



CloudHesive
securing your enterprise *in the cloud*

SOP – ServiceNow
Customer Portal Self
Registration

May 18, 2022

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Revision History

| Revision | Description | Author | Authored Date | Approver | Approved Date | Released By | Release Date |
|----------|-------------|-------------|---------------|----------|---------------|-------------|--------------|
| 1 | Initial | Chad Conant | May 18, 2022 | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |

May 18, 2022

References

| Location | Filename | Title | Version | Source |
|----------|----------|-------|---------|--------|
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RACI Model

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Overview

The purpose of this document is to outline the self-registration process in the ServiceNow Customer Portal.

Authorization

All Employees and Customers with approved access to ServiceNow Customer Portal are allowed to review this process.

Assumptions

The assumptions for this process are that the resources have been approved for access to ServiceNow Customer Portal.

Audience

All Customers should have access to this process.

Applies To

This document applies to all Customers that may submit issues or requests through the ServiceNow Customer Portal.

Communication

Any changes to this process are communicated internally to the Executive Team.

Ongoing Maintenance

Any changes to the self-registration process will be documented and distributed to the Audience.

Quality Controls

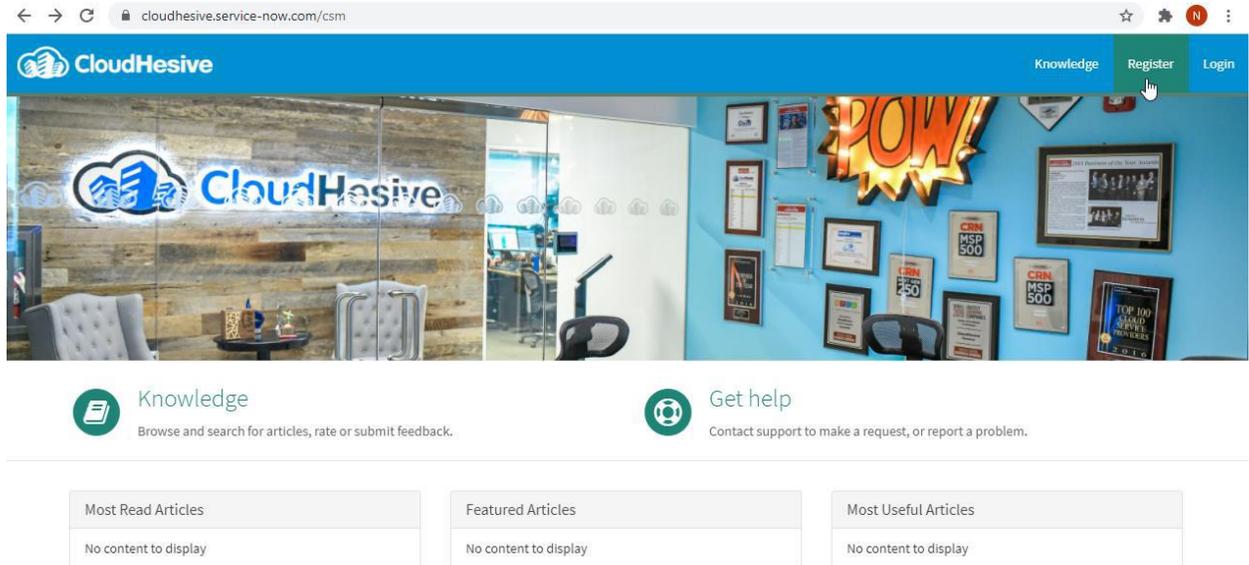
Annual reviews of this process are performed, and any required changes to the process are documented herein.

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CloudHesive ServiceNow Customer Portal

Self-Registration Steps:

1. Visit <https://cloudhesive.service-now.com/csm> and click Register.



2. Complete and submit the Self-Registration form. Once submitted, the system will notify designated Customer Administrators (CloudHesive will approve until designated).

NOTE: You will need your Customer Registration Code when registering. This can be provided from your designated Customer Administrator(s) or CloudHesive Support.

3. Designated Customer Administrator(s) will receive notification to review and approve self-registration requests.
4. You will receive an email with your User ID and a temporary password. The system will force password change at first login.