**fortuneminds**

*envisioning a better tomorrow*

# Service Portal

Use Service Portal to create a delightful experience for your users.

Service Portal provides an alternative user experience to the standard platform UI. It is easy to configure, customize, and extend, similar to what users are used to in other consumer products.
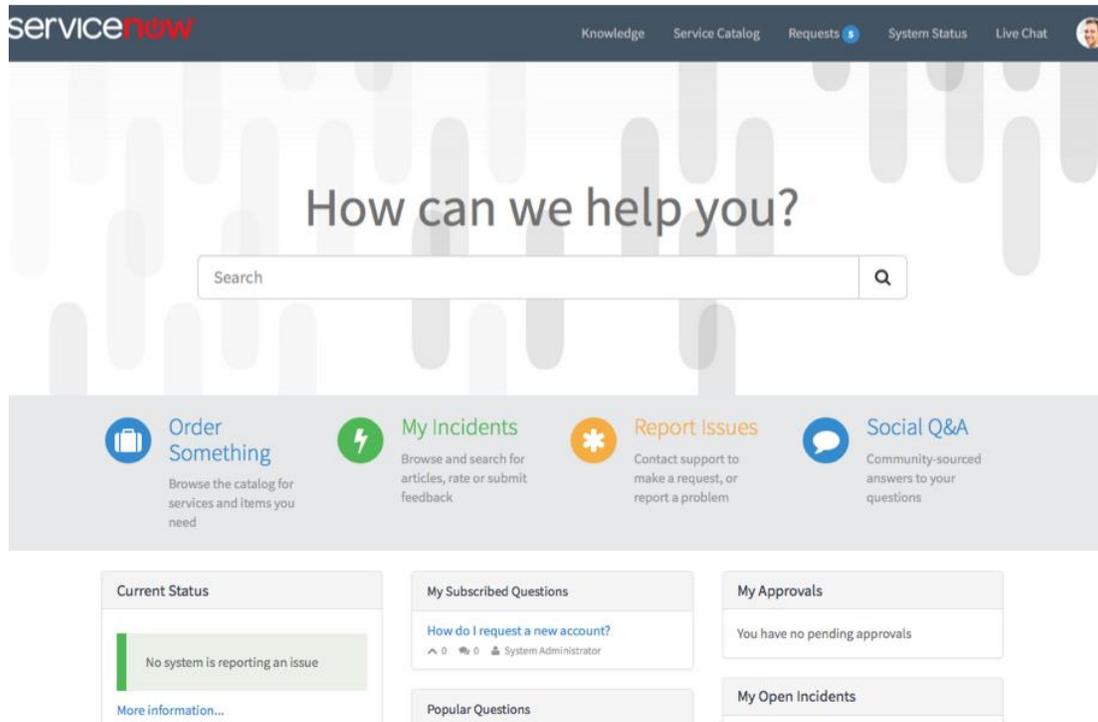


➢ **Why Use Service Portal**

Service Portal is a simple way for you to configure an intuitive interface for your users. It interacts with the underlying ServiceNow platform, so you can access any platform components in the portal.

Service Portal was designed to be accessible for a variety of users. Less technical users can make basic configuration changes to the UI using Branding Editor and other components of Service Portal. For a more moderate level of configuration, users can edit and extend portals, pages, and widgets. More advanced users can use the development tools provided in Widget Editor to write AngularJS, SCSS, and Javascript to power a portal. Advance web designers can also create rich web applications right on the ServiceNow platform.
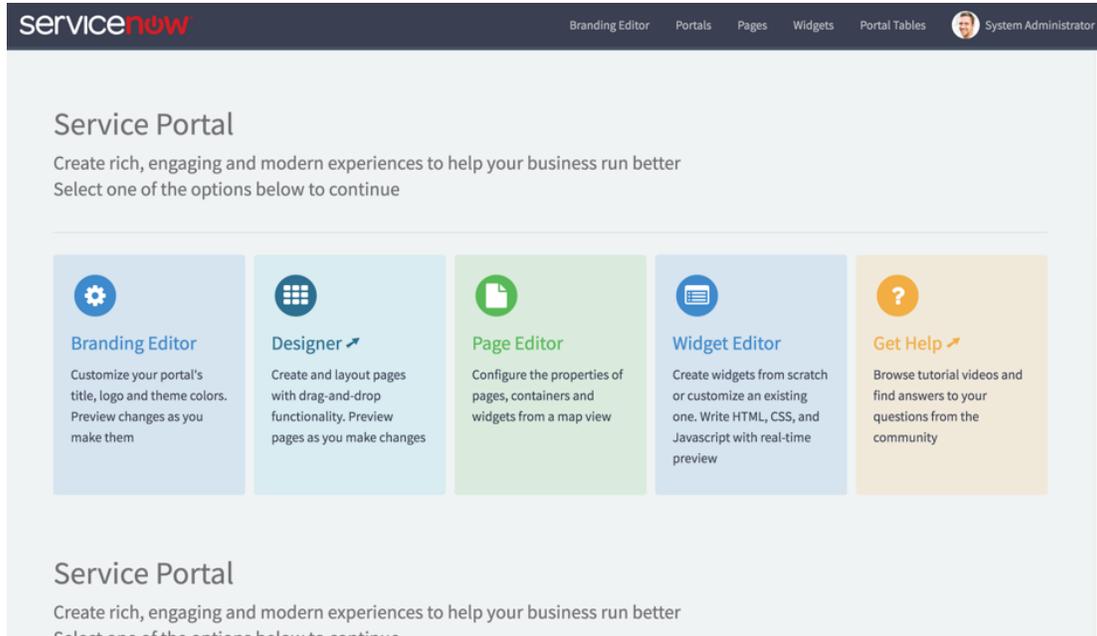
Service Portal was built as a visual layer over the ServiceNow platform, which means that in addition to building a more visually pleasing UI for your end users, portal administrators actually do most of their configuration within Service Portal (**Service Portal** > **Service Portal Configuration** in a base instance)

Service Portal contains several different layers of configuration.

- The highest layer was designed so that even the most basic user with limited coding knowledge could set up a portal. The Service Portal quick start guide and most of the documentation on this site is intended for this user.

- The second layer of configuration requires a more in depth coding knowledge. Because Service Portal is built using AngularJS, developers with an understanding of the JavaScript framework should have a relatively easy time finding resources and understanding the layout of the system. There is documentation on this site intended for this user, however for more in depth information, try the Service Portal developer site.

- The third layer of configuration requires an understanding of the ServiceNow platform. Most portal configuration takes place in the Service Portal configuration page, but in

some very specific circumstances, Service Portal administrators may need to do addition configuration directly within the platform. The Service Portal advanced configuration overview is intended for users with this level of experience.

Don't confuse any of these users types with "roles". In all cases, the user configuring a portal must have the **admin** role.

You should have a basic understanding of all of the following components that make up a portal:

- **Themes**: Define the look and feel of the whole portal but can be overridden by pretty much any other style configuration.
- **Pages:** control where and how you store portal content. Pages don't have a defined relationship to portal records, they just exist. They can be public, internal, or role-based.
- **Widgets:** Pretty much everything in Service Portal is a widget. You can use HTML templates, CSS, client scripts, server scripts, and any JavaScript dependencies to define what a widget does.

➢ **Core Concept**
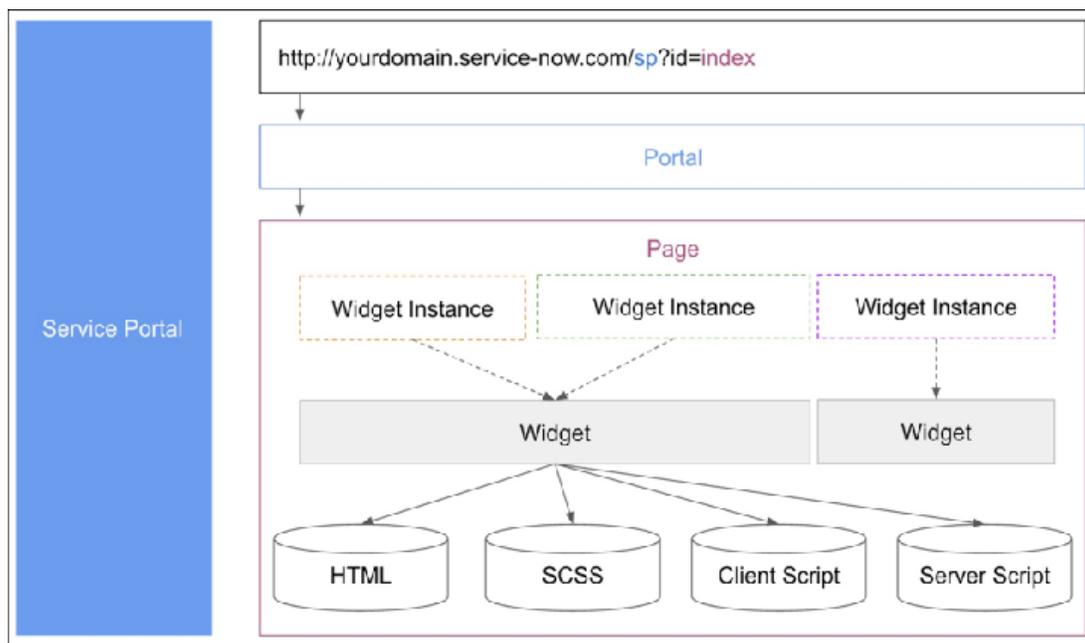
After you enter a URL, the framework uses the suffix and picks the appropriate portal to determine the theme and configurations. Then it tries to load the configured default portal homepage unless the URL has a specified ID.

When the page loads, it begins with the layout, then the content represented by widgets. Each widget is added to a page becomes its own instance, which means that you can reconfigure each individual widget to perform different tasks without changing the actual code.

Widget instances get their logic from the base widget template, client scripts, server scripts, and - depending on the widget - CSS.

## ➢ Activate Service Portal

If Service Portal is not active on your instance, you can activate it from the plugin module.

You must have the administrator role to activate a plugin.

Locate the Service Portal [com.glide.service-portal.esm] plugin in the list of plugins. Activate the plugin and select the option to include demo data.

## ➢ Configure Branding for your Portal

After you activate   Service Portal, you can begin setting up your portal and pages. Navigate to **Service Portal** > **Service Portal Configuration**.

Use the Branding Editor to change the basic theme Use the Service Portal Designer to customize each page in your portal. Column layouts define the structure for the widgets on your page. Drag each container and row onto the pages. Drag widgets into corresponding rows. and styling of an existing portal to make it fit your own needs.
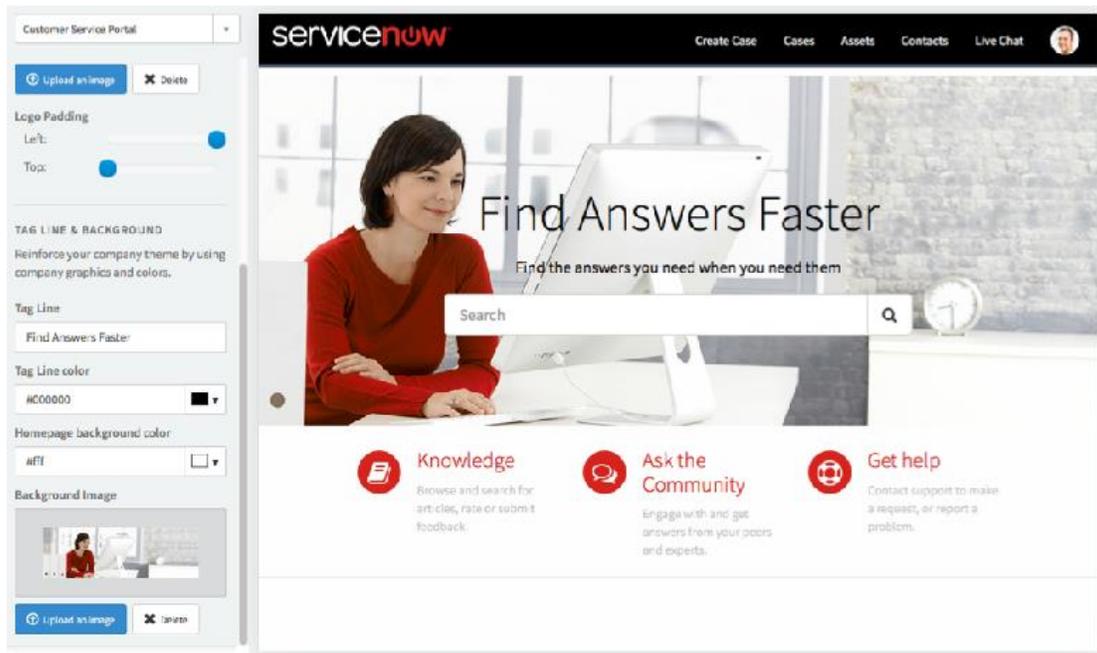
➤ **Set up the page layout**

Use the Service Portal Designer to customize each page in your portal. Column layouts define the structure for the widgets on your page. Drag each container and row onto the pages. Drag widgets into corresponding rows.

➤ **Configure Widget settings**

Change the settings of a widget to make each instance of a widget unique. In Branding Editor, control+right-click the widget, then select **Instance Options**.

When you change the settings for a widget, it only changes in that one widget, so you can have the same widget multiple times on a page performing different functions.

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Widgets    Pages

Widget

KB Most Viewed

Filter Widget

Map

HR Current Pay Discrepancy

Breakout Game

Calculator

KB Categories

KB Most Viewed

KB News

Planned Maintenance

KB Topic Articles

Productivity

News Ticker

modal

KB Topics

Test Context

Service Status Subscription

**KB Categories**

Applications    2

Devices    1

IT    7

Email    8

Suppliers    1

Operating Systems    12

KB Topics

Getting Around in Windows
6 Views

Home  >  Cool Clocks

Search

London, England

New York,

Chicago, IL

San Diego, CA

**'Cool Clock' Widget**

Instance Options

Instance in Page Editor ↗

Page in Designer ↗

Edit Container Background

Widget Options Schema

Widget in Form Modal

Widget in Editor ↗

Log to console: $scope.data

Log to console: $scope

> ➤ **Create a portal**

It's easier to reconfigure an existing portal to suit your own needs, but if you want to create something new, you can.

Navigate to **Service Portal** > **Portal**, then click **New**. Complete the form fields. Most items correspond with pages that you create in the portal.



> ➤ **Create a page**
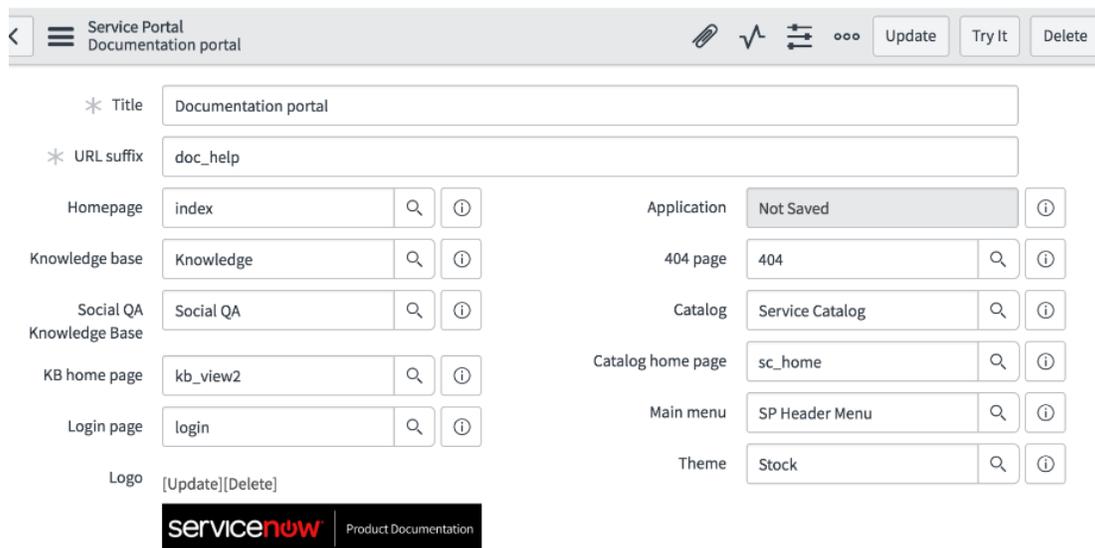
Use the Service Portal Designer in the configuration page to create new pages for your portal.
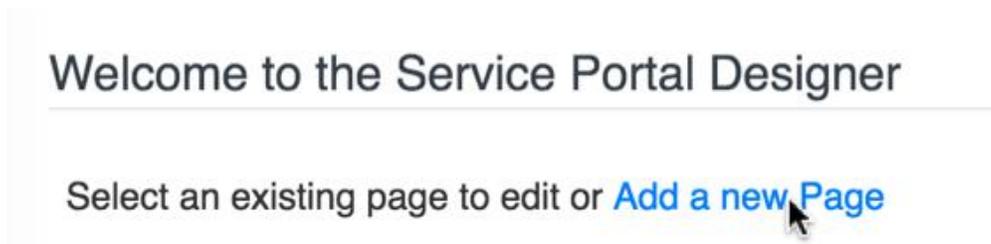
➢ **Create a portal homepage**

Convert a page to a portal homepage using the Portal Editor. Select the portal in the tree view to see the portal information. In the Homepage field, select the page you want as your homepage from the list.
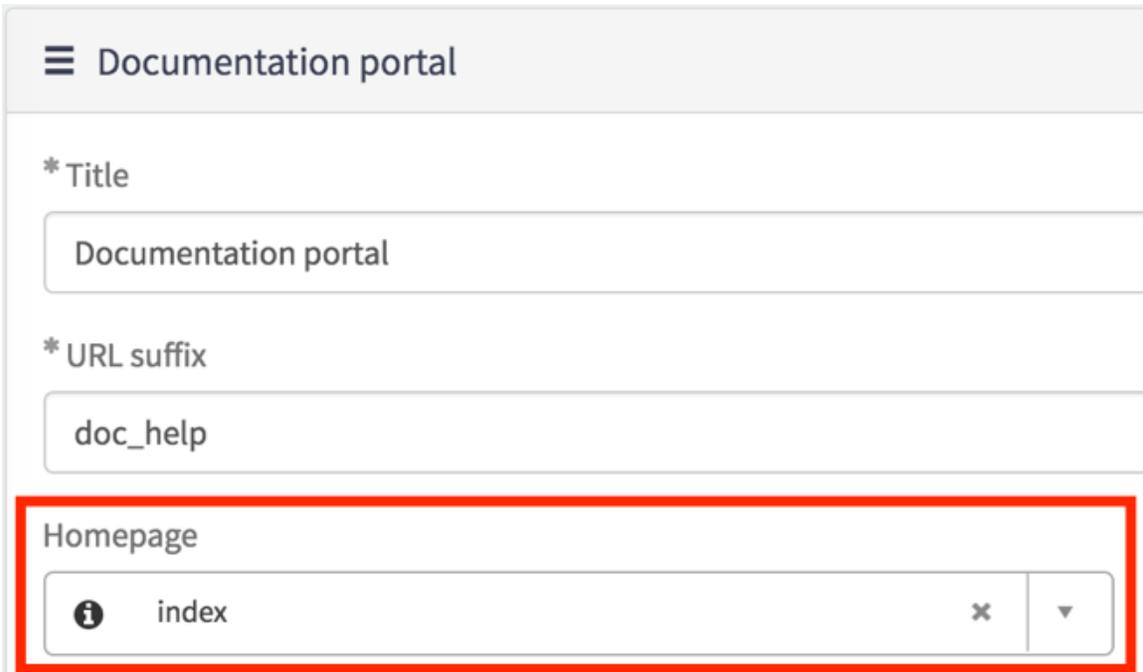
≡ Documentation portal

*Title

Documentation portal

*URL suffix

doc_help

Homepage

ⓘ   index                                                    ✕   ▾

➢ **Configure header option**

Headers are widgets so each instance of a header is different.

Add or remove header menu items from the portal homepage. Navigate to **Service Portal** > **Portals**. From the portal you want to change, click the information icon next to the Main Menu field to open the header instance. Use the Menu Items related list to add or remove header menu options.

➢ **Configure Search**

Configure search using the Search Sources related list on the portal page within the platform. The system uses default search sources if you don't configure anything specifically. You can add new

search sources from within the platform from the portal record, or on the sp_config page if you have the portal record selected.
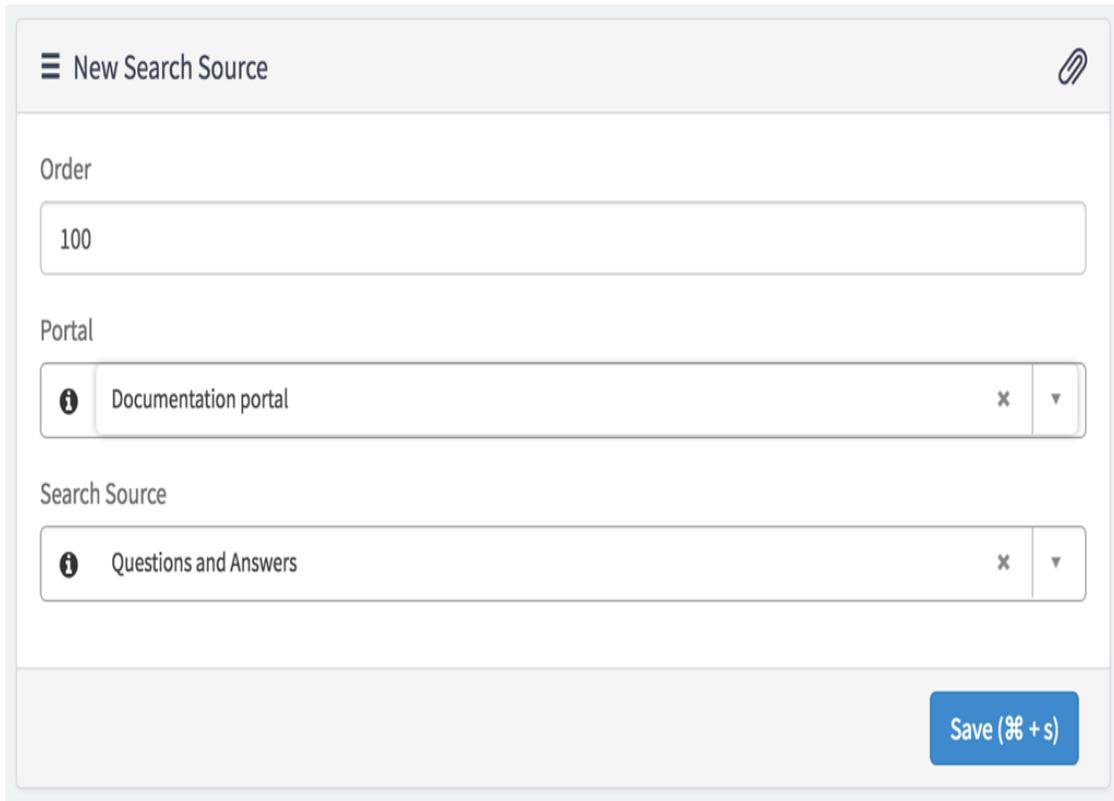


> ## Create Widget

Customize the information that displays in your portal by creating a new widget or copying and editing an existing widget. Most widget customization requires an advanced working knowledge of HTML, server and client scripts, and CSS. Consult a developer before making any widget changes. The best way to create a new widget is to simply copy or clone an existing one and make any necessary changes.

For More Info : https://docs.servicenow.com/bundle/istanbul-servicenow-platform/page/build/service-portal/concept/c_ServicePortal.html