



# Mobile App Guidance (v2)

This guidance will detail:

- Where you can download the app
- How to login
- How to raise and track a case
- How to start a live chat
- How to search the Knowledge Base

## Where you can download the app

The myNL Portal App can be download from the App Store on iPhone/iPad or Google Play Store on any device that is operated by Andriod Software. On your app store, you will search for “Now Mobile”. The icon for app is pictured below.



If you need details on how to download the app in more detail, please review our comprehensive guidance note: [myNL Portal Guidance – My\\_NL](#) . You will find a guide for both iPhone/iPad and Android.

## How to login


### Step One: Enter the Instance Address

Once you have downloaded the app, in order to login you will need to type in the instance for myNL Portal, this allows the app to navigate to myNL Portal.

You will need to type in the following: **nlcsnowprod.service-now.com** into the field with the red asterisk(\*) .

Click “Save and log in”

Enter the instance address  
or scan a QR code.



Nickname (Optional)

[Save and log in](#)

## Step Two: Signing in to your account

Once you have entered the instance address you will need to sign in using your log in for myNL Portal. If you have a northlan.gov.uk email address, you will sign in using your single sign on or if you do not have a northlan.gov.uk email address, you will sign in as a local user.



Both options are detailed below.

### **Local User:**

If you are local user you will sign in with your employee number and you will receive a password via email to log in. You will enter your employee number in the username field and password into the password field and press log in.

### **Single Sign On:**


If you have single sign on, you will select “use external login” and then a new screen will load for you to type in your email address and press submit. You will then follow the authenticator steps to be logged in.

Cancel  service-now.com AA 

**servicenow**

---

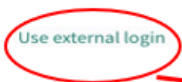
User name

Password  
 

[Log in](#)



Enter your details here if you do not have a northlan.gov.uk email address



Click here to sign with your northlan.gov.uk email address

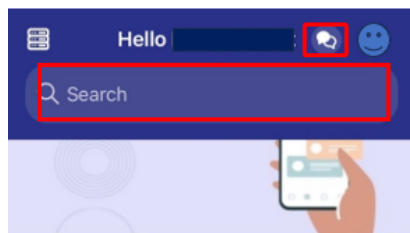
If you have any difficulties logging in, please contact [mynlportal@northlan.gov.uk](mailto:mynlportal@northlan.gov.uk).

## How to raise and track a case

All cases on myNL Portal are raised via a Request form. You can search for the Request form you need using the search function on the app. You can also navigate to browse all topics on the support tab of the app.

[Search Function \(highlighted in red below\).](#)

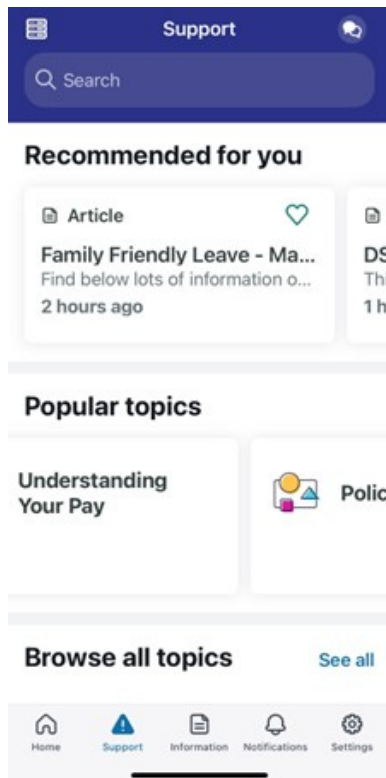
The speech bubbles can be used to create a live chat if you have quick query or are unsure of which Request form to use.



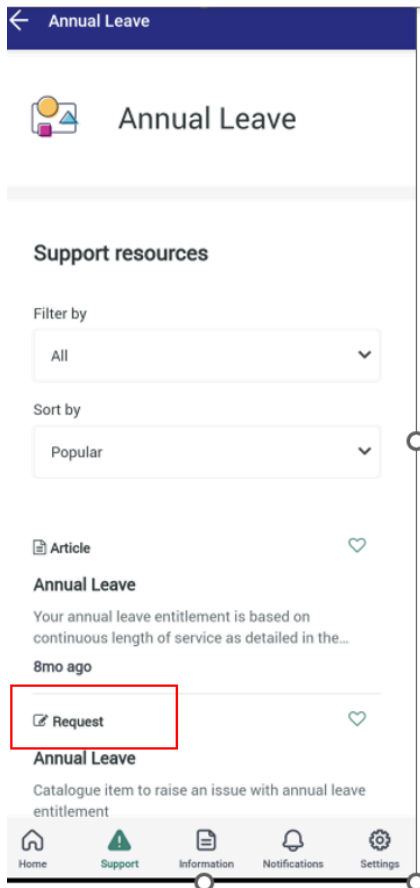
### Welcome to Mobile!

Complete tasks, track requests, and discover powerful workplace support at...

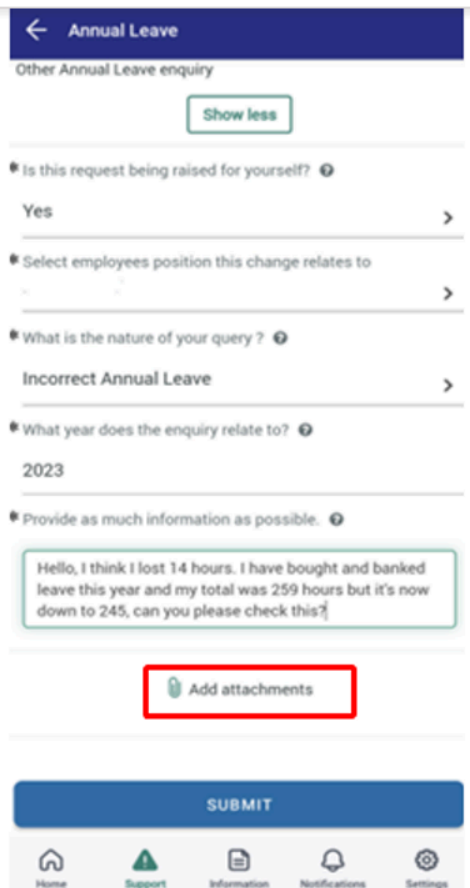
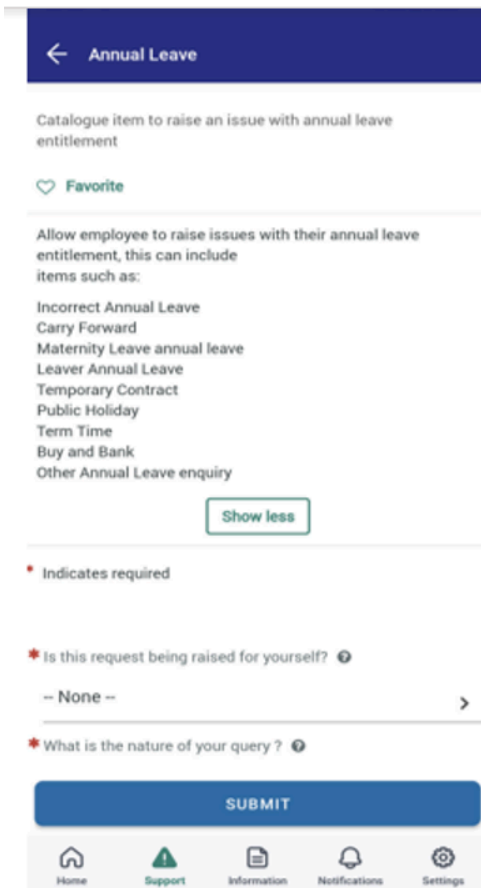
[Support tab \(picture below\)](#)



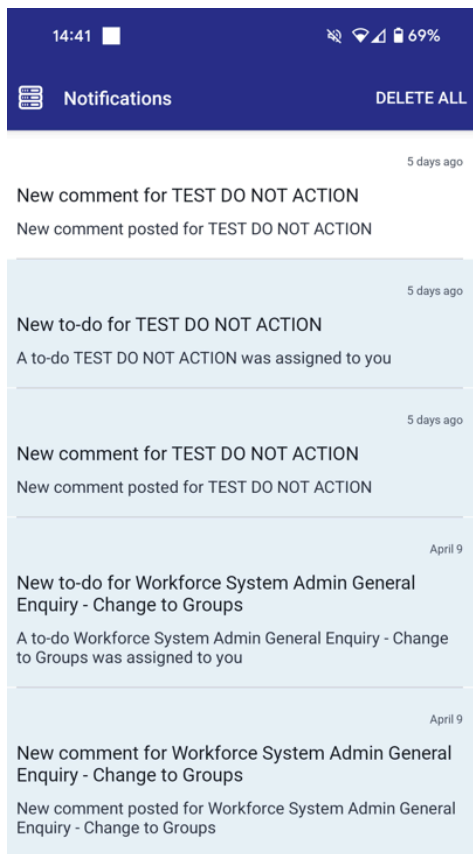
Any Request forms are indicated by the notepad and pen icon (highlighted in image below). To create your case, click the form you wish to use and the form will open up for you to complete.



All Request forms have mandatory questions and these are indicated by the red asterisk (\*). The majority of forms have the option to add any screenshots or documents at the end using the “Add attachments” area which has a small paperclip beside it. The below is an example of the Annual Leave request form. Once you have completed the information you press the “SUBMIT” button.



You will be notified of any updates on your case via notifications from the app. If you do turn these off in your settings, you will need to manually check this - please note you will get an email also which will detail any case updates.

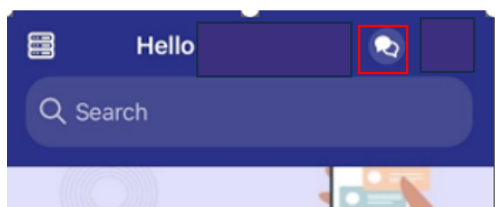


## How to Start a Live Chat

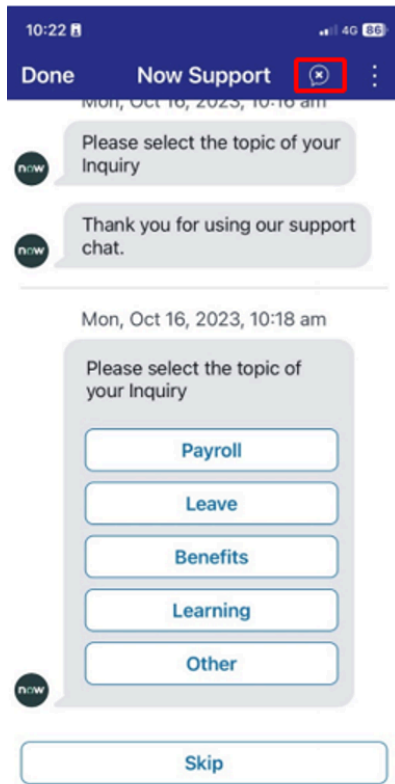
Live chat is available between 08:45 - 16:30 (Monday - Thursday) and 08:45 -16:00 (Friday).

Live Chat will connect you to an advisor on the People Helpdesk Team. Live Chat is a great tool which allows you to ask a quick question to the People Helpdesk or get support in raising your case on myNL Portal.

To start a live chat, press the speech bubble icon on the top right hand corner of the app. The icon is highlighted in the below image.



To close your chat once you have finished you can press the X icon in the top right hand corner of the app. This icon is highlighted in the below image.

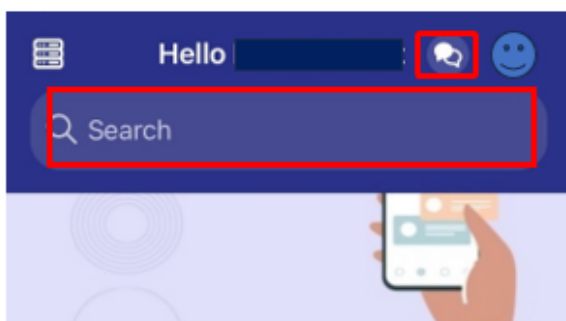


## How to Search the Knowledge Base

There is a comprehensive suite of articles and guides available on myNL Portal. All the information that you would have accessed via myNL.co.uk is now available here. The Knowledge Base can be accessed via the search bar on any tab or through the support tab.

### Search Bar

The search bar is at the top of each tab and has a magnifying glass in the left hand side. The search bar is the most popular way to find articles, guides and Request forms. If you are unsure of where to find an article or guide you can create a live chat to check this with the People Helpdesk Team using the speech bubbles highlighted below.

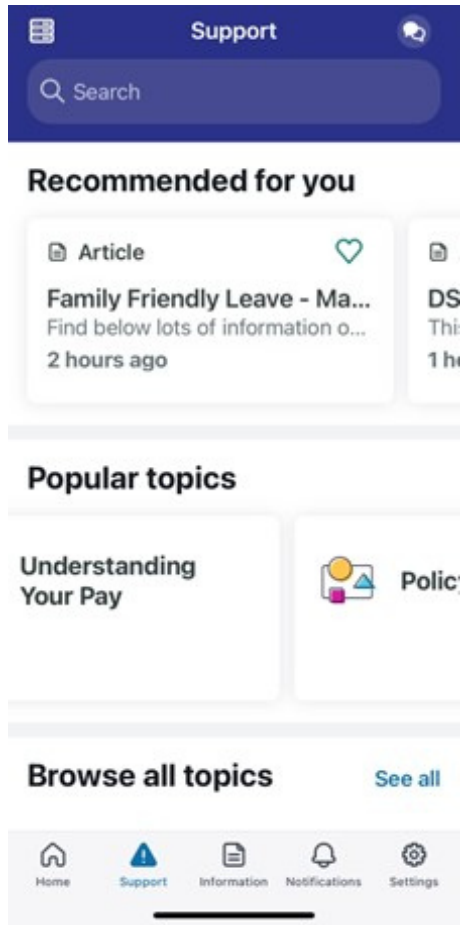


### **Welcome to Mobile!**

Complete tasks, track requests, and discover powerful workplace support at...

### Support Tab

The support tab displays the 'recommended for you' and 'popular topic' articles as you would see them on the desktop version of myNL Portal. You can navigate to articles and guides using these or alternatively you can see all articles and requests forms under Browse All Topics. See an image of the support tab below.



We hope you found this guidance useful. If you have any queries or need any further support, raise a **People Helpdesk General Enquiry** on myNL Portal.





