

OnPage + ServiceNow Integration – Installation Guide



System Requirements

- All ServiceNow versions are compatible
- Integrator must have full admin permissions with their ServiceNow instance
- OnPage Gold package required

Visit <https://www.onpage.com/free-trial/> to sign up for a free trial.

Installation Instructions

- Go to the ServiceNow store - <https://store.servicenow.com>
- Search for OnPage
- Hover over the application and click **More**
- In the upper corner, click on **Get**
- Enter your ServiceNow HI credentials and login
- Click on **Download**

After downloading the OnPage application from the ServiceNow store, install the application in ServiceNow.

- Navigate to downloaded system applications.
- Locate the OnPage application, and click install.

When the install is complete, the “Install” button text will change to “Installed”.

Access the Guided Tour

Once installation is complete, search for OnPage

- In the bottom left corner under Manage Integration, click on Run setup
- In the bottom left corner, click on Take a Tour

Please follow the guided tour to assist in the implementation. To go back to the tour, in the top right corner click on the **blue question mark** and at the bottom click on **Take a Tour**.