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
     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.

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