

ServiceNow NOW[®] Mobile App User Guide and FAQs

Table of contents

- Overview..... 3
- Acquire Mobile Service Now application..... 3
- Now Mobile Service Now App FAQs..... 4
- Additional resources and information 5

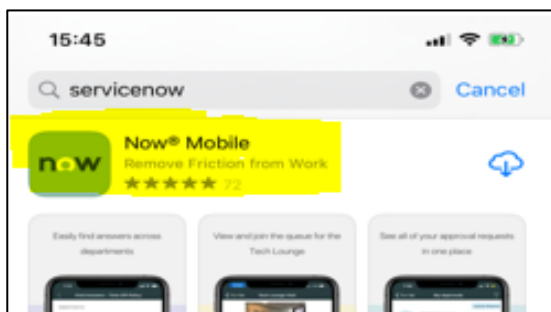
Overview

This document takes you through the steps for setting up the ServiceNow Mobile application. Active employees and managers can use the Now Mobile App to access a wide array of HR information, request forms, and even 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.

A multifactor authentication service will be required to access ServiceNow on your mobile device. Refer to the OKTA User Guide or HYPR instructions.

Acquire Mobile Service Now application

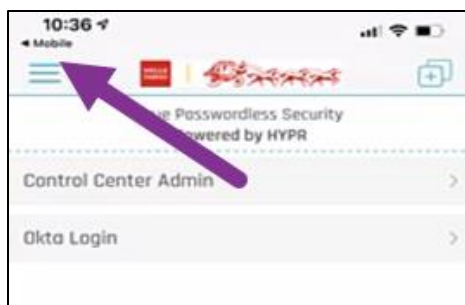
1. Open the application store on your device.
2. Search for **servicenow** in the store. Make sure you select the Now® Mobile application.



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 AD-ENT account username and tap **Next**. You will then be directed to HYPR® or OKTA Verify for authentication. Refer to the OKTA User Guide or HYPR instructions.
9. Return to the ServiceNow Application, tap on the top left corner where it reads **Mobile** to access ServiceNow.



Now Mobile Service Now App FAQs

Question	Answer
1. How do I download the mobile app?	Review the Now Mobile App Download Guide for detailed instructions.
2. Do I have to download the Okta Verify app in order to access the Now Mobile app?	Yes. Okta Verify is the required method to authenticate your identity when signing into Wells Fargo tools. The Now Mobile app allows you to securely access the HR Services & Support site from your personal and work mobile devices.
3. How do I access the HR Services & Support site from my home computer?	At this time, the HR Services & Support site is only available through the Now Mobile app when you are accessing it off-network (outside the Wells Fargo network).
4. 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.
5. Why can't I log in to the Now Mobile app on a second mobile device?	You can only access the Okta Verify app on one mobile device. If you want to sign in on a new mobile device, contact Teamworks at Home Support line at 1-877-869-7964 options 3, 1, 3, and ask to reset your Okta Verify account. Then, follow the instructions in the Now Mobile App Download Guide related article.
6. I no longer have a corporate issued device. Can I access the Now Mobile app from my personal device?	Yes. To sign in on a new mobile device, contact Teamworks at Home Support line at 1-877-869-7964 options 3, 1, 3, and ask to reset your Okta Verify account. Then, follow the instructions in the Now Mobile App Download Guide related article to install the apps on your personal device.
7. Why do many links not work for me in the Now Mobile app?	Many web sites and tools are designated for internal use only and therefore will 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.
8. 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.
9. 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.
10. Why do I see more than HR information and services on the Now Mobile app?	HR and technology 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 technology 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.

11. I recently joined the company. Why can't I access the ServiceNow Onboarding app anymore?

The ServiceNow Onboarding app provides limited information to individuals before they join the company. Now that you are a Wells Fargo employee, you can access even more information on the HR Services & Support site at work or by downloading the Now Mobile App. For instructions, see the related article: Now Mobile App Download Guide. When logging into Okta Verify, you will re-enroll using your Wells Fargo email address and 16-digit company password.

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.