Job Aid: Update ServiceNow Home Mobile Phone Number
SO - IT Service Management

Overview

This job aid shows how to edit or add your home mobile phone number in ServiceNow. This number will be used to confirm your identity when the Service Desk is assisting with a password reset by sending a verification code via text message (SMS) to your listed home mobile number.
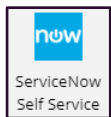
Update ServiceNow Home Mobile Phone Number

1. Open ServiceNow Self Service

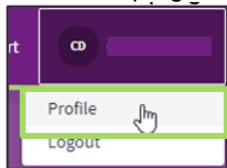**URL (on or off network):** https://trinityprod.service-now.com/ess/

or

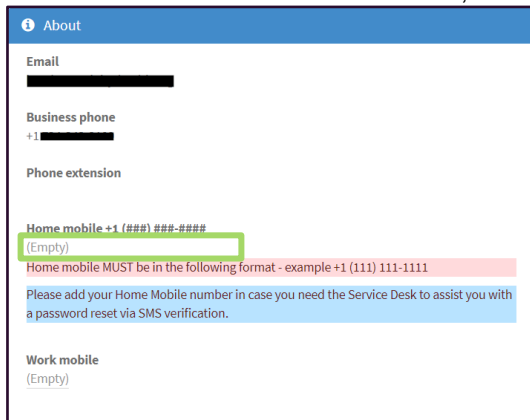From the **ZENworks** window, select the **ServiceNow Self Service** icon (on Trinity-managed device):

2. Select Profile

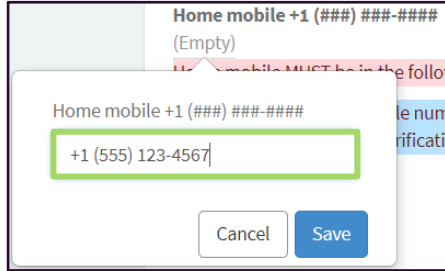From the top right corner, select your name and then **Profile**

3. Select Home Mobile

From the **About** section on the left side, select **Home mobile**
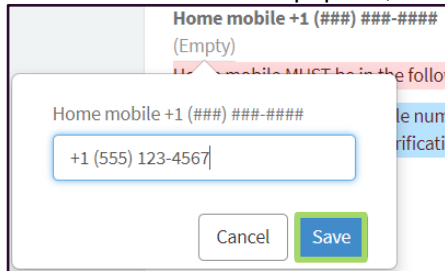
4. Enter Home Mobile Number

From the **Home mobile** pop-out, enter your **home mobile number** in the format +1 (111) 111-1111

5. Save

From the **Home mobile** pop-out, select the **Save** button once the correct number is entered

Note: The **home mobile** number will only be used for Service Desk assisted password resets and is only viewable to ServiceNow administrators.