, the navigation function will be enabled as an option in the top menu.
Disable offline	Toggle that turns the top menu function off when the device is offline.
Icon	The icon that appears for the top menu function.
Function placement	The function used by this top menu function. These fields are automatically populated.
Button Emphasis	The button emphasis for the top menu function. This selection affects the color of the button. For a navigation function, select **Primary** or **Secondary**. These colors are determined by your mobile theme. For more information on configuring a legacy mobile theme, see Create a theme for your mobile applications.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Function	The function used by this top menu function. Select the function you wish to use.

6. Select **Save**.

What to do next

Test the top menu action using your mobile app. After completing the steps, you can see a menu icon in the upper right corner of your screen. Tapping the menu icon displays the items in the menu. Your navigation function appears in this list using the name you provided in the **Display label** field.

Use your navigation function as a footer function

Footer functions enable your end users to take an action on a details segment of a form. You can use the navigation function you created to give your users access to the application launcher from within the details segment of your forms. Unlike the top menu function, the form footer button is visible at the bottom of the form.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the screen where you want to add the footer function.
4. In the **Footer function instances** section of the screen record, select **New**.
5. Complete the following fields as necessary.

Footer Function form

Field	Description
Name	The name of your footer function.
Description	Additional information about the function.
Display label	The label for this footer function. Use a value to inform your users of what the action does. In this case, you could use the name of the destination screen launcher.
Order	Optional field that you can use to set the order that the UI functions appear. If you have multiple functions, set **Order**.
Active	Toggle that turns the footer function on and off. If the toggle is enabled, the header function is enabled.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Disable offline	Toggle that turns the footer function off when the device is offline.
Icon	The icon that appears for the footer function.
Function placement	The function used by this footer function. These fields are automatically populated.
Button Emphasis	The button emphasis for the footer function. This selection affects the color of the button. For a navigation function, select **Primary** or **Secondary**. These colors are determined by your mobile theme. For more information on configuring a legacy mobile theme, see Create a theme for your mobile applications.
Function	The function used by this footer function. Select the function you created in previous steps.

6. Select **Save**.

What to do next

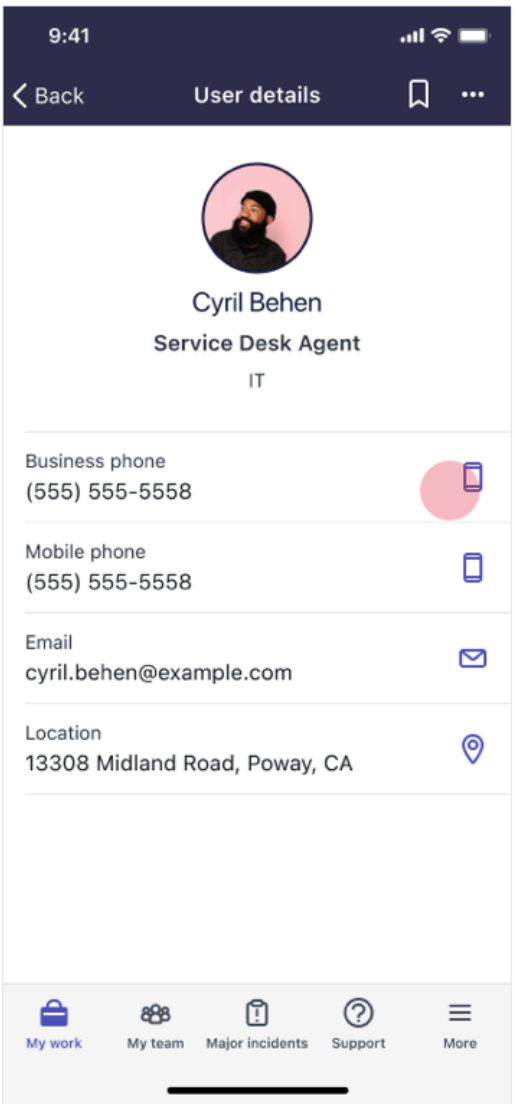
Test the footer function using your mobile app. After completing the steps, you can see a footer function button at the bottom of your details segment. Tap the button to navigate to the screen launcher you defined in the previous steps.

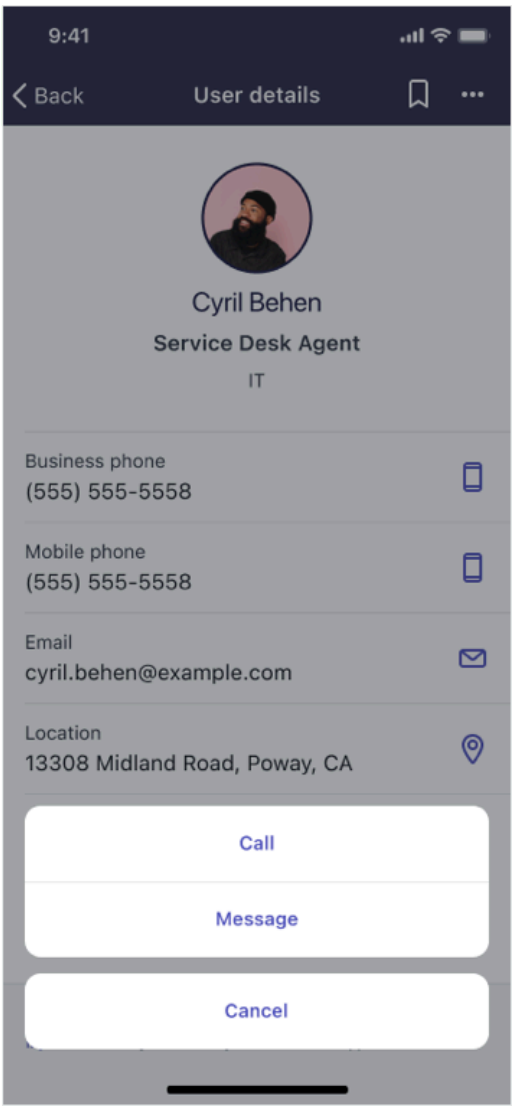
Smart button functions

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

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Smart buttons





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, placing a phone call, or opening a URL in a browser. You can choose from any of the following options.

Smart button types

Type	Description
Address	Use the **Address** smart button type to navigate to an address on your instance using your mobile devices navigation software. For example, you can configure a button to direct your field technician to their next work location.
Email	Use the **Email** smart button type to send an email. The recipient can be a static email

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Type	Description
	address, or an email address stored on a table on your instance. For example, you can configure a button to send a email with a preset subject from within an incident record.
Phone	Use the **Phone** smart button type to place a call or send an SMS text message. As with email, the recipient can be a static, or a number stored on an instance record. For example, you can configure a button on an incident record to call your customer. You can configure your smart button to automatically use the phone number in your customer's user record.
URL	Use the **URL** smart button to navigate to a web address. For example, you can configure a button to open your company's website. URLs can be relative or external. Relative URLs display within the app, while external URLs open in the mobile device's default browser.

Smart button context

Context determines whether a smart button uses information in a record, or static information you define when creating the smart button.

Record Context

Use record context when you want to use information from the record where you have included your smart button. For example, you want to create a smart button to call the user listed in the **Caller** field of an incident. In this case you would select **Record** in the smart button's context field. The number used for the phone call is specified by selecting a table and field where the caller's phone number is stored. Using this method, the number called changes dynamically when accessing incidents with different callers.

Global Context

Use global context when you want to create a button that does not depend on information in the record. For example, you want to create a smart button that calls your company's support number. This number remains the same no matter where the smart button is placed in your application. When creating a smart button with the global context, you have a **Phone Number** field where you can input the number.

For examples of configuring smart buttons, see Configure a smart button.

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.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configuration	Description
Display Conditions	Conditions under which the smart button is visible.
Roles Permission	Roles that can see the smart button. If no roles are selected, the button is visible to all users.

Deep linking to third party applications

ServiceNow mobile supports deep linking to third party applications using the **URL** smart buttons. To make use of this feature, enter a properly formatted URI in the **URL** field. The format for a deep linking URI varies depending on the target app. For information on these URI formats, refer to deep linking documentation provided by the third party vendors.

Administrators can use the *`glide.sg.allowed_external_deeplinks`* property to define which third party apps. For details on this property, see Configure which external apps are available for deep linking.

Configure a smart button

Smart buttons enable actions such as sending an email, calling a phone number, opening a location, or navigating to a URL.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu and then select **New**.
4. Complete the following fields as needed.

Function form

Field	Value
Properties	
Name	Name for your smart button
Description	Unique description for your smart button to make it easy to identify.
Type	Type of smart button. Select from: ○ **URL** ○ **Phone** ○ **Address** ○ **Email**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	○ **Upload attachment** ○ **Chat launcher** **Note:** Choose a field appropriate to 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.
Context	Context for your smart button. Select from: ○ **Record** ○ **Global** Use **Record** context navigation functions in situations where the navigation depends on information from a record. For example, you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. Use **Global** context navigation functions in situations where the navigation does not depend on information from a record. **Note:** Smart buttons using the **Address** type must use the **Record** context. The **Context** field returns an error if you select **Global** context for an **Address** type smart button
Data	
Table	Select the table where you want to use your smart button. **Note:** This option is only shown when the **Context** is set to **Record**.
Settings	
Take source value from field	Use a specific field from a table as the source of the smart button type.
Depending on what smart button type you select, you can specify the following settings.	
URL smart button	○ **Link URL**: The URL to which your smart button will navigate. ○ **Link label**: The visible label of your URL link.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Phone smart button	○ **Phone type**: Type of phone the smart button communicates with. Select from: ▪ **Cellular** ▪ **Landline** ○ **Phone number** ○ **SMS**: The SMS message sent by the smart button. This field is only visible when you select **Cellular** in the **Phone type** field.
Email smart button	○ **Mail subject**: Subject for the email message. ○ **Mail content**: Content of the email message. ○ **Mail address**: Email address to which the email is sent.
Conditions (optional)	
Condition Type	Type of condition to use. 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 require a value in the phone number field. The following condition types appear if **Context** is set to **Record** and a **Table** is selected: ○ **Declarative**: Adds a condition builder to the form. For more information, see Condition builder. ○ **Script**: Adds a script condition field to the form.
Conditions	This option appears if **Context** is set to **Global**. This is a condition that must be met for the function to be visible in the app for the user to click on.
Button attributes	(Optional) Specifies an additional attribute for your smart button. Select **New** to create one of the following button attributes: ○ **alerts_require_dismissal**: When set to `true`, this button attribute enables the banner messages to persist until the user dismisses it. By default, banner messages are automatically dismissed. ○ **used_for_deeplink**: When set to `true`, this button attribute specifies that the button is

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	used for deep linking. For more information, see Deep linking for mobile. ○ **trigger_offline_cache_download**: When set to `true`, this button attribute triggers offline cache generation. After the cache is successfully generated, a download of it is triggered. ○ **check_acl_on_url_parameter_field**: When this button attribute is selected any field in the URL string is checked against the ACL (Access Control List). To opt-out of the check, mark the parameter as false. For example, a string like `{{meeting_id}}`. If a field does not pass this check, the field value is not included in the URL. If set to false, the URL parameter field is not checked against the ACL for backward compatibility. ○ **hidden_attachment_sources**: Enter values in the **Value** field from where you don't want images sourced from. Values can be `camera`, `files` or `gallery`, or any combination separated by commas. If this field is left blank, then images and files can be sourced from all locations. For more information, see Define attachment sources available to users.
Role access	Limit user access to an action by role.

5. Select **Save**.

Result

What to do next
After you create a smart button function, you must 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.

Before you begin
Role required: admin

About this task
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 the search criteria for the knowledge article list.
Watch this two-minute video to learn how to find a relative link in your ServiceNow instance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select **Functions** from the menu and then select **New**.
4. Complete the following fields.

Function form

Field	Description
Properties	
Name	Name for your smart button. Enter `KB list`.
Description	Unique description for your smart button to make it easy to identify. For this example, enter `KB article list for current incident`.
Type	Type of smart button. Select **URL**.
Context	Whether the function uses the **Global** or **Record** context. Use **Record** context navigation functions in situations where the navigation depends on information from a record. For example, if you want to navigate from the **Assigned to** field in an incident record to the assignee's user record. Use **Global** context navigation functions in situations where the navigation does not depend on information from a record. For this example, select **Record**.
Data	
Table	Specified a table where you want to use your smart button. Select **Incident [incident]**. **Note:** This conditionally shown when the **Context** is set to **Record**.
Settings	
Take source value from field	This option enables using a specific field from a table as the source of the smart button type.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
	Turn off this option by clearing the toggle.
Link URL	The URL to which your smart button navigates. Enter `sp?id=search&spa=1&t=kb&q={{short_description`
Link Label	The visible label of your URL link. Enter `Show KB`.
Role access	Limit user access to an action by role.

5. Select **Save**.

Result

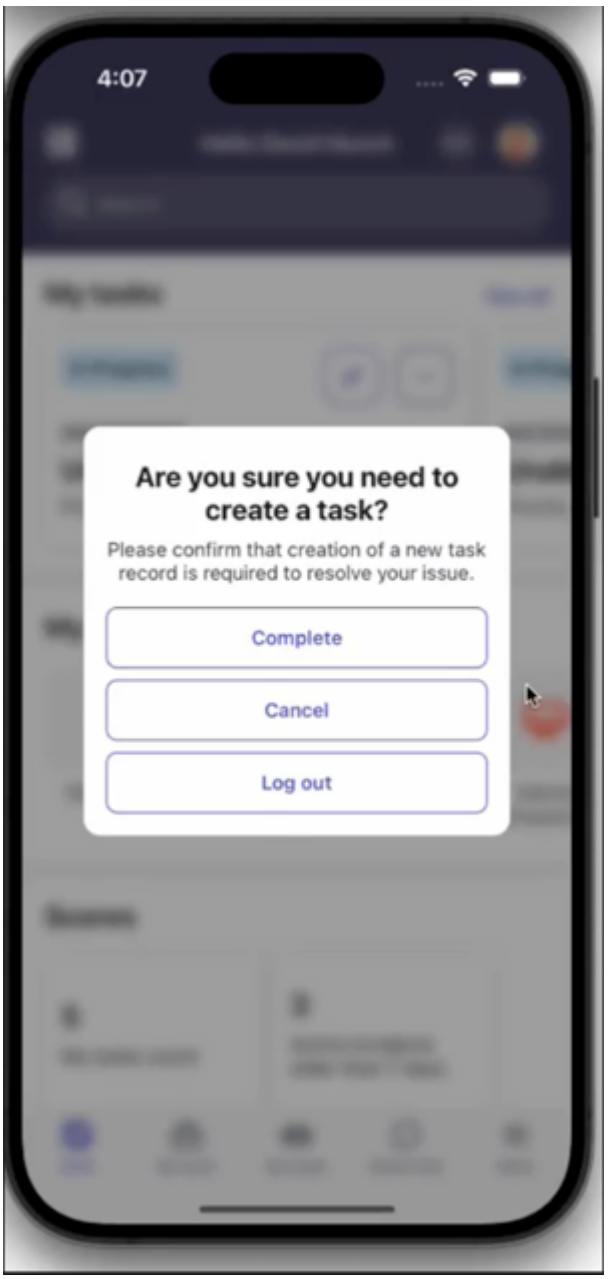
Tapping this button displays a list of knowledge base articles, using the short description for the incident as a search term.

Predefined button functions

Use predefined buttons to quickly add prebuilt functionality to pop-ups in your mobile app.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Predefined button functions



Use predefined buttons to choose from prebuilt actions that don't require additional configuration. The actions currently available are Continue, Cancel, and Log Out.

Predefined button types

Type	Description
Continue	Use the Continue button to proceed in the pop-up workflow.
Cancel	Use the Cancel button to cancel the pop-up workflow.
Log Out	Use the Log Out button to log the user out of the mobile application.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Associate a function with a location in the app

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

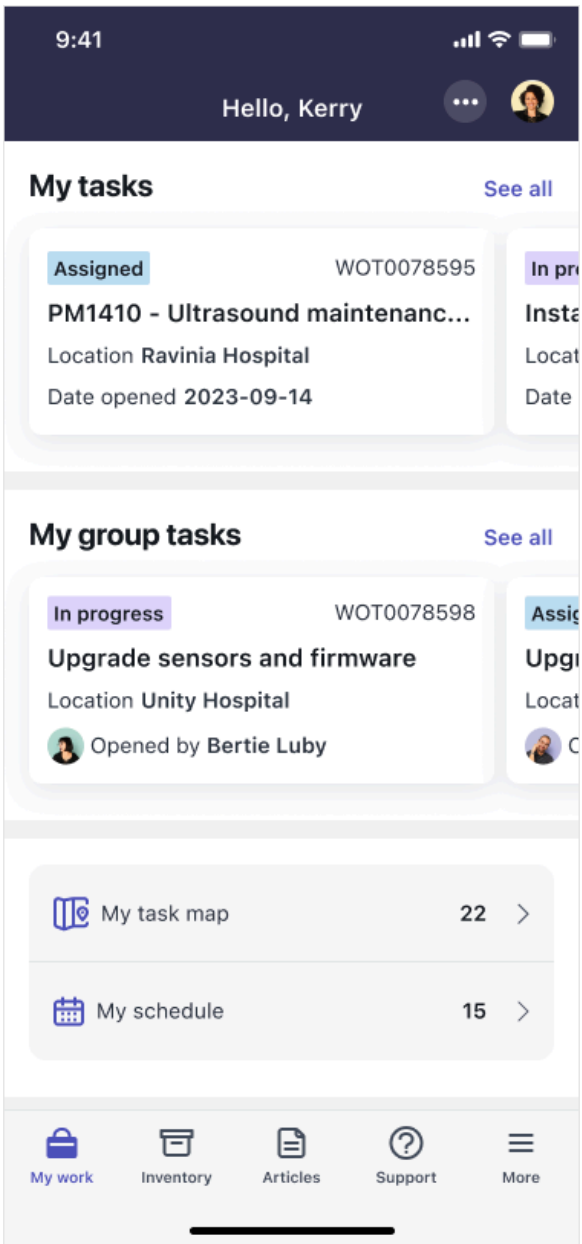
Launcher screen header functions

Launcher screen header functions allow your users to navigate to a specific parametrized record screen. Some common examples include navigating to a users profile, or navigating to a cart.

For details on creating parametrized record screens, see Configure a parameterized record screen.

For details on how to use these record screens in a launcher screen header, see Configure a launcher screen header.

Launcher screen header function

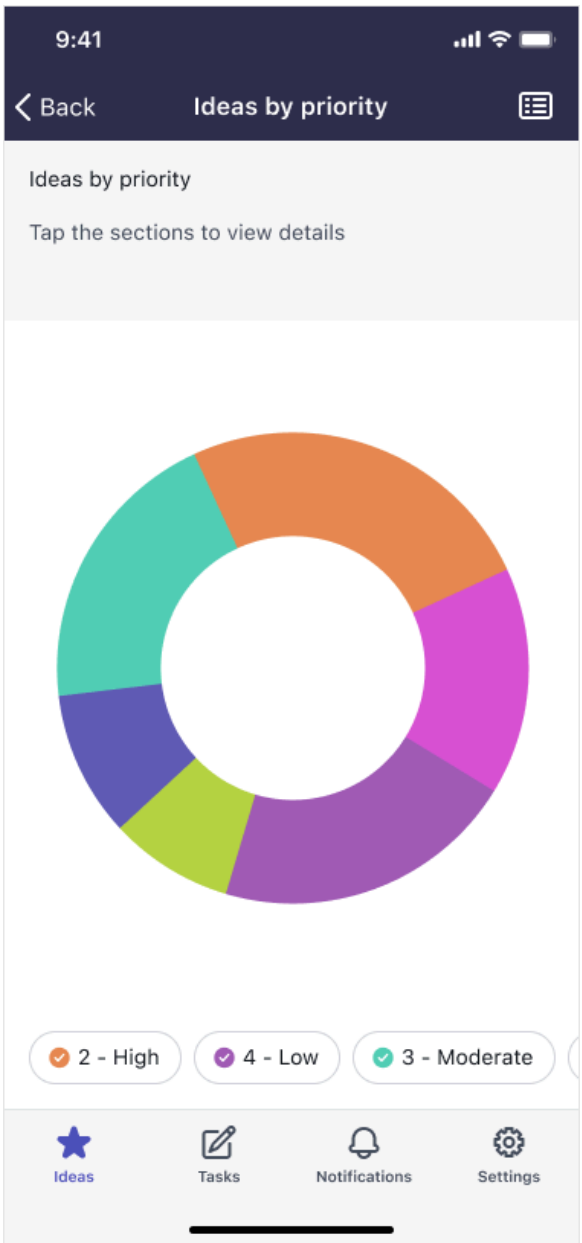


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Chart header functions

Chart header functions enable your users to navigate to a specific set of records from a chart screen. When a user is viewing a chart, they can click on the chart header function ( ) on the top-right corner of the screen, to view a list of all the records that are within the chart. .

Chart header function



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

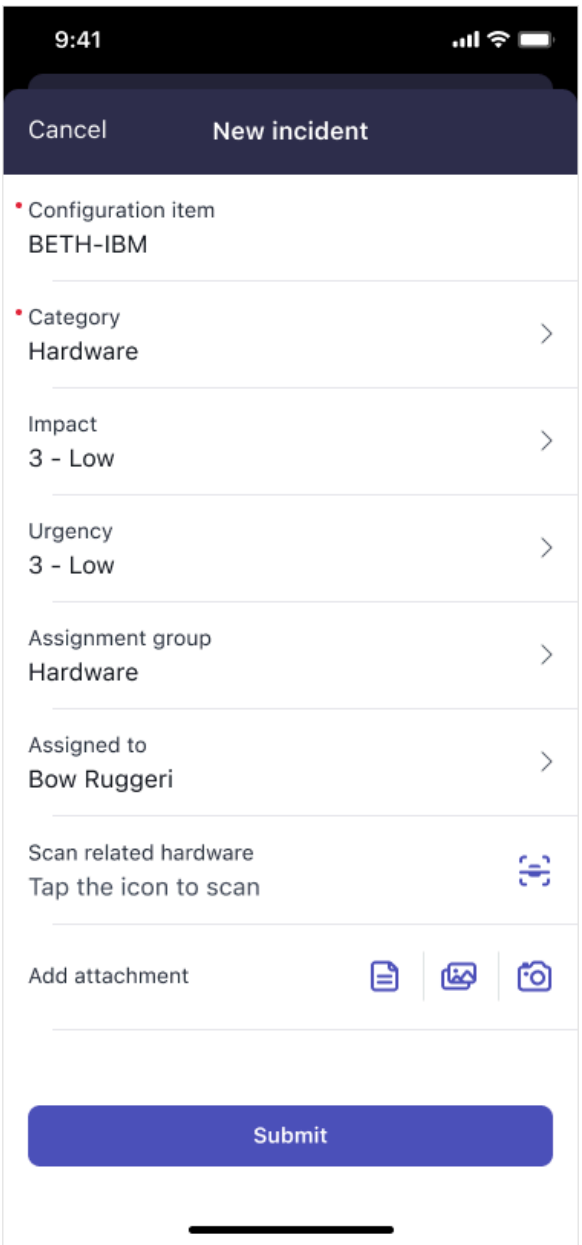
Field functions

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

1. In Mobile App Builder, open a details screen that you want to add a field function to. Make sure that there are screen fields in your details screen that you can add field functions to, and a Table selected.
2. For each screen field on your details screen, you can add a field function under **Field function instances** field. You can't reuse previous function instance records.
3. In the **Display label** field of the new Function instance record, add the name of the function to display.
4. Select **Save**.

For more information on how to create field functions, see Configure a details screen for a record screen.

Field function



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

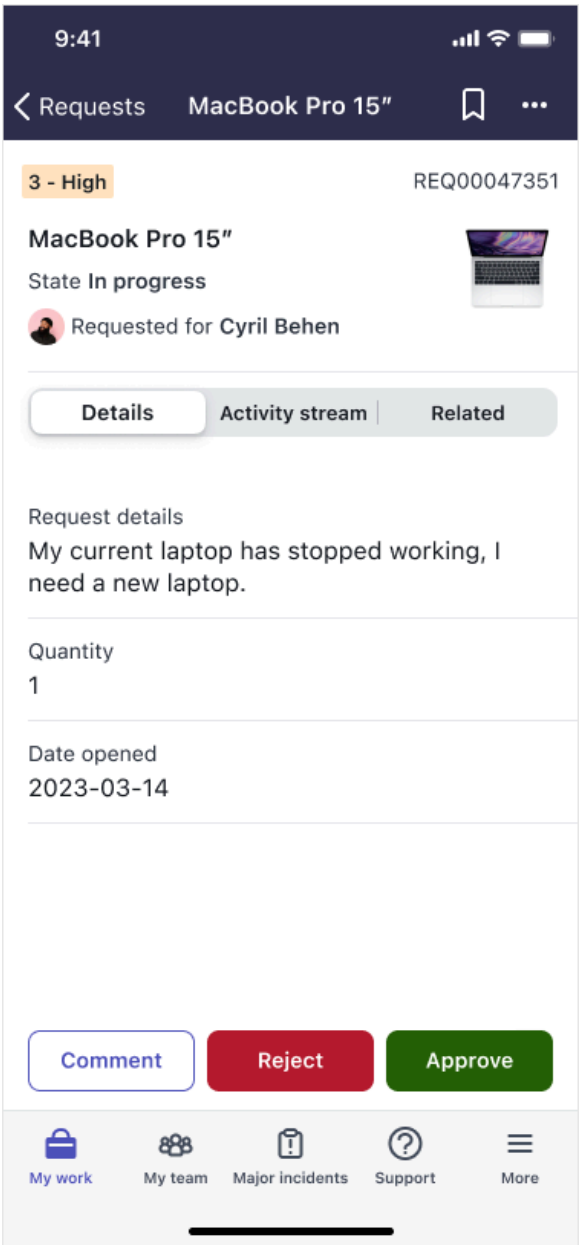
Footer functions

Footer functions enable your end users to add an action on the bottom of a record screen.

Supported screens for the footer function are: record details screen, record embedded section screen, dynamic segments in a record screen, map screen, and list screens.

1. In Mobile App Builder open a screen that you want to add a footer function to.
2. In the Footer function instance section, select **New** to create a function instance. You cannot reuse previous function instance records.
3. In the **Display label** field of the new Function instance record, add the name of the function to display.
4. Complete all the other required inputs for the record, then select **Save**.

For more details on how to create a footer function, see Use your navigation function as a footer function.

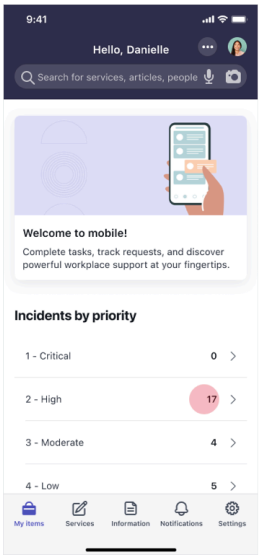


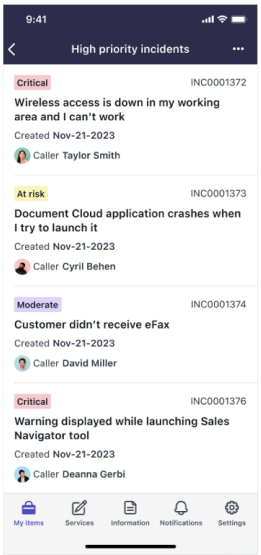
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

On tap functions

Use the on tap function instance to trigger a function when a user taps on a record in a list. This function location can, for example, navigate a user to another screen when they tap a record. On tap functions are configured on list item config records, which are used in any screen that needs to display a list of records.

1. In Mobile App Builder open a list screen that you want to add an on tap function.
2. Select the List item config record field. For example, this field is found in a stream record within a screen segment record.
3. In the list item config record, locate the **On tap** field and select **Use a function instance**.
4. Populate the list item config record with the navigation function that you want to use.
5. Select **Save**.





© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

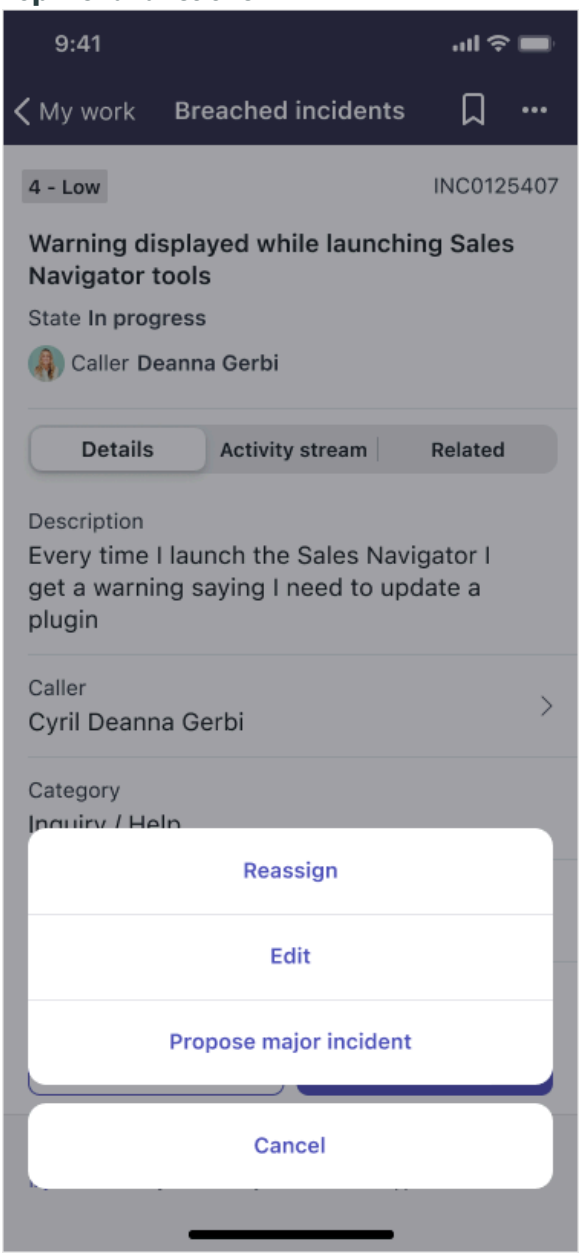
Top menu functions

Use top menu function location for less frequently used actions, and on record screens where you have more actions than fit conveniently in the footer.

1. In Mobile App Builder open a screen that you want to add a top menu function to.
2. In the Top menu function instances section, select **New** to create a new function instance. You can't reuse previous function instance records.
3. In the new Function instance record, populate the **Display** label with the words you want displayed on your function. In the Function placement section, the fields are auto-populated based on your screen record's details.
4. Select **Save** after filling in all other required inputs on each record.

For more details on how to create a top menu function, see Use your navigation function as a top menu selection.

Top menu functions



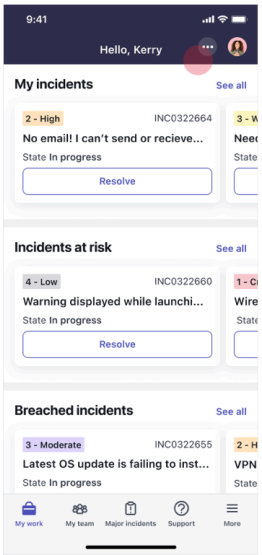
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

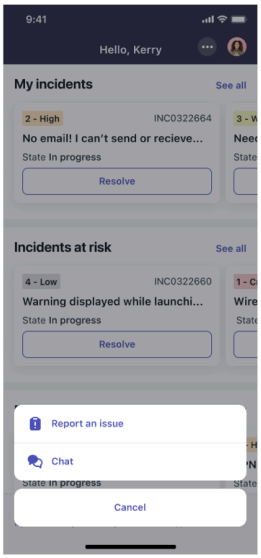
Quick action functions

Use the quick action item location to provide your users with a shortcut to an item or action in your launcher screens. Users access quick actions by tapping the quick action icon.

- For Android users quick actions appear under a plus icon ( ) at the bottom-right corner of the launcher screen.
- For iOS quick actions appear under the ellipsis icon ( ).

For details on configuring quick actions, see Quick actions.





© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

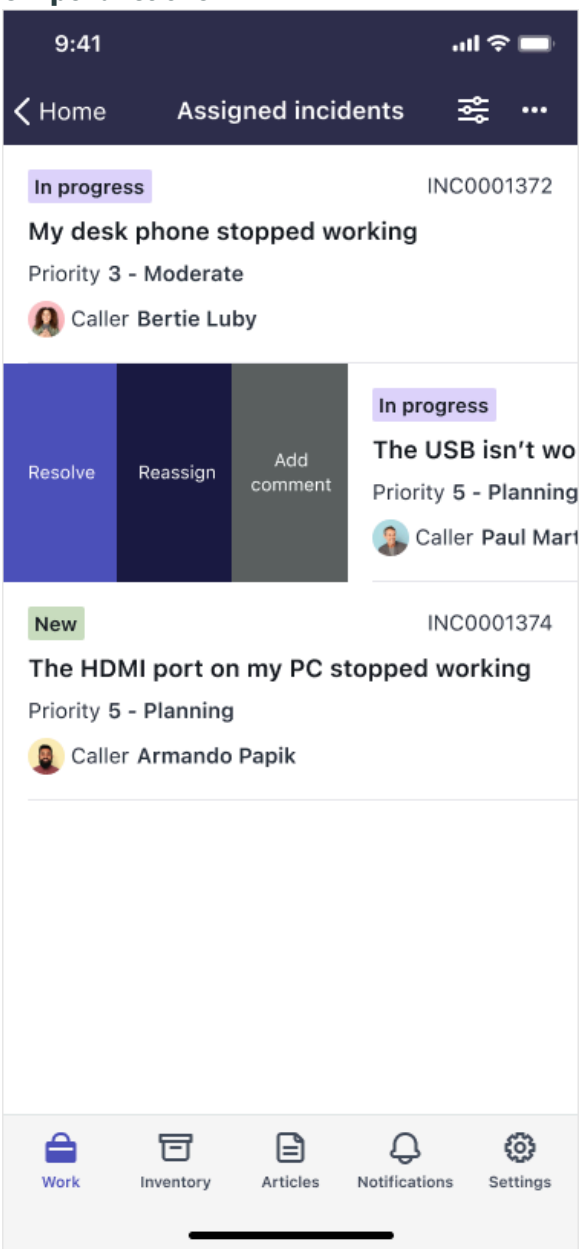
Swipe functions

The swipe function location applies to screens that display a list, including a map screen. Swipe functions can be initiated from two directions, swiping to the right initiates leading swipe function and swiping to the left initiates trailing swipe functions. You can display three functions per direction.

1. Navigate to a screen that you want to add a swipe function to. Navigate to that list screen's List item config record. For example, this field is found in a stream record within a screen segment record.
2. Select which direct to initiate the swipe functionality:
   - Select **Leading swipe function instances** for users to initiate swipe functions dragging to the right from the edge of a card.
   - Select T**railing swipe function instances** for users to initiate swipe functions dragging to the right from the edge of a card.
3. In the new function instance record, populate the **Display label** with the words to display on your function. In the **Function placement** section, the fields are auto-populated based on your screen record's details.
4. In the Function section, select the function record you would like to use, or select **New**. This function determines the behavior that the system performs when a user taps the footer function.
5. Select **Save** after filling in all other required inputs on each record.

For more details on how to create a standard function, see Configure a navigation to a screen.

Swipe functions



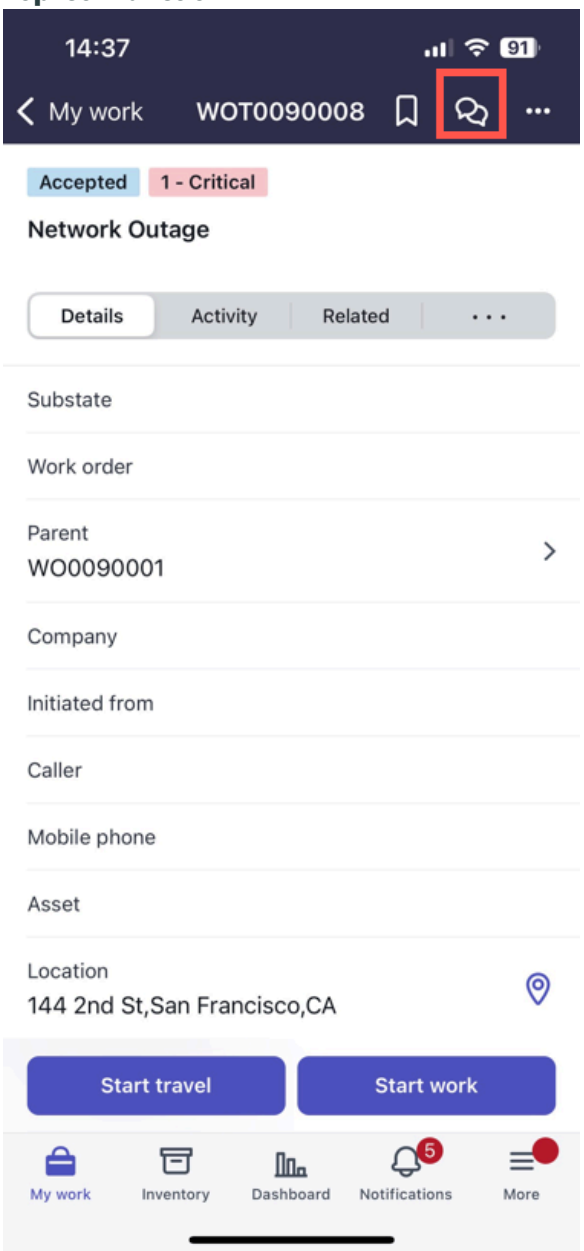
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Top icon functions

The top icon function is a button location on the record screen top app bar. Use the top icon action to provide your users with an additional shortcut to an item or to actions in your record screen.

Only one top icon function can be added to each record screen.

Top icon function



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Custom map bottom drawer functions

The custom map bottom drawer functions apply to the custom map screen for Indoor Wayfinding experiences. Use the custom map bottom drawer functions to provide your users with a shortcut to actions from Indoor Wayfinding experiences. One or more custom map bottom drawer functions can be added to a custom map screen.

If only one custom map bottom drawer function is configured, users see the action button for the function with the configured icon and labels. If more than one function is configured, all the functions appear under the more menu icon (•••).

Custom map bottom drawer function

Mobile styles

Use mobile style elements to change the appearance of your mobile applications.

Legacy cards

Use legacy cards to show a summary of a record in an easy to read format. Legacy cards are the patterns that define the appearance and location of fields in an applet. Legacy cards are specific to a screen, each screen has its own unique legacy card record.

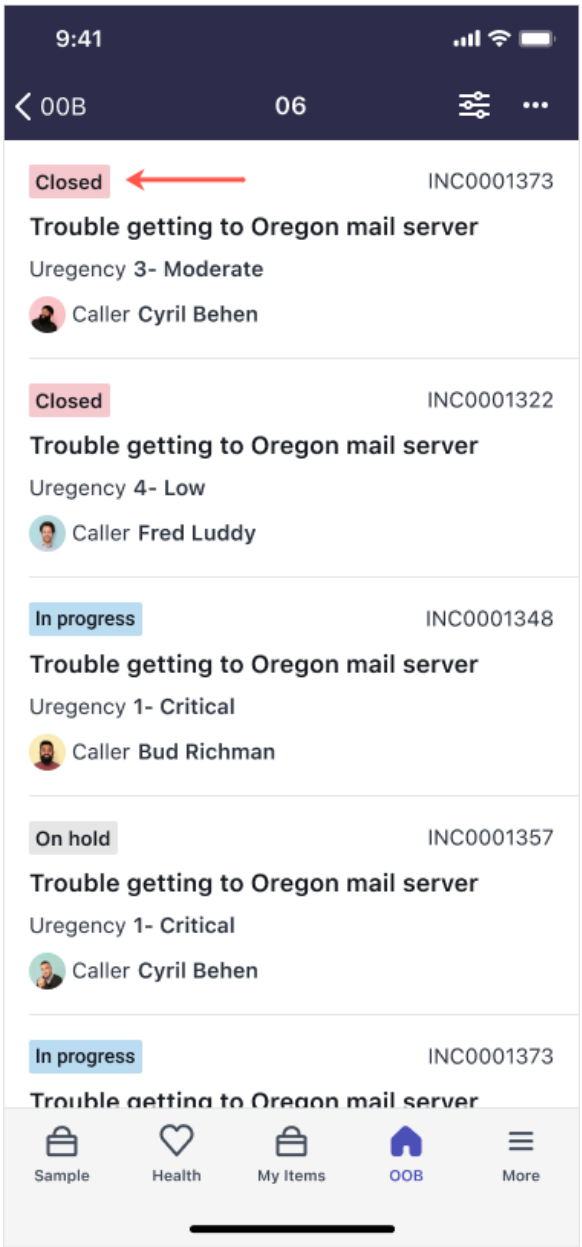
Learn more about legacy cards at Mobile hierarchy.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

UI styles

Use UI styles to dynamically change legacy card elements such as background color or font color. You can use UI styles to show or hide legacy card elements, and add icons next to an element within an legacy card.

For more detail on UI styles, see Mobile styles.

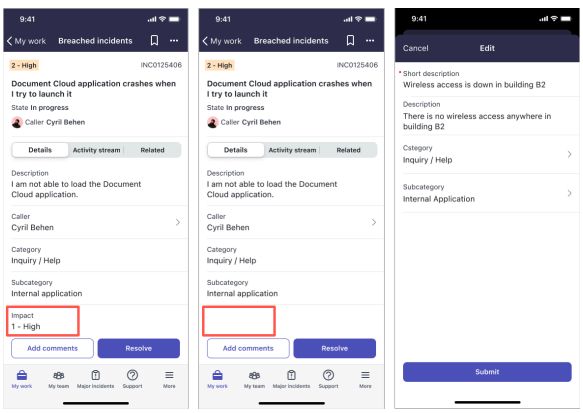


Mobile UI Rules

Use Mobile UI rules to build rules that modify your mobile UI screens. These rules include options so hide fields, perform field value calculations, and apply UI styling to different UI elements.

In the example to the right, a UI style hides the **Impact** field based on conditions defined by an administrator.

For more information on mobile UI rules, see Mobile UI Rules.



Icons

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use icons to provide unique visual identifiers for navigation tabs and quick actions in your mobile applications. To learn more about mobile icons, see Mobile icons. **Note:** Custom mobile icons are not supported.	

Mobile UI Rules

Use Mobile UI rules to build rules that modify the mobile UI. These modifications can include hiding and displaying fields, making fields mandatory, performing field value calculations, and applying UI styles to different UI elements.

Mobile UI rules and actions

To modify the appearance of your mobile views and input form screens UI, you must create a mobile UI rule, and at least one associated mobile UI action.

Mobile UI rules

A mobile UI rule applies to a single mobile view and input form screen. When you create a rule, you select a record to apply the rule to, as well as conditions that define when your rule applies.

Mobile UI rule actions

Each mobile UI rule uses mobile UI rule actions. These actions define the changes made to your target record. When you create an action, you select an operation, which defines the kind of change you want to make. You then define a value, which gives the rule more detail on the specifics of the change you're making.

For more detail on the kinds of changes you can make with mobile UI rules, see the next section. For detailed steps on creating mobile UI rules and actions, see Create a mobile UI rule.

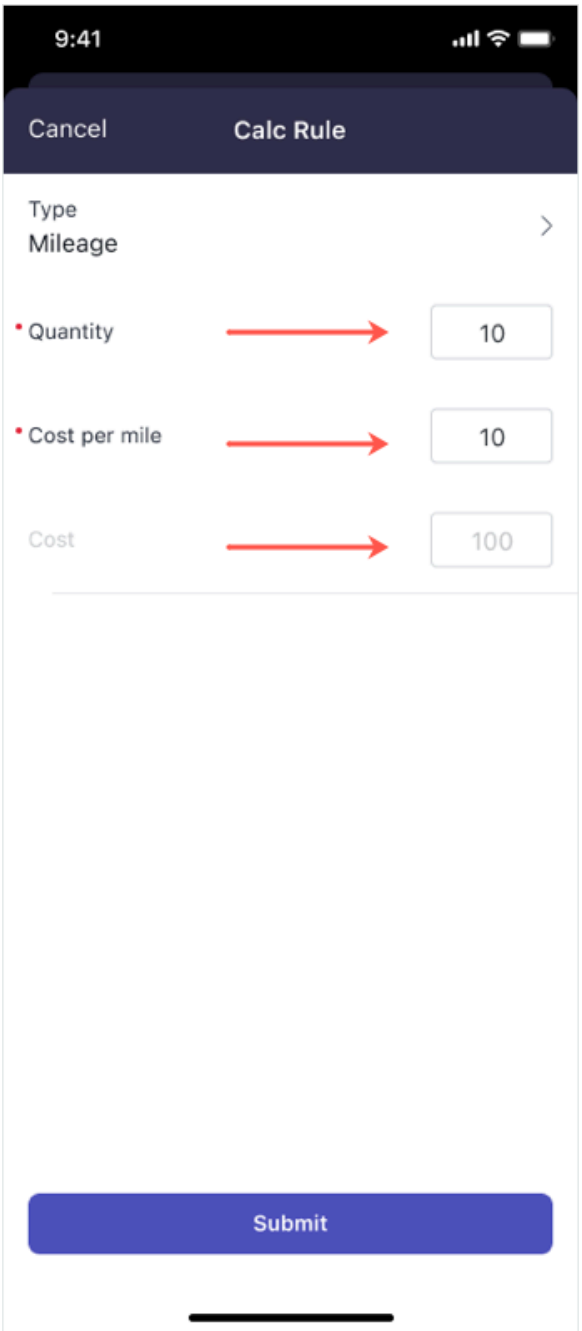
Available mobile UI rule operations

Allow calculations on input form screen inputs

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use calculations to quickly and accurately fill in field values based on calculations you define. These calculations can include values from other fields. These rules can save time and reduce complexity on your mobile screens.

Note: Calculations can only be applied to input form screens.

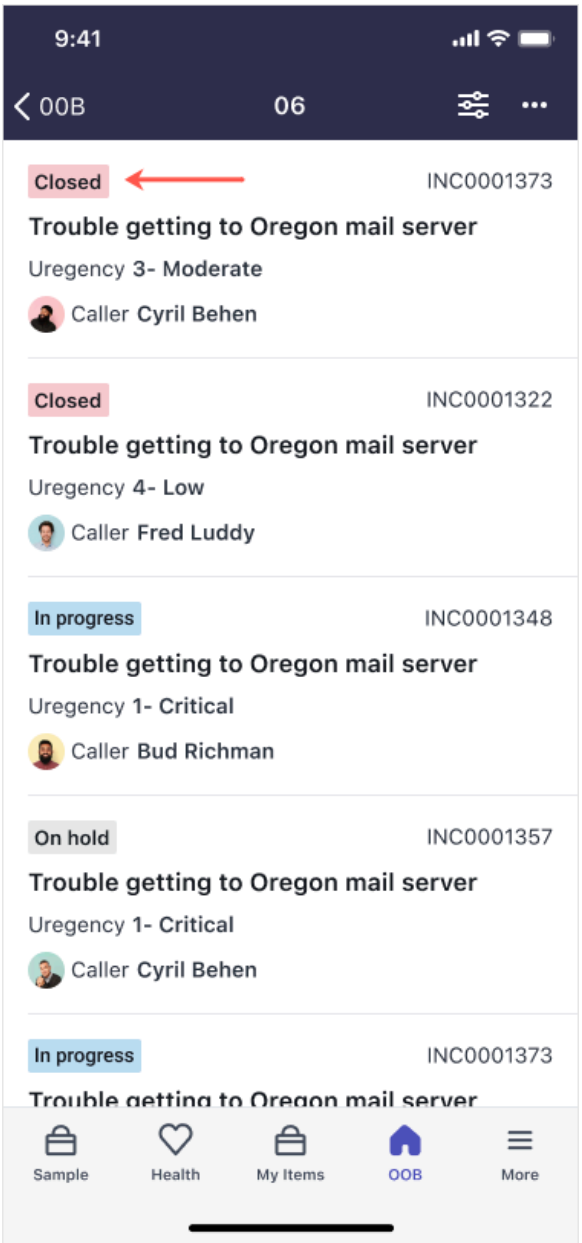


Apply UI styling to mobile view elements

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use mobile UI rules to apply UI styling to your screens. Using JSON code, you can set a background color, font color, and text decorator icons.

Note: UI styling is only applicable for mobile views.

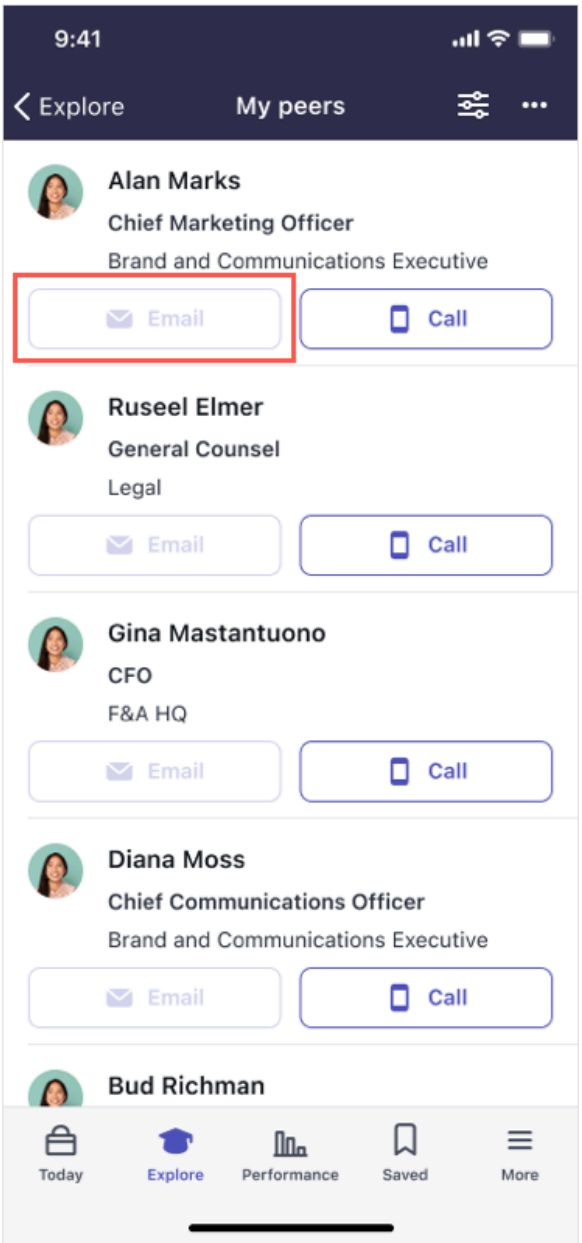


Disable buttons

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use mobile UI rules to conditionally disable buttons. De-clutter your interface and avoid mistakes by ensuring buttons are only available in situations where your users need them.

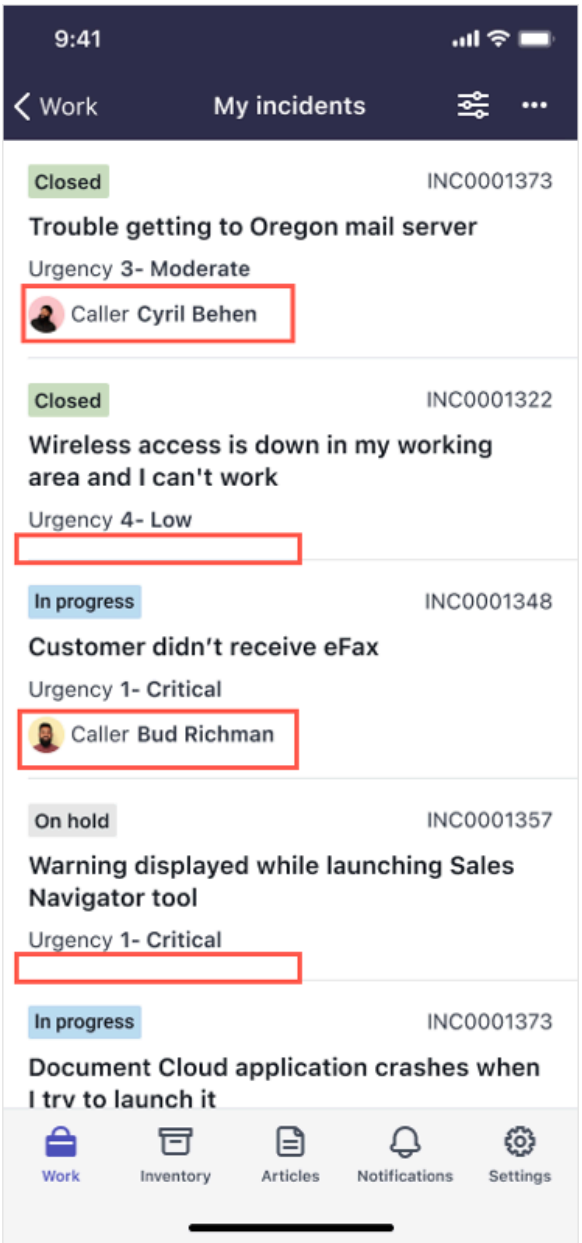
Note: The disable buttons option is only applicable for mobile views.



Hide or display inputs or mobile view elements

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Use mobile UI rules to control the visibility of your inputs or elements on your mobile views. Present a clean UI and avoid confusion by displaying inputs only when they are relevant to your users.

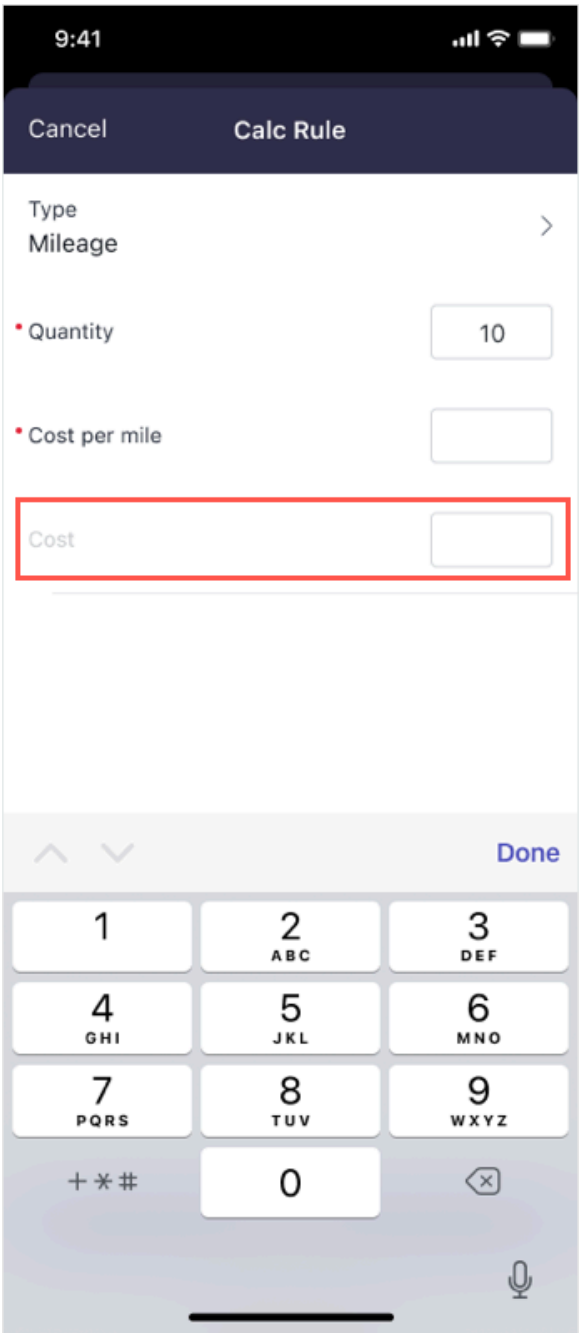


Make inputs read-only or mandatory

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Make your inputs read-only or mandatory to control which inputs are required and which are uneditable. With these rules, you can ensure that required information is added and prevent unintentional editing of fields that do not require updates.

Note: The option to make inputs read only or mandatory can only be applied to input form screens.



Create a mobile UI rule

Create a mobile UI rule to apply styling or field calculations for your mobile UI elements.

Before you begin

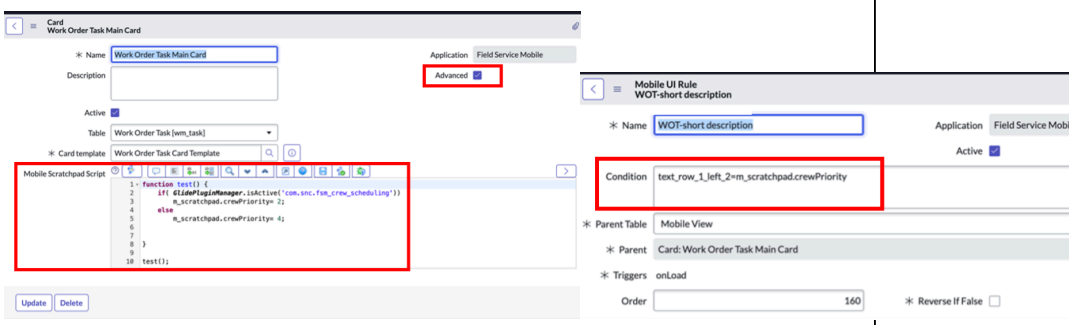
Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile UI** > **Mobile UI Rules**.
2. In the **Mobile UI Rules** list, select **New**.
3. In the **Mobile UI Rule** form, fill in the fields.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile UI Rule form

Field	Value
Name	Name of the mobile UI rule.
Active	Whether the mobile UI rule is active.
Condition	Condition under which the mobile UI rule is used. The rule executes if the condition evaluates as true. Mobile UI rules with no condition always evaluate as true. To use a field in a condition, the field must be displayed on the mobile card. Alternatively, it must be added to the **Card fields** tab on the card [sys_sg_view_config] record for that card. If the field is a reference field, you can also access information in the related record using dot-walking. See Dot-walking to data in related tables. Conditions can also use variables defined in the mobile scratchpad. These variables are created and evaluated using the script in the **Mobile Scratchpad Script** field in the card [sys_sg_view_config] record.  **Note:** For details on the operators available for your condition, see Operators available for filters and queries.
Parent Table	The parent table that the mobile UI rule applies to. Select either: ○ **Input Form Screen** ○ **Mobile View**
Parent	The input form screen or mobile view record to which your mobile UI rule is applied.
Triggers	The condition that triggers the mobile UI rule. Select one or both of the following options. ○ **onLoad**: The mobile UI rule triggers when the record loads. ○ **onChange**: The mobile UI rule triggers when the record is changed. ○ **onUserAction**: The mobile UI rule triggers when the user performs the specified action.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	Note: To use the **onUserAction** trigger, a User Action Id must be associated with the UI rule. ○ **onSubmit**: The mobile UI rule triggers when the input form is submitted.
User Action Id	A unique value that identifies this action record. It is needed to associate the action with a UI rule.
Order	Order in which the mobile UI rule executes. If there are multiple rules affecting the same element, the rules execute according to this value. Lower numbered rules execute before higher numbered rules.
Reverse If False	When this field is selected, the mobile UI rule actions are reverse if the condition evaluates as false. **Important:** When this field is selected for high order mobile UI rules, it inactivates prior rules that address the same target and operation.

4. Select **Submit**

What to do next

After creating your mobile UI rule, you must create mobile UI rule actions to execute when your rule is used.

Create a mobile UI rule action

Create the actions that execute when your mobile UI rule conditions are met.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile UI** > **Mobile UI Rules**.
2. Open the mobile UI rule where you want to add actions.
3. In the mobile UI rule form, select **New** in the **Mobile UI rule actions** related list.

   Note: If you don't see the **New** button, you may be in a difference scope than the UI Rule. Change scopes and reload the form to display the button.

4. In the mobile UI rule action form, fill in the fields.

Mobile UI rule action fields

Field	Value
UI Rule	The UI rule related to this action. This field automatically populates with the rule that you opened in step 2.
Operation	Select the operation that the action performs See the following table for details on these actions.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
Target	The element affected by the action. The actions available to select depend on the parent selected in your mobile UI rule. ○ For input form screens, the targets are input form screen inputs ○ For mobile views, targets are elements from the mobile card template JSON.
Order	Order in which the action executes. If there are multiple actions for the same mobile UI rule, the actions execute according to this value. Lower numbered rules execute before higher numbered rules
Value	Defines how the action applies to the element in the **Target** field. This value depends on the selected **Operation**. See the following table for operation descriptions and the values that they use.
Target Mapping	Defines which string input field the generated summary text should be added to when using the **Record Summarization** operation.

Mobile UI rule action operations

Operation	Definition	Values
Disable Button	Determines whether the button in the **Target** field is inactive.	Set the **Value** to `true` to disable a button or `false` to enable it.
Set Mandatory	Determines if the element in the **Target** field is required.	Set the **Value** to `true` to make the element mandatory or `false` to make it optional.
Set Read-only	Determines whether the element in the **Target** field is read-only.	Set the **Value** to `true` to make an element read-only, or `false` make the element editable.

Set UI Style	Applies UI styling to an element.
	Note:
	This operation doesn't reverse when using **Reverse If False** on your mobile UI rule.
		Use this value to set a background color, font color, and text decorator icon. The value must be in JSON format. This example changes the colors of the background and text:
		`{ "BackgroundColor": "#E1E1E1", "BackgroundColorVariable": "--now-color-secondary-3" }`
		This example sets a text decorator icon.
		`{ "TextDecorator":{ "Type": "Font", "FontName": "now-mobile-icons-cards", "Value": "IconCode", "FontColor": "#1E4335" } }`

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operation	Definition	Values
		You can also use color variables to change theming in your mobile UI rules. For details see Color variable support for UI rules. **Note:** ○ `IconCode` must be replaced with a valid icon code. For a list of icon codes, see Mobile icons ○ Use a JSON validator when copying and pasting JSON code from a topic, to make sure all code is correctly applied.
Set Visibility	Determines the visibility of the element in the **Target** field is read-only.	Set the **Value** to `true` to display the element, or `false` to hide the element.
Simple Arithmetic	**Note:** This operation doesn't reverse when using **Reverse If False** on your mobile UI rule.	Set the **Value** by creating a mathematical operation using inputs from the input form screen associate with your mobile UI rule. For example, if you wanted to calculate travel costs you could use: `cost_per_mile*miles_traveled` In this example, the values in the `cost_per_mile` and `miles_traveled` inputs would be multiplied. For this operation to work, the input form screen would need inputs matching these names.
Time ago	Applies a time indicator to a record, for example "Updated 3 minutes ago" or "Created 2 months ago". **Note:** This operation doesn't reverse when using **Reverse If False** on your mobile UI rule.	The following fields must be set: ○ In the **Operation** field, enter `Date Formatter`. ○ In the **Target** field, set the target to a mobile view element that uses a DateTime input. ○ In the **Value** field, enter `timeago`. Use any of the following option parameters for `timeago`: `timeago(negative text value, positive text value, verbose flag);` **negative text value** The value displayed for past dates, using `%d` in place of the numerical value. **positive text value** The value displayed for future dates, using `%d` in place of the numerical value. **verbose flag**

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Operation	Definition	Values
		Whether a short or long version of the time format is displayed. This field value is `true` or `false`. For example, when set to true, '2 minutes ago' is displayed. If set to false, '2 m ago' is displayed. In this example, you see values such as "Expired 5 hours ago" or "Expires in 5 days" depending on the time value. `timeago("Expired %d ago", "Expires in %d", true);`
Time and date calculation	Automatically calculates an end time after entering a start time. The end time value can be in the past or the future. For example, you select a meeting to start at 15:00, the default calculation is set to 30 minutes later, so 15:30 displays as the default end time. **Note:** This operation doesn't reverse when using **Reverse If False** on your mobile UI rule.	The following fields must be set: ○ In the **Operation** field, enter `Date Calculation`. ○ In the **Target** field, set the target to an input form screen element that uses a DateTime input. ○ In the **Value** field, enter the input structure using the following syntax <input name> +/- <duration>. The duration value is formatted in the following way: ▪ `10d` = 10 days ▪ `5h` = 5 hours ▪ `3m` = 3 minutes ▪ `2s` = 12 seconds For example, an entry of `start_time + 1d8h` sets the value to be calculated at 1 day and 8 hours after the start time. **Note:** You can't use month and year in the time and date calculation.
Record Summarization	Enables record summarization using Now Assist. **Note:** This operation requires Now Assist to be configured. For more information, see Overview tab in AI Admin Hub.	In the **Target Mapping** field, enter the string input field that the generated text should be added to.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile UI styles

UI styles define the font and background color of fields in your applets.

You can associate one or more UI styles to a legacy card record to change the appearance of the fields in that legacy card. Each UI style applies to a single table. You and only applies under conditions you set within the UI style record.

Note: Mobile UI styles can only be applied to legacy cards.

Create UI Styles

Create and modify your UI Styles using the Mobile App Builder. In a UI style, you select a field from your selected table, and define a font and background color for that field. Use may include conditions to determine when a style is applied. For example, you may want to use a colored background on the **Priority** field to highlight when a record is high priority.

Each UI style record defines the colors for a single field, however multiple UI styles can be added to a legacy card to customize the appearance of multiple fields.

Create text decorator icon

Use a text decorator icon to selectively highlight list elements that need your users attention.

Before you begin

Role required: admin

Procedure

1. On your instance, navigate to **System Mobile** > **Mobile UI Styles**.
2. In the **UI Styles** list, click the **New** button.
3. In the **UI Style** form, fill in the fields as needed.

UI Style form

Field	Value
Name	Name of your UI style
Table	Table to which the UI style applies. Use the same table as the screen where you apply your style.
Condition	Condition under which the icon is visible. Leave the condition field blank to apply the icon to all records.
Use Item View elements	Whether the item view elements are used. Enable this checkbox to create a text decorator icon.
Item view	The item view where the icon appears. Use the same item view as the screen where you want to see your icon.
Item view element	The element of the item view where you want to see your icon.
Style	The style where you define your icon. For a text decorator icon, use `text_decorator_icon` in the first box,

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Value
	and the *Sys_id* of the icon in the second box. **Note:** You can find your available icons on the **Icon** [sys_sg_icon] table. You can right-click any icon on this list and select **Copy sys_id** from the context menu to copy the sys_id.

4. Click **Submit**.

Example:
This example demonstrates how to apply a text decorator icon to all records on an incident list in the **New** state.

This example applies to the **State** element of the **Incident List Screen Item View** UI style. The condition field has been set, so the icon only appears for records in the **New** state. The icon is located on the **Icon** [sys_sg_icon] table.

Mobile icons

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

Icons can be used in the following places in mobile apps.

Note:

- To find a list of icon codes, see the topics for the icon font family you want to use in the Mobile icon reference.
- For a visual introduction to the mobile icons, see Mobile UX Improvement with Icon Sections, a lesson in the ServiceNow Community Mobile App Academy on YouTube.com.

- navigation bars
- buttons
- cards and card records
- tiles in the icon section of apps
- items in lists
- quick action functions
- links to employee profiles

Icon types

There are three basic types of icons.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Font icons
- User icons
- Image icons

Each type is designed to be used for distinct purposes and locations in your mobile apps. For visual examples of these icons, see the Mobile icon reference.

Font icons

Font icons are the largest group of icons. There are several font families which are designed for specific uses.

- *now-mobile-icons* font family

  These icons are designed to be used in screens. Use them for lists, section destinations that go to list screens and browser screens. Use these icons to represent a work flow or a screen that you want users to navigate to.

- *now-mobile-icons-cards* font family

  Use these icons in the body of cards.

- *now-mobile-icons-buttons* font family

  These icons are designed to be used for functions. They can be used on buttons that are located on cards or for quick actions.

- *now-mobile-icons-ALPnavbar* font family

  These icons appear in the upper right corner of your mobile screen and are used as navigation to another screen.

Image icons

Image icons are not font-type icons. They are designed to be used on navigation tabs and on image-type section destinations. These are the same section destinations that font icons from the *now-mobile-icons* font family are used on.

For information about configuring the icon section destination, see Adding images to an icon section.

User icons

These icons represent the logged-in user and are used to launch the logged-in user's profile. They can be used on a head function of a launcher screen. They cannot be used in header functions of other screen types such as list, calendar, or map screens.

Configure font type icons

Configure font type icons that can be used in a variety of places in mobile apps. For example, you can use font type icons in screens, cards, functions for quick actions, and navigation bars and tabs.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Before you begin

Role required: admin

About this task

You can configure an icon within the work flow of configuring a screen or you can configure an icon by selecting the **Cards & icons** category from the Mobile App Builder menu. This procedure uses the **Cards & icons** category.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Cards & icons** category, and then select **New**.
4. In the Create a card or icon dialog box, select **Icon**, and then select **Continue**.
5. In the Icon form, enter a **Name** for the icon.
   Make sure you choose a name that makes it easy to identify the icon.
6. From the Type drop-down list, select **Font**.
7. In the Set appearance section, enter the following information in the **Style** and **Value** fields to configure the font icon.

   Select the plus icon to add a row.

Style	Value
Enter `FontName`	Enter one of the following font families: ○ `now-mobile-icons` These icons are designed to be used in screens. Use them for lists and section destinations that go to list screens and browser screens. Use these icons to represent a work flow or a screen that you want users to navigate to. ○ `now-mobile-icons-cards` Use these icons in the body of cards. ○ `now-mobile-icons-buttons` These icons are designed to be used for functions. They can be used on buttons that are located on cards or for quick actions. ○ `now-mobile-icons-ALPnavbar` These icons appear in the upper right corner of your mobile screen and are used as navigation to another screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Style	Value
Enter `Value`	Enter the code that identifies the icon in the font family you want to use. For example, `e903` is the code for the solid cart icon in the *`now-mobile-icons-buttons`* font family. For lists of font family icon codes, see the topic for the type of icon you want to use in the Mobile icon reference.
Enter `FontColor` to specify a hex code for the color of your icon. This configuration is optional. If you do not specify a color, the default icon color is black.	Enter the hex code for the color you want to use. For example, to specify a red icon, enter `#FF494D`.
Enter `Name`	Enter the name listed for the icon in the font family. For example, if you wanted to use the shopping cart icon in the *`now-mobile-icons`* font family, you should enter `Cart`. For lists of font family icon names, see the Mobile icon reference.

8. Select **Save**.

What to do next

After you create the font family icon, you must use Mobile App Builder to configure a mobile app to use the icon. For more information, see Add a font icon in a mobile app.

Configure a font icon to use a theme variable to define its color

Specify the CSS custom property of a sys_ux_theme record to define the color of a font icon.

Before you begin

You must know the sys_ux_theme record for the theme variable that you want to use to define your font icon color. The value you need for the theme variable is the CSS custom property in the sys_ux_theme properties table.

Role required: admin

About this task

Theme variables can only be applied to font icons.

You can configure an icon within the work flow of configuring a screen or you can configure an icon by selecting the **Cards & icons** category from the Mobile App Builder menu. This procedure uses the **Cards & icons** category.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Cards & icons** category, and then select **New**.
4. In the Create a card or icon dialog box, select **Icon**, and then select **Continue**.
5. In the Icon form, enter a **Name** for the icon.
   Make sure you choose a name that makes it easy to identify the icon.
6. From the Type drop-down list, select **Font**.
7. In the Set appearance section, enter the following information in the **Style** and **Value** fields to configure the font icon that uses a theme variable to define its color.

   Select the plus icon to add a row.

Style	Value
Enter `FontName`	Enter one of the following font families: ○ `now-mobile-icons` These icons are designed to be used in screens. Use them for lists and section destinations that go to list screens and browser screens. Use these icons to represent a work flow or a screen that you want users to navigate to. ○ `now-mobile-icons-cards` Use these icons in the body of cards. ○ `now-mobile-icons-buttons` These icons are designed to be used for functions. They can be used on buttons that are located on cards or for quick actions. ○ `now-mobile-icons-ALPnavbar` These icons appear in the upper right corner of your mobile screen and are used as navigation to another screen.
Enter `Value`	Enter the code that identifies the icon in the font family you want to use. For example, `e903` is the code for the solid cart icon in the *`now-mobile-icons-buttons`* font family.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Style	Value
	For lists of font family icon codes, see [add link to reference topics].
Enter `FontColorVariable` to specify a theme variable for the color of your icon. This configuration is optional. If you do not specify a color, the default icon color is black. If you want to use a hex color code, see [link to 'Configure font type icons'], which contains information about configuring icon color using hex color codes.	Enter the theme variable for the color you want to use. For example, the following CSS custom property: `--now-accordion-color`
Enter `Name`	Enter the name listed for the icon in the font family. For example, if you wanted to use the shopping cart icon in the *`now-mobile-icons`* family, you would enter `Cart`. For lists of font family icons names, see the Mobile icon reference.

8. Select **Save**.

Add a font icon in a mobile app

Use Mobile App Builder to configure mobile apps that use a font family icon.

Before you begin

Role required: admin

About this task

For a list of font icon names and descriptions, see the Mobile icon reference.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **All mobile records** category and enter `Icon section destination screen` in the **Record type** field to load a list of possible destinations.
4. From the results list, select the Icon section destination screen where you want to add the font icon.
5. In the Icon Section Destination Screen form, scroll down to the **Icon** section and select **Choose**.
6. In the Choose an item dialog box, search for and select the font icon you want to use, and then select **Apply**.
7. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Configure user type icons

Configure user icons that can be used to launch the user profile of the logged in user in mobile apps.

Before you begin

Role required: admin

About this task

You can configure an icon within the work flow of configuring a screen in Mobile App Builder or you can configure an icon by selecting the **Cards & icons** category from the menu. This procedure uses the **Cards & icons** category.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Cards & icons** category, and then select **New**.
4. In the Create a card or icon dialog box, select **Icon**, and then select **Continue**.
5. In the Icon form, enter a **Name** for the icon.
   Make sure you choose a name that makes it easy to identify the icon.
6. From the Type drop-down list, select **User**.
7. In the Set appearance section, enter the following information in the **Style** and **Value** fields to configure the user icon.

Style	Value
Enter `Name`	Enter `Value`

8. Select **Save**.

What to do next

To use the user type icon, you must configure a header function in the launcher screen that enables users to navigate to an employee profile. For more information, see Configure a launcher screen header. To configure a mobile app to use a user icon, see Configure using a user icon in a mobile app.

Configure using a user icon in a mobile app

After you configure a user type icon, you must use Mobile App Builder to configure a header function in a mobile app to use the icon.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then select the launcher screen for the mobile app where you want to use the user type icon.
4. In the Launcher Screen form, scroll down to the **Header function instance** section and select **New**.
5. On the form, fill in the fields.

Header function form

Field	Description
Name	Name of the header function instance. This name is internal and isn't visible to end-users.
Display label	Label that is visible to end-users.
Order	Optional field you can use to set the order that the UI functions appear. If you have multiple functions, set **Order**.
Active	Toggle that turns the header function on and off. If the toggle is enabled, the header function is enabled.
Icon	User icon that appears in the header of the launcher screen, which launches the user profile.
Function	Function that runs when a user taps on the user icon in the header of the launcher screen. **Note:** Use a navigation function to navigate to a user profile record screen when you use a user type icon. For more information, see Navigation functions.

6. Select **Save**.

Add an image icon for a navigation bar

Use Mobile App Builder to configure an image type icon that can be used in navigation bars on mobile apps.

Before you begin

Important: Image icons can also be used in the legacy icon section of a launcher screen. For more information, see Adding images to an icon section.

Role required: admin

About this task

You can configure an icon within the work flow of configuring a screen or you can configure an icon by selecting the **Cards & icons** category from the Mobile App Builder menu. This procedure uses the **Cards & icons** category.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Cards & icons**category, and then select **New**.
4. In the Create a card or icon dialog box, select **Icon**, and then select **Continue**.
5. In the Icon form, enter a **Name** for the icon.
   Make sure you choose a name that makes it easy to identify the icon.
6. From the Type drop-down list, select **Image**.
7. In the Set appearance section, enter the following information in the **Style** and **Value** fields to configure the image icon.

Style	Value
Enter `Name`	Enter the name of the image icon to display in the navigation bar. For example, enter the text `Explore` to display the Explore Solid icon. For a list of navigation bar icons, see Image icons.

8. Select **Save**.

Configure using an image icon in a screen

Use Mobile App Builder to configure a screen in your mobile app to an image icon.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Mobile app configs** category from the menu.
4. From the results table, select the mobile app where you want to use the image icon.
5. In the mobile app configuration, select the **Navigation Bar** from the menu.
6. Select the **Launcher tab** from the menu where you want to use the image icon.
7. In the Launcher tab form, scroll down to the **Icon** section.
8. In the Icon section, select **Choose**.
9. In the Choose an item dialog box, select the image icon you want to use, and then select **Apply**.
10. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile icon reference

Use Mobile App Builder to insert these icons in your mobile apps.

Mobile icons include the following types of icons:

Action font icons

Action font icons are commonly used in functions and on buttons that are located on cards or for quick actions. These icons are in the *now-mobile-icons-buttons* font family.

Screen font icons

Screen font icons are used for lists or section destinations. They can be used to represent a work flow or a screen that you want users to navigate to. These icons are in the *now-mobile-icons* font family.

Mobile card font icons

Mobile card font icons are used in the body of mobile cards. These icons are in the *now-mobile-icons-cards* font family.

Launcher screen font icons

Launcher screen font icons are used in the upper right corner of mobile screens. They are used as navigation to another screen. Don't use these icons for quick actions. These icons are in the *now-mobile-icons-ALPnavbar* font family.

Image icons

Image icons are used on navigation bars and tab bars. These icons are not font-type icons.

The following topics contain information for the **Name** and **Value** fields you must complete in Mobile App Builder to use icons in your mobile apps.

Actions font icons

Use actions font icons for functions. They can be used on buttons that are located on cards or for quick actions. Actions font icons are in the *now-mobile-icons-buttons* font family.

Important:

- When actions font icons are used on card buttons, these icons are available in the button configuration icon picker of Mobile Card Builder. They do not need to be created as individual records in Mobile App Builder before you can select them in Mobile Card Builder
- Actions font icons can be used on the button-type icon section of destination records.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Usage examples

Action sheet

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile card

Action font icons

Name	Code	Release introduced	Icon image	Right-to-left icon image
Icons added in the New York release				
Add User Solid	e902	New York		
Bag Solid	e912	New York		
Calendar Solid	e90a	New York		
Cart Solid	e903	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Chart Bar Solid	e90d	New York		
Check Circle Solid	e91a	New York		
Clipboard Solid	e916	New York		
Clipboard-exclamation Solid	e917	New York		
Cloud Solid	e90f	New York		
Comment Solid	e906	New York		
Comments Solid	e907	New York		
Copy Solid	e915	New York		
Edit 2 Solid	e91b	New York		
File Solid	e914	New York		
Flag Solid	e904	New York		
Group Solid	e901	New York		
Hardware Solid	e908	New York		
Heart Solid	e910	New York		
Headphones-Mic Solid	e913	New York		
Information Solid	e919	New York		
Knowledge Solid	e90e	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Mail Solid	e909	New York		
Map Pin Solid	e90b	New York		
Megaphone Solid	e90c	New York		
Phone Solid	e91d	New York		
Star Solid	e905	New York		
Trash Solid	e911	New York		
User Solid	e900	New York		
Web Link Solid	e918	New York		
Wrench Solid	e91c	New York		
Icons added in the release Orlando				
Lightbulb Solid	e920	Orlando		
Plus Solid	e921	Orlando		
Question-Circle Solid	e91e	Orlando		
Request Solid	e91f	Orlando		
Icons added in the Paris release				
Camera Solid	e925	Paris		
Clipboard Lines Solid	e922	Paris		
Images Solid	e924	Paris		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Phone 2 Solid	e923	Paris		
Icons added in the Quebec release				
Approve	e926	Quebec		
Arrow Solid	e92b	Quebec		
Empty (Use only as a placeholder.)		Quebec		
Menu	e92d	Quebec		
Note Solid	e92a	Quebec		
Recall	e928	Quebec		
Recall2	e929	Quebec		
Reject	e927	Quebec		
Search	e92c	Quebec		
Icons added in the Rome release				
Alert	e92f	Rome		
Alert Solid	e930	Rome		
Icon added in the Tokyo release				
Inventory with Plus	e931	Tokyo		
Icons added in the Utah release				
Microphone_Unmute	e932	Utah		
Microphone_Mute	e933	Utah		
Icons added in the Washington DC release				

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Circle Close	e934	Washington DC		
Globe	e935	Washington DC		
Translated Text	e936	Washington DC		
Icons added in the Xanadu release				
Thumbs-Up-Solid	e937	Xanadu		
Thumbs-Up-Outline	e938	Xanadu		
Thumbs-Down-Solid	e939	Xanadu		
Thumbs-Down-Outline	e93a	Xanadu		
Outgoing-Outline	e93b	Xanadu		
Tree-Solid	e93c	Xanadu		
Icons added in the Yokohama release				
User-Clock-Solid	e93e	Yokohama		
Calendar-Days-Clock-Solid	e93f	Yokohama		
Calendar-Days-Search-Solid	e940	Yokohama		
Map-Solid	e941	Yokohama		
Cloud-Arrow-Up-Outline	e942	Yokohama		
Icons added in the Zurich release				
Arrow-Clockwise	e93d	Zurich		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Camera-Triangle-Exclamation-Solid	e943	Zurich		
AI-Sparkle-Solid	e944	Zurich		
Chat-AI-Sparkle-Solid	e945	Zurich		
Icon added in the Australia release				
Servicenow-Lens-App-Outline	e946	Australia		
Microphone-AI-Spark-Solid	e947	Australia		
Icon added in the Brazil release				
Microphone-AI-Spark-Outline	e949	Brazil		
SN-Sparkmoji-Logo	e948	Brazil		
Chat-AI-Sparkle-Solid-New	e94a	Brazil		

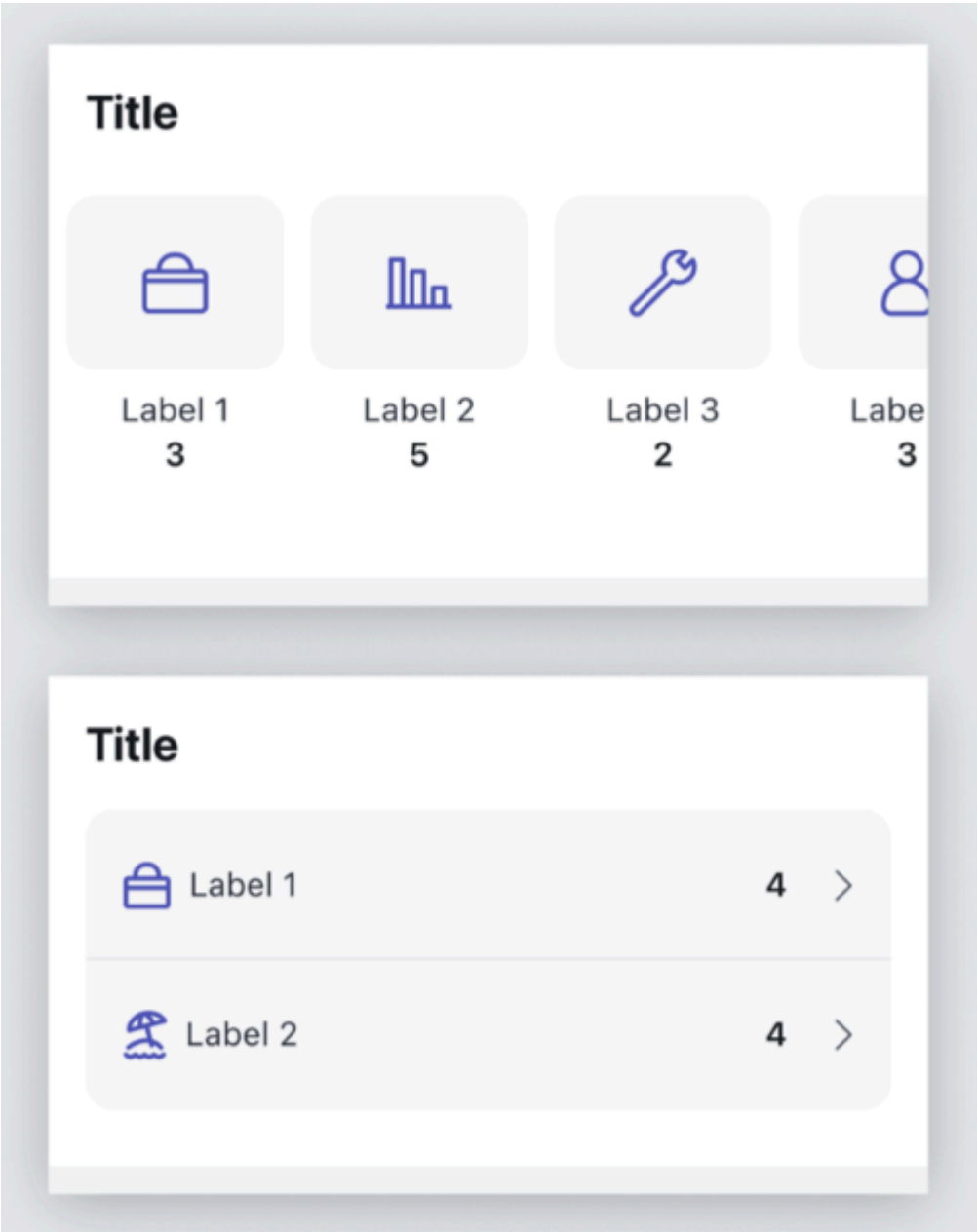
Screen font icons

Use screen font icons for lists or section destinations. You can use them to represent a work flow or a screen that you want users to navigate to. Screen font icons are in the *now-mobile-icons* font family.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Usage examples

Icon section on screens



Screen font icons

Name	Code	Release introduced	Icon image	Right-to-left icon image
Icons added in the New York release				
Address Book	f2b9	New York		
Address Card	e931	New York		
Bag	f2bb	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Bell	f0f3	New York		
Binoculars	e94d	New York		
Bookmark	e930	New York		
Building	f1a8	New York		
Calendar	f073	New York		
Calendar2	f133	New York		
Cart	e935	New York		
Chart Bar	f080	New York		
Chart Line	e93f	New York		
Chart Pie	e94b	New York		
Check Circle	f058	New York		
Check Square	f14a	New York		
Chip	e94e	New York		
Circle	f111	New York		
Circle List	f022	New York		
Clipboard	f328	New York		
Clipboard-exclamation	e946	New York		
Clipboard-V	e94f	New York		
Clock	fk017	New York		
Clone	f24d	New York		
Comment	f075	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Comments	f086	New York		
Compass	f14e	New York		
Copy	f0c5	New York		
Edit	f044	New York		
Empty File	f15b	New York		
Envelope	f0e0	New York		
File	f15c	New York		
File Code	f1c9	New York		
Flag	f024	New York		
Folder	f07b	New York		
Folder Open	f07c	New York		
Gem	f3a5	New York		
Globe	e942	New York		
Group	e932	New York		
Handshake	f2b5	New York		
Hardware	e93c	New York		
Hardware Warning	e93d	New York		
Hdd	f0a0	New York		
Headphones-Mic	e936	New York		
Heart	f004	New York		
ID Badge	f2c1	New York		
Image	f03e	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Images	f302	New York		
Information	e943	New York		
Keyboard	f11c	New York		
Knowledge	e947	New York		
Laptop	e94a	New York		
Life Saver	e941	New York		
Lightbulb	f0eb	New York		
Link	e93b	New York		
Lock Close	e937	New York		
Lock Open	e938	New York		
Map	f279	New York		
Map Pin	e940	New York		
Megaphone	e949	New York		
Newspaper	f1ea	New York		
Paperclip	e939	New York		
Paper Plane	f1d8	New York		
Plus	f0fe	New York		
Question Circle	f059	New York		
Save	f0c7	New York		
Search	3944	New York		
Server Box	e93e	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Share Square	f14d	New York		
Square	f0c8	New York		
Star	f005	New York		
Thumbs Down	f165	New York		
Thumbs Up	f164	New York		
Ticket	e94c	New York		
Trash	f2ed	New York		
User	f007	New York		
User-Tag	e933	New York		
Wifi	e948	New York		
Window	f2d0	New York		
Wrench	e93a	New York		
Icons added in the Orlando release				
Agile	e903	Orlando		
Arena	e90a	Orlando		
Arrows Right Left	e901	Orlando		
Clipboard Lines	e902	Orlando		
Conference Room	e908	Orlando		
Feedback	e909	Orlando		
Food	e906	Orlando		
Inventory	e900	Orlando		
Project Status	e904	Orlando		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
QR Code	e905	Orlando		
Vacation	e907	Orlando		
Icons added in the Paris release				
Desk	e90d	Paris		
Health Screening	e90c	Paris		
Health Status	e90b	Paris		
Reservation	e90e	Paris		
Icons added in the Quebec release				
Dynamic Segment	e910	Quebec		
List	e90f	Quebec		
Plugin	e911	Quebec		
Store	e912	Quebec		
Icon added in the Rome release				
Vaccine	e913	Rome		
Icon added in the Tokyo release				
Inventory with Plus	e914	Tokyo		
Icon added in the Utah release				
Toolbox	e915	Utah		
Icons added in the Xanadu release				
Emoji-Smile	e916	Xanadu		
Tree	e917	Xanadu		
Icons added in the Yokohama release				
User-Clock	e918	Yokohama		
Calendar-Days-Clock	e919	Yokohama		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Calendar-Days-Search	e91a	Yokohama		
Icons added in the Zurich release				
Arrow-Down-Rectangle	e91b	Zurich		
Vehicle-Forklift	e91c	Zurich		
Scanner	e91d	Zurich		
Monitor-Heartbeat	e91e	Zurich		
Spray-Bottle	e91f	Zurich		
Icons added in the Australia release				
Document-Checklist-Search	e920	Australia		
Rectangle-Search	e921	Australia		
Icons added in Brazil release				
Serverbox	e93e	Brazil		
SN-Sparkmoji-Logo	e922	Brazil		
Microphone-AI-Spark-Outline	e923	Brazil		

Mobile card font icons

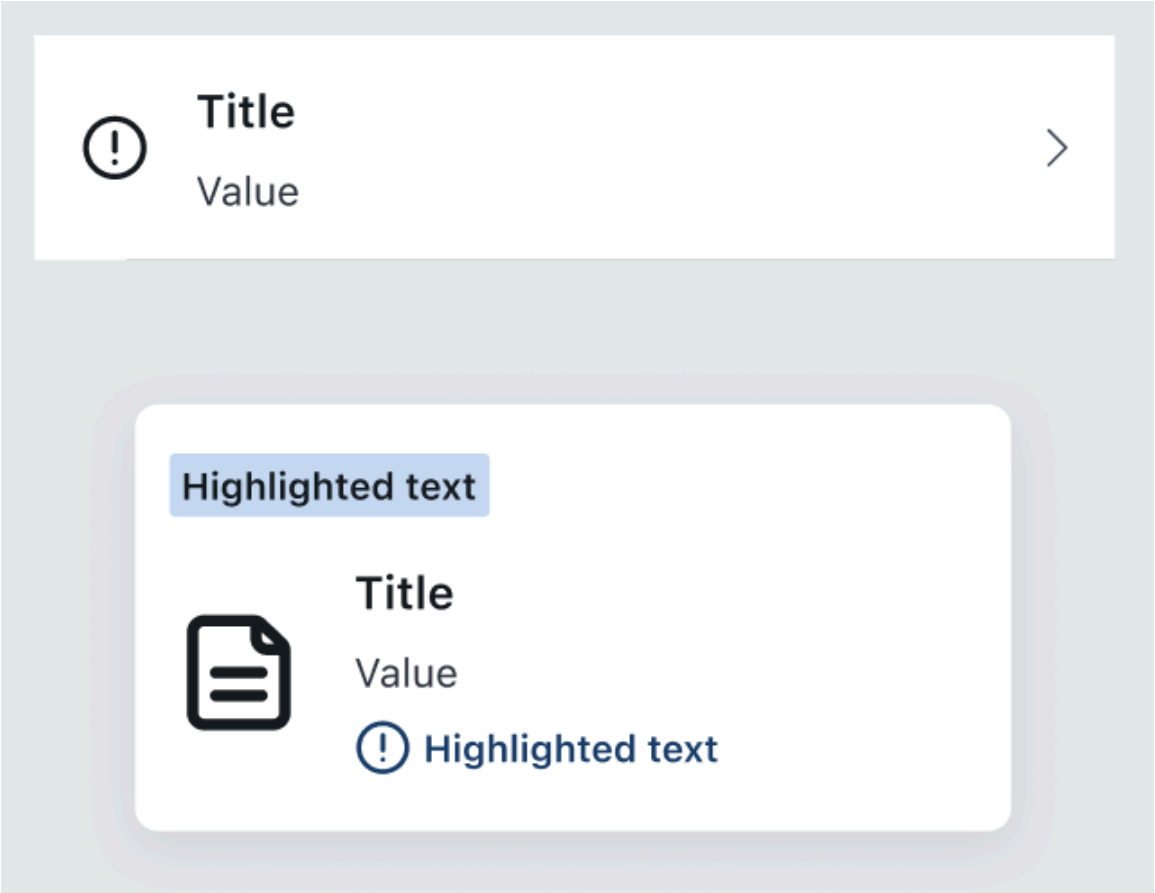
Use mobile card font icons in the body of mobile cards. Mobile card font icons are in the *now-mobile-icons-cards* font family.

Important: These icons are available in the font element icon picker of Mobile Card Builder. They don't need to be created as individual records in Mobile App Builder before you can select them in Mobile Card Builder.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Usage examples

Card icon examples



Mobile card icons

Name	Code	Release introduced	Icon image	Right-to-left icon image
Icons added in the New York release				
Check Circle	e903	New York		
Circle Filled	e902	New York		
Circle Half Filled	e901	New York		
Clock	e905	New York		
Empty Circle	e900	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Empty File	e909	New York		
File	e908	New York		
Map	e907	New York		
View	e906	New York		
Warning	e904	New York		
Icon added in the Orlando release				
Cancel	e90a	Orlando		
Icons added in the Paris release				
Minus	e90c	Paris		
X	e90b	Paris		
Icons added in the Quebec release				
Alert	e92d	Quebec		
Circle Flag	e92a	Quebec		
File Solid	e91d	Quebec		
File Code	e91e	Quebec		
File Code Solid	e91f	Quebec		
File Excel	e922	Quebec		
File Excel Solid	e923	Quebec		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
File PDF	e920	Quebec		
File PDF Solid	e921	Quebec		
File PowerPoint	e924	Quebec		
File PowerPoint Solid	e925	Quebec		
Flag	e92b	Quebec		
Globe	e928	Quebec		
Globe Solid	e929	Quebec		
Hide	e927	Quebec		
Pen	e92c	Quebec		
Plugin	e926	Quebec		
Sync	e92e	Quebec		
Web Link	e92f	Quebec		
Thumbs Down	e90d	Quebec		
Thumps-up	e90e	Quebec		
Thumbs up Solid	e90f	Quebec		
Thumbs down Solid	e910	Quebec		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Low rating 1	e911	Quebec		
Medium low rating 2	e912	Quebec		
Medium rating 3	e913	Quebec		
Medium high rating 4	e914	Quebec		
High rating 5	e915	Quebec		
Low rating 1 Solid	e916	Quebec		
Medium low rating 2 Solid	e917	Quebec		
Medium rating 3 Solid	e918	Quebec		
Medium high rating 4 Solid	e919	Quebec		
High rating 5 Solid	e91a	Quebec		
Star	e91b	Quebec		
Star-Solid	e91c	Quebec		
Icons added in the Tokyo release				
Conference Room	e931	Tokyo		
Desk	e930	Tokyo		
Icon added in the Utah release				
Knowledge	e932	Utah		
Icons added in the Washington DC release				
Building-Solid	e933	Washington DC		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
Pen-Solid	e934	Washington DC		
Window-Solid	e935	Washington DC		
Chevron	e100	Washington DC	iOS Android	iOS Android
Spark-Solid	e936	Washington DC		
Icons added in the Xanadu release				
Check	e937	Xanadu		
Separator	e939	Xanadu		
Tags-Outline	e938	Xanadu		
Icon added in the Yokohama release				
Tree-Outline	e93a	Yokohama		
Icon added in the Zurich release				
Chart-Dependency-Outline	e93b	Zurich		
Icons added in the Australia release				
User-Group-Outline	e93c	Australia		
Calendar-Days-Outline	e93d	Australia		
Clipboard-Lines-Outline	e93e	Australia		
Icons added in Brazil release				
SN-Sparkmoji-Logo	e93f	Brazil		

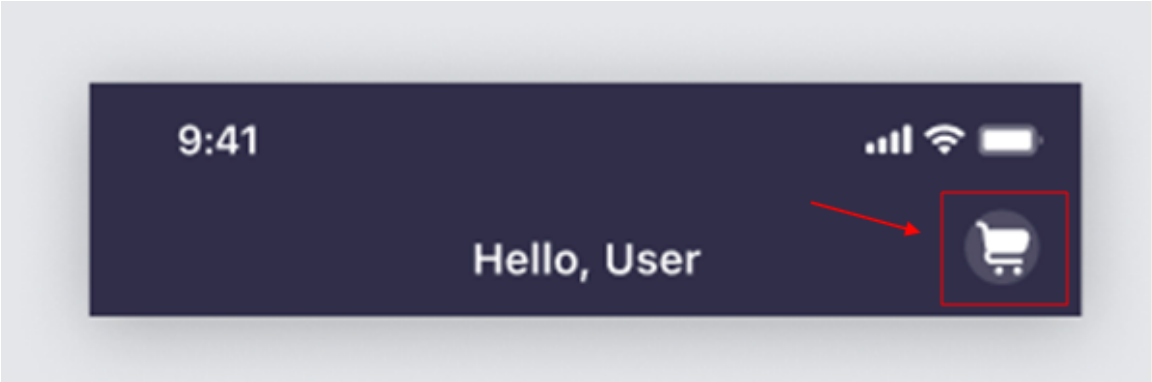
Launcher screen font icons

Use launcher screen font icons in the upper right corner of your mobile screen. They are used as navigation to another screen. Don't use these icons for quick actions. Launcher screen font icons are in the `now-mobile-icons-ALPnavbar` font family.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Usage example

Launcher screen icon example



Launcher screen icons

Name	Code	Release introduced	Icon image	Right-to-left icon image
Icons added in the New York release				
Address Book Solid	f2b9	New York		
Cart Solid	e935	New York		
Comment Solid	f075	New York		
File Solid	f15c	New York		
Headphones-Mic Solid	e936	New York		
Information Solid	e943	New York		
Knowledge Solid	e947	New York		
Link Solid	e93b	New York		
Megaphone Solid	e949	New York		
Web-Link Solid	f2d0	New York		
Icons added in Brazil release				

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Code	Release introduced	Icon image	Right-to-left icon image
SN-Sparkmoji-Logo	e900	Brazil		
Microphone-AI-Spark-Solid	e901	Brazil		

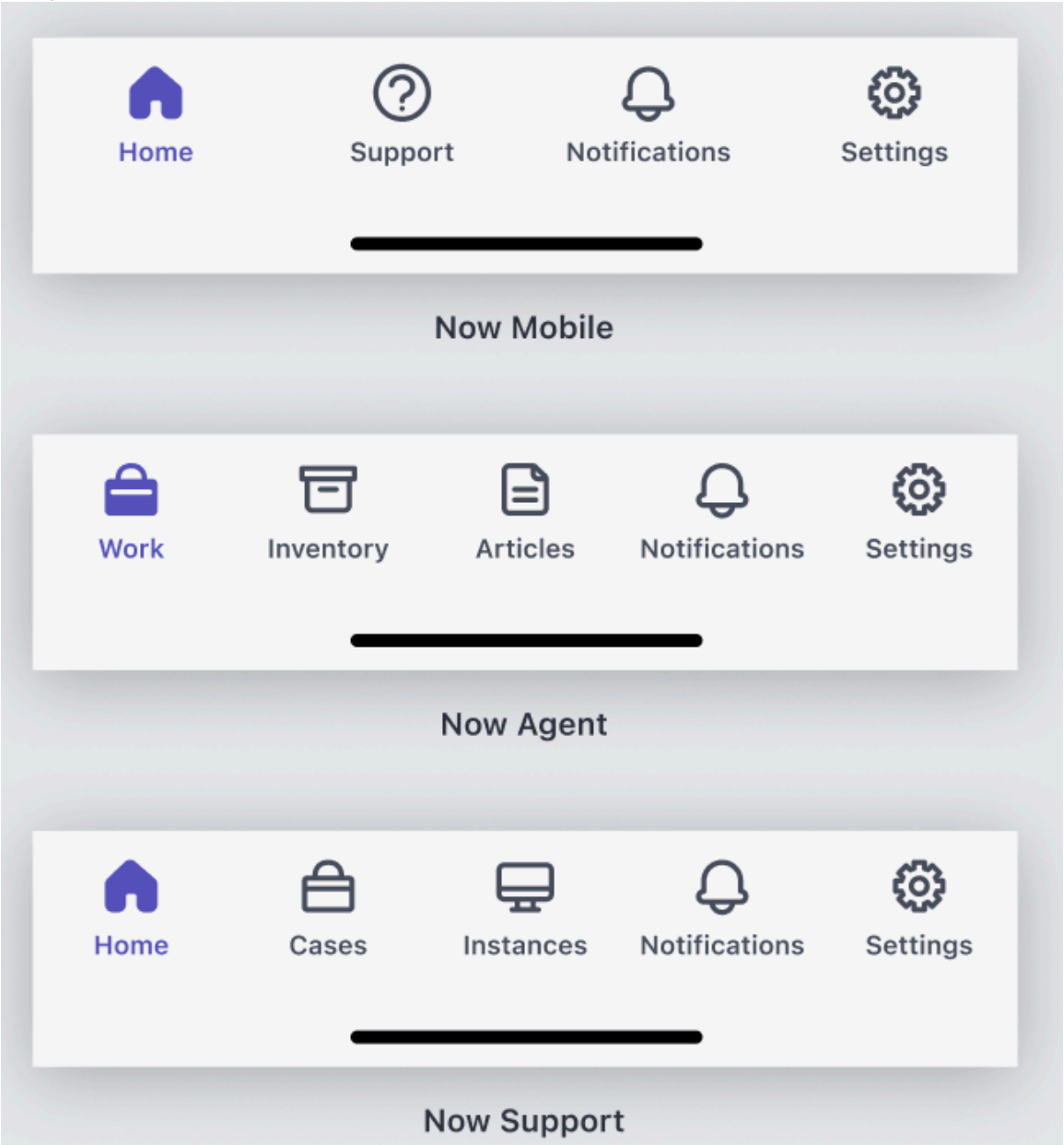
Image icons

Use image icons on navigation bars and tab bars. Image icons are not font-type icons.

Important: Image icons can also be used in the icon UI section of a launcher screen. For more information, see Adding images to an icon section.

Usage example

Image icon examples



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Image icons

Name	Release introduced	Icon image	Right-to-left icon image
Icons added in the New York release			
Bag Solid	New York		
Notifications Solid	New York		
Calendar Solid	New York		
Cart Solid	New York		
Chart Bar Solid	New York		
Clock Solid	New York		
Comment Solid	New York		
File Solid	New York		
Group Solid	New York		
Hardware Solid	New York		
Heart Solid	New York		
Home Solid	New York		
Knowledge Solid	New York		
Map Solid	New York		
Megaphone Solid	New York		
Request Solid	New York		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Release introduced	Icon image	Right-to-left icon image
Settings Solid	New York		
Star Solid	New York		
User Solid	New York		
Wrench Solid	New York		
Icons added in the Orlando release			
Agile Solid	Orlando		
Clipboard Exclamation Solid	Orlando		
Inventory Solid	Orlando		
Project Status Solid	Orlando		
Icon added in the Paris release			
Clipboard Lines Solid	Paris		
Icon added in the Quebec release			
Bookmark Solid	Quebec		
Icons added in the Rome release			
Explore Solid	Rome		
Today Solid	Rome		
Support Solid	Rome		
Icons added in the Washington DC release			
News Center Solid	Washington DC		
Marketplace	Washington DC		

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Name	Release introduced	Icon image	Right-to-left icon image
Icons added in the Xanadu release			
Emoji-Smile Solid	Xanadu		
Enterprise-Asset-Management Solid	Xanadu		
Ongoing Solid	Xanadu		
Tree Solid	Xanadu		
Icon added in the Yokohama release			
Score-List	Yokohama		
Icon added in the Zurich release			
Building	Zurich		
Icons added in Brazil release			
Bot Outline	Brazil		
Bot Solid	Brazil		
Ellipses	Brazil		
SN-Sparkmoji-Logo	Brazil		
Spoke Outline	Brazil		
Spoke Solid	Brazil		
Microphone-AI-Spark-Solid	Brazil		
Microphone-AI-Spark-Outline	Brazil		

Empty state display

Use an empty state to indicate to your users that the displayed page does not contain data. You can add an image, text, and buttons to direct users to perform an action, view a particular screen, or review specific information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

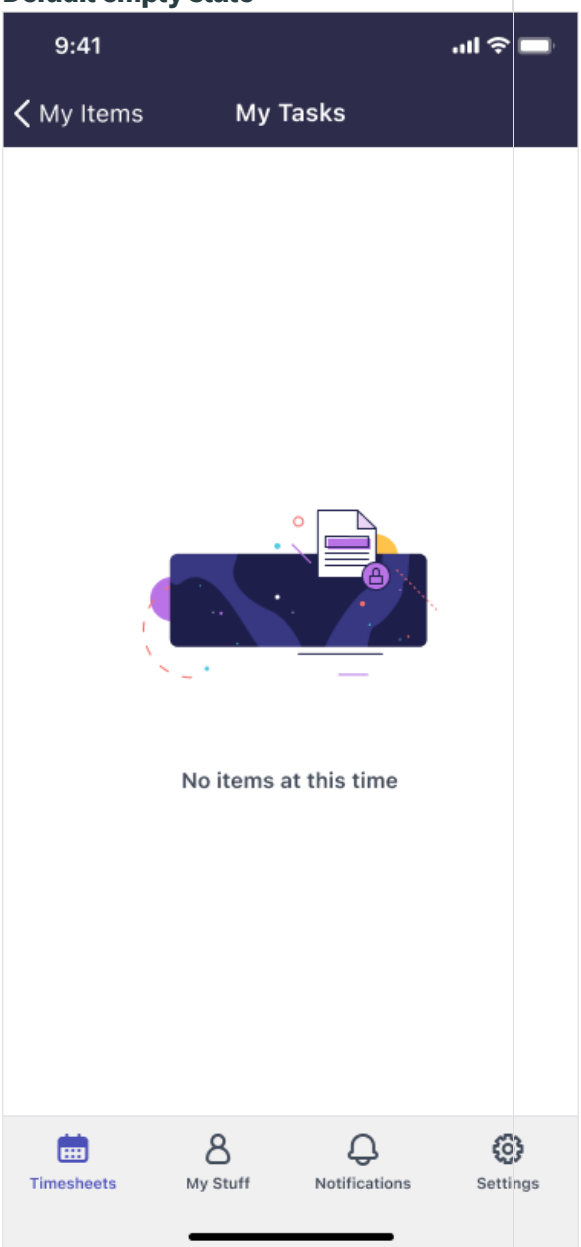
In some situations, such as the first time a user accesses a page or if no relevant items are listed on a page, data might not be displayed. You can configure a default empty state to be displayed in those situations. You can customize additional empty states for particular lists and screens. If an empty state is not defined for specific lists and screens, the default empty state is used.

Empty state display hierarchy

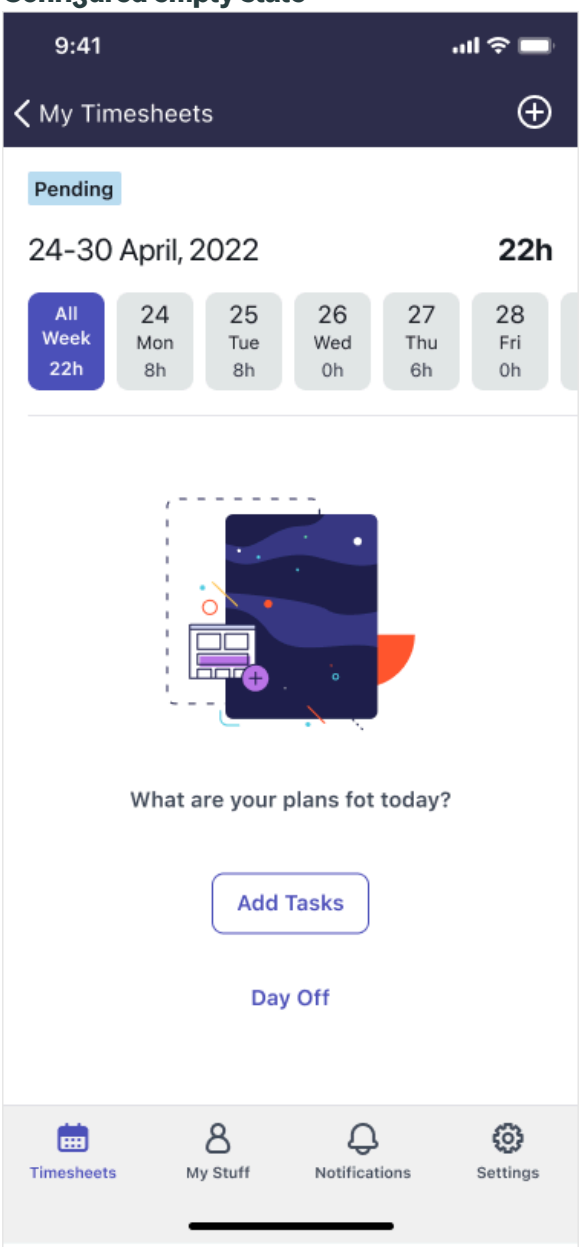
The default empty state is triggered for all screens and segments without an associated empty state. An empty state defined for a specific screen takes priority over the default empty state. An empty state defined for embedded lists takes priority over an empty state defined for a screen.

Note: There is a separate default empty state for search results. You can also define an empty state if no search results are listed, after a navigation tab is selected.

Default empty state



Configured empty state

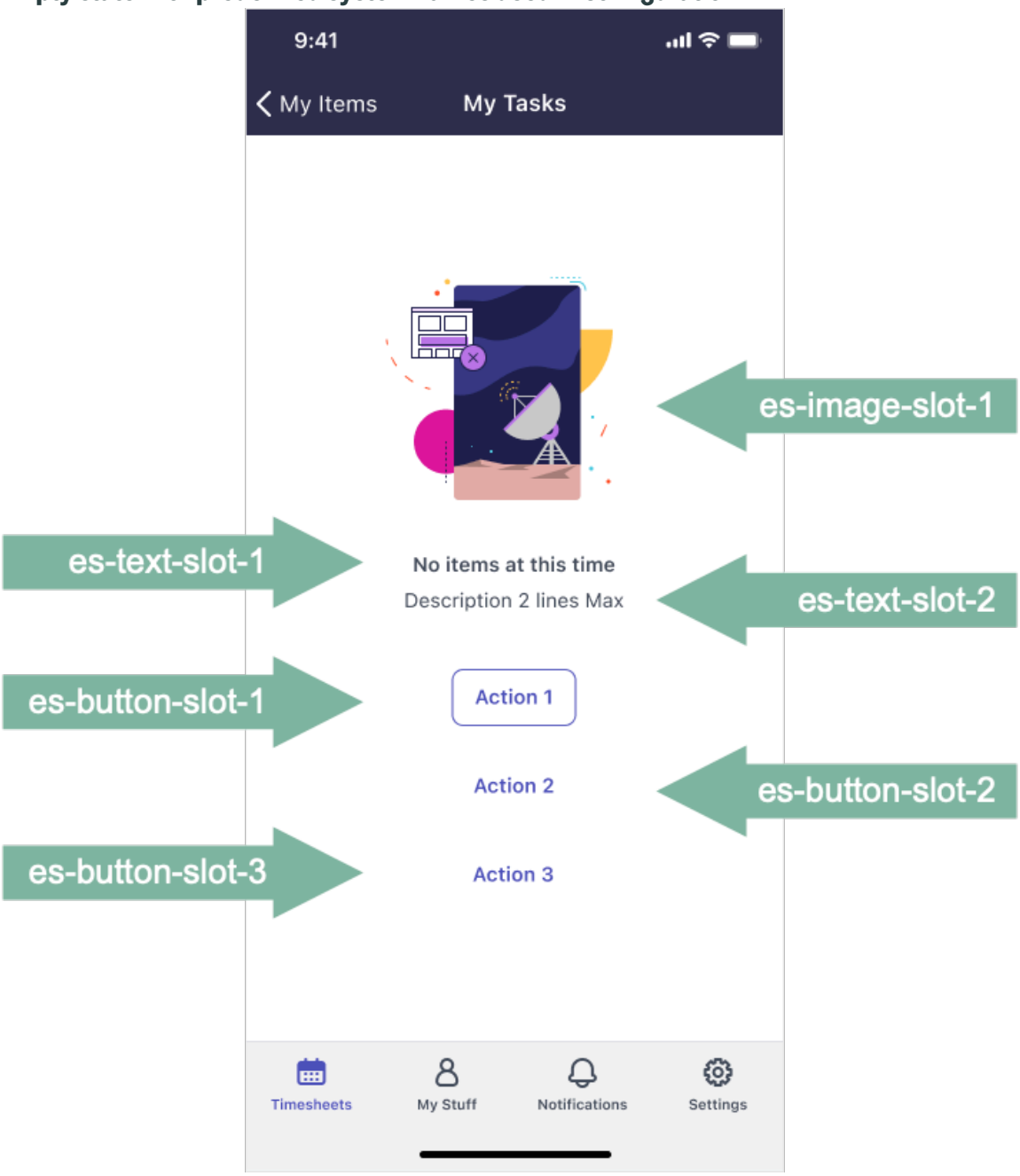


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Empty state structure

You can define up to one image element, two text elements, and three button elements within a single empty state display. The elements are displayed in the vertical alignment in the order image, text, and then button. The following graphic shows the element order with its corresponding element name. Unused elements are not displayed in the empty state.

Empty state with predefined system names used in configuration



Configure an empty state

Configure an empty state to inform users that a page currently does not contain data. Add an image, text, and buttons to customize the empty state and improve the user experience.

Before you begin

Whether creating a default or specific empty state, the following items might be required if you plan to display an image or button:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- An image from the Attachments [sys_attachment] table.
- Defined button actions from the Function [sys_sg_button] table. For more information, see Configure a smart button.

Role required: admin

About this task

This task explains how to configure a default empty state used in all screens. For information about how to customize empty states for specific screens, see the following topics:

- Configure an empty state for a list screen.
- Configure an empty state for an embedded list in a record screen.
- Configure an empty state for search results.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Create an empty state record, then use the bridge to Mobile Card Builder (MCB) to configure the card that is referenced by the empty state record:

   a. Select **All mobile records** in the menu.

   b. From the Record type drop-down menu, select **Empty state [sys_sg_empty_state]**, and then select **New**.

   c. In the Empty State form, fill in the fields.

Empty State form

Field	Value
Name	Title for the record.
Description	Optional description of the record.
Active	Option for enabling the display of the card setup within the empty state. Select the toggle to make the empty state record active.
Card	Select **Choose** to select an existing card that is referenced by the empty state record or select **New** to create a card. You are taken to MCB to configure the card.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note:

Empty states can also be selected or created in the record editing screen in Mobile App Builder (MAB) for the following record types:

- List screen
- Map screen
- Custom map screen
- Search config
- Mobile app config

4. In MCB, select the card you want to be referenced by the empty state record.
5. Select **Use this card**.
   You are automatically returned to MAB.
6. In MAB, select **Save** to save the empty state record.

Result

An empty state displays in any screen that does not contain data.

Working with images and attachments in mobile

Learn how to turn off the image annotation option and define attachment sources when working with various mobile components.

Define attachment sources available to users

Control the origin of where images and files are sourced from, including a phone's gallery, camera, or file system. This capability confirms that images can't be reused and verifies that they aren't AI-generated.

Before you begin

Role required: admin

About this task

You can limit the origins of attachments to ensure that images are sourced from one or all of the following:

- On-site via a camera
- From the user's phone gallery
- From the user's file system

This feature is supported for all attachment locations including: activity stream, functions, and input form screen.

Note: This feature is also supported for scripted screens within Mobile App Bridge and the Cabrillo JS module.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Mobile App Builder categories home screen displays.

3. Select the attachment location for where you want to control the origin of the attachment source.

Attachment location	Procedure
Function	**a.** Select **Functions** from the menu and then select **New**. Alternatively, select an existing function record. **b.** Select **Upload attachment** in the **Type** field of the Properties section. **c.** Select **New** in the **Buttons attribute** sec tion. The Button attribute record opens. **d.** Leave the **Button** field with the default name. **e.** Select **hidden_attachment_sources** from the **Name** field menu. **f.** Enter values in the **Value** field from where you don't want images sourced from. Values can be `camera`, `files`, or `gallery`, or any combination separated by commas. If this field is empty, then im ages and files can be sourced from all loca tions. **g.** Select **Save**.
Activity stream	**a.** Select the#**All mobile records** option from the menu. **b.** From the#**Record type** #field, select Activi ty stream screen [sys_sg_activity_stream_ screen]. **c.** Select **New** or an existing activity stream record. The activity stream screen opens. **d.** Select **Choose** in the Hidden attachment sources area. **e.** Select the attachment sources that you want to hide. **f.** Select **Apply**. **g.** Select **Save**.
Input form screen	**a.** Select the#**Screens** category, and then se lect#**New**. **b.** Select the#**Input form** option in the Create a screen page, and then select **Continue**. **c.** Select **New** in the Inputs section. **d.** Enter a **Name** and **Label** in the Properties section.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Attachment location	Procedure
	e. Select `Attachment` from the **Input type** field in the **Settings** section. **f.** Select **New** in the Input attributes section. The Input record opens. **g.** Select **HiddenAttachmentSources** from the Name field. **h.** Select either camera, files, or gallery, from the **Value** field. The value you select is where you don't want images sourced from. **Note:** To prevent images and files from more than one source, add ad ditional **HiddenAttachmentSources** attributes after you save the attribute you're currently configuring. **i.** Leave the **Input** field value with its default entry. **j.** Select **Save**.

Turn off image annotation option

By default users can edit and annotate images including actions like adding text, drawing, and highlighting areas. This feature is supported for all attachment locations, including: activity stream, functions with type "attachments," and input form screens with field type "attachment."

Before you begin

Role required: admin

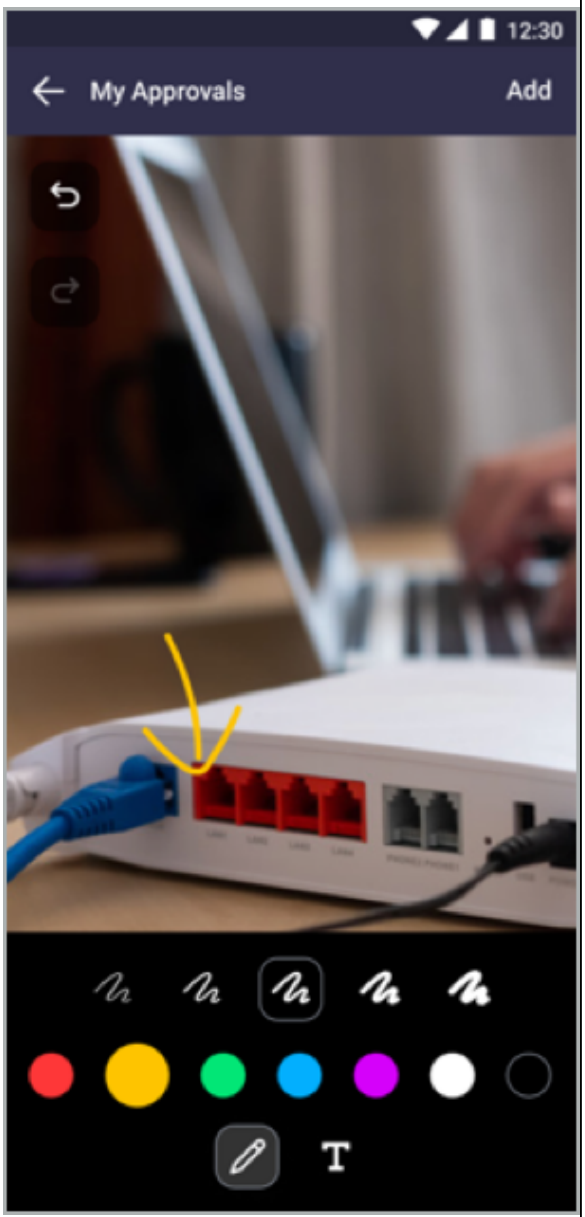
Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
2. Select **New** to create a new mobile property record.
3. Enter the name `imageAnnotationEnabled` in the **Name** field.
4. Select **True/False** in the **Type** field.
5. In the **Value** field, enter `false` to turn off the ability for users to annotate images. If the field is empty, the image annotation feature is enabled.
6. Select the **Active** field if you want this mobile property to be active.

Note: The selections made in the fields **Mobile App Config** and **Mobile Application**, have no effect on the implementation of this parameter.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

7. Select **Submit**.

Image annotation button and panel for iOS devices	Image annotation panel for Android devices
	

Storing media locally when taken from ServiceNow mobile apps

Provide users with the option to save and retrieve pictures and videos taken with the camera on their mobile app, onto their device. By default, these images are saved for 24 hours on the phone's local storage. You can set the storage time to be from 1 to 168 hours (1 week).

Before you begin

Role required: admin

Users must have the passcode feature enabled on their device. A passcode is a security measure to protect your users' phone and its data.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

About this task

Media captured using the camera within a ServiceNow mobile app may not upload onto the app successfully. Instead of losing this data, the parameter *`storeFailedAttachmentsLocally`* enables you to reattempt uploading media when an initial upload fails. The parameter *`failedAttachmentsRetentionTime`* defines for how long the media is saved on your local device.

By default, these images and videos are saved for 24 hours on the phone's local storage. You can set the storage time to be from 1 to168 hours (1 week).

Procedure

1. Navigate to **All** > **sys_sg_properties.list**.
2. Select#**New** #to create a mobile property record.
3. Enter the name#`storeFailedAttachmentsLocally`# in the**Name**# field.
4. Select#**True/False** #in the**Type** field.
5. In the#**Value**#field, enter **true**#to turn enable users to store media locally on their mobile device.
6. Select the#**Active**#field if you want this mobile property to be active.
7. Set the **Mobile App Config** field to who you want to use the mobile property.
8. Set the **Mobile Applications** to who you want to send the mobile property.
9. Select **Submit**.
   The Mobile Properties page displays with your recently created property.
10. Select#**New**#to create a mobile property record.
11. Enter the name#`failedAttachmentsRetentionTime` in the#**Name**#field.
12. Select#**Integer**# in the#**Type**# field.
13. In the#**Value** #field, enter a number in hours to define for how long attachments are saved locally before being automatically deleted.

    Note: You can define a value between 1 – 168 hours (1 week).

    - If the field is empty, the default value is 24 hours.
    - For this property to be activated, the property *`storeFailedAttachmentsLocally`* must be set to **true**#.Select the#Active#field if you want this mobile property to be active.

14. Select the#**Active**#field if you want this mobile property to be active.
15. Set the **Mobile App Config** field to who you want to use the mobile property.
16. Set the **Mobile Applications** to who you want to send the mobile property.

ServiceNow Otto for Mobile

Use ServiceNow Otto® for Mobile platform to summarize case information, generate case resolution notes, and more.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Get started

Explore	Configure	Use
Learn about the generative AI skills available in Otto for Mobile.	Activate Otto for Mobile and configure generative AI skills.	Learn about the requester conversational experience.

Important: Some AI products/features are currently available only for customers in some regions. Be sure to check for availability updates in future releases.

Troubleshoot and get help

- ServiceNow Community on AI and Intelligence
- Search the Known Error Portal for known error articles
- Contact Customer Service and Support

AI limitations

This application uses artificial intelligence (AI) and machine learning, which are rapidly evolving fields of study that generate predictions based on patterns in data. As a result, this application may not always produce accurate, complete, or appropriate information. Furthermore, there is no guarantee that this application has been fully trained or tested for your use case. To mitigate these issues, it is your responsibility to test and evaluate your use of this application for accuracy, harm, and appropriateness for your use case, employ human oversight of output, and refrain from relying solely on AI-generated outputs for decision-making purposes. This is especially important if you choose to deploy this application in areas with consequential impacts such as healthcare, finance, legal, employment, security, or infrastructure. You agree to abide by ServiceNow's AI Acceptable Use Policy, which may be updated by ServiceNow.

Data processing

This application requires data to be transferred from ServiceNow customers' individual instances to a centralized ServiceNow environment, which may be located in a different data center region from the one where your instance is, and potentially to a third-party cloud provider, such as Microsoft Azure. This data is handled per ServiceNow's internal policies and procedures, including our policies available through our CORE Compliance Portal.

Data collection

ServiceNow collects and uses the inputs, outputs, and edits to outputs of this application to develop and improve ServiceNow technologies including ServiceNow models and AI products. In addition, this application will collect task data (for Case Assist) and chat transcripts (for Chat Assist). Customers can opt out of future data collection at any time, as described in the Now Assist Opt-Out page.

For more information, see the Now Assist documentation.

Exploring ServiceNow Otto for Mobile

With ServiceNow Otto for Mobile, your users can generate case resolution notes to wrap up cases faster, generate answers to search questions, and augment the Virtual Agent experience.

Overview

The following generative AI capabilities are available for mobile:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

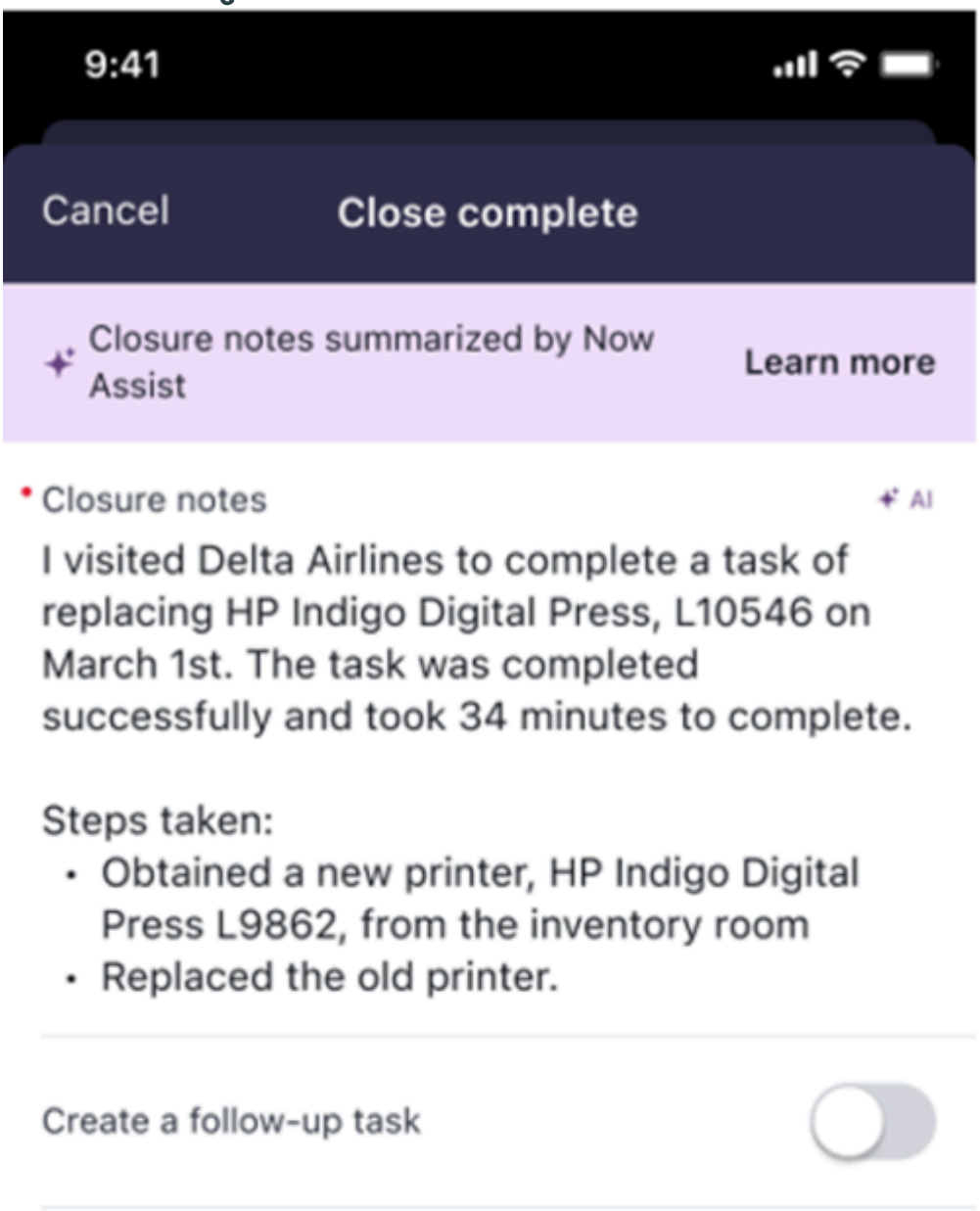
- Case resolution notes generation can help agents wrap up cases faster by summarizing the case details.
- Otto Virtual Agent uses generative AI to deliver more direct, relevant, and conversational responses to questions.
- ServiceNow Otto for AI Search improves the search experience with the ability to generate or find the most relevant answers to your questions.

Skills

Otto includes the generative AI skills and features that enable users to generate resolution notes.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

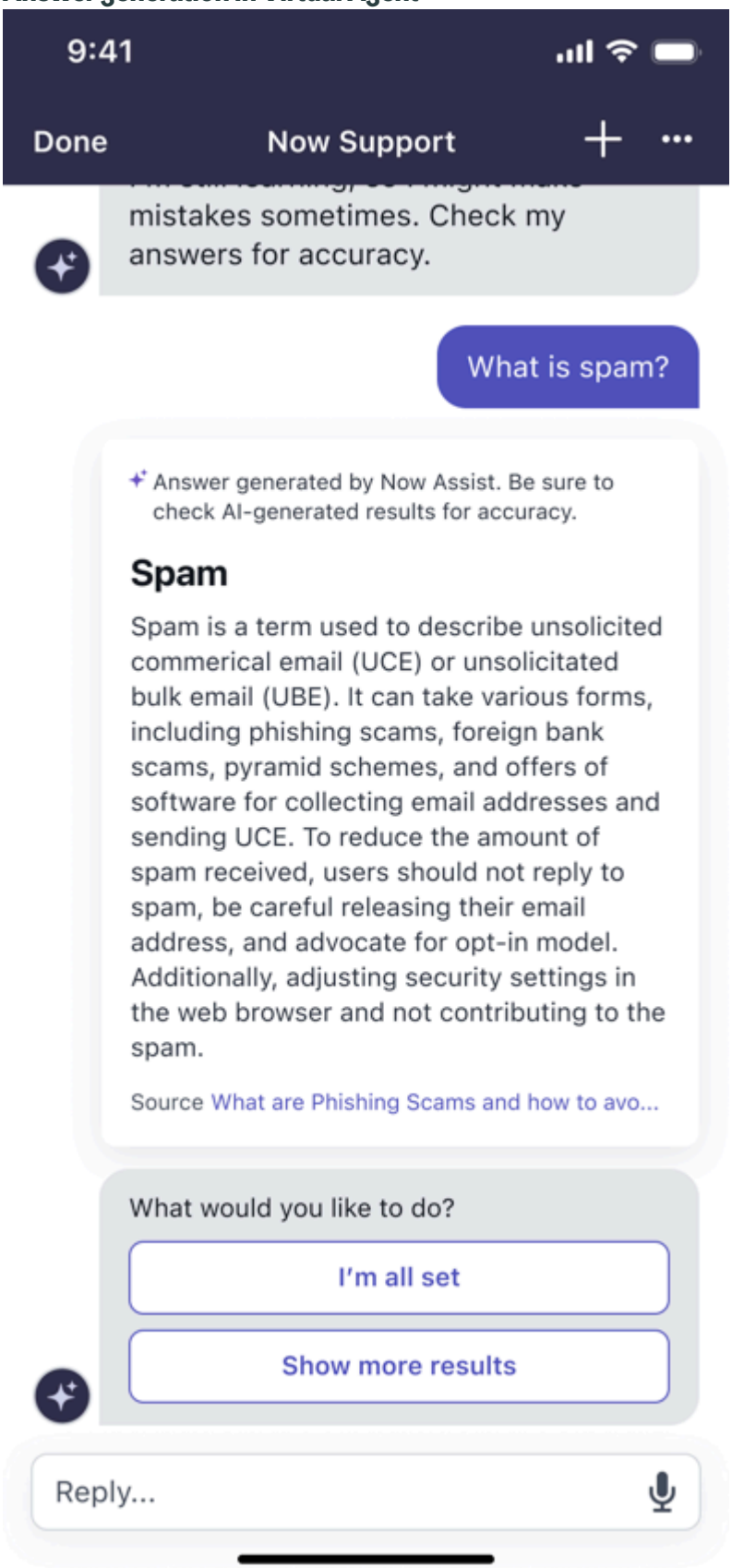
Resolution notes generation



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using Otto on their mobile device, agents can generate resolution notes that summarize work orders instead of writing them out manually. Agents can change the notes before they save them to the work order record.

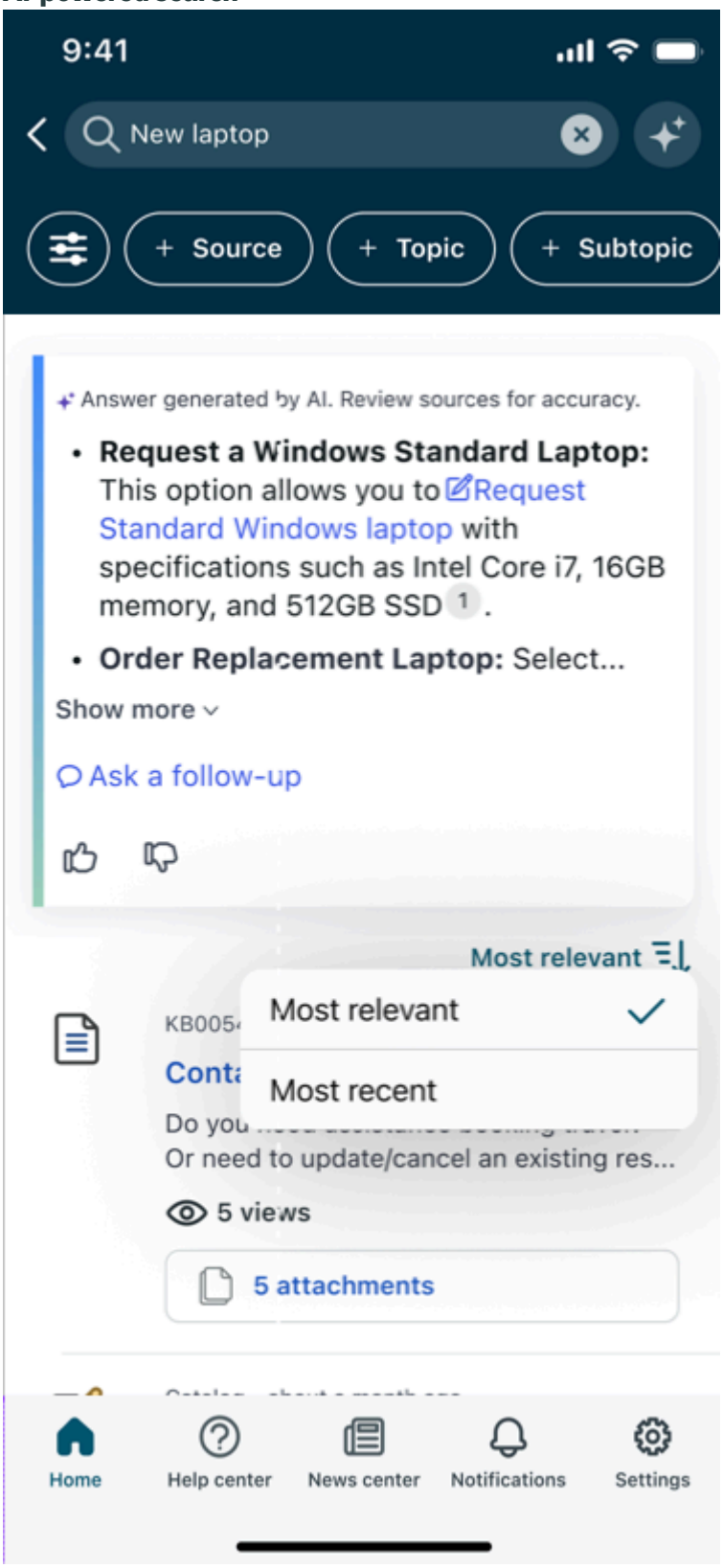
Answer generation in Virtual Agent



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

With Otto in Virtual Agent, users can enjoy a better experience that combines AI Search and chat. These skills can help resolve issues faster in Virtual Agent and lower the need for a live agent.

AI-powered search



ServiceNow Otto for AI Search combines the power of search with the Now LLM Service generative AI model to give you AI-generated or AI-chosen answers relevant to your question.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile resolution notes generation

Use ServiceNow Otto® on mobile devices to generate resolution notes that summarize work orders.

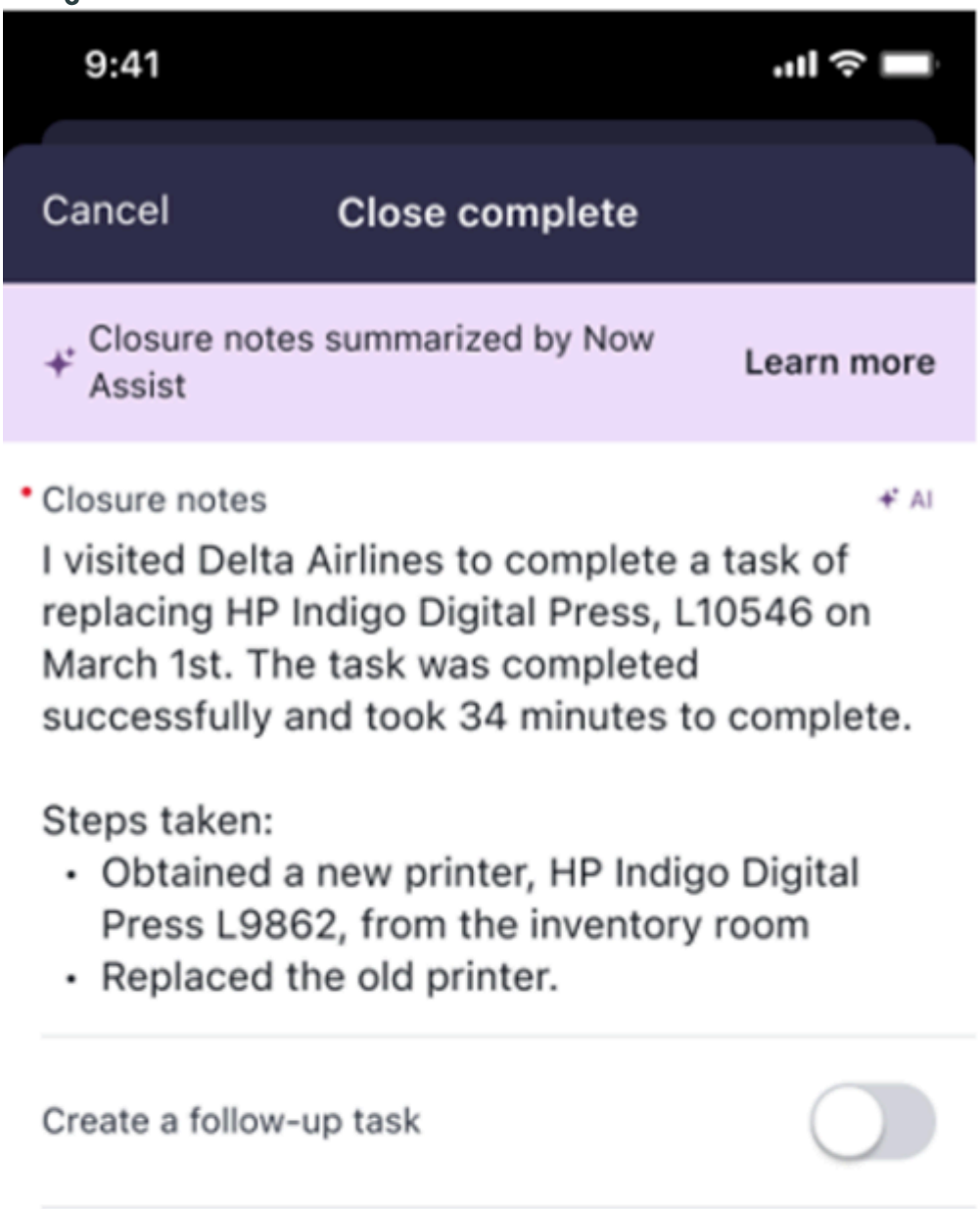
Agents can save time and improve their productivity by enabling Otto to generate resolution notes, rather than manually entering them in their work order records. Agents can edit the notes before they submit them and save them to the work order record.

This feature is only available with select BU plugins and is currently available with .

This example shows a work order where Otto generated the closure notes about a printer replacement. Agents can edit or delete generated notes before submitting the resolution notes. For more information, see AI Admin Hub.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Otto generated resolution notes



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

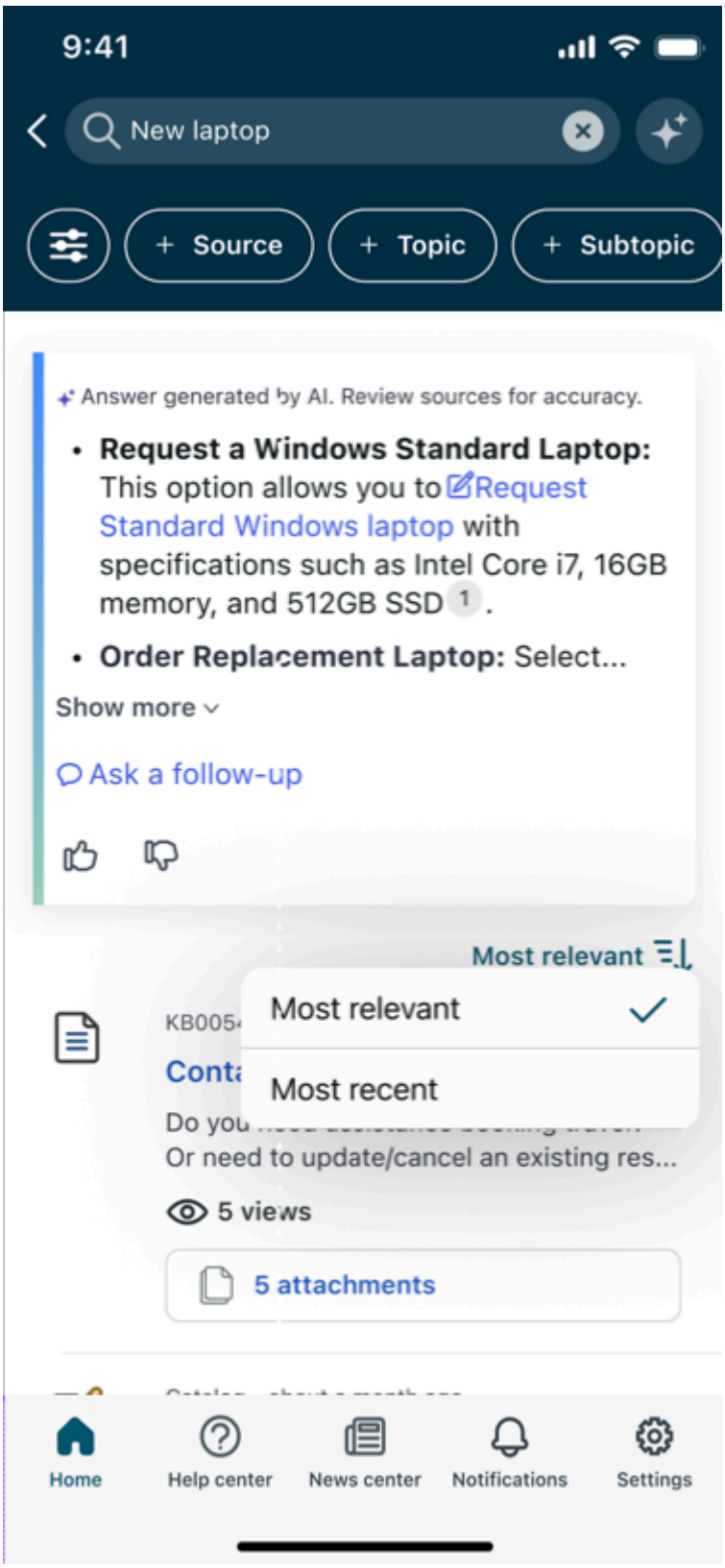
Otto AI Search on Mobile

Use ServiceNow Otto® Search on Mobile to provide actionable AI-generated or AI-selected answers to user searches. You can see citations for the sources that were used by Otto and navigate to them from the generated answer.

Otto in AI Search can be configured to generate answers from sources such as Catalogs, Microsoft SharePoint, and Knowledge articles.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Otto in AI Search on Mobile



To give feedback on the answers provided by Otto, you can select either the thumbs up or thumbs down icons in the generated response to mark the information as helpful or unhelpful respectively.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Note: To activate ServiceNow Otto for AI Search, the search card templates must be added by the administrator for your ServiceNow product. For example, Employee Service Management or Field Service Management.

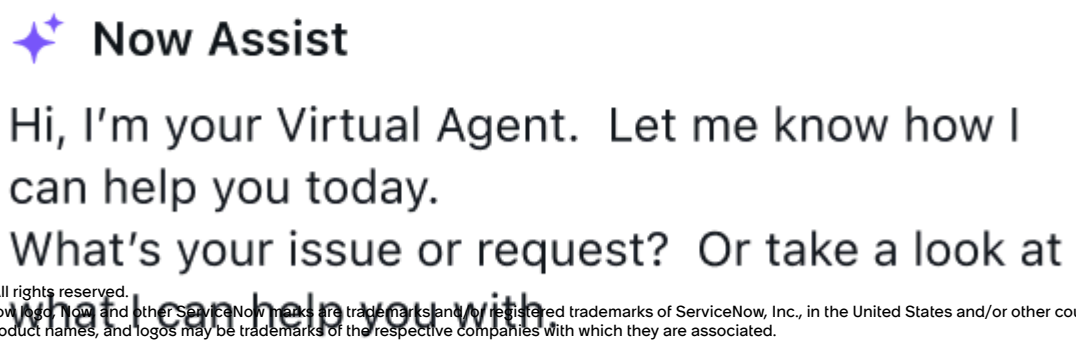
For more information on ServiceNow Otto for AI Search in AI Search on mobile, including installation, see ServiceNow Otto for AI Search for more information. For information on guided setup to configure AI Search on your instance, see Configuring AI Search for Next Experience

ServiceNow Otto in the Virtual Agent mobile client

Use ServiceNow Otto® in Native Mobile Virtual Agent to deliver more direct, relevant, and conversational responses to questions using generative AI. Virtual Agent also enables you to provide feedback on AI-generated responses.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow Otto in Virtual Agent



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow Otto in Virtual Agent uses large language models (LLM)s and generative AI to improve deflection rates and make it easier for users to find relevant information. To learn more about what ServiceNow Otto in Virtual Agent can do, see .

To give feedback on the answers provided by Otto, you can long press on a generated response to copy the message text or to mark the response as either helpful or unhelpful.

Use the guided setup to set up ServiceNow Otto in Virtual Agent quickly and easily. For more information, see Assistants overview. Virtual Agent must also be enabled for Mobile. For more information, see Enable Virtual Agent for mobile applications.

Mobile Now Assist display experience for Virtual Agent

Choose how you want Now Assist to display in your mobile app.

Note: To configure Now Assist in Native Mobile Virtual Agent, you must upgrade your mobile client to 19.3.0+.

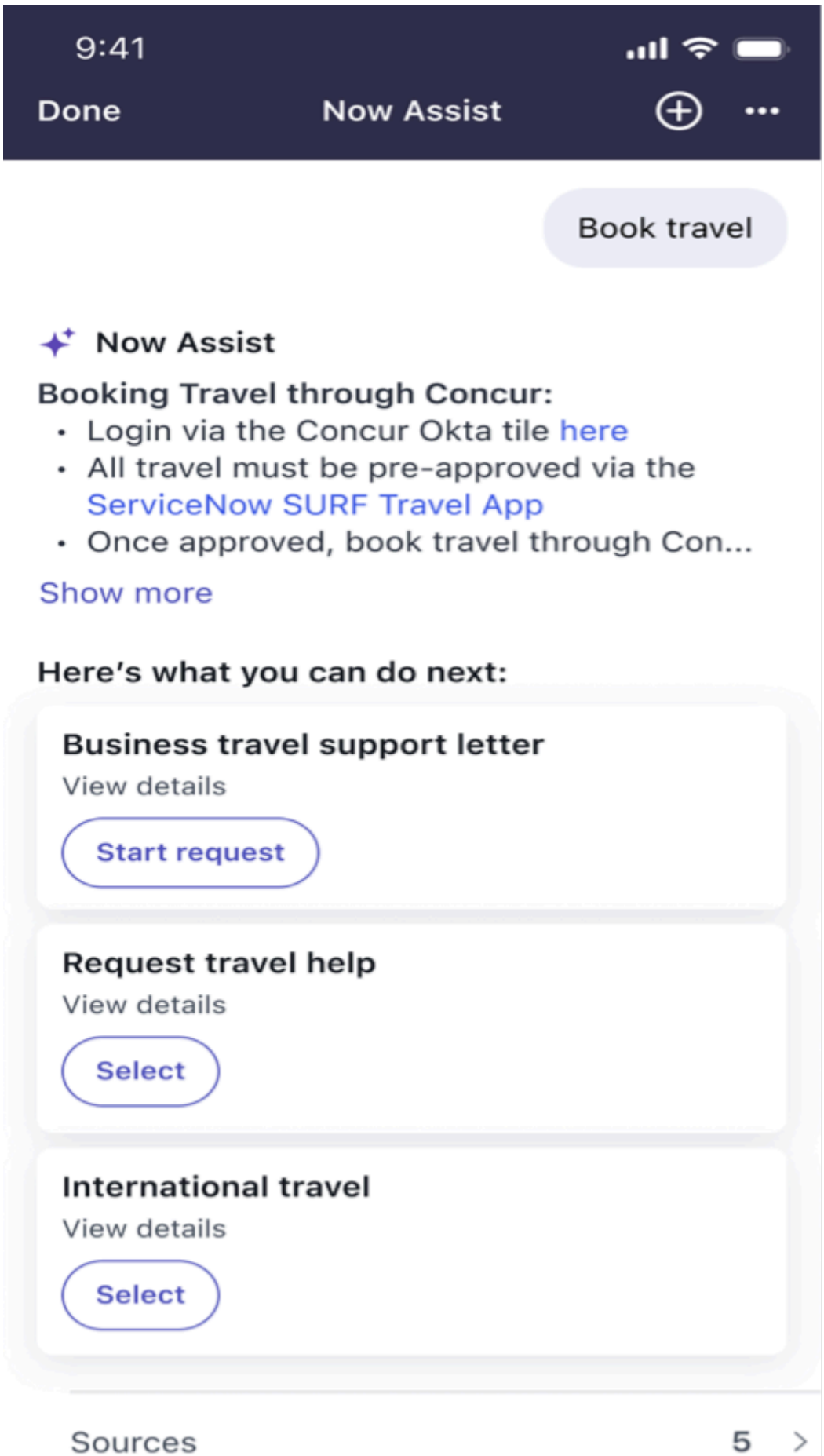
Standard chat

Configure the standard chat experience for Now Assist in Virtual Agent to enable you to access Now Assist from a Now Assist icon on your mobile app home page. Tapping the icon opens a Now Assist chat that provides synthesized generated responses to your questions. The generated responses display in-line citations to show where information was gathered from, as well as a list of any promoted actions you can take in response to the request. Only the first six lines of the response are shown, with the remaining lines accessible under the **Read More** button. For more information, see Standard chat.

In this example, asking Now Assist about booking travel provides a summary of the steps required to book a trip. It also offers the option to request a business travel support letter, request travel help, and to view more information about international travel.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Now Assist standard chat



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

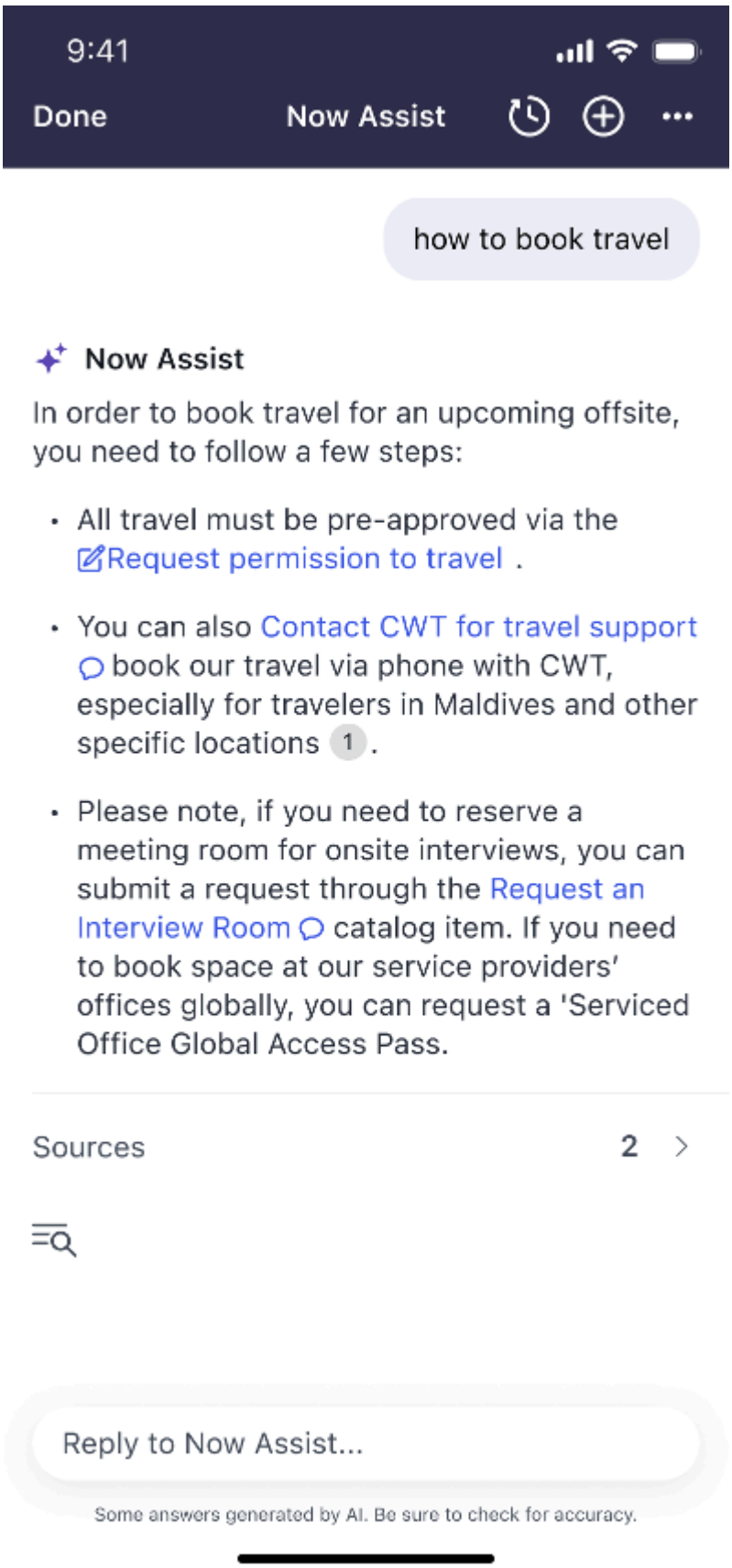
Enhanced chat

Configure the enhanced chat experience in Now Assist for Virtual Agent so you can access it from your home page search bar. You can ask questions and receive responses synthesized from multiple sources, as well as get standard search results, all in one place. The summarized answer includes any applicable actions you can take. For more information, see Enhanced chat.

In this example, asking Now Assist about booking travel provides a summary of the steps required to book a trip. Below the generated response, Now Assist lists the sources from which it pulled its information.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Now Assist enhanced chat

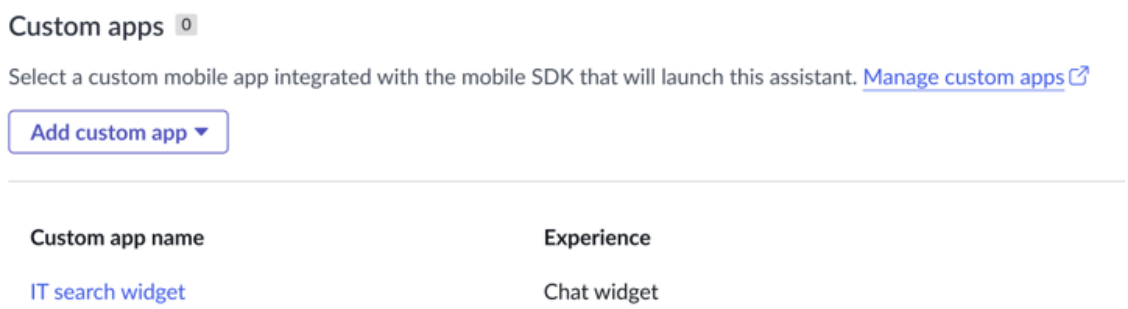


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Custom apps

If you have a mobile SDK installed on your instance, you have the option to enable Now Assist for Virtual Agent for your custom apps. For more information, see the Mobile SDK documentation.

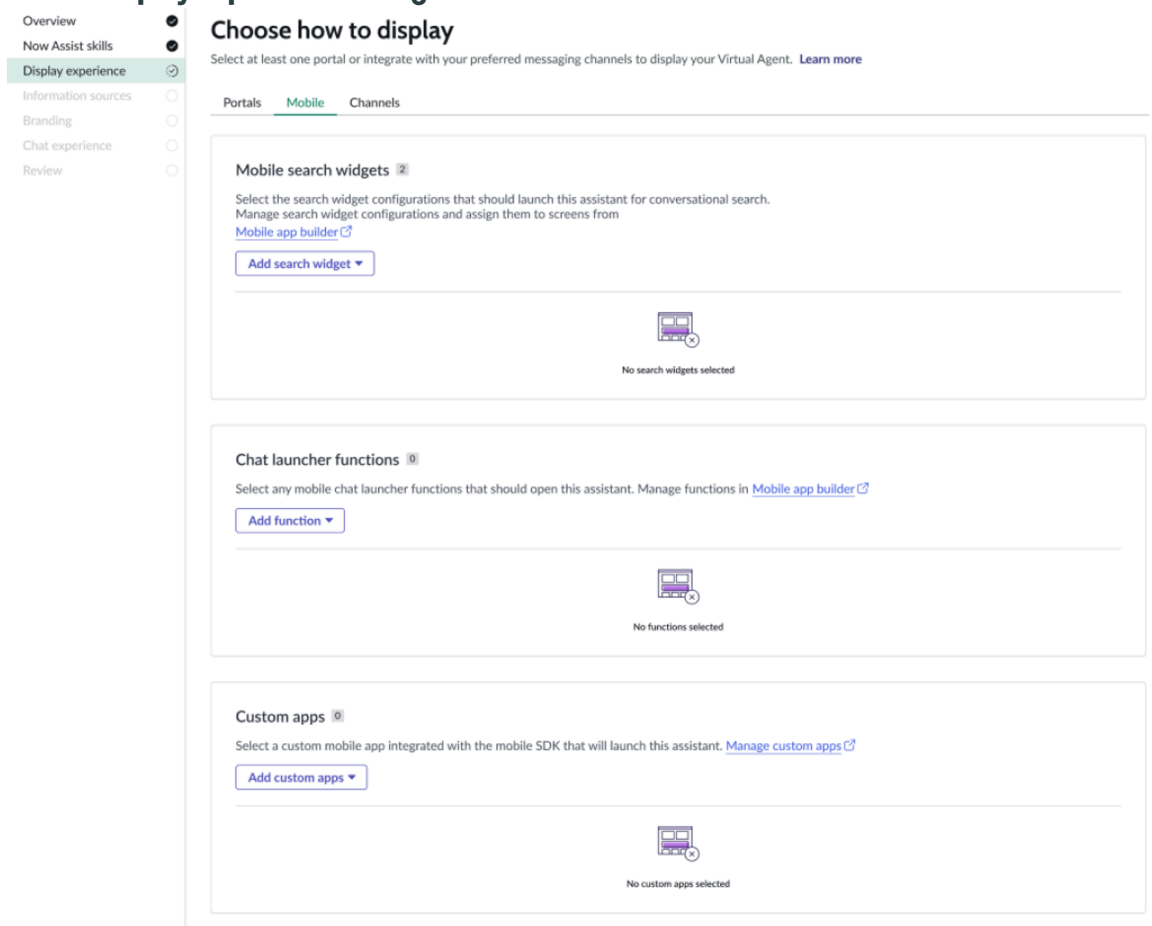
Custom mobile apps



Configuring your Virtual Agent display experience

Choose how you want Virtual Agent to display on your mobile app.

Mobile display experience configuration



For information on how to configure your Now Assist display experience, see Assistants overview.

Note: Now Assist in Native Mobile Virtual Agent uses mobile theming. For more information, see Next Experience theming for mobile.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

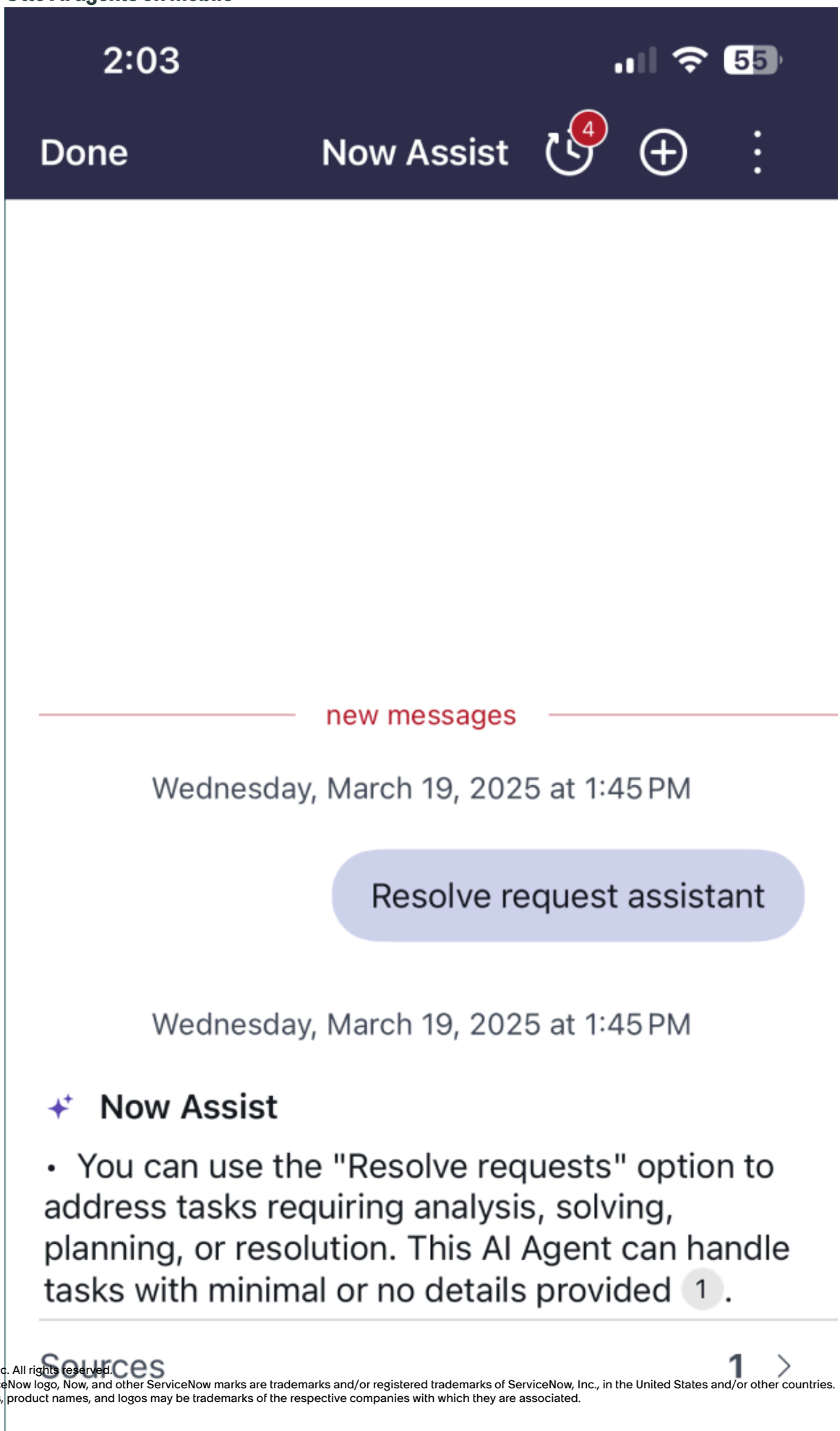
Otto AI agents for mobile

Learn how Otto AI agents can be integrated into Virtual Agent on your mobile app to help your organization improve live agent productivity by using AI agents to perform tasks.

AI agents simulate human-like intelligence to handle various tasks ranging from automated responses to complex problem solving. For additional information including configuration, see AI Agent Studio (legacy).

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Otto AI agents on mobile



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

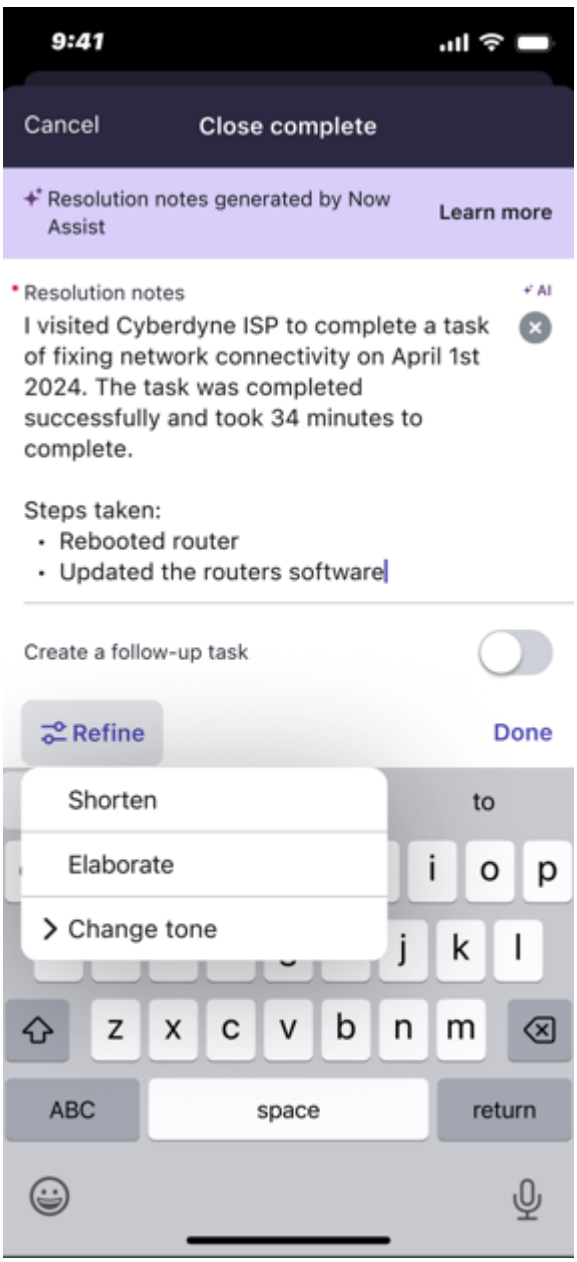
The AI agents and Virtual Agent integration is available on mobile. Mobile supports any AI agents workflows from AI Agent Studio that are enabled for Virtual Agent. This includes skills such as the laptop ordering assistant, assistance with new employee access requests, and the solving requests on your behalf.

Write with Otto

Write with Otto enables generative-AI powered text generation and editing assistance natively in your mobile app.

Use content editing prompts such as Elaborate and Shorten to enhance or condense your writing. The recommendations provided by Write with Otto can assist in composing emails, finalizing drafts, and offering template suggestions. This functionality aids in refining and optimizing your writing process.

Write with Otto



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Prompts

Prompt name	Description
Shorten	Shorten the word count of the selected text to make it more concise.
Elaborate	Lengthen the word count of the selected text to add more detail.
Change tone	Personalize the selected text to reflect your desired voice. Select from Sympathetic, Formal, or Casual tones.

Write with Otto is supported on mobile input form screens for Otto skills such as task summarization. For more, see Mobile resolution notes generation.

Otto for Mobile Agent®

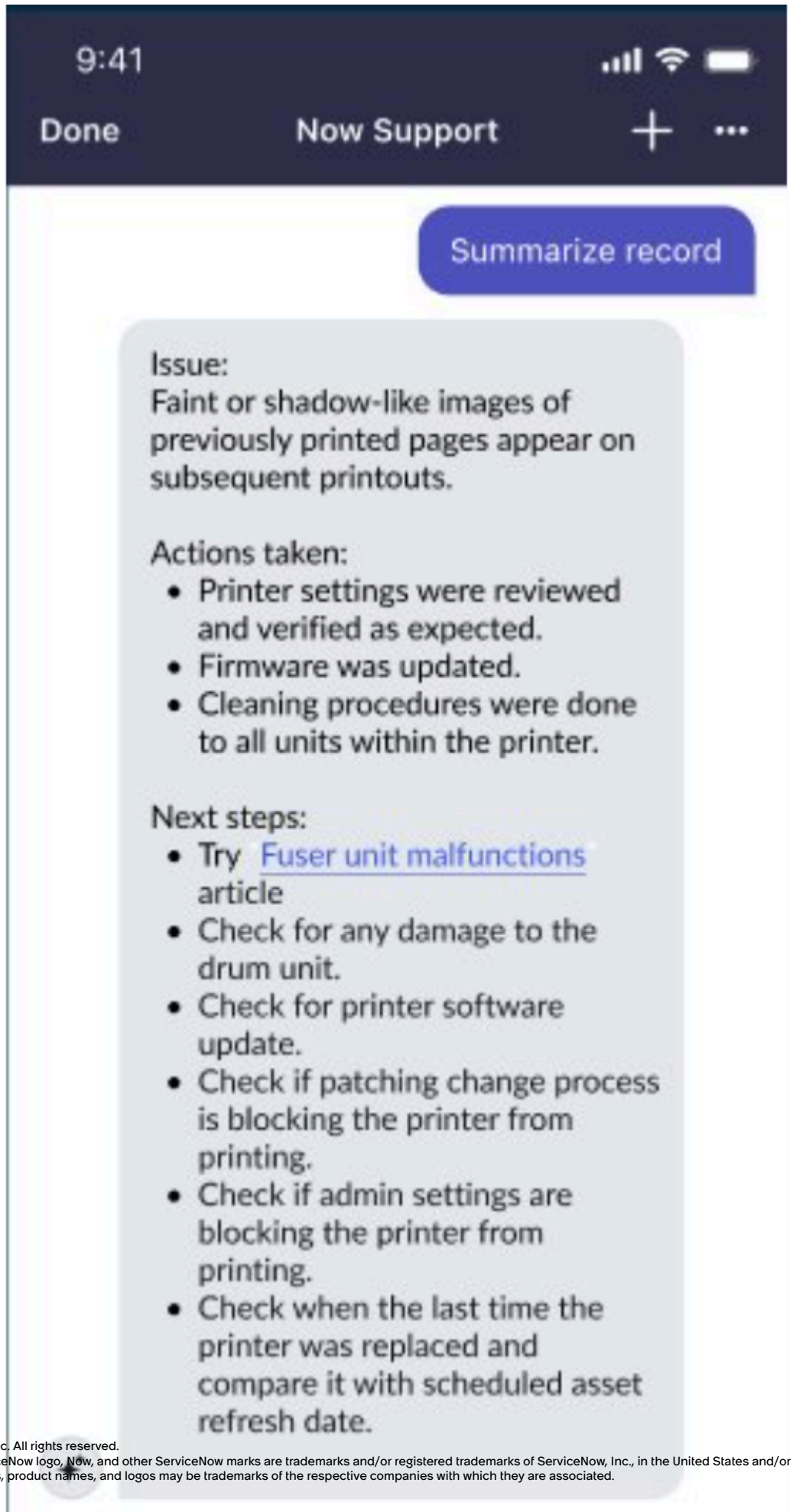
Use generative AI skills in your Mobile Agent® app to get answers and complete tasks more efficiently.

ServiceNow Otto® Mobile Agent® skills:

- Record summarization
- Resolution notes generation

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Record summarization

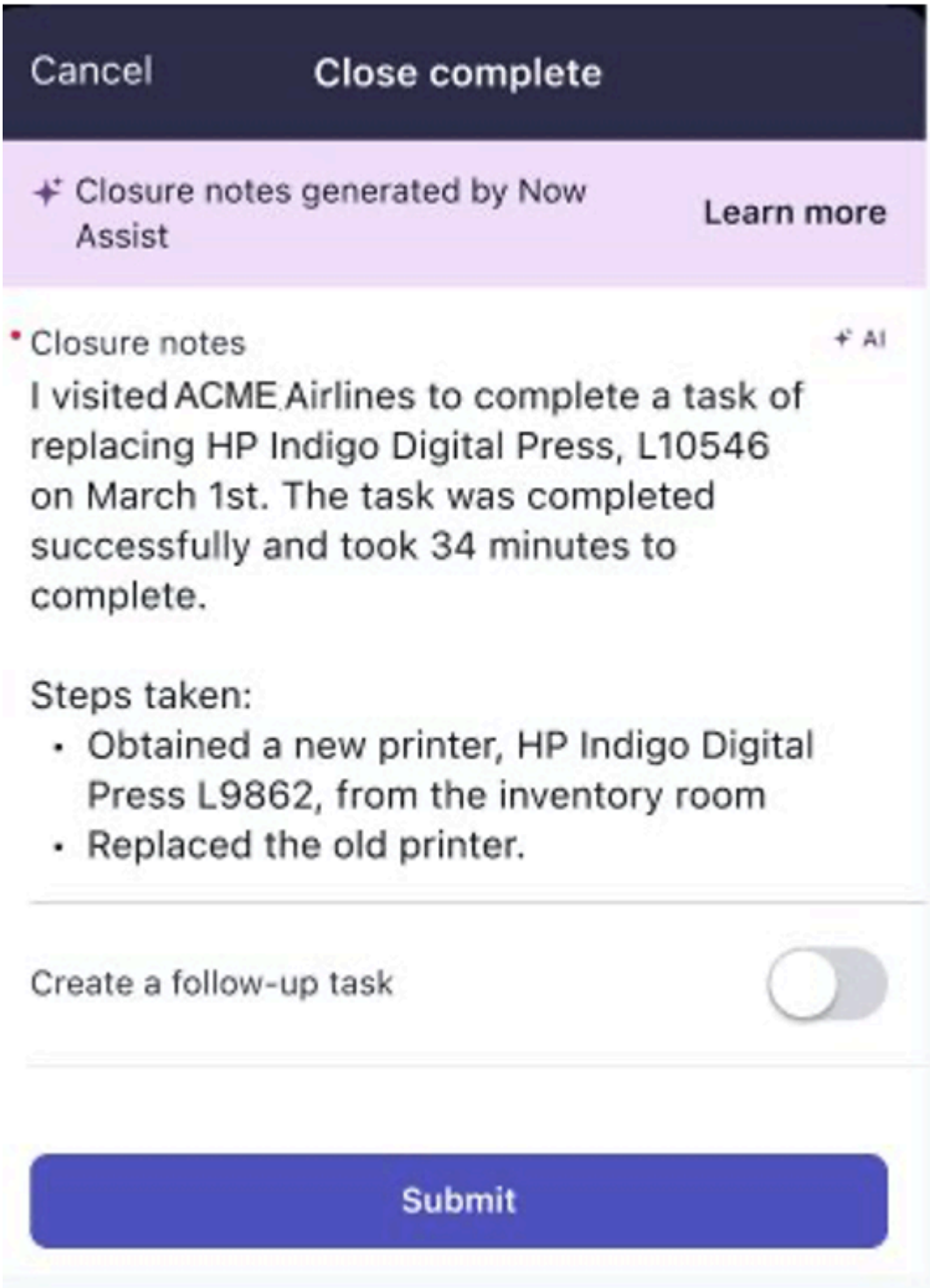


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

The Otto summarize record skill allows you to use generative AI to create a condensed summary of a chosen work order task. You can either open Otto from within a record and select the **Summarize Record** option, or open Otto from the Home Screen and type "Summarize" to choose which work order task should be summarized.

For more info on how to use the summarize record skill, see Generate a record summary on mobile.

Resolution Notes Generation



The resolution notes generation skill generates a condensed version of an incident's resolution notes using Otto. Agents can then edit the resolution notes before submitting them and saving them to the work order record.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

For more info on how to use the resolution notes generation skill, see Generate work order resolution notes on mobile.

ServiceNow Otto mobile SDK

The ServiceNow mobile SDK with ServiceNow Otto enables you to use the power of generative AI in your custom mobile apps.

For more information on the Mobile SDK, see the Mobile SDK.

Custom app Otto skills

The following Otto skills are available for use on your custom mobile apps.

Standard and enhanced chat for Virtual Agent

Use either the standard or enhanced chat for Virtual Agent to integrate an intelligent, conversation support experience within your custom app. For more information on standard and enhanced chat, see Mobile Now Assist display experience for Virtual Agent

Otto Skill Kit for mobile

The ServiceNow Otto® Skill Kit plugin lets you create and activate custom prompts and skills for Otto on your mobile device.

If the default Otto skills aren't sufficient, you can use the Otto Skill Kit to build custom skills and leverage more personalized generative AI features.

For more information on what skill kit can do, as well as how to configure Otto skills, see Configuring AI Skill Kit.

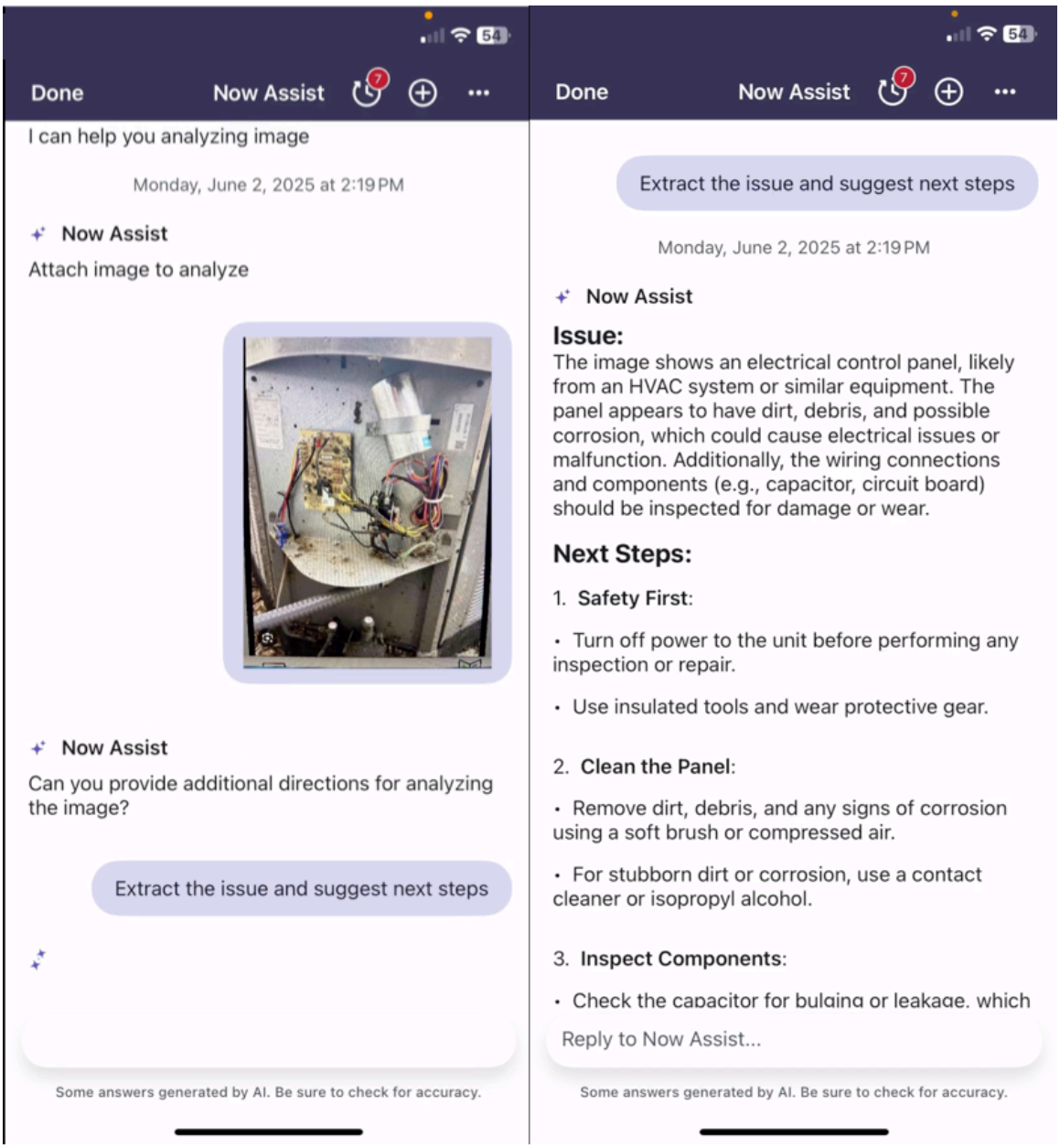
ServiceNow AI Lens for mobile

ServiceNow AI Lens enables you to harness generative AI to scan, extract, understand, and synthesize data directly from your phone or tablet, making it easy to optimize your workflows on the go.

https://player.vimeo.com/video/1198568771?h=6df913d6e1&badge=0&autopause=0&player_id=0&app_id=58479

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow AI Lens on mobile



By capturing data from a variety of visual sources—including images, emails, handwritten notes, websites, and applications—ServiceNow AI Lens streamlines tasks like auto-filling forms, extracting information from multiple screenshots, and generating actionable insights.

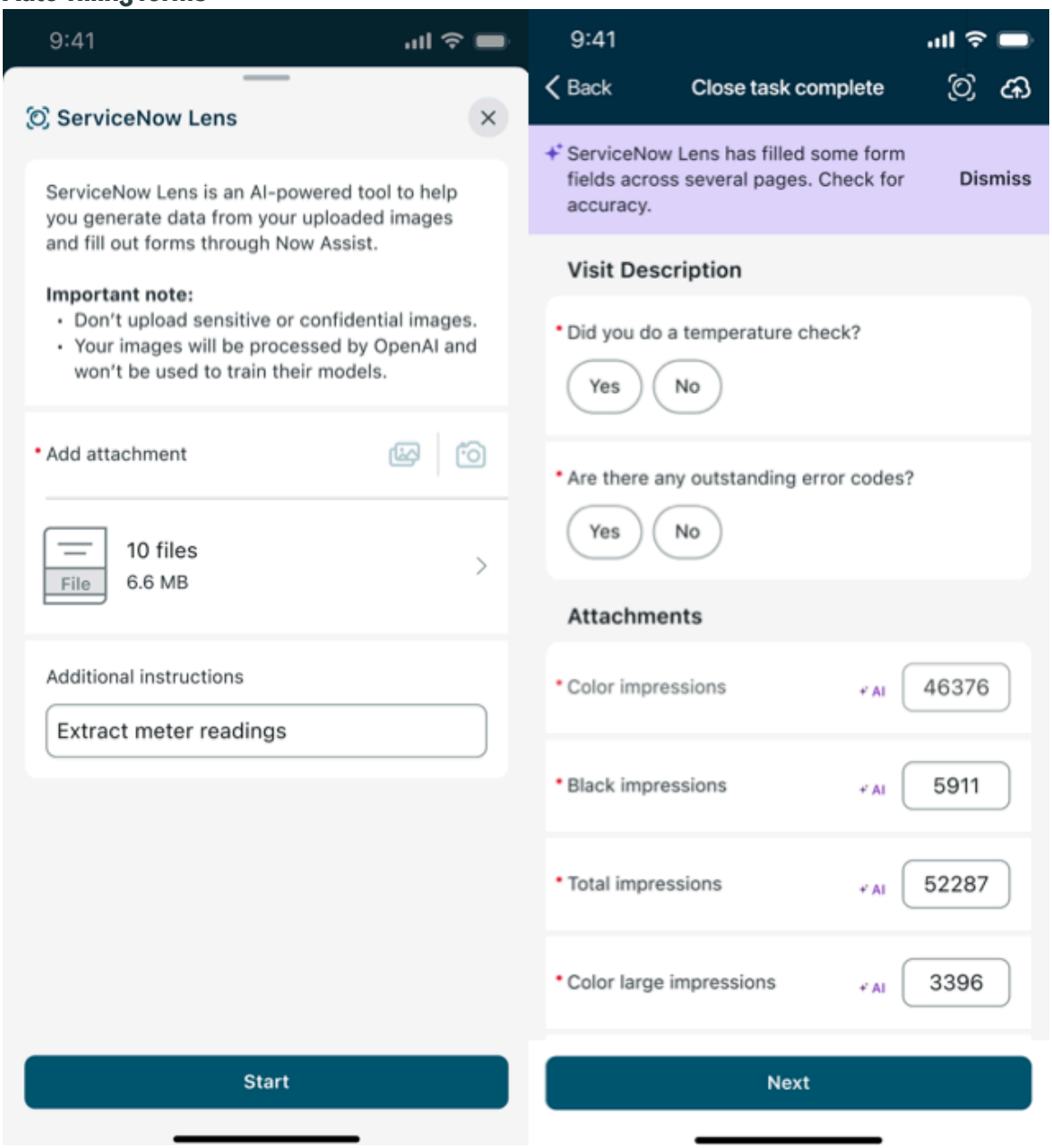
ServiceNow AI Lens supports the following file types:

- PDF
- DOC
- DOCX
- XLS
- XLSX
- PPT
- PPTX
- JPG

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- JPEG
- PNG

Auto-filling forms



ServiceNow AI Lens can extract information from images and directly enter the data into forms. To have ServiceNow AI Lens assist you, tap the Lens icon. After attaching the image you want to extract information from, you can add additional instructions for how ServiceNow AI Lens should extract the data.

For more information about the feature, see Exploring ServiceNow AI Lens. For information on configuring on your device, see Configure ServiceNow AI Lens.

To learn how to configure a lens launcher button for your mobile app, see Configure Lens launcher button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Mobile AI Voice Agent

The Mobile AI Voice Agent feature extends ServiceNow®'s voice agent capabilities to mobile devices, allowing users to receive automated support through natural voice conversations instead of text-based chat.

AI Voice Agent

The Mobile AI Voice Agent provides two primary interaction models depending on your configuration. When a virtual agent is configured, users access the voice agent through a wave icon that launches the Virtual Agent interface with voice capabilities.

When no Virtual Agent chat is configured, admins can configure a button that allows users to launch the voice agent directly from an icon on their home screen. The conversation transcript is available immediately after the call ends but is not saved for later viewing.

During calls, you see a live transcription displaying the agent's responses (note that user responses are not transcribed; only the AI responses will be shown). You can toggle captions on or off, mute your microphone, or end the call at any time. All transcripts are read-only but support copy and paste functionality.

The feature is configured through the Assistant Designer, which includes a new mobile communication channel. Mobile-specific properties control features such as caption display and transcript sharing capabilities.

Voice to form

Voice to form enables you to fill an entire mobile form by speaking aloud. On-device AI maps what you say to the correct fields, and you can review and edit the results before submitting the form.

Note: Voice to form is currently only available on the following iOS devices: iPhone 15 Pro, iPhone 16 and later, iPad mini (A17 Pro), or iPad M1 or later.

Voice to form enables faster data capture for hands-occupied or hands-free work by allowing you to speak naturally once instead of dictating field by field. On-device AI interprets your intent, cleans up transcription noise, and populates the relevant fields by mapping spoken intent to structured fields. This improves data quality compared to transcribing free text. You can edit the populated fields manually before submitting the form.

The following languages are supported:

- English
- French
- German
- Italian
- Portuguese
- Spanish
- Chinese
- Japanese
- Korean

For reference fields, the system populates the field only when it finds an exact match to an existing record. If the match is partial or not found, the reference field is left empty.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Offline mode

If you're offline while using voice to form, the completed form is added to your outbox. Once your device reconnects, the AI-populated fields are synced and finalized.

Configuring Otto for Mobile

Install and configure skills for ServiceNow Otto in Mobile.

Configure mobile resolution notes generation

Generate the resolution notes that summarize work orders for mobile.

Before you begin
Role required: admin

Make sure that Now Assist is enabled in the instance. For more information, see AI Admin Hub.

Procedure

1. Navigate to **All** > **System Mobile** > **Mobile App Builder**.
   The Mobile App Builder opens in a new browser tab and displays the application scope selection screen.
2. Search for the application scope you are working in and then select the name of the application scope.
   The Mobile App Builder categories home screen displays.
3. Select the **Screens** category, and then choose the input form screen you wish to add resolution notes generation to, or select **New**.

   Note: The input form screen must have at least one *String* type input as this is where the summary text will be generated.

4. Create a parameter action.
5. Create a mobile UI rule with the *onUserAction* trigger type.
   This action is what will show up on the keyboard when a user clicks into an input field.

   Note: Parameter actions will only support triggering record summarization and will only appear when the input field is empty.

6. Create a mobile UI rule action with the **Record Summarization** operation type.
7. **Optional:** Add a delete action using the *ShowDeleteAll* input attribute.
   For more information, see Input form screen attributes for inputs.
8. Select **Save**.

Enable Now Assist Agent skills for Virtual Agent on Mobile

Enable Now Assist Agent skills in Virtual Agent on Mobile to leverage the power of generative AI.

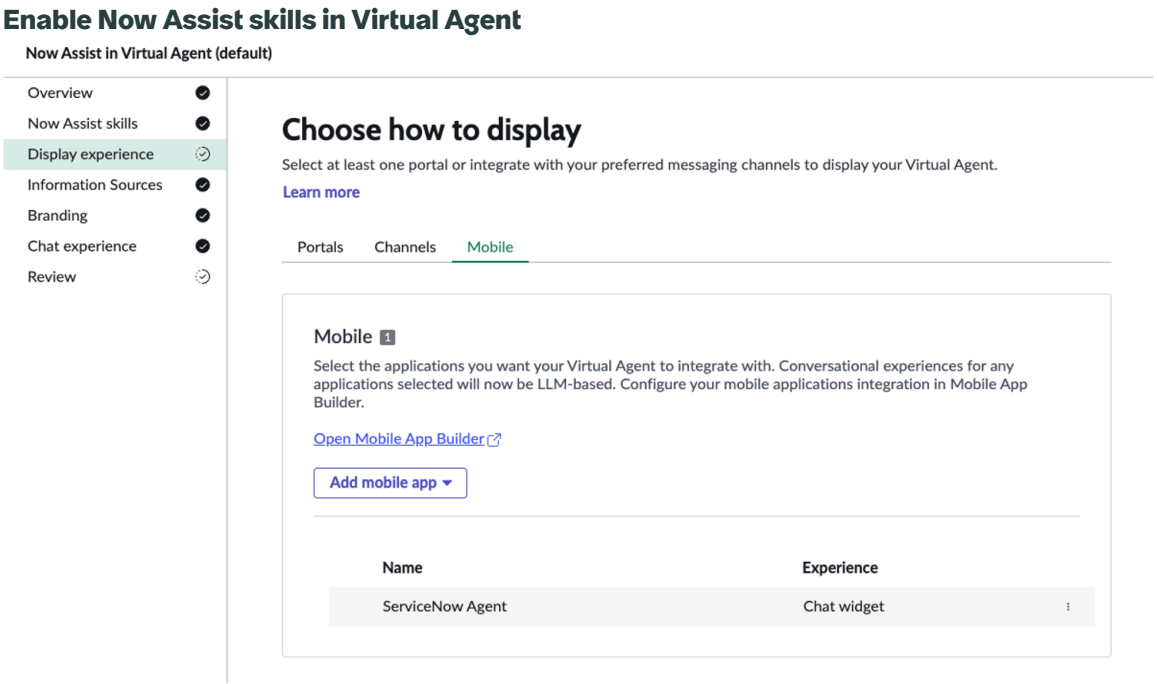
Before you begin
Role required: admin

Procedure

1. Navigate to **All** > **Conversational Interfaces** > **Settings**.
2. Select the **Assistants** tab.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

3. Open the **Now Assist in Virtual Agent (default)** record or a custom assistant record.
4. Select **Display Experience** from the sidebar.
5. Open the **Mobile** drop-down.
6. Select Mobile Agent App and choose **Chat widget experience**.



Configuring a prominent action button

Configure a prominent action button for quick access to Now Assist.

Before you begin

Role required: admin

Note: You can only have one prominent action button per app type.

Procedure

1. Navigate to **All** > **sys_sg_button_instance.list**.
2. Select **New** to create a new button instance.
3. Complete the following fields.

Field	Description
Name	The name of the button.
Description	Additional information about the button.
Parent	The button's app type.
Application	The application in which your button resides. This field is auto-populated.
Parent table	Table where the button gets its data. Select the **Mobile app config [sys_sg_native_client]** table.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Field	Description
Function	Function used by this button instance.
Label	Label that displays for the button.
Location	The place where the button will reside. Select **Prominent Action**.
Icon	Icon used to represent your button.
Order	The order in which the button appears on the screen compared to other buttons.
Active	Select whether the button is active or not.

4. **Optional:** Configure a badge count by navigating to the **sys_sg_badge_count** table and setting your **Location** to **Prominent Action Button**.
5. Select **Submit** to save your button.

Configure Lens launcher button

Add a ServiceNow AI Lens button to input form screens to allow users to quickly extract data from attachments and complete forms faster.

Before you begin

Role required: admin

Note: ServiceNow AI Lens is currently not supported in ALP / Quick Actions and is only supported on input form screens that use the screen presentation style.

Note: If any Inputs in an input form screen have the *DisableAILensAutoFill* attribute set to true, the input won't be updated.

Procedure

1. Navigate to **All** > *sys_sg_parameter_screen.list*.
2. Select the input form screen on which you want to configure the launcher button.
3. In the *Settings* tab, locate the *Presentation style* field and set it to *Screen* to allow the addition of function instances.
4. Select the input form screen on which you want to configure the launcher button.
5. Navigate to the **Settings** tab.
6. Locate the **Presentation style** field and set it to **Screen** to allow the addition of function instances.

   Note: When **Presentation style** is **Screen**, only one button instance can be configured on an input form screen, positioned either at the **Top** or **Top icon** location. Currently, the buttons are limited to the write-back type.

7. Navigate to the **Function instances belonging to Screen** tab.
8. Select the **New** button to create a new button function (*sys_sg_button_instance*).
9. Set the function's type to **Lens Launcher**.
10. Select **Submit** to save your button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Add optional prompts to the ServiceNow AI Lens Launcher

Add optional prompts to the ServiceNow AI Lens launcher button.

Before you begin

Role required: admin

Procedure

1. Set the `show_custom_instructions_field` button attribute to **True**.
2. Select the **New** button in the **Button Options** tab.
3. Set the **Type** to **Prompt**.
4. In the **Translated value** field, enter the prompt text in the user's language to ensure localization.
5. Select **Submit** to save your progress.

Enable attachment IDs for write-back actions

Enable write-back actions to use attachment IDs in your ServiceNow AI Lens launcher button.

Before you begin

Role required: admin

Procedure

1. Navigate to **All** > *`sys_sg_parameter_screen.list`*.
2. Select the input form screen on which you want to configure the attachment IDs.
3. Navigate to the **Variables** tab.
4. Create a new variable named `LensAttachmentIds`.
5. Set the variable's **Type** to **Now Assist Data**.
6. Select **Submit** to save your progress.

Configure Lens launcher using scripted screen

Configure a ServiceNow AI Lens launcher button with scripted screen.

The following example adds a button instance to the “top-icon” location of the scripted screen. The highlighted portions indicate the updates needed in an existing scripted screen to add the ServiceNow AI Lens Launcher button.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Lens launcher configured with scripted screen

```
(function ScriptedScreen(input, result) {
        var builder = new
        sn_scripted_screen.ParameterScreenBuilder("scripted_screen_incident", "Edit
        Incident Scr");
        builder.nextLabel = gs.getMessage("Next");
        builder.previousLabel = gs.getMessage("Previous");
        builder.cancelLabel = gs.getMessage("Cancel");
        builder.submitLabel = gs.getMessage("Submit");
        var variableBuilder = new
        sn_scripted_screen.VariableBuilder("v_short_description", "db_field");
        variableBuilder.addAttribute("FieldName", "short_description");

        var buttonInstanceBuilder = new
        sn_scripted_screen.ButtonInstanceBuilder("a719743e0f703210e83019e800d1b29d",
        "Lens Launcher", "top_icon");
        buttonInstanceBuilder.icon = "76d03b43ff6c721057e9fffffffffff1f";

        var inputBuilder = new sn_scripted_screen.InputBuilder("short_description",
        "string", "Short Descrition");
        inputBuilder.autofillVariable(variableBuilder);
        builder.addInput(inputBuilder);
        builder.addButtonInstance(buttonInstanceBuilder);
        builder.addVariable(variableBuilder);
        builder.presentationStyle = "screen";
        builder.advancedPagination = "true";
        result.screenBuilder = builder;
        return result;
})(input, result);
```


```
(function ScriptedScreen(input, result) {
var builder = new
 sn_scripted_screen.ParameterScreenBuilder("scripted_screen_inci
dent", "Edit Incident Scr");
builder.nextLabel = gs.getMessage("Next");
builder.previousLabel = gs.getMessage("Previous");
builder.cancelLabel = gs.getMessage("Cancel");
builder.submitLabel = gs.getMessage("Submit");
var variableBuilder = new
 sn_scripted_screen.VariableBuilder("v_short_description",
 "db_field");
variableBuilder.addAttribute("FieldName", "short_description");

var buttonInstanceBuilder = new
 sn_scripted_screen.ButtonInstanceBuilder("a719743e0f703210e8301
9e800d1b29d", "Lens Launcher", "top_icon");
buttonInstanceBuilder.icon = "76d03b43ff6c721057e9fffffffffff1f";

var inputBuilder = new
 sn_scripted_screen.InputBuilder("short_description", "string",
 "Short Descrition");
inputBuilder.autofillVariable(variableBuilder);
builder.addInput(inputBuilder);
builder.addButtonInstance(buttonInstanceBuilder);
builder.addVariable(variableBuilder);
builder.presentationStyle = "screen";
builder.advancedPagination = "true";
result.screenBuilder = builder;
return result;
})(input, result);
```


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

In this example, `a719743e0f703210e83019e800d1b29d` is the sys_id of the **sys_sg_button** of type **lens_launcher**. The button must be created declaratively.

`76d03b43ff6c721057e9ffffffffff1f` is the sys_id of the **sys_sg_icon**.

PresentationStyle should be **screen** to support a button instance on an input form screen or scripted screen.

The third parameter in `ButtonInstanceBuilder()` is the location. The location can be either `top_icon` or `top`.

Configure Mobile AI Voice Agent

Follow these steps to enable the Mobile AI Voice Agent feature for your mobile app users.

Before you begin

Role required: admin

- Make sure that Now Assist is enabled in the instance. For more information, see AI Admin Hub.
- Ensure you have the appropriate permissions and licensing for AI voice capabilities, and that you have a Now Assist Voice assistant created in Assistant Designer. For more information, see Create an AI voice assistant.

Procedure

1. Navigate to **All** > **sys_sg_button.list**.
2. Select the button to which you want to add the Voice Agent or select **New** to create a new one.
3. Enter a title for your button in the **Name** field.
4. Set the **Type** to **Voice Launcher** to launch Voice Assistant directly, or **Chat launcher** to launch Voice Assistant from Virtual Agent.
5. Set **Context** to **Global**.
6. Right-click and select **Save**.
7. Navigate to **All** > **sys_sg_button_instance.list**.
8. Select the record that you want to assign your voice launcher or chat launcher button to, or select **New** to create a new one.
9. Fill in the **Name**, **Parent table**, and **Label** fields.
10. Under **Function**, select the Voice Agent or Virtual Agent button you chose in step 2.
11. Under **Location**, select where on the page the button will be displayed.
12. Right-click and select **Save**.
13. Navigate to Assistant Designer to assign your voice function instance to a Now Assist voice assistant.
    For steps on how to configure your function with a voice assistant, see Integrate voice assistant with mobile app launcher.

Configure ServiceNow Otto button in search

Add a conversational chat button to standard catalog search results in mobile. The chat button redirects users to a new Virtual Agent conversation for eligible catalog items.

Before you begin

Role required: admin

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Verify that ServiceNow Otto for AI Search and Otto Self Service Enhanced Chat are enabled for the catalog items you want to display the chat button on. See ServiceNow Otto for AI Search and Display your assistant on a portal, channel, or mobile app for more information.

Procedure

1. Navigate to the Template 05 card template record at *sys_sg_view_template.do?sys_id=822e2f530f202010e70a4abec4767eee*.
2. Open the Template JSON field for editing.
3. In the Children array of the root cell, add a new button object with the following mandatory fields:

Button fields

Field	Value
Type	`"Button"`
Id	`"menu_01"`
CellId	`"menu_01"`
ContextMenu	`{"Presentation": "SearchMenu"}`

Here is an example of a JSON template with the mandatory fields added:

```
{
  "Type": "ViewGroup",
  "Margin": {
    "Top": 12,
    "Bottom": 12,
    "Right": 12,
    "Left": 12
  },
  "Orientation": "Horizontal",
  "Alignment": "Center",
  "Distribution": "Auto",
  "Id": "root",
  "CellId": "root",
  "Children": [
    {
      "Type": "ViewGroup",
      "Id": "container_02",
      "Orientation": "Horizontal",
      "Alignment": "Center",
      "Distribution": "Auto",
      "CellId": "container_02",
      "Children": [
        {
          "Type": "Image",
          "Id": "image_01",
          "Scaling": "Fill",
          "Height": 44,
          "Width": 44,
          "CellId": "image_01",
          "Margin": {
            "Right": 16
          }
```

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

```
        },
        {
          "Type": "ViewGroup",
          "Id": "container_03",
          "Margin": {},
          "Orientation": "Vertical",
          "Alignment": "Left",
          "Distribution": "Equal",
          "CellId": "container_03",
          "Children": [
            {
              "Type": "Text",
              "TextColor": "#151920",
              "TextColorVariable": "--now-color_text--primary",
              "MaxLines": 2,
              "CellId": "text_01",
              "Id": "text_01",
              "Margin": {},
              "TextAlignment": "Left"
            },
            {
              "Type": "Text",
              "TextColor": "#2C323F",
              "TextColorVariable":
 "--now-color_text--secondary",
              "MaxLines": 1,
              "Margin": {
                "Top": 8
              },
              "CellId": "text_02",
              "Id": "text_02",
              "TextAlignment": "Left"
            }
          ]
        }
      ]
    },
    {
      "Type": "Button",
      "TextAlignment": "Center",
      "Id": "menu_01",
      "CellId": "menu_01",
      "ContextMenu": {
        "Presentation": "SearchMenu"
      },
      "TextColorVariable": "--now-color--primary-1",
      "BorderColorVariable": "--now-color--primary-1",
      "BorderWidth": 0,
      "Height": 24,
      "Width": 24,
      "Margin": {}
    }
  ]
}
```

4. Select **Save**.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

5. Navigate to the card template elements list (*sys_sg_template_slot.list*) and select **New** to create a new record.
6. Complete the following fields in the new card template element:

Card template fields

Field	Value
Name	menu_01
Type	Menu
Card template	Template 05

7. Select **Save**.
8. Create three card template element attributes and associate them with the menu_01 card template element, using the following:

Card template element attributes

Attribute	Type	Description	Value
Attribute 1	AdditionalAction	menu_01_type	Conversation
Attribute 2	Icon	menu_01_icon	dbc96e63ff523210c63effffff
Attribute 3	TextColorVariabl	menu_01_TextColo	--now-color--primary-1

Using ServiceNow Otto for Mobile

Use ServiceNow Otto® for Mobile to enhance the mobile user experience.

Generate work order resolution notes on mobile

Generate resolution notes in your Mobile app that summarize your work order task record.

Agents can generate resolution notes for work order tasks that are assigned to them. The work order task must be in the **Work in Progress** state and contain at least 50 words to generate a summary.

For more information on how to generate work resolution notes, see Generate work order task closure summaries in ServiceNow Agent.

Using standard chat on mobile

Standard chat on mobile delivers an intuitive, text-based support experience within a static chat window, enhanced by AI-powered responses and integrated knowledge resources. You can interact with a Virtual Agent to resolve issues, access knowledge articles, and request catalog items all in one place.

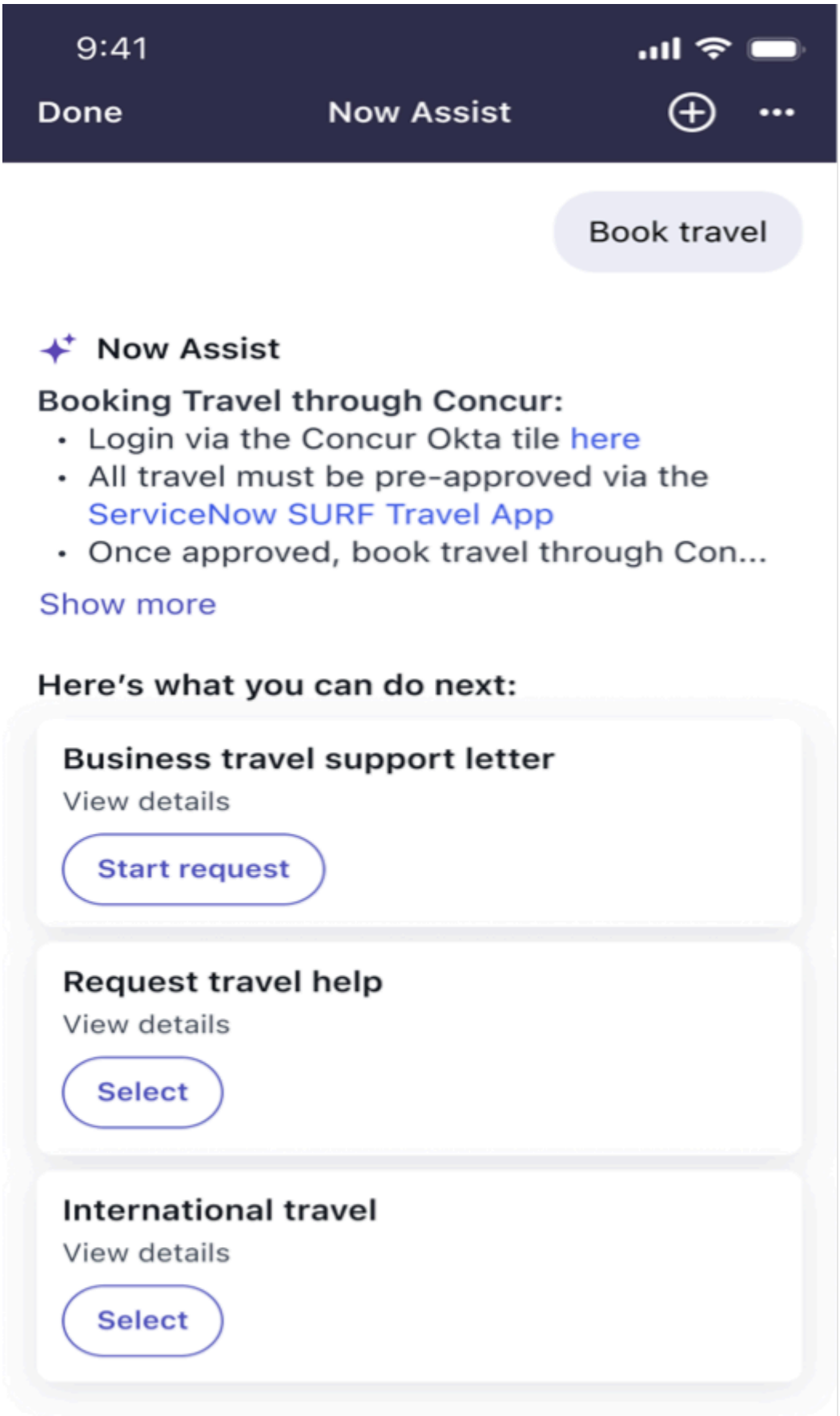
Opening a standard chat

To begin using standard chat, open your organization's support portal or application on your mobile device. Tap the chat option, which is indicated by a Now Assist icon ( ) on your mobile home page, to bring up the chat window and initiate a conversation.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Chatting with the Virtual Agent

Standard chat



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

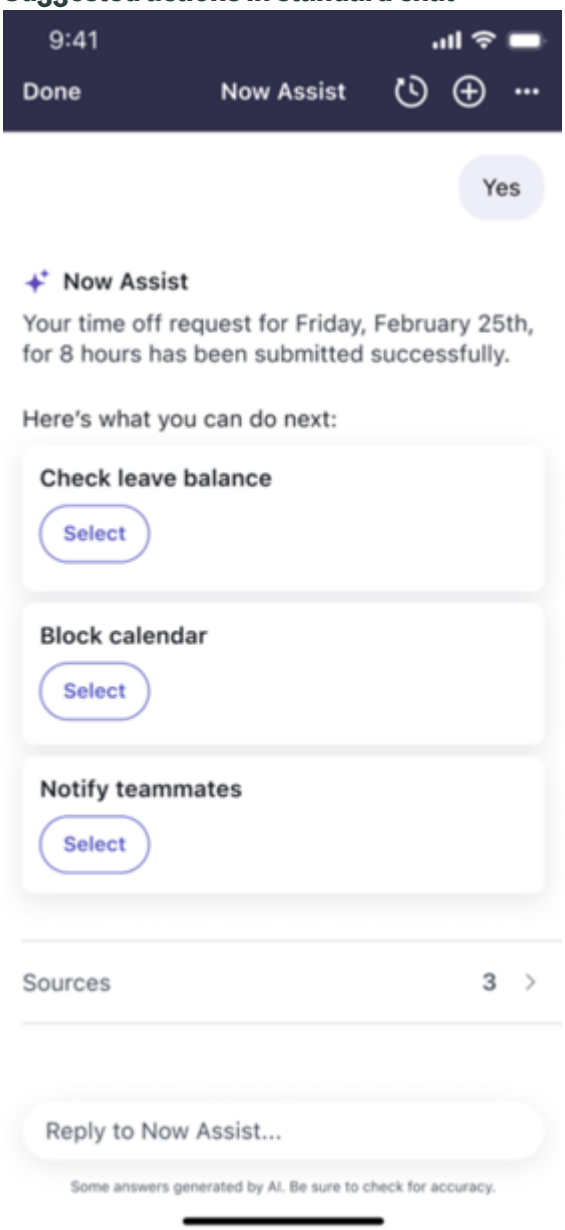
When chatting with the Virtual Agent, you can enter your questions or describe your issue in plain, natural language. The agent will analyze your input and respond with synthesized answers, suggest relevant knowledge articles, and provide you with suggested next steps.

The generated responses display in-line citations to show where information was gathered from, as well as a list of any promoted actions you can take in response to the request. Only the first six lines of the response are shown, with the remaining lines accessible under the **Read More** button.

If your request is unclear or ambiguous, the agent will prompt you with clarifying questions to better understand your needs, ensuring accurate and helpful guidance.

Suggested actions

Suggested actions in standard chat



Suggested actions provide you with next steps you can take related to your Virtual Agent conversation. After completing a chat topic or request, these suggestions appear under a **Here's what you can do next** header. Selecting a suggested action initiates it directly in the same conversation, carrying over any relevant details such as your name.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

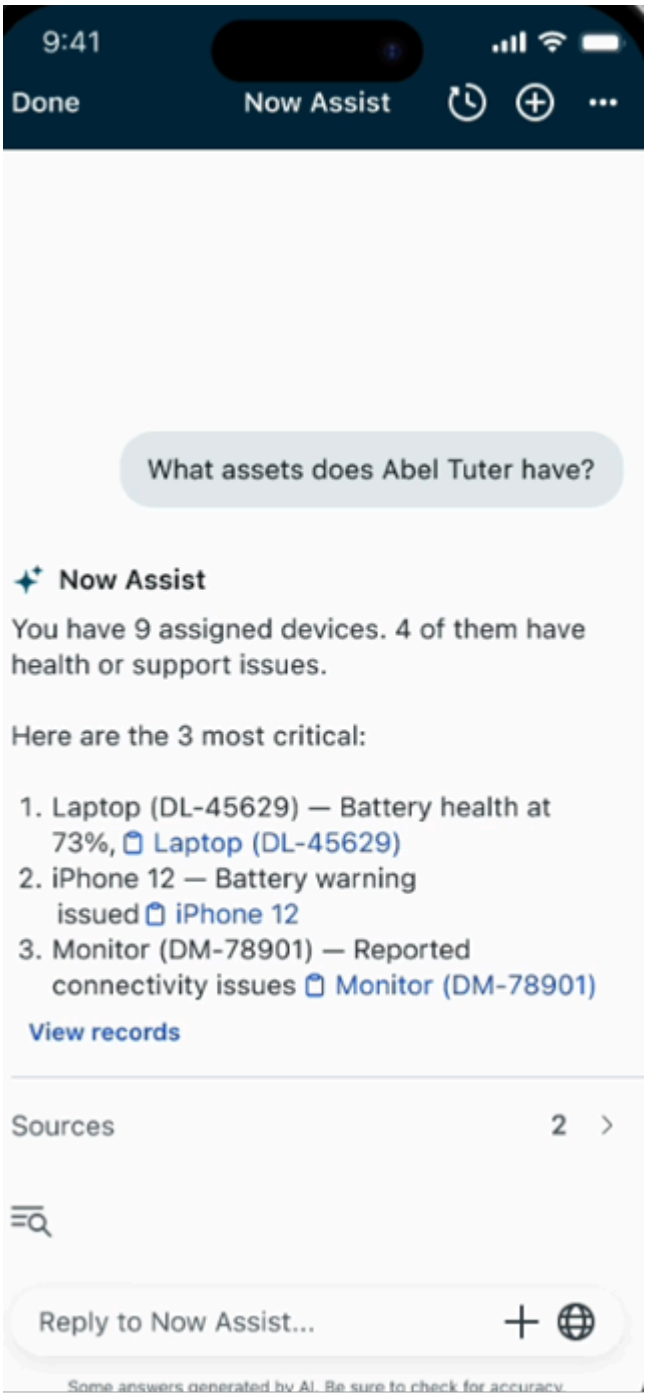
For more information on configuration, see ServiceNow® Otto for Virtual Agent system properties

Knowledge base citations

Virtual Agent generates its responses using your organization's knowledge base articles. You can tap inline citations to view the ServiceNow knowledge articles that were used to generate the response.

External content connections citations

External citations



© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If external search sources have been configured by your organization, you can search through external content connections. This can include information from attachments and knowledge blocks, or from the following list of content connections:

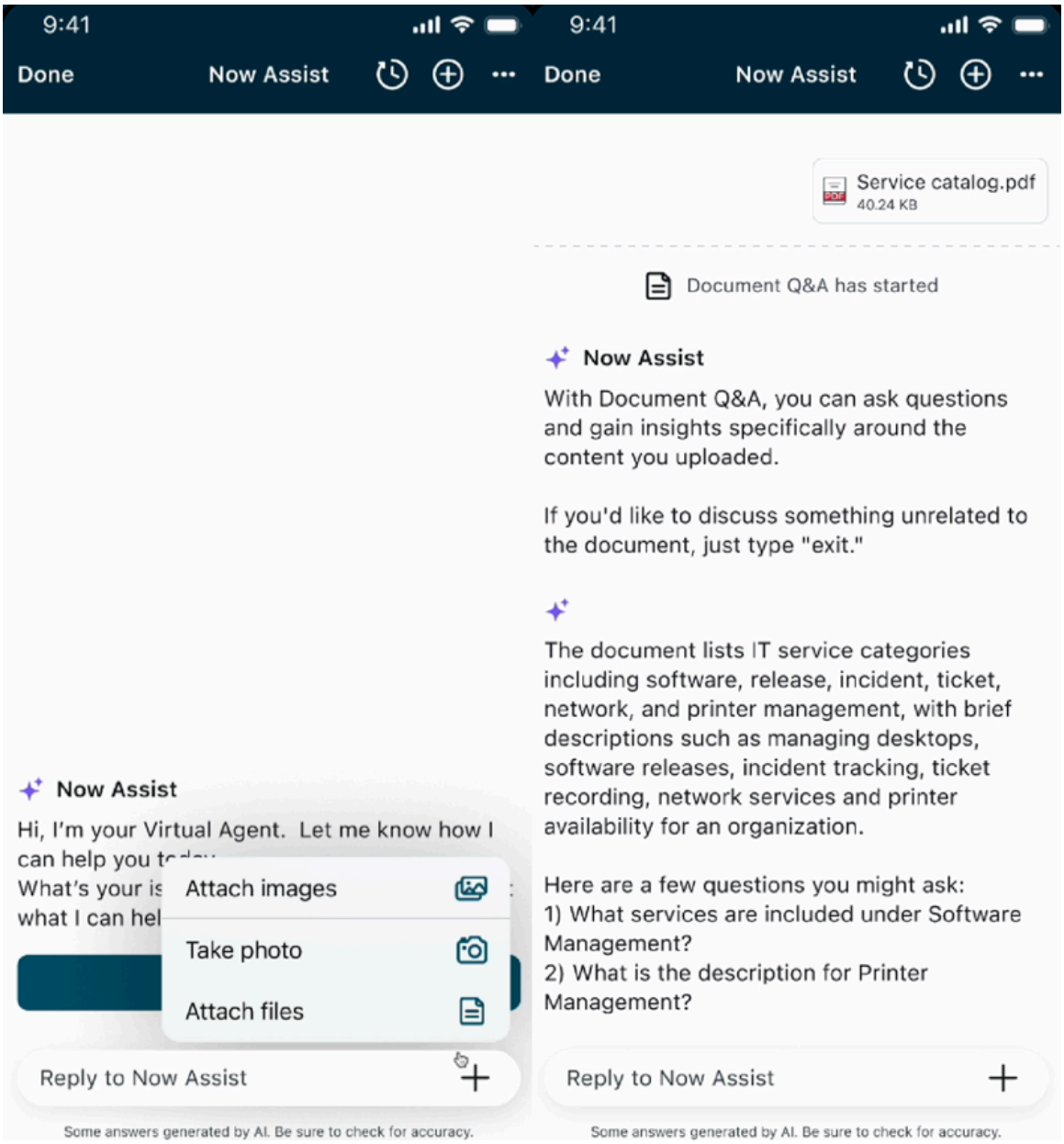
- Microsoft SharePoint
- Confluence
- Atlassian Jira Cloud
- Google Drive
- Microsoft Teams
- Predefined web sources
- ServiceNow documentation
- Slack

Sources display with icons that indicate the type of record type each source is, such as a table, PDF, incident report, and so on For more information about external content connections, see External Content Connectors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Doc QnA

Mobile Doc QnA



Doc QnA enables you to upload documents to your Virtual Agent conversation. Now Assist can then generate a summary or answer questions using the document you provided.

The assistant can analyze file formats including text and image files such as PDF, Word (.doc, .docx), JPEG, and PNG. The maximum file size of a file is 5 megabytes (MB).

To attach a file to your conversation, tap the plus icon (+) in your search bar.

ServiceNow AI Lens

ServiceNow AI Lens leverages generative AI to scan, extract, and interpret data from your mobile device.

When you start a new Virtual Agent chat, select **Show all my options** to view the option to open ServiceNow AI Lens. Now Assist then gives you the option to choose an existing image or open

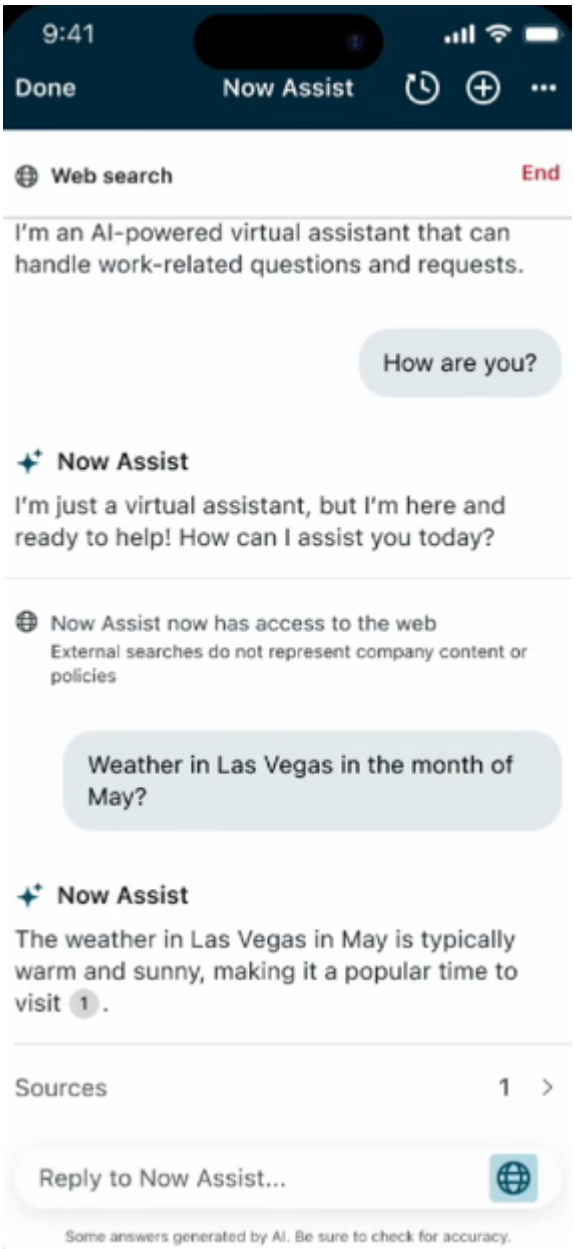
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

your camera app to take a new photo. Once an image is selected, Now Assist allows you to input additional directions for how the image should be analyzed.

For more information, see ServiceNow AI Lens for mobile.

Web search mode

Mobile web search mode



Web search mode in Now Assist enables you to search the internet directly from within your chat, displaying external results rather than internal company information. Select the Start web search mode icon (🌐) to enter web search mode.

While active, all user queries are answered using internet search results, and a banner shows that web search mode is enabled. The identifying banner disappears once web search mode is ended. For additional information, see Using Now Assist web search on mobile.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Feedback and additional support

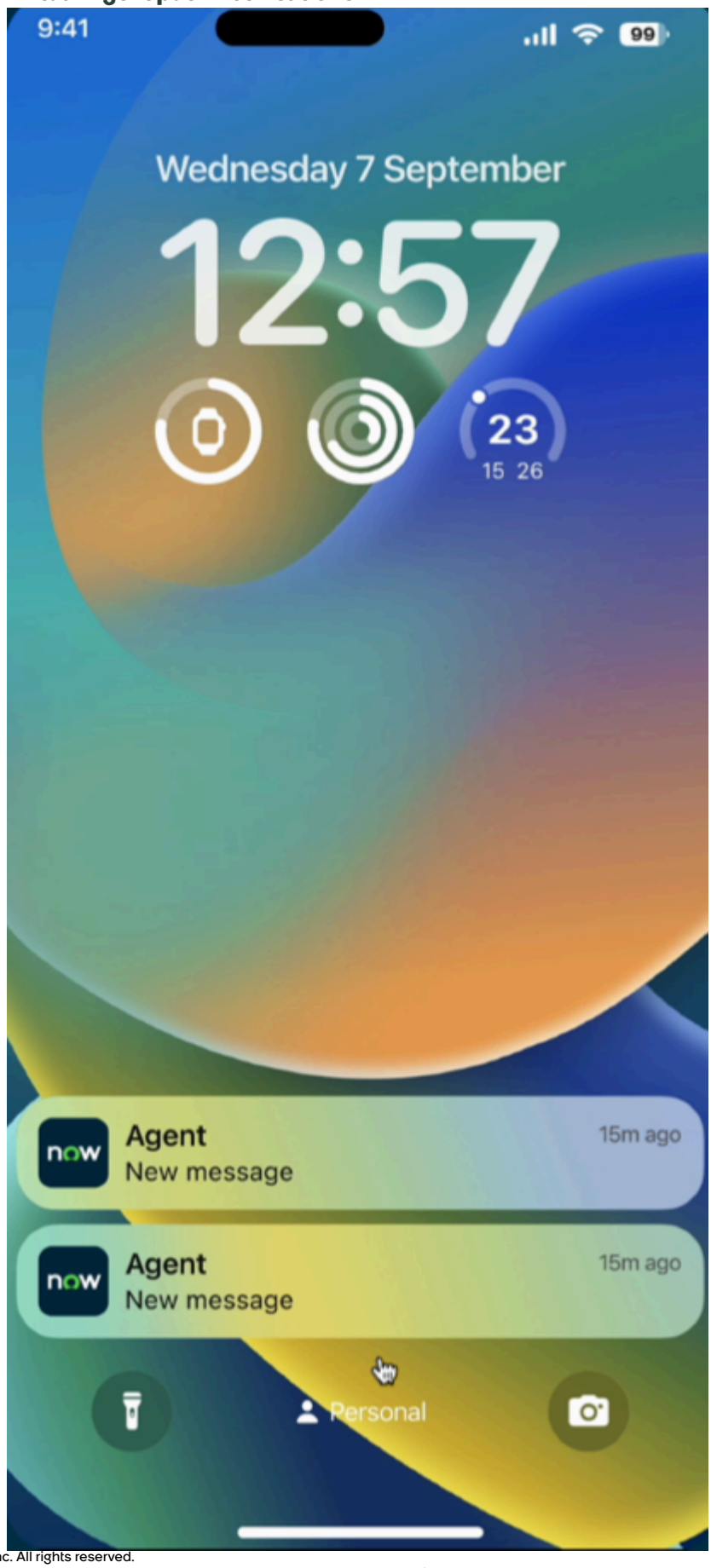
The chat experience is further enhanced by feedback mechanisms that invite you to rate the Virtual Agent responses with thumbs up or down icons. This feedback helps to continually improve the quality and relevance of the support provided.

If you find that your issue can't be resolved through the Virtual Agent alone, the system is designed to offer further assistance by connecting you to a live support agent, allowing you to reset the conversation, or enabling you to create a formal incident report, depending on how your organization has configured the support environment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Push notifications

Virtual Agent push notifications

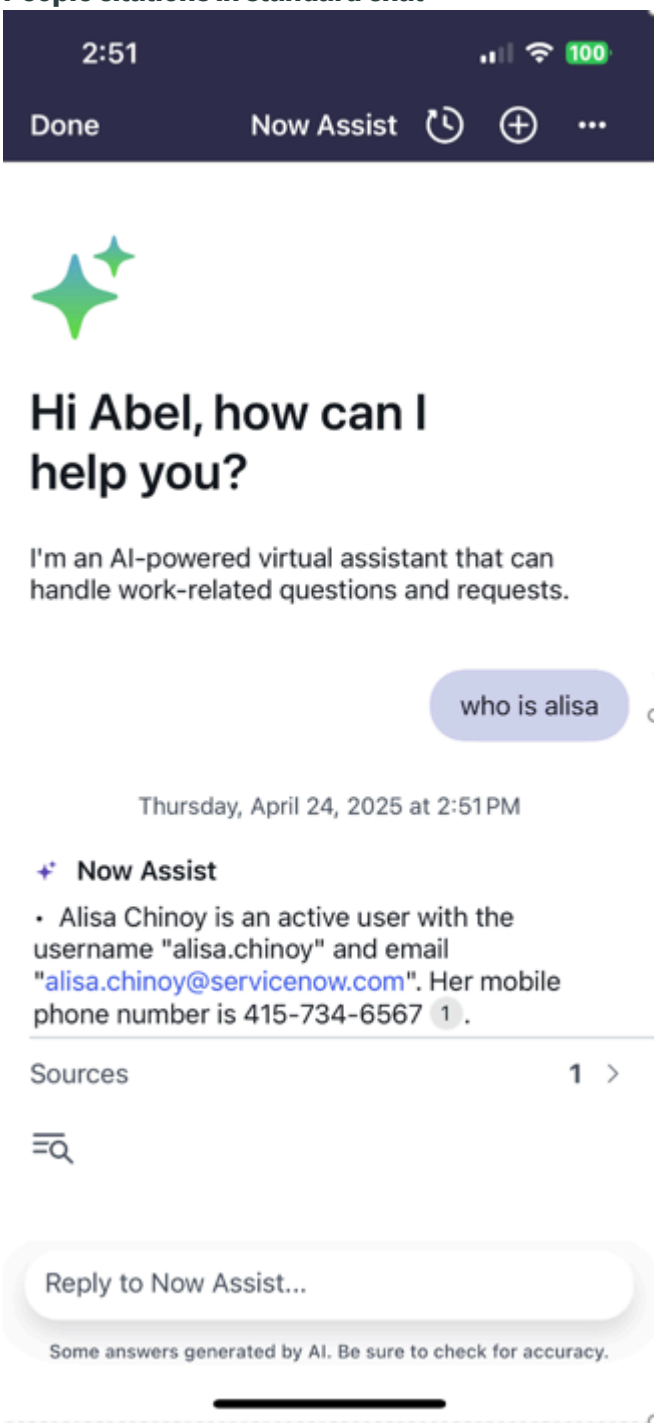


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When progress has been made on a request submitted via Virtual Agent, you'll receive a push notification. Tapping the notification opens the Virtual Agent chat in your mobile app.

People citations

People citations in standard chat



You can find information about people in your organization if you have Knowledge Graph activated. The system displays up to three possible matches, with inline citations and a Sources section for more details. Selecting a person's name takes you to their user profile, while selecting the numbered citation shows a popover with details like manager, location, email, teams, phone, and shared files.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional resources

For more detailed information on all of standard chat's specific skills, see Standard chat.

For information on configuring Virtual Agent, see Assistants overview.

Using enhanced chat on mobile

Enhanced Chat on mobile offers a dynamic conversational support experience that integrates powerful AI-driven search and chat capabilities. You can seamlessly switch between multiple conversations, receive synthesized responses with inline citations, and access both knowledge articles and catalog items.

Opening an enhanced chat

To begin using standard chat, open your organization's support portal or application on your mobile device. From here, you have two ways to open enhanced chat:

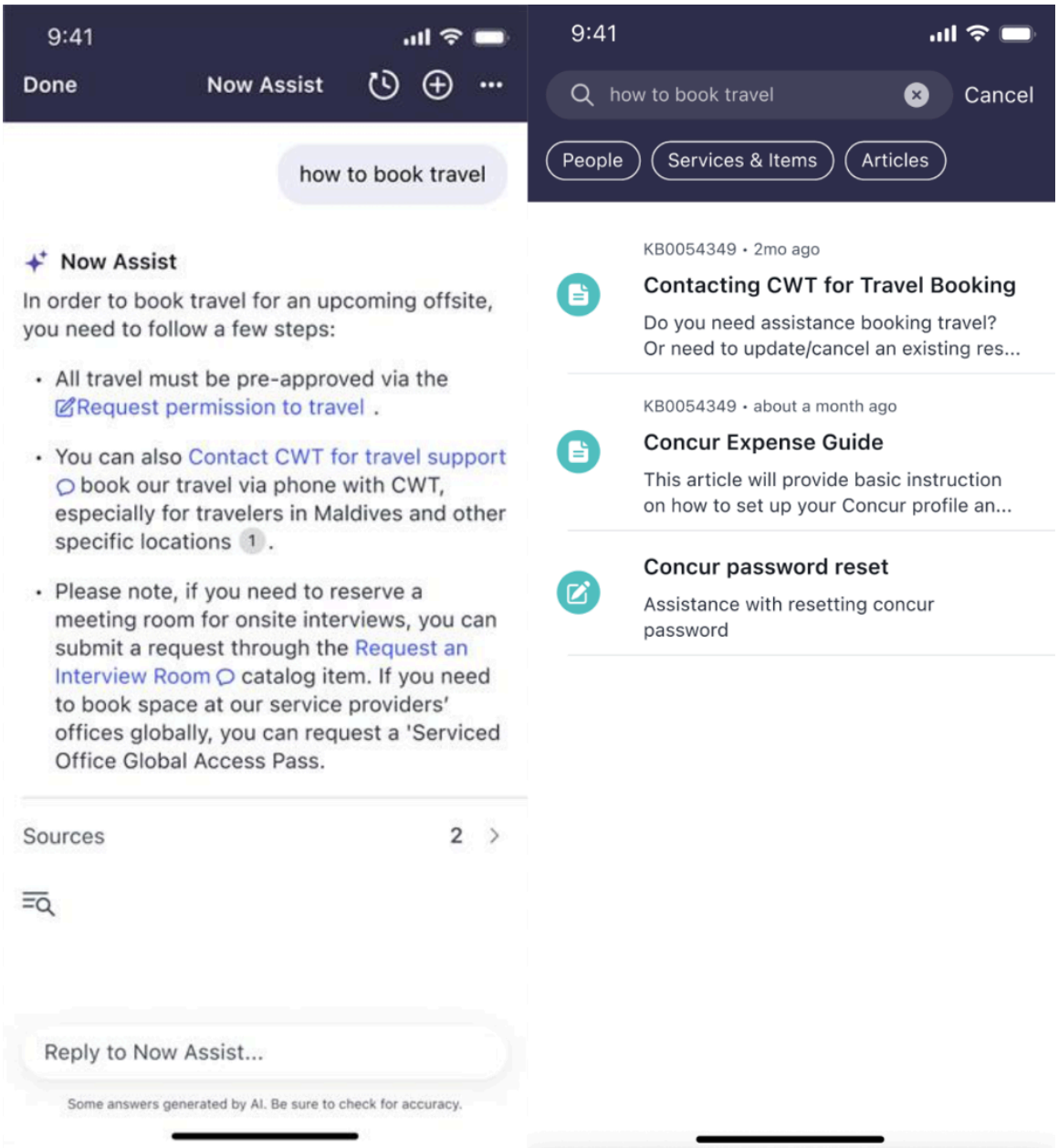
- Tap the Now Assist icon ( ) on your mobile home page to open a chat window.
- Enter your request into the home page search bar to initiate a conversation, automatically opening the Virtual Agent chat interface.

Depending on your organization's configuration, the search bar on your mobile support portal can expand into a full-page chat experience. If full-page chat isn't enabled, the search bar remains in its standard form, providing quick search capabilities without navigating away from your current view. For information on configuring full-page search, see Assistants overview.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Chatting with the Virtual Agent

Enhanced chat



Enhanced chat combines chat and search capabilities in one. When using the search bar, regular search results appear in addition to the option to direct your query to the Now Assist Virtual Agent.

When chatting with the Virtual Agent, you can enter your questions or describe your issue in plain, natural language. The agent will analyze your input and respond with synthesized answers, suggest relevant knowledge articles, and provide you with suggested next steps. Switch between multiple active chats and continue previous agent conversations at any time.

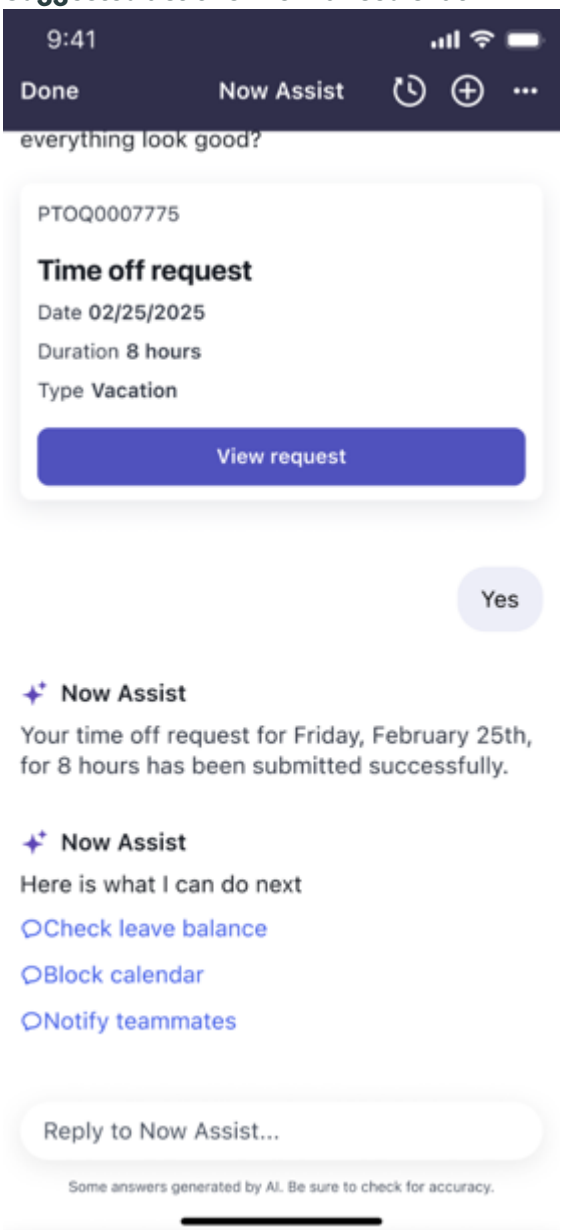
The generated responses synthesize multiple sources into one cohesive summary. The sources that Now Assist cited to generate its response can be accessed by tapping on the **Sources** button below the summary.

If your request is unclear or ambiguous, the agent will prompt you with clarifying questions to better understand your needs, ensuring accurate and helpful guidance.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Suggested actions

Suggested actions in enhanced chat



Suggested actions provide you with next steps you can take related to your Virtual Agent conversation. After completing a chat topic or request, these suggestions appear under a **Here's what you can do next** header. Selecting a suggested action initiates it directly in the same conversation, carrying over any relevant details such as your name.

For more information on configuration, see ServiceNow® Otto for Virtual Agent system properties

Knowledge base citations

Virtual Agent generates its responses using your organization's knowledge base articles. You can tap inline citations to view the ServiceNow knowledge articles that were used to generate the response.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

External content connections citations

If external search sources have been configured by your organization, you can search through external content connections. This can include information from attachments and knowledge blocks, or from the following list of content connections:

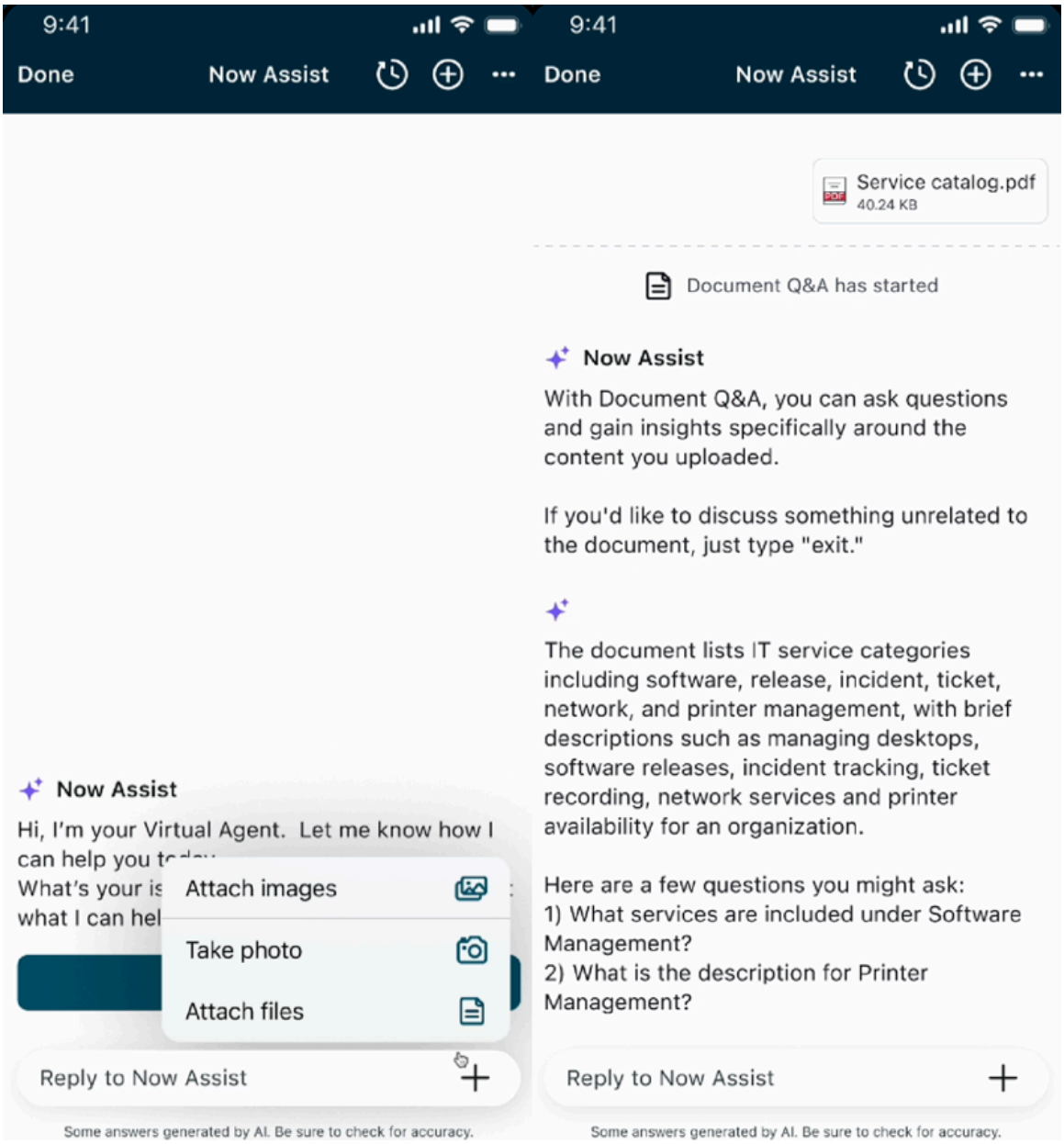
- Microsoft SharePoint
- Confluence
- Atlassian Jira Cloud
- Google Drive
- Microsoft Teams
- Predefined web sources
- ServiceNow documentation
- Slack

Sources display with icons that indicate the type of record type each source is, such as a table, PDF, incident report, and so on For more information about external content connections, see External Content Connectors.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Doc QnA

Mobile Doc QnA



Doc QnA enables you to upload documents to your Virtual Agent conversation. Now Assist can then generate a summary or answer questions using the document you provided.

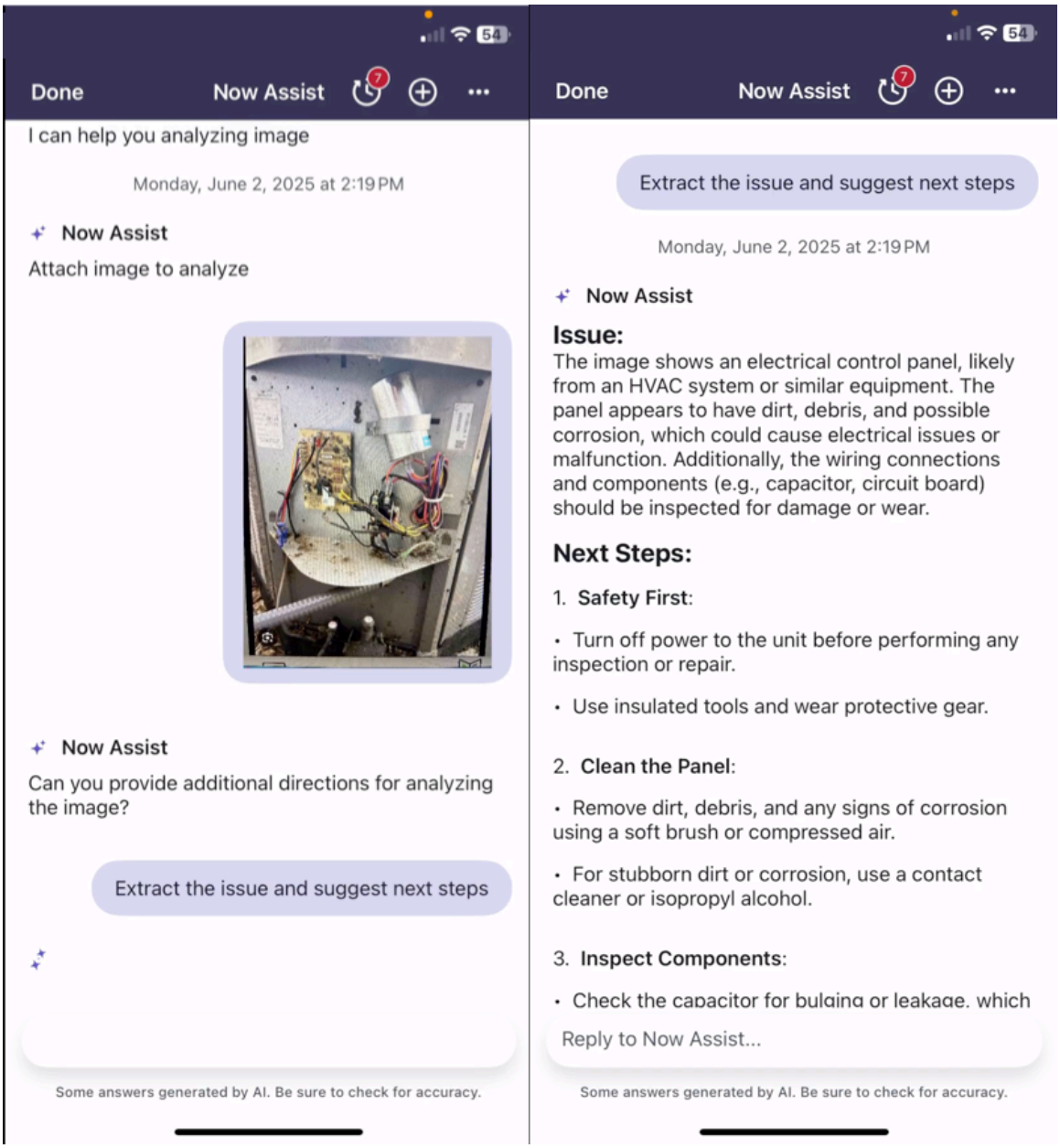
The assistant can analyze file formats including text and image files such as PDF, Word (.doc, .docx), JPEG, and PNG. The maximum file size of a file is 5 megabytes (MB).

To attach a file to your conversation, tap the plus icon (+) in your search bar.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

ServiceNow AI Lens

ServiceNow Lens for mobile



ServiceNow AI Lens leverages generative AI to scan, extract, and interpret data from your mobile device.

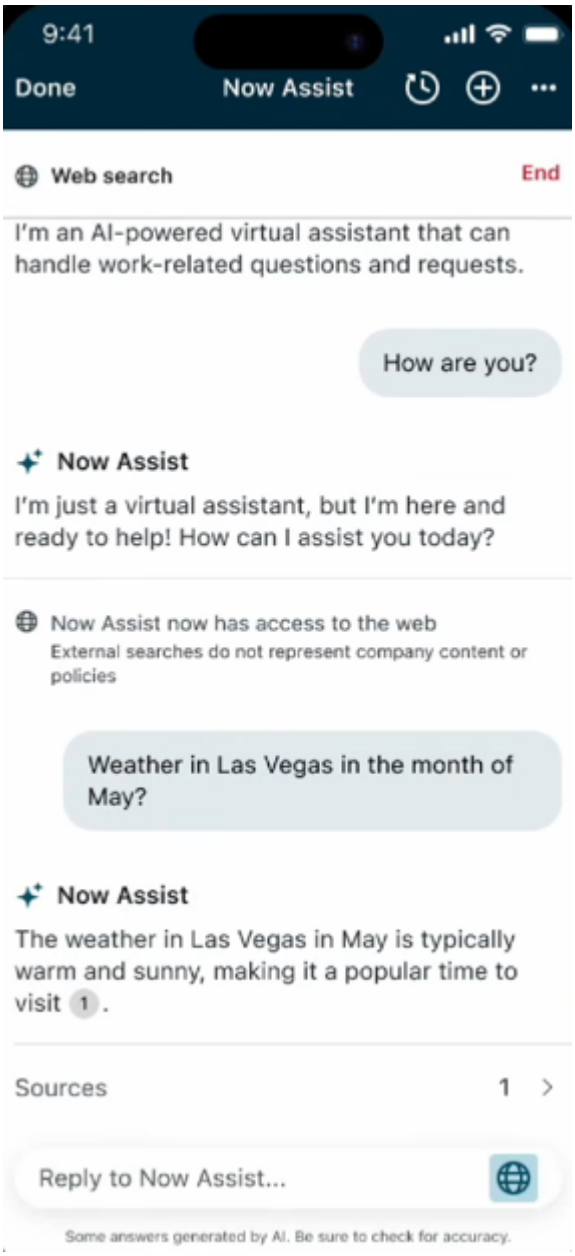
When you start a new Virtual Agent chat, select **Show all my options** to view the option to open ServiceNow AI Lens. Now Assist then gives you the option to choose an existing image or open your camera app to take a new photo. Once an image is selected, Now Assist allows you to input additional directions for how the image should be analyzed.

For more information, see ServiceNow AI Lens for mobile.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Web search mode

Mobile web search mode



Web search mode in Now Assist enables you to search the internet directly from within your chat, displaying external results rather than internal company information. Select the Start web search mode icon (🌐) to enter web search mode.

While active, all user queries are answered using internet search results, and a banner shows that web search mode is enabled. The identifying banner disappears once web search mode is ended. For additional information, see Using Now Assist web search on mobile.

Feedback and additional support

The chat experience is further enhanced by feedback mechanisms that invite you to rate the Virtual Agent responses with thumbs up or down icons. This feedback helps to continually improve the quality and relevance of the support provided.

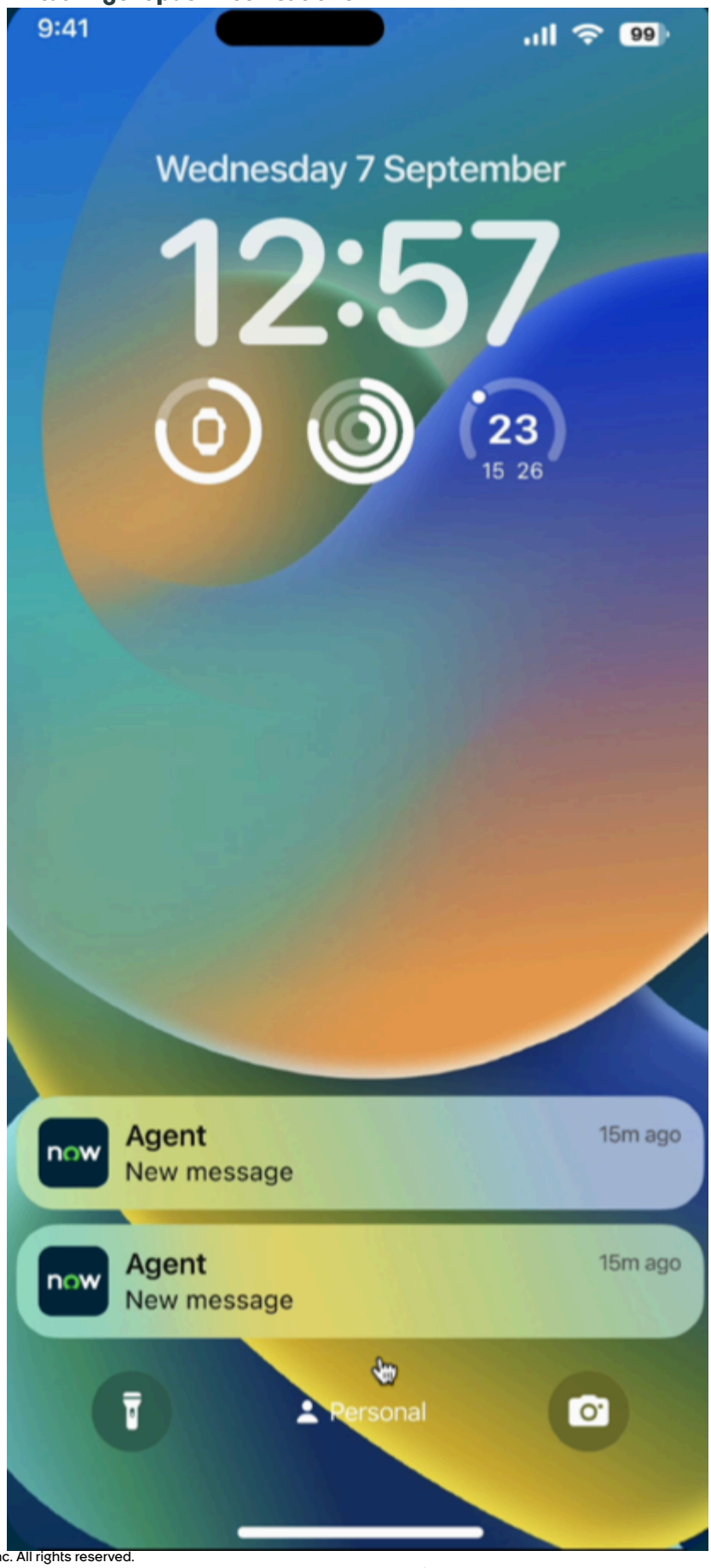
© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

If you find that your issue can't be resolved through the Virtual Agent alone, the system is designed to offer further assistance by connecting you to a live support agent, allowing you to reset the conversation, or enabling you to create a formal incident report, depending on how your organization has configured the support environment.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Push notifications

Virtual Agent push notifications

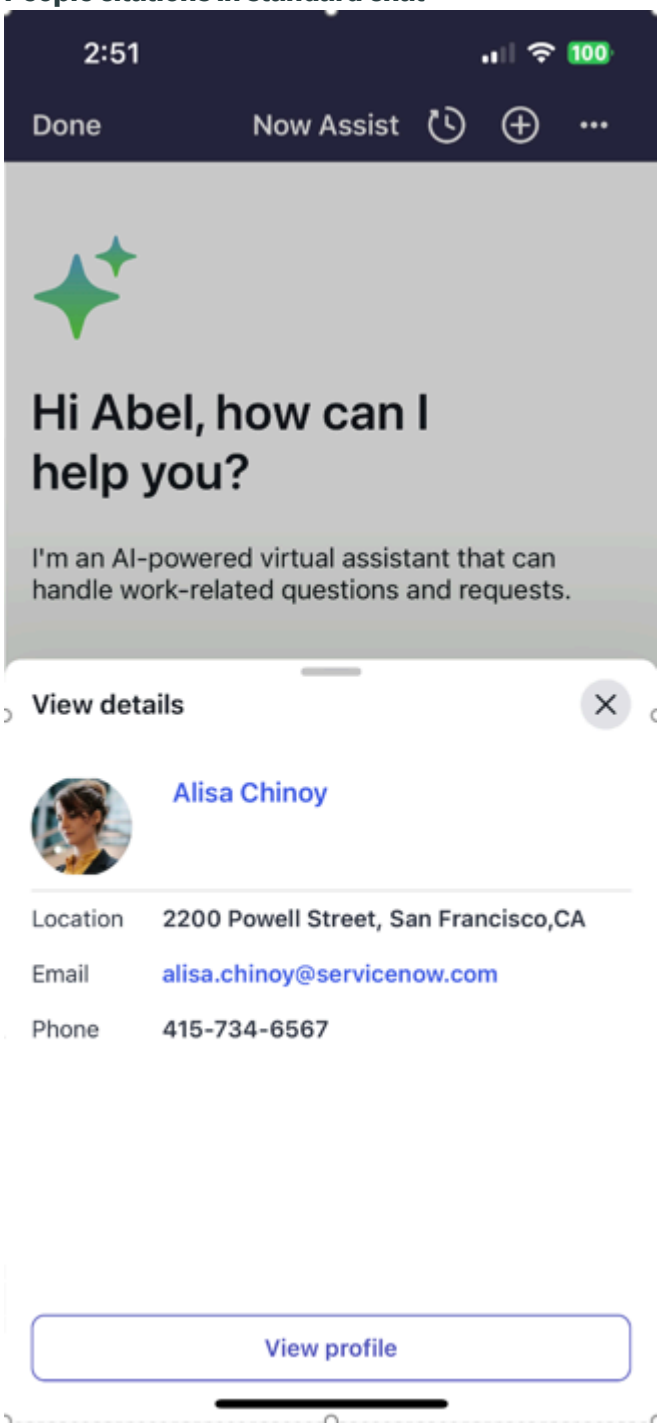


© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

When progress has been made on a request submitted via Virtual Agent, you'll receive a push notification. Tapping the notification opens the corresponding Virtual Agent chat in your mobile app.

People citations

People citations in standard chat



You can find information about people in your organization if you have Knowledge Graph activated. The system displays up to three possible matches, with inline citations and a Sources section for more details. Selecting a person's name takes you to their user profile, while selecting the numbered citation shows a popover with details like manager, location, email, teams, phone, and shared files.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Additional resources

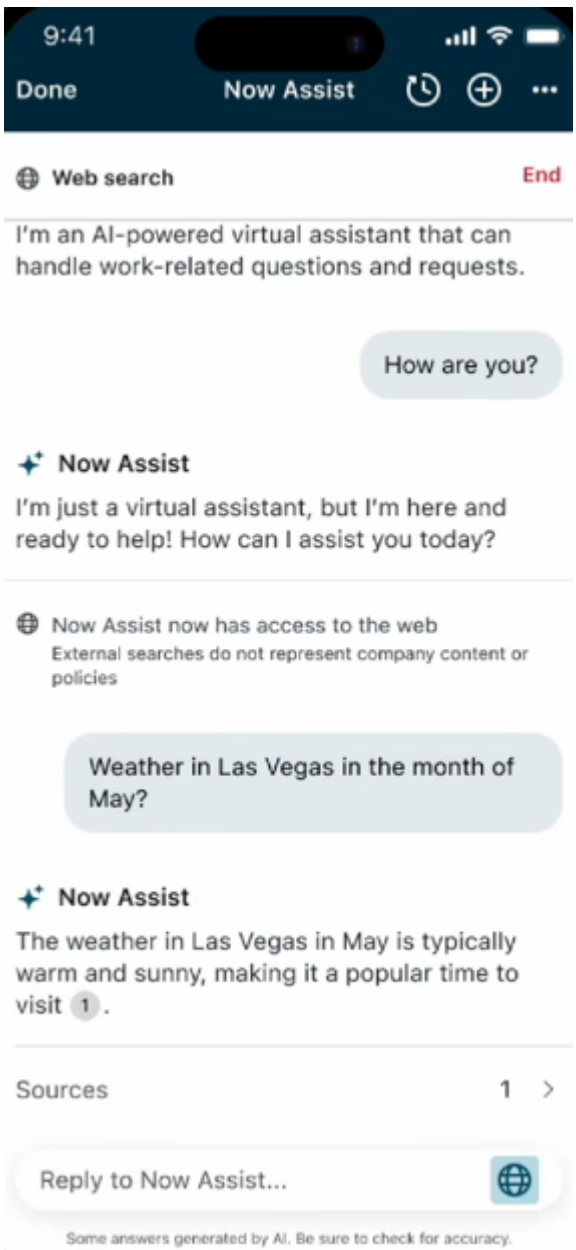
For more detailed information on all of standard chat's specific skills, see Enhanced chat.

For information on configuring Virtual Agent, see Assistants overview.

Using Now Assist web search on mobile

Web search mode for Now Assist lets you perform an internet search from within Now Assist, showing external results from outside your organization.

Web search mode on mobile



Web search mode is available for both standard and enhanced chat conversations as an opt-in feature via Now Assist Virtual Agent assistant. Select the Start web search mode icon ( ) to enter into web search mode. When in web search mode, all queries will be answered via internet search results rather than internal company search results. A banner that indicates you're in web search mode appears and will disappear when you disable web search mode.

To exit out of web search mode and return to internal search results, do one of the following:

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

- Type **Exit** in the search mode chat
- Select the **End** web search icon ( )
- Select **End** in the web search banner (enhanced chat only)

For more information on configuring web search, see Manage an assistant chat experience.

Generate a record summary on mobile

Generate a summary of a record in your Now mobile app using Now Assist.

Before you begin, make sure that Now Assist is enabled in your instance. For more information, see AI Admin Hub.

You can generate record summary from within the record you want summarized, or search for the desired record by asking Now Assist from the home screen.

Summarize a record from the home screen

1. Navigate to the home screen on your Now mobile app.
2. Open the Now Assist menu (plus sign) and select **Chat with Virtual Agent**. A Now Support chat will open.
3. Type **Summarize** into the chat bar and hit enter. Now Support will provide you with a list of recently opened records.
4. Select the record you want summarized.
5. The record summary will display.

Summarize a record from within a record

1. Navigate to the home screen on your Now mobile app.
2. Select and open the record you want to create a summary for.
3. Open the actions menu and select **Get Help VA.** A Now Support chat will open.
4. Type **Summarize** into the chat bar and hit enter.
5. Now Support will confirm which record you want to summarize. Select **Yes** if the listed record is correct.
6. The record summary will display.

Using the prominent action button

Use the prominent action button to quickly access your Now Assist agent chat no matter where you are in the app.

Prominent Action Button

Tap the button to open a new Now Assist chat. If you open the chat while you have a record open, Now Assist automatically incorporates the information from that record into its responses.

While offline, the prominent action button is grayed out to show that it's unavailable.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Using Voice Input for mobile

The Voice Input feature allows users to easily transcribe spoken words into written text. Voice-to-text can be accessed directly from the search bar or Otto chat.

Voice input

To begin, tap the microphone button in your Otto chat search bar to start the transcription. To show that Otto is listening, the listening icon will display while you're speaking. Once your message has been transcribed, it will appear as text in your search bar.

Using People Genius results on mobile

Search for people in your organization and view their profiles by entering their name into your search bar.

People Genius

To search for a user, enter their name into a Now Assist enabled search bar. This can be done from your home page search, or using the Now Assist chat. Up to three possible matches will display for the entered name.

Select a person's name to view their user profile. The profile displays information such as the person's manager, work location, email address, phone number, and any shared files. You can also view the person's place in your company's organizational chart if your organization has configured it.

For information on configuring People Genius results for mobile, see Activate People Genius Results.

Using Mobile AI Voice Agent

Use Mobile AI Voice Agent to start voice conversations with an intelligent, AI-powered voice assistant.

Navigating Mobile AI Voice Agent

AI Voice Agent

Mobile AI Voice Agent icons

Icon	Function
	Launch the AI Voice Agent.
	Toggle the microphone mute on or off.
	Toggle the live agent transcription on or off.
	End the call.

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Microphone permissions

To use the Mobile AI Voice Agent, you will need to grant microphone access when prompted by your mobile app.

Microphone access

Using Voice Agent with Virtual Agent

When you're in an agent chat, tap the wave icon () to begin talking with the voice agent. Speak naturally to interact with the Voice Agent. A live transcript of the agent's responses displays on the screen, but your own questions and responses won't be shown in the transcript.

During your call, you can toggle captions on or off to show or hide the live transcript. You can also mute your microphone at any time or end the call when you're finished.

After your call ends, your conversation transcript displays. The transcript is read-only, but you can copy and paste text or share and save it using the available options. Note that this transcript will not be available for viewing once you leave the conversation.

Using the Voice-Only Agent

On your home screen, tap the microphone icon () to launch the voice agent directly. Begin speaking naturally with the voice agent, and you will see a live transcript of the agent's responses on screen.

During your call, you can toggle captions on or off to show or hide the live transcript. You can also mute your microphone at any time or end the call when you're finished.

After your call ends, you will see the transcript immediately. This transcript is available for the current session only, so be sure to share or save it before closing if you need to keep it as it won't be saved in your recent conversations.

Additional resources for Mobile Platform products and solutions

If you’re looking for Mobile Platform best practices, troubleshooting, or other implementation guidelines, select a feature or resource type to discover ServiceNow resources on other relevant websites.

Note: Many resources listed in the table require you to log in to sites like ServiceNow University, Now Create, or the ServiceNow Community. If the expected resource does not load, please log in and try to access the resource again.

Resource links

Mobile Platform features or products	Resource type	Resources
Mobile Platform	Getting Started	ServiceNow Mobile overview Getting started with ServiceNow Mobile - Mobile Shorts

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Resource links (continued)

Mobile Platform features or products	Resource type	Resources
		ServiceNow Mobile building blocks - Mobile Shorts ServiceNow Mobile quick start Video overview of ServiceNow Mobile
Mobile Platform	Training	Introduction to mobile Mobile Development Essentials Mobile Essentials Training Mobile App Academy
Mobile Platform	Best practices	UX and design guidelines
Mobile Platform	Tips and examples	ServiceNow Mobile quick start with tips and examples
Mobile Platform	FAQs	Mobile FAQs
Mobile Platform	Release notes	
Mobile Platform	Design considerations and user experience general guidelines	Native mobile area on the Horizon design system website
Mobile Agent app	Getting Started	Video overview of ServiceNow Mobile ServiceNow Mobile quick start
Mobile Agent app	Training	Introduction to configuring ServiceNow Mobile apps
Mobile Agent app	Tips and examples	How do I deploy ServiceNow Mobile applications
Mobile Agent	Design considerations and user experience general guidelines	Native mobile area on the Horizon design system website
Mobile App Builder	Getting Started	Get started with Mobile App Builder
Mobile App Builder	Tips and examples	System administrator guide for Mobile App Builder
Mobile App Builder	Release notes	Mobile App Builder release notes
Mobile Card Builder	Getting Started	Mobile

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

Resource links (continued)

Mobile Platform features or products	Resource type	Resources
Mobile Card Builder	Training	Advanced training for Mobile Card Builder Customizing card templates
Mobile Card Builder	Release Notes	Mobile Card Builder release notes
Mobile Publishing	Getting Started	Mobile Publishing getting started ç
Mobile Publishing	Training	Mobile Publishing fundamentals Mobile Publishing walk-though
Mobile Publishing	FAQs	Mobile Publishing FAQs Mobile Publishing technical FAQs on form submissions
Mobile Publishing	Release notes	Mobile Publishing release notes
Mobile security	Getting Started	Secure your data while delivering a seamless mobile experience
Mobile security	Best practices	Securing your ServiceNow Mobile workflows
Mobile security	FAQs	Mobile security FAQs
Now Mobile app	Getting Started	Video overview of ServiceNow Mobile ServiceNow Mobile quick start
Now Mobile app	Training	Introduction to configuring ServiceNow Mobile apps
Now Mobile app	Tips and examples	How do I deploy ServiceNow Mobile applications
Now Mobile app	Design considerations and user experience general guidelines	Native mobile area on the Horizon design system website

© 2026 ServiceNow, Inc. All rights reserved.
ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc., in the United States and/or other countries.
Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.