

Commonwealth of Massachusetts

Office of Information Technology



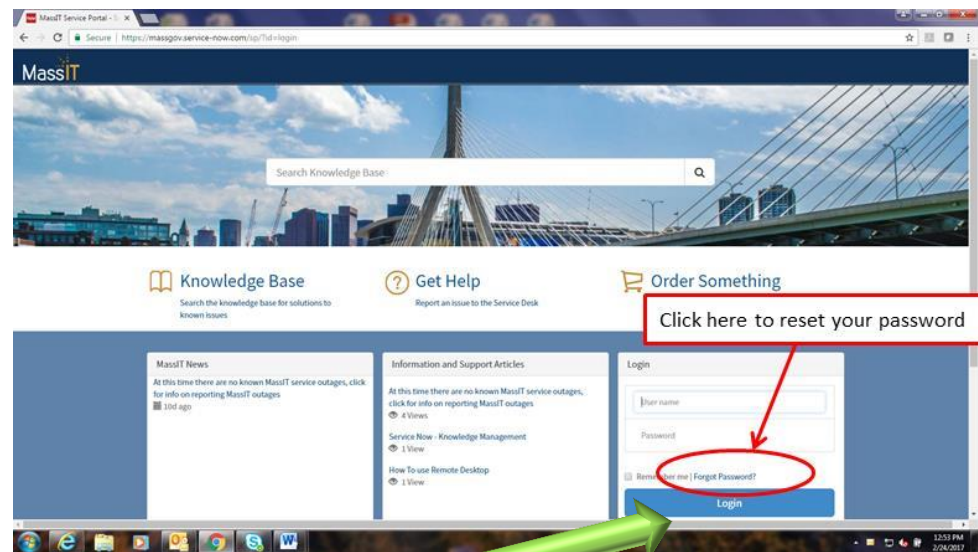
ServiceNow

# FIRST TIME LOG-IN INSTRUCTIONS



# First You Must Create/Reset Your Password

- Go to the ServiceNow Service Portal by entering <https://massgov.service-now.com> into your internet browser.
- The ServiceNow Service Portal is internet accessible and does NOT require you to be in a MAGNet (Massachusetts Access to Government Network) location or connected to the Commonwealth's VPN service.
- To login to the ServiceNow Service Portal for the first time you must

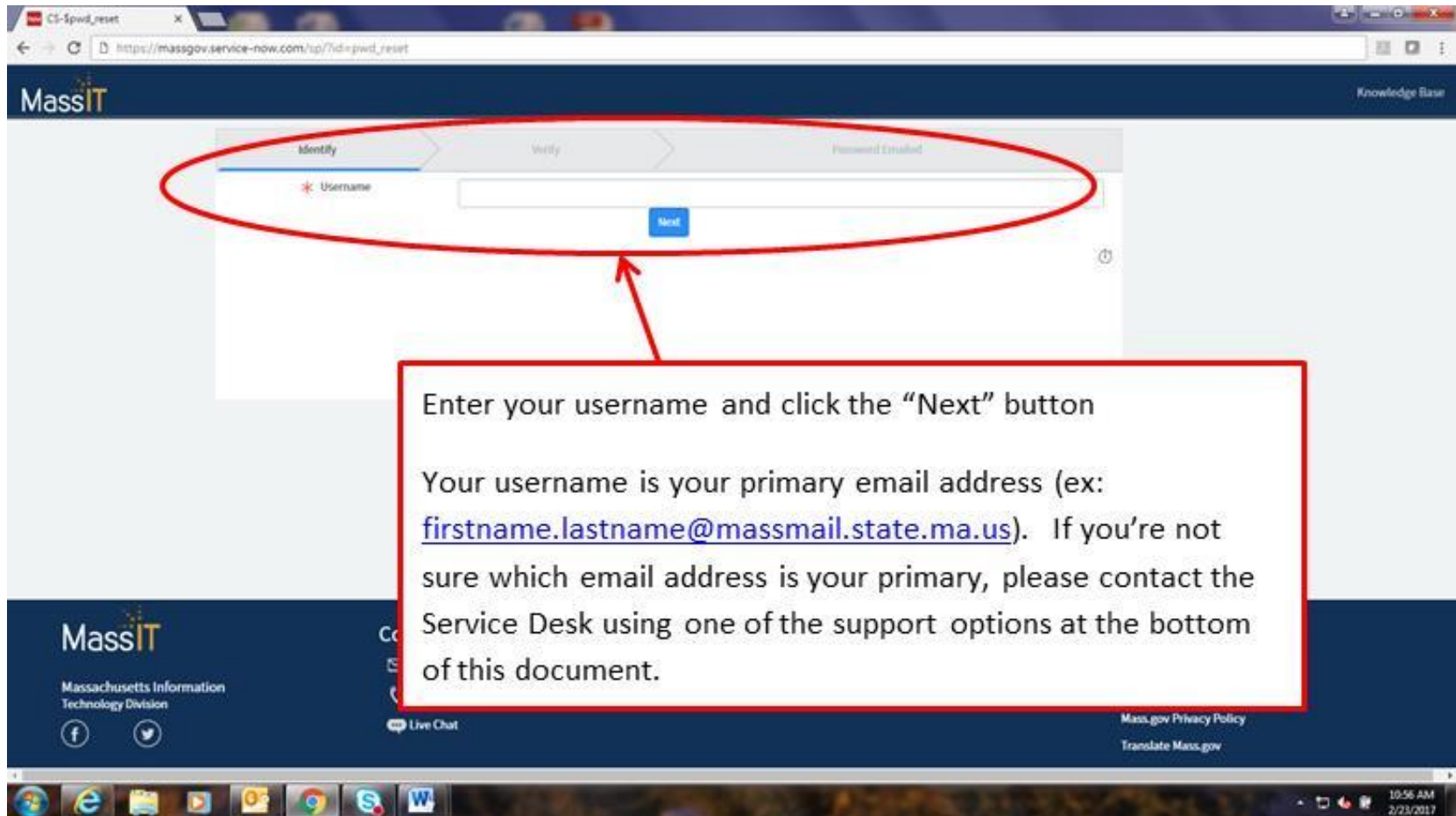


The preferred browser is Google Chrome. **Note:** Updated versions of Firefox and Internet Explorer can be used, but some views may display incorrectly when using a browser other than Google Chrome.





# Second: Enter Your Primary Email Address



The screenshot shows a web browser window with the URL [https://massgov.service-now.com/sp/?id=pwd\\_reset](https://massgov.service-now.com/sp/?id=pwd_reset). The page is titled "MassIT" and has a "Knowledge Base" link in the top right. The main content area is divided into three steps: "Identify", "Verify", and "Password Established". The "Identify" step is highlighted with a red oval. Below the "Identify" step, there is a "Username" label, a text input field, and a blue "Next" button. A red arrow points from the "Next" button to a text box below the form.

Enter your username and click the "Next" button

Your username is your primary email address (ex: [firstname.lastname@massmail.state.ma.us](mailto:firstname.lastname@massmail.state.ma.us)). If you're not sure which email address is your primary, please contact the Service Desk using one of the support options at the bottom of this document.

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10:56 AM  
2/23/2017



# Third: Verifying Your Information

Verify your information is correct

MassIT

Identify ✓ Verify Password Reset

**Personal Data Verification**

Please validate that you provided the correct Email address.

Email provided: Donald Chamberlain@MassMail.State.MA.US ☐ Accept ☐ Reject

Next

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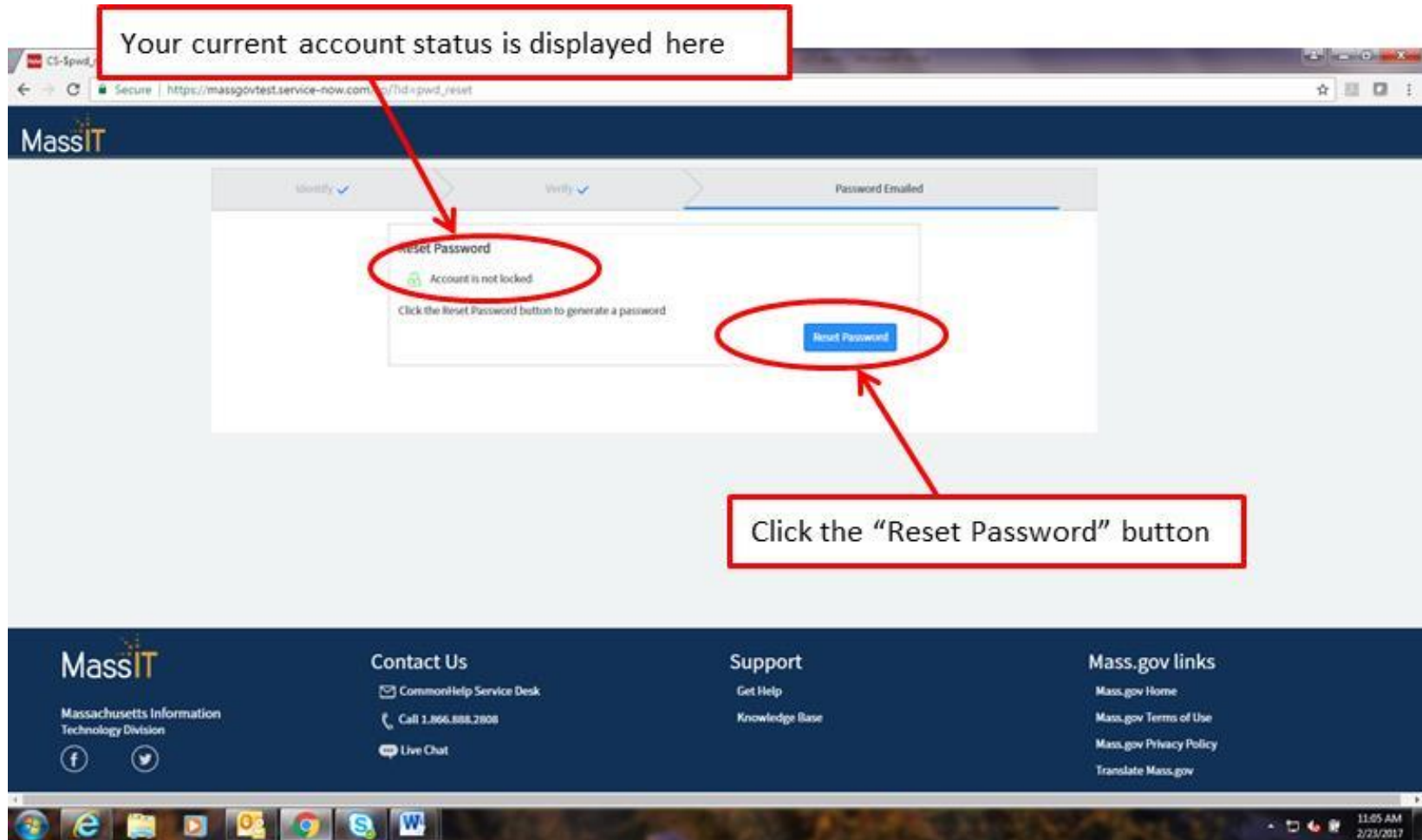
11:04 AM  
2/23/2017





# Fourth: Generate New Password

Your current account status is displayed here



The screenshot shows a web browser window with the URL [https://massgovtest.service-now.com/oid+pwd\\_reset](https://massgovtest.service-now.com/oid+pwd_reset). The page features the MassIT logo and a progress bar with three steps: 'Identify' (checked), 'Verify' (checked), and 'Password Emailed' (active). The main content area is titled 'Reset Password' and displays the message 'Account is not locked' with a green checkmark icon. Below this message is the instruction 'Click the Reset Password button to generate a password.' A blue button labeled 'Reset Password' is positioned to the right. Red annotations highlight the 'Reset Password' button and the 'Account is not locked' message. A red box at the top left contains the text 'Your current account status is displayed here' with an arrow pointing to the 'Account is not locked' message. Another red box at the bottom right contains the text 'Click the "Reset Password" button' with an arrow pointing to the 'Reset Password' button.

Click the "Reset Password" button

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# All Done

