

SMS Text Message Alerts

SMS Text Message Alerts can be setup to keep users informed of events that concern them. This is particularly useful when critical events require immediate attention. See last page of this guide for recommendations and additional info.

Users can *subscribe* to notifications of interest or *unsubscribe* from notifications that they do not want.

The below details how individuals can be notified, via text message, to quickly alert them of a specific ServiceNow activity that may require their action. Click on the lookup **magnifying glass (11)** icon to see all the Notification Message options available, i.e., “Incident assigned to me”, “Change Approval”, ← good for Group Manager & IT Director Approvers to be notified that a change approval email was just sent, etc.

**** IMPORTANT ****

- Steps # 1-8 are a **ONE-TIME** setup and necessary to configure the mobile device.
- Steps # 9-18 are used to add/remove Notification Alerts to the mobile device.

The following steps describe how to setup mobile device to receive SMS Text Message Alerts:

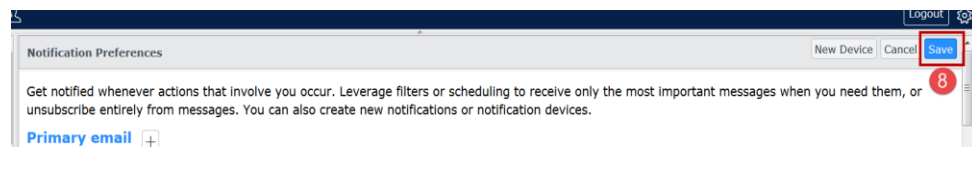
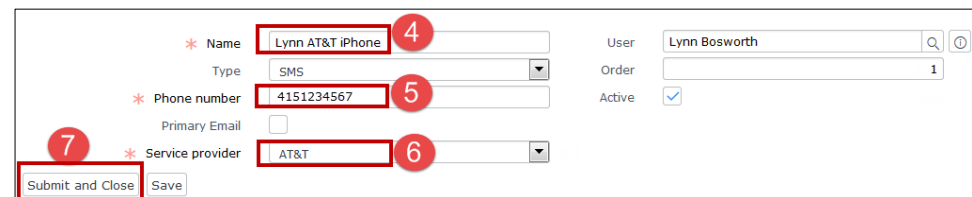
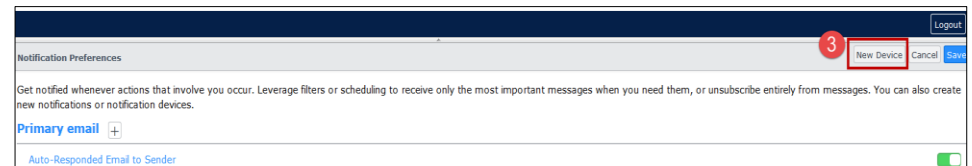
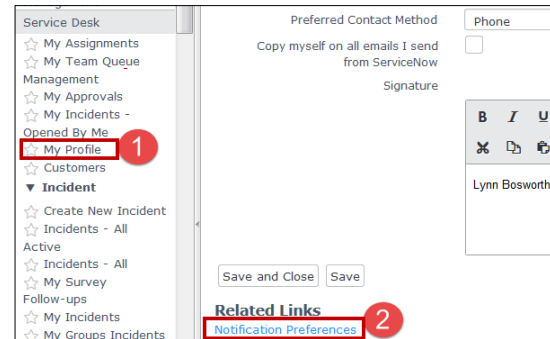
1. In the ServiceNow Navigation Bar, click the **My Profile** option (1).
2. Select **Notification Preferences** (2)
3. Select **New Device** (3)
4. Select **Name**; enter Unique identifier to remember this is for mobile device (4)
5. Select **Phone number**; enter mobile number without dashes and no spaces (5)
 - a. Google voice type numbers are **not** compatible
6. Select **Service provider**; who provides telephony service for mobile device (6)
7. Click **Submit and Close** (7)
8. Click **Save** (8) button and it's **IMPORTANT** to continue with next steps to select the Notification Alerts...

The following steps describe how to configure new mobile device with type of Notification Alerts you want to receive:

9. Select **Notification Preferences** (2) again
10. Select **+** sign (9), next to the mobile device just created.
11. Select **Name** (10), and enter a short descriptive name for the alert.
12. Select **Notification Message** (11) and click on the **magnifying glass**, to look-up and select the notification event to be alerted about (see list of common notifications on last page of this guide).
13. Click **Submit and Close** (12)
14. Click **Save** (8) button
15. Repeat Steps #9-17 for each additional Notification Alert you want to receive.

The following steps describe how to confirm setup is correct – OR – deactivate the messages:

16. Select **Notification Preferences** (2) again
17. The on/off activation button (to the far right) should be **green** (13)
18. To Opt-Out and deactivate SMS messages, click the green slider left, to turn it **grey** (14). This is a toggle, so slide to the right to reactivate and opt back in.



Notification Preferences New Device Cancel Save

Get notified whenever actions that involve you occur. Leverage filters or scheduling to receive only the most important messages when you need them, or unsubscribe entirely from messages. You can also create new notifications or notification devices.

[Lynn AT&T iPhone](#) + 9

No notifications set up, click the + to add a new one

New Notification for 025757625's Lynn AT&T iPhone

Name 10

* Notification Message 11 Q ⓘ

Device ⓘ

Schedule Q

Advanced Filter

12 Send Email

OPT-IN = GREEN:

Notification Preferences New Device Cancel Save

Get notified whenever actions that involve you occur. Leverage filters or scheduling to receive only the most important messages when you need them, or unsubscribe entirely from messages. You can also create new notifications or notification devices.

[Lynn AT&T iPhone](#) +

Change Approval 13

Opt-In = GREEN

[Primary email](#) +

OPT-OUT = GREY:

Notification Preferences New Device Cancel Save

Get notified whenever actions that involve you occur. Leverage filters or scheduling to receive only the most important messages when you need them, or unsubscribe entirely from messages. You can also create new notifications or notification devices.

[Lynn AT&T iPhone](#) +

Change Approval 14

Opt-Out = GREY

[Primary email](#) +

WHEN TO USE SMS TEXT MESSAGE ALERTS:

It is suggested that SMS should be used for time sensitive notifications and it is not intended to be used as a replacement to email notifications. For example, suggested uses for SMS:

- All approval notifications
- Escalation tasks
- SLA warnings
- High and Critical priority incident assignments

LIST OF COMMON NOTIFICATIONS:

- Change Approval
- Change is Approved/Cab Requested
- Change Task Assigned To
- Change-L Task assigned to me
- Incident assigned to me
- Incident Task Assigned to
- Problem assigned to me
- Request Assigned
- SLA – Incident – Breached SLA
- SLA – Incident – SLA Breach Hour Text
- SLA – Incident – SLA Reminder
- SLA warning