

# myNLPortal Using the Now Mobile App

You can access the Portal via the Now Mobile App within the Apple Store and Google Play store



Once downloaded, type in the following: **nlcsnowprod.service-now.com** and click **'Save and log in'**

Enter the instance address or scan a QR code.

In the field marked with a red \* input;

\*nlcsnowprod.service-now.com

Nickname (Optional)

Save and log in

## Logging In

Input your details: **Username** - 7 digit employee number  
**Password** - this will be emailed to you

Click Log In

Single Sign On Users will log in via **'Login with SSO'** - you may need to use **Microsoft Authenticator** to log in (this will be connected to your northlan email address and your **Microsoft work device password**)

User name

Password

Log in

Login with SSO

Forgot Password?

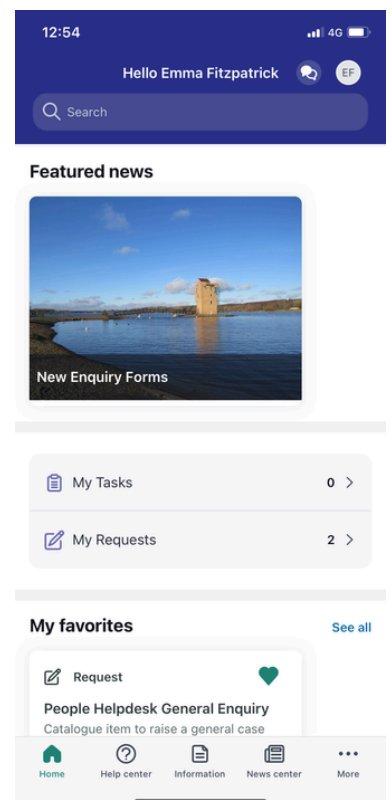
## The Homepage

The app is similar to the desktop browser

The search function at the top allows users to search for information regarding your query/raise a ticket

You can view your items - My Tasks/My Requests  
In this you can view any requests you have raised or if you have any tasks to complete

The navigation pane includes your Help Center/Information/News Center and More (for notification and settings)

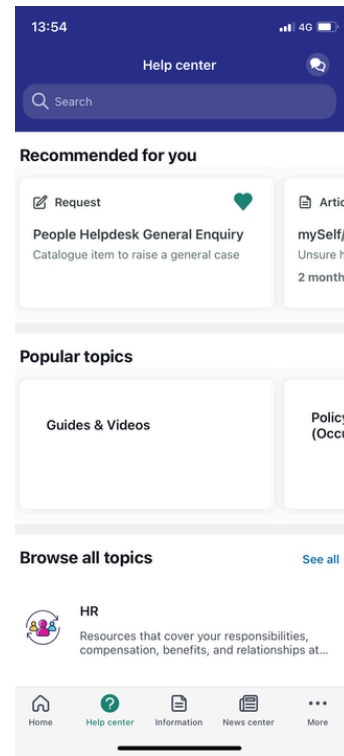


# Help Center

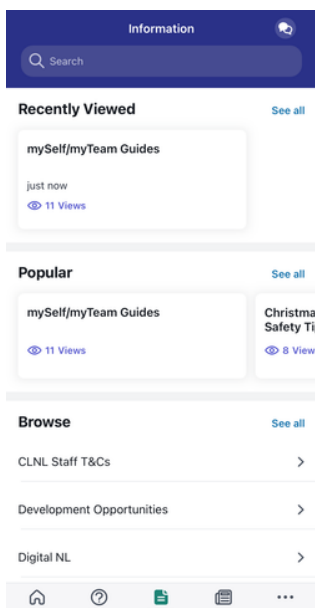
The Recommended for you section allows you to view articles/requests tailored to you

You can favourite any article/request to appear in your 'My Favourites' section by clicking on the 'heart' icon

If you cannot see the topic you wish to view, select 'See all' under 'Browse all topics' underneath 'Popular topics'



## Information Tab

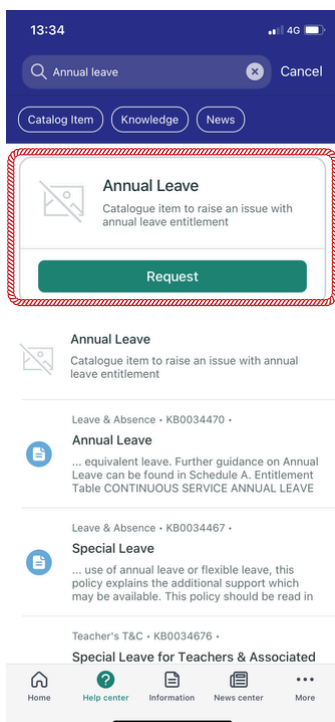


The search function at the top allows you to search for any articles/requests

Recently Viewed shows your recently viewed articles and request forms

You will be able to view popular knowledge articles and request forms

## Raise a case



You can use the search function to locate the request you are looking for then select 'Request'