ServiceNow NOW® Mobile App User Guide and FAQs

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This document takes you through the steps for setting up and navigating the Now® Mobile application. Active employees, managers, and contingent resources (with systems access) can use the Now® Mobile App to access a wide array of HR information, request forms, and live chat. This app offers users many of the same resources that can be accessed in the HR Services & Support and MyIT sites when inside the Wells Fargo network.

Employees are not required to use the Now Mobile app; Wells Fargo provides it solely for employees' convenience. If you choose to use the Workday or Now Mobile apps, continue to track all your time worked, including any time logging in and out of the app. For the full HR Services & Support experience, access the site from your work computer.

Before you begin: A multifactor authentication service (such as HYPR or RSA SecurID) is required to access ServiceNow on your mobile device. Refer to the HYPR User Guide or RSA SecurID User Guide for installation and configuration steps. If you already have a multi-factor authentication service configured on your device, proceed to the steps below for the Now® Mobile app.

Note: These instructions are for both iOS and Android devices, although only iOS device screenshots are shown in this guide, the Android screens are almost identical.

Get the Now® Mobile application

1. Open the application store on your device.
2. Search for **servicenow** in the store. Make sure you select the Now® Mobile application.
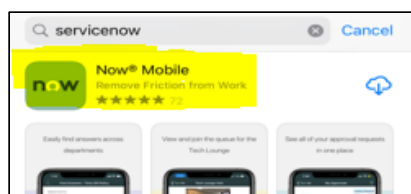
3. Download the application to your device.
4. Open the **Now® Mobile** application on your mobile device.
5. Tap the plus sign in the upper right corner on your phone to add an instance.

6. Enter **wellsfargoprod.servicenowservices.com** as the instance address and tap the **Save and log in** link.
7. Tap **Continue** to sign in.
8. Enter your email address and AD-ENT password, then tap **Next.** You will then be directed to HYPR® or RSA SecurID for authentication. Refer to the RSA SecurID User Guide or HYPR instructions.
9. Return to the ServiceNow Application, tap on the top left corner where it reads **Mobile** to access ServiceNow.

Navigating in the Now® Mobile App

The Now® Mobile App lets you access, request, and manage your HR needs in one location. The app experience is shared with Technology (IT), so the navigation is different from what you may see in HR Services & Support or MyIT but much of the content is the same.

- **Access HR Information:** You can access content by entering keywords in the search bar, browsing the new category pages or HR Information, or referencing related articles on other article or request pages.
  - Select **Information**, then select **HR Information > HR Knowledge Base**, and a content category (Benefits, Employee Support, Pay, Talent & Performance, or Time & Absence). There may be sub-categories to further narrow the topic area, for example, Benefits > Eligibility & Enrollment. Select an article to view more information.
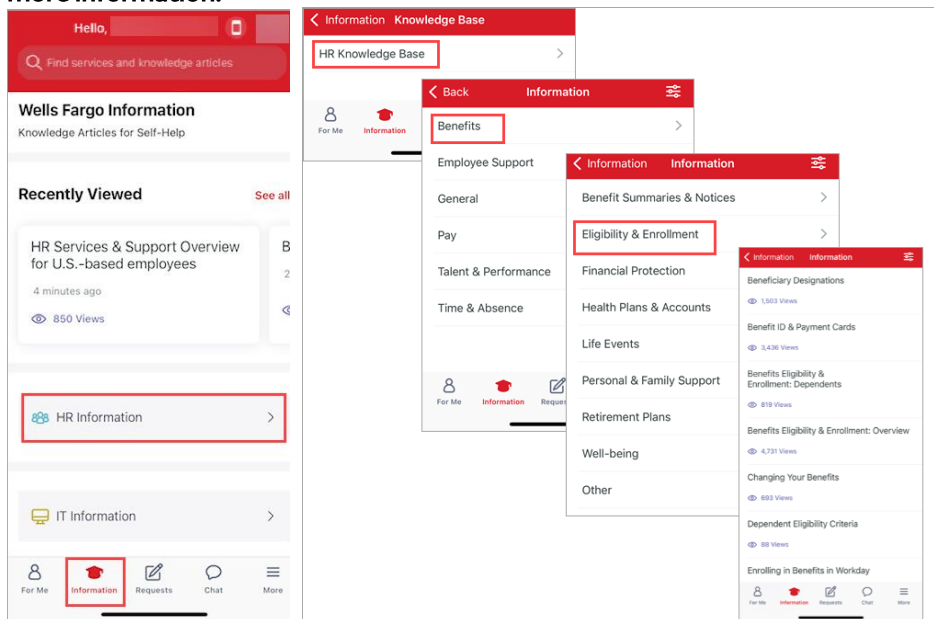
  - **Search for information:** Search is likely the fastest way to find what you are looking for. Simply input a keyword or phrase into the search box and let the robust search engine do the work for you. The search will return HR and IT information; to narrow your results to HR support, try updating your search terms. . Through streamlined and simplified articles, you'll easily find answers and guidance for your HR-related questions. You can also provide feedback if an article is helpful or not. If not helpful, provide comments sharing what would make it more helpful.
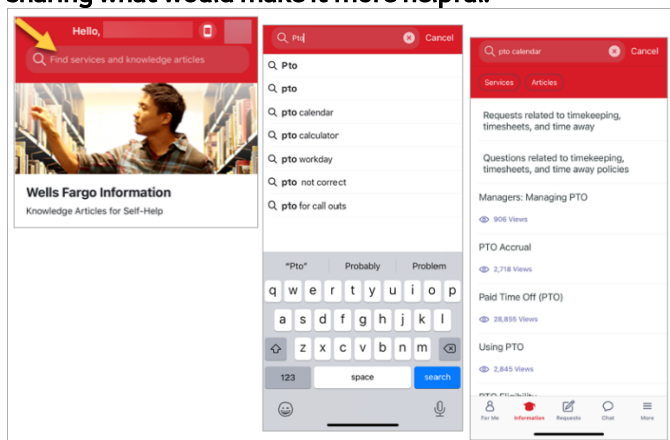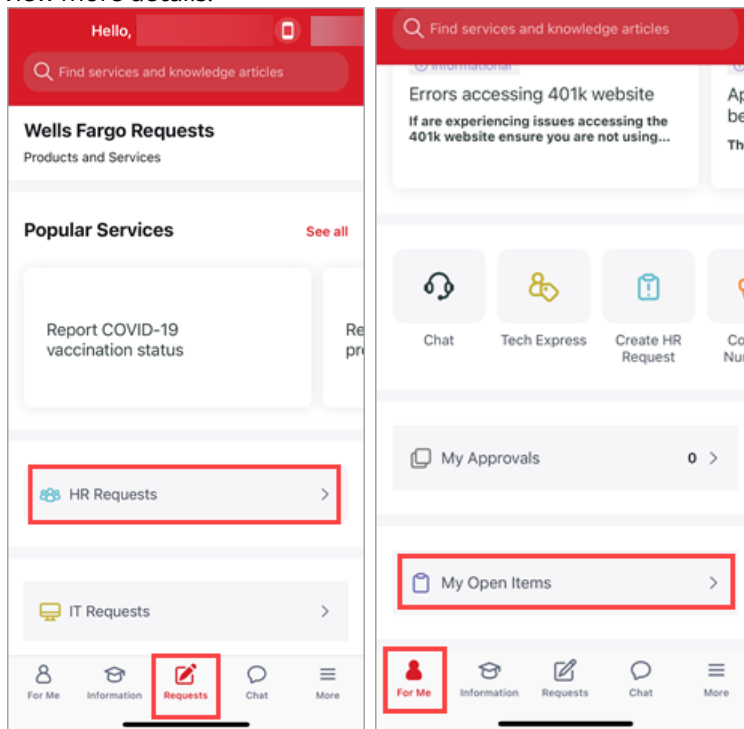
- **Get your answer in a chat:** If you're unable to find what you need through search, try the virtual agent or chat with an HR support specialist. To get started, select **Chat** > select **HR** or **IT**, then follow the prompts to determine how to proceed.
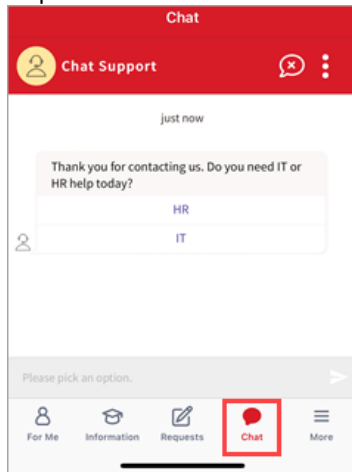
Note: All Chat communications are logged and subject to monitoring, review, and/or disclosure. The virtual agent is available 24/7, and live chat is available during designated business hours.

- **Submit an HR request or view updates to an open request:** When you need transactional support or more in-depth consultation, you have the option to submit a request and then track the progress.
    - **To submit a request**, select **Requests** > **HR Requests** or **IT Requests** > then select a topic category to view the available services to choose from, then select the request to complete and submit.
    - **To view details of an open request you previously submitted,** from the "For Me" section, select **My Open Items** > select the item from "My Open Items" (such as My HR Requests), then select the open item to view more details.

Now® Mobile app FAQs

Question	Answer
1. Do I have to download the HYPR in order to access the Now® Mobile app?	Yes. A multifactor authentication service is required to access ServiceNow on your mobile device. The Now® Mobile app allows you to securely access the HR Services & Support site from your personal and work mobile devices. Refer to the to the HYPR User Guide or RSA SecurID User Guide.
2. Why do I keep getting logged out of the Now® Mobile app?	For security purposes, the app will automatically log you out after 15 minutes of inactivity.
3. Why can't I log in to the Now® Mobile app on a second mobile device?	For HYPR: If you are using a new mobile device, where the applications were automatically copied to your new device, you will need to re-enroll and re-pair your device for HYPR. If you are still unable to access Now® Mobile, uninstall and reinstall HYPR and Now® Mobile and try again.
4. I no longer have a corporate issued device. Can I access the Now® Mobile app from my personal device?	For HYPR: If you are using a new mobile device, where the applications were automatically copied to your new device, you will need to re-enroll and re-pair your device for HYPR. If you are still unable to access Now® Mobile, uninstall and reinstall HYPR and Now® Mobile and try again.
5. Why do many links not work for me in the Now® Mobile app?	Many sites and tools used internally may not be accessible through the Now Mobile app. To access this information, visit the HR Services & Support site from your work computer. You can continue to use Teamworks at Home for links to HR tools from your personal devices.
6. Why can't I attach a document in the Now® Mobile app?	Currently, no attachments can be added in the mobile app for information security reasons. Any tasks that need to be completed with an attachment will need to be performed from your work computer within the Wells Fargo network.
7. Can employees on a leave of absence access the Now® Mobile app?	No, not at this time. Only active employees and contingent resources with systems access can access the HR Services & Support site through the Now Mobile app.
8. Why do I see more than HR information and services on the Now® Mobile app?	HR and Technology (IT) are both using the ServiceNow platform to deliver an improved user experience. Since there is one shared mobile app, you will have access to both HR and IT information and services on the Now Mobile app. When using your work computer, you will continue to visit the HR Services & Support site that is limited to HR information and support.

Additional resources and information

For technical issues downloading or logging into the app, contact Teamworks at Home Support line at 1-877-869-7964 options 3, 1, 3.

If you use assistive technology, such as JAWS or a screen reader, and need support, please contact the new HR Digital Accessibility hotline at 1-877-721-3620.

For questions navigating within the app, contact Employee Care at 1-877-HRWELLS (1-877-479-3557) and select option 2. We accept all relay calls, including 711. This line is available Monday through Friday 7:00 a.m. to 7:00 p.m. Central Time.