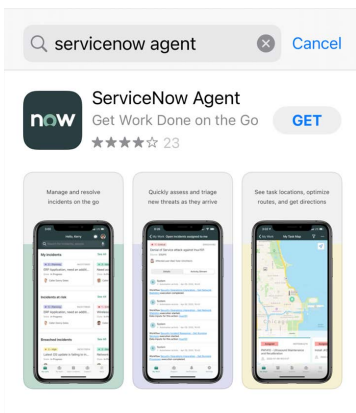


# INSTALL THE SERVICENOW AGENT APP

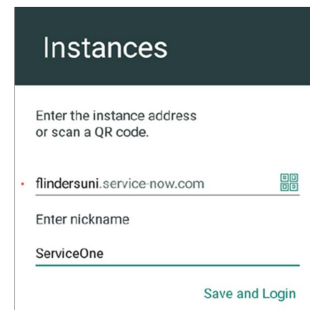
## 1. SEARCH FOR THE APP

- Find the 'ServiceNow Agent' app in your app store and follow the prompts to install.



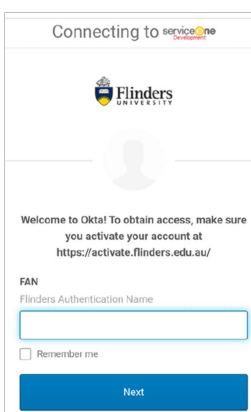
## 2. SET THE INSTANCE

- Instance: [flindersuni.service-now.com](https://flindersuni.service-now.com)  
Nickname: ServiceOne



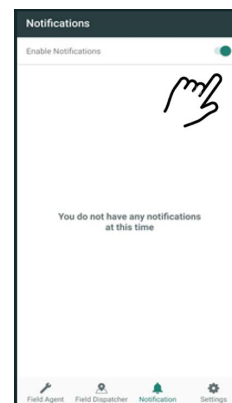
## 3. LOG IN

- Follow the prompts to log in with your FAN (Flinders Authentication Name) and password through Okta.



## 4. ENABLE NOTIFICATIONS

- Click 'Enable Notifications' to receive updates and notifications.



## FOR SUPPORT OR MORE INFORMATION

For technical support, including questions about your FAN, password or access to the system contact our **IT service desk team** on (08) 8201 2345 during business hours. You can also log a request online using the IT help and support service in Service One.

For support with the contractor process, policy, work permits and permissions to proceed, or your work at Flinders, contact our **Properties, Facilities and Development team** on (08) 8201 2733 during business hours or email [pfd@flinders.edu.au](mailto:pfd@flinders.edu.au).