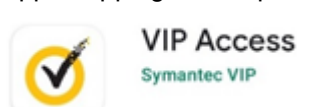


## ServiceNow: Download & login instructions

**If you have Spectrum Health email and applications (e.g., Teams, Outlook) on your mobile device:**  
You can download the ServiceNow app called Now Mobile from the Hub app on your mobile device. Open the Hub app, tap App Catalog, and install Now Mobile.

**If you do not have Spectrum Health email and applications on your mobile device:**  
You will need to download the VIP Access app before downloading the ServiceNow (Now Mobile) app. Skipping this step will result in login issues.



### VIP Access: Download & Registration

- Go to your app store and search for VIP Access. Log in using your Spectrum Health username and password.
- On the Select Your Credential screen, click Register to begin registering your VIP Credential.
- Open the VIP Access application on your smartphone.
  - In the **Credential Name** Field, put a simple identifier that you can remember for the device you are registering (i.e. My iPhone or Smartphone).
  - Enter the Alphanumeric ID located at the top of the smartphone app, into the **Credential ID** field
  - Launch the VIP app in your smartphone and enter in the 6-digit security code in the **Security Code** Field
  - Once you have entered the Security Code, click **Submit**.
- Contact the Spectrum Health IS Service Desk to complete registration.

### Access ServiceNow

- Navigate to <https://spectrumhealth.service-now.com/esp> on your personal computer or download the Now Mobile app on your mobile device.
- Enter **spectrumhealth** as the instance address
- Enter your Spectrum Health network username and password
- You will then be prompted to enter a security code. Open the VIP Access app, refer to the security code shown there, and quickly enter it into the Now Mobile app login.
  - **Important Note:** This code refreshes every 30 seconds.

You should now be successfully logged into ServiceNow.