

How to add a Platform Owner in User Management

Enter your Platform Owner details in User Management. Here's how.

Ensure your Platform Owner is added in User Management, so they receive best practice guidance, stay informed about releases and upgrades, and get timely invitations to ServiceNow adoption events.

How to enter your Platform Owner

- 1 **Log in to your [Now Support portal](#)**
You will need a Now Support Admin or Impact Admin role to update contacts in User Management.
- 2 **Click on the user profile dropdown menu**
button at the top right of the portal.
- 3 **Select "Manage account and users"**
to access your User Management page.
- 4 **Select the "User list" tab**
at the top of the page.
- 5 **Click on the "Account Contacts"**
button to see all of your account contacts.
- 6 **Open up the "Platform Owner" section**
by clicking on the down arrow at the far right.
- 7 **Choose your Platform Owner**
using the search box and click "Save".

Who is your Platform Owner?

They're your strategic ServiceNow leader. They define your roadmap, set priorities, drive adoption, and provide overall governance—so the platform evolves with your organization and delivers real, scalable impact.

Platform Owner		
Name	Email	Business
Primary		
John		
Searching... Save Cancel		
John		