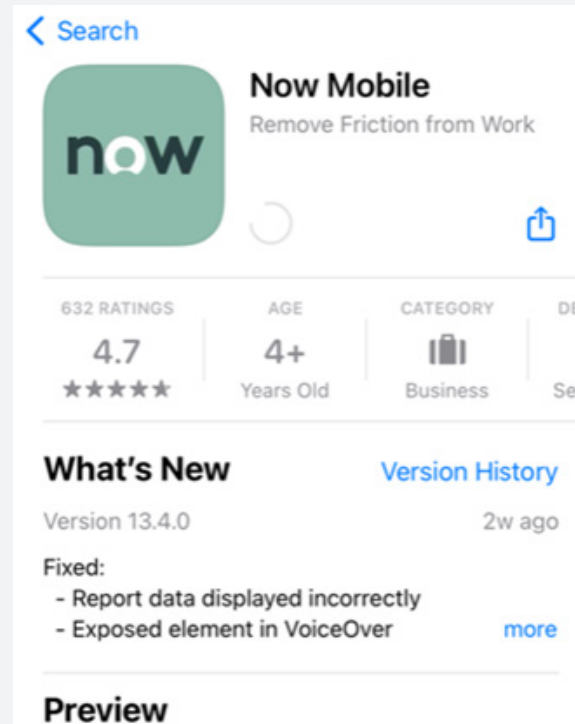




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## Install the ServiceNow Mobile App

Download the Now Mobile app from Google Play or Apple Store on your phone.




## Login Screen

Once the Now Mobile app has been downloaded and installed on your device, open it to view the login screen. Enter sentinel1prod or scan the QR code. Create a nickname, then select "Save and log in."



Enter the instance address or scan a QR code.

sentinel1prod.service-now.com 

Nickname (Optional) \_\_\_\_\_

**Save and log in**

q w e r t y u i o p  
a s d f g h i k l ñ



**SENTINEL**<sup>®</sup>

# Sentinel Technologies

Sign in with your organizational account

someone@example.com

Password

Sign in

[Forgot Password?](#)

Do not have an account? [Sign up](#)

## Login

You will be taken to a Sentinel Technologies login screen. Enter the user credentials given to you by Sentinel Technologies. These should be the same credentials you use to access your My Sentinel account on the Sentinel website. If you are unsure of your username or password, please contact Sentinel for assistance.

## Navigation

When logged in, the navigation bar at the bottom of the Now Mobile app features four menu options:

- Home – Quick links about your cases and projects
- Services – Self-service options to make changes, request support, or view information on your current catalog
- Notifications – Messages related to open cases and other important updates
- Settings – General information about the app and your user profile



Home



Services



Notifications



Settings



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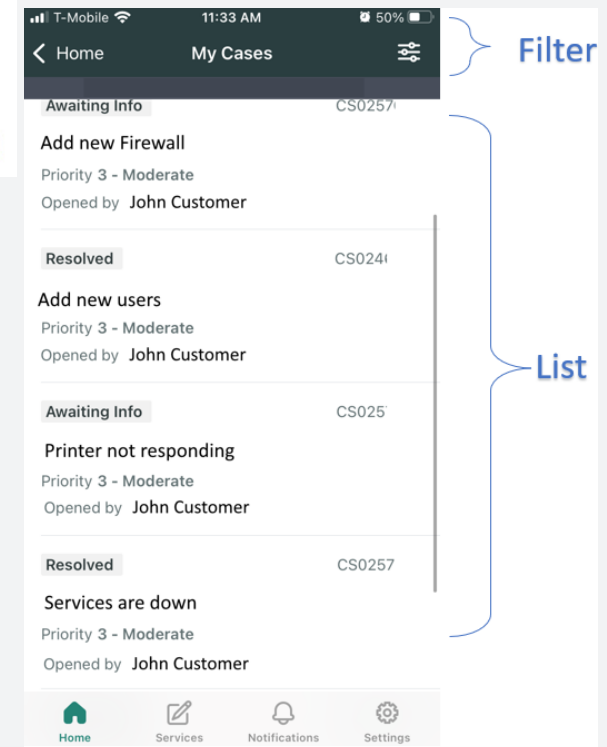
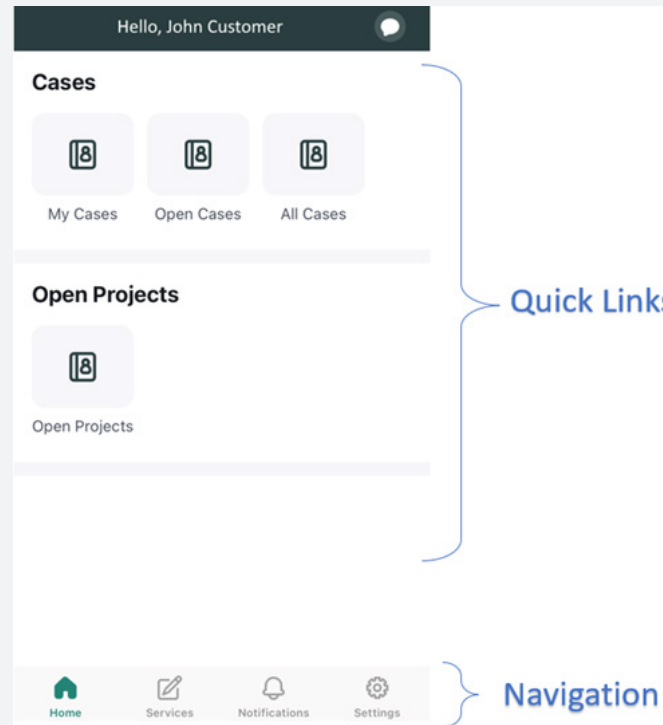
## Home Page

The Home Page of the Now Mobile app includes quick links related to your cases and projects with Sentinel. You will be able to view:

- My Cases – All the cases you personally have opened
- Open Cases – All currently active cases opened by you and your company
- All Cases – A complete history of cases opened and closed by you and your company
- Open Projects – Details on any currently active projects with Sentinel

## List Screen

If you tap one of the quick links on the home screen, the app will list all items available for the selected category. Filters can be applied to this information by clicking the icon in the upper right corner.





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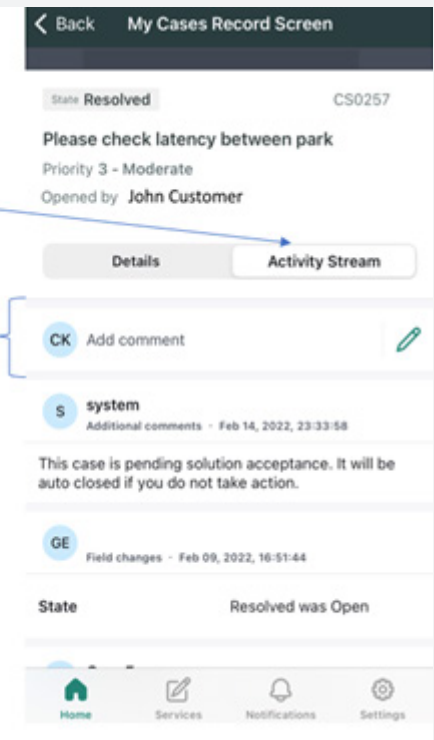
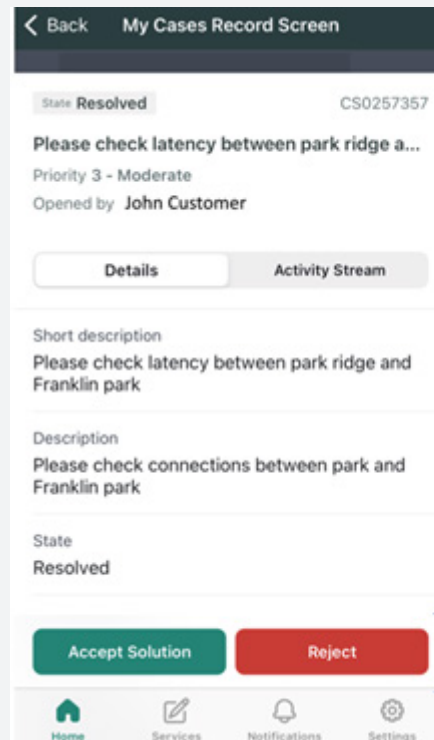
## Case Detail Screen

Selecting a specific case will display details about it, along with an activity stream:

The Details tab includes a description and current status of the case. Users have two options:

- If the case is currently open, you can cancel the case
- If the case is resolved, you can either accept or reject the solution

The Activity Stream tab includes all comments related to the case made by Sentinel and members of your organization. Any users with access have the ability to add a comment.



Click

Add comment and submit

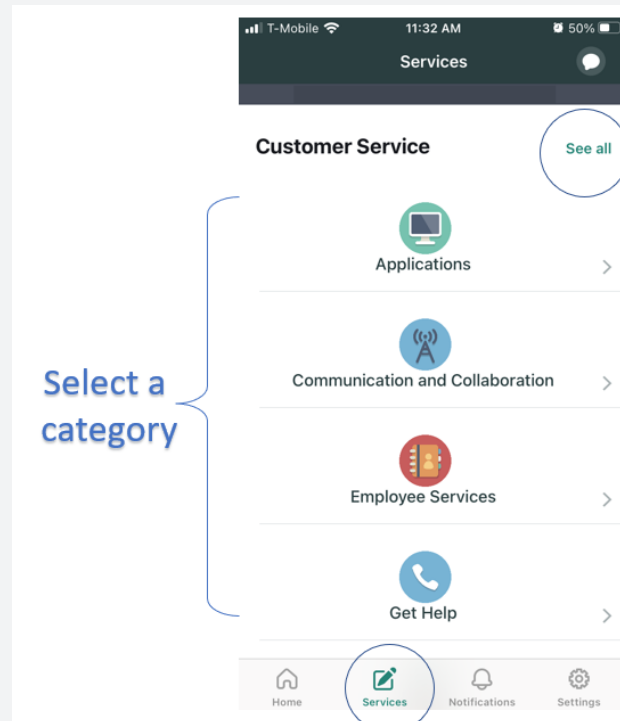
Options



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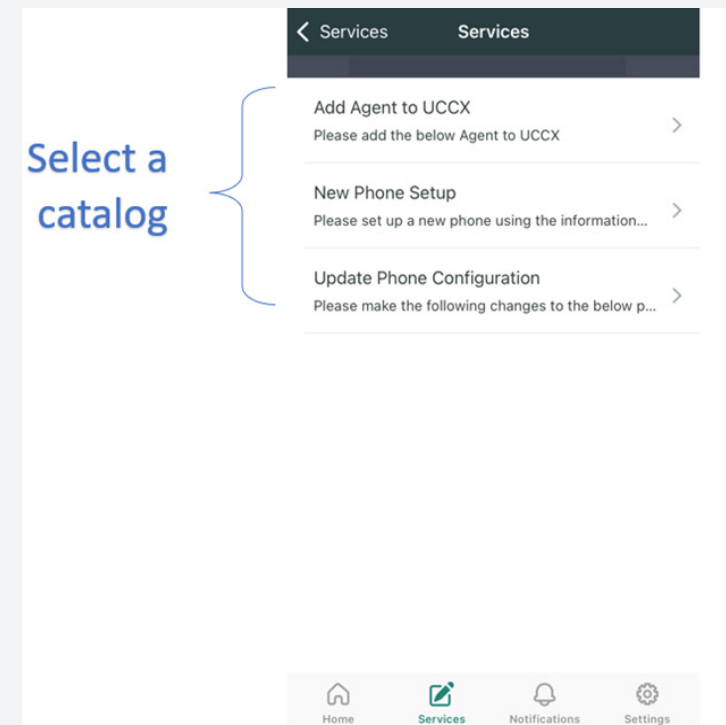
## Services

The Services icon on the navigation bar lists the different categories available to view, edit, or request support related to any services obtained through Sentinel. Select “See all” to view the complete list of categories.



## Selecting a Category

After selecting a category, you can make a request for different types of edits or additions using the listed catalog options.





## Creating a Request

To open a new request, fill out the form with the proper information and press the submit button. The system will automatically generate a case number. You will receive app notifications with updates as work on your request is completed or if additional details need to be submitted.

Complete

Submit