In this guide, you will learn how to install and access Yale’s ServiceNow instance to use the application on the go.

1. From the **Google Play Store** search for the **ServiceNow App**. It should look like this→

   a. Launch it like any smartphone applications, by tapping the icon on the homepage.

   - The launching screen opens.
3. In the **Instance Name** field, enter the name of your ServiceNow instance (**Yale**). It is not necessary to enter `service-now.com` at the end of the instance name.

- The **login** screen opens.

5. Enter your **NetID** and **Password**, and tap **Login**.

| Note: If you return to the smartphone home page without logging out, and then tap the ServiceNow icon to reopen the application, it opens to the last screen you were using. You do not have to log in again. |
| Note: After logging out and then logging back in, the instance you last visited displays in the HISTORY list, along with the instance names of other instances you have visited. You can open any of those instances by tapping the appropriate instance name. |
- The ServiceNow **home page** opens and will show like this until you set up your bookmarks.

- The main **Navigator** page will list all the available mobile app options.
4. Customizing the **Home Page**.
   - To **bookmark** a section to appear on the home page

#Working_with_the_Smartphone_Interface