Now Creators FAQ

Overview

Q: What is Now Creators?

Now Creators is a program and a platform where you can create a profile and track your skills and achievements with the Now platform and the ServiceNow solutions. You gain skills through predefined achievement paths, earn badges, and can share your accomplishments with others. Your achievements are stored in the Now Profile.

Q: What is the Now Profile?

The Now Profile from ServiceNow brings together all your achievements across the Now Platform in one place. Whether these are certifications you've completed, Community Expert levels acquired, or Super Badges attained, the Now Profile is your one-stop shop for showcasing and sharing all your achievements with your peers and social audience.

Q: Which roles are suited for Now Creators?

Now Creators is targeted at five specific roles among ServiceNow users:

- Developers
- System administrators
- Implementation partners
- Service owners
- Business process analysts

Over time, we'll add more roles.

Q: What are the benefits of being a Now Creator?

- **You will be joining a movement -** Take advantage of the Now Creators movement—it's full of people who are passionate about using the Now Platform and its solutions to create a better world of work. From developers to service owners to partner implementers, Now Creators are problem solvers, innovators, and life-long learners. Connect with other motivated Now Creators to make the world of work, work better.

- **You'll accelerate your career –** Accelerate your career by using Now Creators to maximize your impact at work through focused knowledge, resources, and a network that can inspire you, accelerate your projects, and reduce your risks. Choose relevant learning paths and use expert resources to elevate your performance and exceed your objectives.

- **You will expand your credibility –** Stand out from the crowd through your choices for Now Creators learning paths and resources, as well as through the network you build and contributions you make. Publicly display your badge and super badges and get recognized for your ServiceNow accomplishments.

Q: How does a company benefit from having Now Creators in their organization?

- **You'll build a team of ServiceNow experts –** Maximize the value of your ServiceNow investment by building an internal team of ServiceNow experts. Use Now Creators role-based learning paths to invest in your team's development.

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- **You'll deliver a seamless journey with ServiceNow –** Perfect your ServiceNow implementation experience by taking advantage of Now Creator Stars, Pros, and Legends who are trained, resourced, and networked with other Now Creators. Be confident that your company has the necessary resources to optimize your experience and maximize ROI with ServiceNow.

- **You can embrace the movement –** Drive employee engagement by encouraging employees to participate in Now Creators so they can foster their passion for driving digital transformation with ServiceNow—and get recognized for it—by belonging to a global community of passionate people making the world of work, work better.

Program details

Q: What are the requirements to participate?
Any external users of the Now Platform and its solutions are eligible to participate. This includes users from ServiceNow customers and partners as well as individual users of the platform.

Q: How does Now Creators work?
You'll complete a series of requirements, such as training in ServiceNow fundamentals, to gain entry to the program at the Star rank. Through additional training, certifications, event presentations, and more, you can progress to Pro and Legend.

The Legend rank is the highest rank and status as a Now Creator. However, you'll be recognized for joining the program at the Star rank and, later, for advancing to Pro, then Legend by completing the role-based tasks.

As a Now Creator, you can track your progress through the ServiceNow interactive platform in your Now Profile.

Note: Those who achieve Star status never lose that status during their careers. But those who reach Pro and Legend must stay current with their certifications, training, and skills to maintain their standing at those ranks. This means completing meeting annual training and exam requirements.

Take a look at the detailed requirements by rank and role below.

Role-based achievements – Administrator

I am responsible for configuring our apps so they meet the needs of our service owners and customers.

PRIMARY RESPONSIBILITIES		Educate me on configuration and maintenance	Advise me how to customize	Help me make business-requested changes	Connect me with peers so I can learn and share
RANK ADMINISTRATOR LEGEND	Must keep current	Complete the System Administration Advanced training	Complete the Agile and Test Framework micro-certification	Become a certified implementation specialist in three products	Speak at Knowledge OR earn MVP Community status
RANK ADMINISTRATOR PRO		Complete the Certified System Administartor (CSA) training	Complete the Platform Subscription Model micro-certification	Become a certified implementation specialist in one product	Attend the Knowledge conference
RANK ADMINISTRATOR STAR	Never lose level 1	View the ServiceNow Foundations videos on Community	Read the Success Playbook on avoiding customization pitfalls from the Customer Success Center	Read the Actively lead your business transformation success fundamentals from from the Customer Success Center	Join the Community and participate

Never lose Level 1 (always part of the program); certs are on Level 2+ and must be kept current through delta exams

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Role-based achievements – Developer

I am responsible for developing apps to improve how we operate our business.

PRIMARY RESPONSIBILITIES		Educate me on learning the platform	Help me implement and build on the platform	Maintain and iterate on the platform	Connect me with peers so I can learn and share
RANK DEVELOPER LEGEND	Must keep current	Complete the Application Development Fundamentals and CAD exam	Present on a project a developer event	Release a new version or project	Speak at an event OR answer 25 questions that are marked as correct in Develper Community forum
RANK DEVELOPER PRO		Complete the Scripting in ServiceNow Fundamentals training	Upload a project to Share Projects	Get the ATF micro-certification or learn about it on the Dev Portal	Attend CreatorCon at Knowledge
RANK DEVELOPER STAR	Never lose level 1	View the ServiceNow Foundations videos on Community	Read an existing Share Project	Complete the ServiceNow Platform Subscription Model micro-certification	Join the Community and participate in the Developer forum

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Role-based achievements – Implementer (partner)

I design and configure the platform and specific products.

PRIMARY RESPONSIBILITIES		Educate me on implementations	Advise me on the methodology	Help me make biz requested changes	Connect me with peers so I can learn and share
RANK IMPLEMENTER LEGEND	Must keep current	Complete three or more product CIS certifications	Complete the IT Business Value Calculator for 8 clients (and discover how to pull for partners)	Complete four successful implementations with a rating of 8.5 or higher (individual partner will be required to ensure his/her name is on deployment record)	Speak at an event **OR** earn MVP Community status
RANK IMPLEMENTER PRO		Complete a Pro suite product certification **OR** 3 micro-certificatio	Complete the Success Navigator to understand success methodology **AND** read the Avoid customization pitfalls Success Playbook from the Customer Success Center	Read three Actively lead the transformation success fundamentals from the Customer Success Center	Attend Knowledge
RANK IMPLEMENTER STAR	Never lose level 1	Complete one product CIS certification	Complete the ServiceNow Platform Subscription Model micro-certification	Complete the Now Platform Implementation training	Join Community and participate

Role-based achievements – Service owner

I own the content or application or service, and I manage and improve it.

PRIMARY RESPONSIBILITIES		Educate me on how to get to the best possible outcome	Help me solve my org's changing needs	Help me report out clear business value	Help me evangelize with my org
RANK S.O. LEGEND	Must keep current	Implement your Success Navigator action plan	Become a Certified Implementation Specialist in three products	Attend a BVR Success Clinic at Knowledge or virtually	Speak at an event
RANK S.O. PRO		Complete the Success Navigator	Become a Certified Implementation Specialist in 1 product	Complete the Performance Analytics Fundamentals training	Join Community and participate
RANK IMPLEMENTER STAR	Never lose level 1	View the ServiceNow Foundations videos on Community	Read three Actively lead the transformation success fundamentals from the Customer Success Center	Complete a product-specific Business Value Calculator	Read three to five Introducing SN to your enterprise Champion Enablement resources

Role-based achievements – Business process analyst

I am responsible for moving all of our processes online and for optimizing time, budget, and resources to meet our defined business objectives.

PRIMARY RESPONSIBILITIES		Educate me on how to get to the best possible outcome	Help me solve my organization's changing needs	Help me report clear business value	Help me evangelize with my organization
RANK BPA LEGEND	Must keep current	Complete the no-code application development training	Attend six CS process webinars and pass the quizzes	Attend relevant pre-conference workshop at Knowledge	Speak at an event **OR** answer 25 questions that are marked as correct in Community
RANK BPA PRO		Complete the Success Navigator	Read three to five Create excitement, drive adoption success fundamentals	Complete the Performance Analytics Fundamentals training	Read three to five Introducing ServiceNow to your enterprise Champion Enablement resources
RANK BPA STAR	Never lose level 1	View the ServiceNow Foundations videos on Community	Complete the Value Calculator **OR** read 3 Actively lead the transformation success fundamentals from the Customer Success Center	Read the State and measure your business goals section of the Customer Success Center	Join Community and participate

Success toolkit = Success Navigator and Business Value Calculator.

Q: How do I sign up for the program?
Signing up for the program is as easy as logging in. Log in to Now Community, Now Learning, or Now Creators to access your Now Profile and begin to participate.

Now Creators details

Q: How do I access and make changes to my Now Profile?
With Now Creators, you can start at any property and still be able to access your Now Creators profile. There, you can choose to edit top-level information such as your bio, your place of work, and similar details. You can also choose which achievements to showcase (six, max). In addition, you can set privacy preferences for all your achievements in the ServiceNow ecosystem, whether in Now Learning, Now Creators, or Now Community.

Q: I attended Knowledge three years ago. Can I use that to fulfill my achievement?
We give you credit for anything you've done in the last year because it's important to be up to date on all that's happening in order for you to be most successful.

Q: My achievements aren't showing up. How do I make them appear on my Now Profile?
As long as you've signed in while you're completing your achievements, they're automatically pulled into your Now Profile. If you don't want your achievements in the header of your profile, you can choose which achievements to display by clicking the **Edit** button in the header.

Q: Only some of my badges are showing up. How do I make them all appear?
Some customers use more than one email address to complete work in the ServiceNow ecosystem. Make sure you link your accounts to ensure you get credit for everything you've achieved. See the **Gather your accomplishments** section on your Now Profile workspace.

Q: Should I use my personal email address so I can always have access no matter where I work?
We use a universal ID that isn't associated with an email address so you can use whichever email you prefer.

Q: How do I add my Super Badges to LinkedIn?
At this time, you can only share your badges through the Now Profile. We're working on giving you the ability to share individual achievements on your favorite social media platforms.

Q: Can I complete more than one achievement path?
Yes, you can. You'll get credit for any achievement that's required for more than one path once you complete the achievement.

Q: I tried to get an account for a Now Profile, but it says I already have one.
If you previously signed up for Now Community or Now Learning, you already have a Now Profile, so log in using those credentials.

Q: Something is wrong. Who can I contact?
Send any questions to NowCreators@servicenow.com.

Q: I don't really fit into any of the five roles. What can I do?
We'll release new roles over time. In the meantime, complete any achievements that are relevant to grow your expertise.

Q: I don't want my boss to know that I'm building a ServiceNow Now Profile. What can I do to protect my information?
It's your choice whether or not to share your information publicly.

Q: How do I stop the emails I keep getting to remind me to take an action for Now Creators?
To stop receiving emails, follow the opt-out process outlined at the bottom of all ServiceNow marketing emails.

The Now Profile

Q: What is the Now Profile?
The Now Profile from ServiceNow brings together all your achievements across the Now Platform in one place. Whether these are certifications you've completed, Community Expert levels acquired, or Super Badges attained, the Now Profile is your one-stop shop for showcasing all of those achievements on a public profile that you can share with your peers and social audience.

Q: Who can see my Now Profile?
If you're a Community member, others can view your Now Profile by clicking your profile's display name within the Community site. Additionally, anyone you share your profile URL with will be able to see your Now Profile.

Q: I don't want my Now Profile to be public. What can I do to ensure my information is private so only I can see it?
You have full control of what is shown on your Now Profile and can update the default settings at any time to maintain absolute control. Here's what you can do and how:

1. If you're a Community member, some parts of your profile are visible to other Community users as part of your Community Profile. The defaults you have maintained for your Community Profile will continue to be honored and the Now Profile inherits those defaults. For example, if you had chosen to keep your bio private, the Now Profile will also keep it private. In order to hide your profile data completely, click **Manage Now Profile**, then on the Now Workspace, click the **Edit** link and set your privacy toggles to **Private**.
2. If you're not a Community member, in order to share your Now Profile with someone else, you must share the URL associated with your profile. Please be aware that every Now Profile is public by default.
3. We use the following privacy defaults for your profile:

Data element	Privacy defaults
Photo	Public if uploaded
Display name	Always Public
First name	Public until display name set, then private
Last name	Private
User entered title	Public
Bio	Public
Company	Public
City	Public if entered by you
State	Public if entered by you
Country	Public
Relationship to ServiceNow (employees only)	Always public
Email	Private
Phone	Private
Social handle for LinkedIn	Public if entered by you
Social handle for Twitter	Public if entered by you
Social handle for Facebook	Public if entered by you
Badges from Now Creators	Public if uploaded
Badges from Now Learning	Public if uploaded
Badges from Community	Public if uploaded
Community points and current level	Public if uploaded
Now Creators achievements	Private
Now Learning achievements	Private
Community Achievements	Public

You can change your defaults at any time to have absolute control of what shows up on your Now Profile.

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Q: I took a certification three years ago. I don't see it on my Now Profile. Why?
Your certification might have expired.

Q: Is my Now Profile searchable via search engines?
No.

Q: Can I share my Now Profile on LinkedIn or Facebook, etc.?
Your Now Profile URL is unique to you. We recommend you bookmark it and share it as often as you wish on social platforms or as part of your email signature to highlight your ServiceNow accomplishments.

Linking accounts

Q: I use a different account for my workplace and training needs and a different one for Community. How can I see all of my achievements together?
Your Now Creators workspace gives you a simple mechanism to add email addresses to your primary account and see all of your achievements from both accounts rolled up together on your Now Profile. Check out the **Gather your accounts** section on your Now Profile workspace page.

Q: Should I use my personal email address so I can always have access no matter where I work?
The email you use to log in to the Now Creators program matters! This will be your primary Service Now ID and the one you'll collect all your achievements under. We recommend that you make your primary email address one that you'll always have access to across job changes, etc. Link your other ServiceNow accounts that showcase other achievements to this primary email address. This way, you have one ServiceNow ID, and your achievements will appear together on your Now Profile.

Q: Where do I get more information on Now Creators?
It's easy! Simply go to www.servicenow.com/success and click the Now Creators tab.

Still have questions? Contact us at: NowCreators@servicenow.com or find out more about the Now Profile as part of the Now Creators program here.