now Learning

Frequently Asked Questions

Table of Contents

About Now Learning

What is Now Learning?

As part of ServiceNow's Customer Success strategy, we're committed to building the relevant skills and capabilities within our customer organizations, our partner companies, and at ServiceNow. Our expectation is that every customer will rely on ServiceNow experts to make sure that how they're using their ServiceNow solutions gets them the results they expect. This means that the business and process owners, administrators, developers, implementation teams, platform teams, and process users are fully capable of doing their job with ServiceNow and that they're motivated to continue to build and upgrade their skills and knowledge. Now Learning is ServiceNow's learning and recognition experience and gives those users access to our full range of training content, certifications and badges, and hands-on practices. Built on the Now Platform, Now Learning is the place for any user to learn, improve their skills, and share their accomplishments. With Now Learning, any existing or new ServiceNow professional at a customer or partner site, ServiceNow employee, or college student can discover what they should learn to increase their value and build their careers on ServiceNow.

Who can use Now Learning?

Anyone who chooses to create a user account can take advantage of the content.

Is Now Learning built on the Now Platform?

Yes! Now Learning is built on the Now Platform using Service Portal. The user experience is meant to make it easy to see what's available, consume content, earn certifications and badges, track progress, and share accomplishments with others.

How can the general public see the certifications of ServiceNow individuals?

The Certification Verification Portal is a public page that allows anyone to type in the full name or email address of a certified individual and view their current certifications. This portal can be accessed at: partnerportal.service-now.com/SearchCertificate.do

Accessing Now Learning

How do I log in to Now Learning?

Go to nowlearning.servicenow.com. Before you log in, you can browse the courses and activities on Now Learning. To log in, click the profile icon in the upper right corner and click the sign in icon. If you have already logged into another ServiceNow system—such as the Partner Portal, HI, or the old Learning Portal—use that login information so that your transcripts and entitlements show up in Now Learning. If you've never logged into a ServiceNow system, click the profile icon in the upper right corner of Now Learning and select Register. Then follow the prompts to complete your registration and verify your account.

I work at a ServiceNow partner organization. How can I access Now Learning partner courses?

Now Learning includes information about what company you work for if that information is in the Partner Portal and if you use the same email address to log into both Now Learning and the Partner Portal. To access your Partner Portal training content, certifications, learning credits, and more on Now Learning:

- If you do not have a ServiceNow Partner Portal user account, ask your Partner Portal administrator to add you as a member. You will receive a registration email once they have. Once you have validated your account, please wait 30 minutes before logging into NowLearning.servicenow.com with the same login information to access all of your Partner Portal training content.
- If you already have a ServiceNow user account that is not associated with your Partner account (e.g. HI, old learning portal). Please go to the Partner Portal > Get a ServiceNow Account > Request Access and enter the email associated with your existing account. Then follow the steps to request Partner Admin approval. Please wait 3 hours after you have received Partner Admin approval before logging into NowLearning.servicenow.com
- If you already have an existing Partner Portal user account, you're all set to log in to NowLearning.servicenow.com with the same email address.

If you're registered in the partner portal and are not able to access the partner courses, please go to the Help menu to log a ticket.

Will all the Now Learning courses count in the Partner Program?

Now Learning includes all the course, micro-certification, and certification records that are part of the Partner Program, and completing the required courses in Now Learning applies to the Partner Program requirements.

How is Now Learning different from the Developer site?

Now Learning and the Developer site complement each other! Developer.servicenow.com is a great resource to tools, community, APIs, and guided labs/training specifically for people who are building custom apps on the ServiceNow platform.

Do I need to log into the old Learning Portal?

Now Learning (and the old Learning Portal) use single sign-on, so you should not have to log in to the old Learning Portal separately. Start by logging in to Now Learning for all your training and certification courses and exams. To register for an instructor-led course:
- Click Enroll and then Register for your selected instructor-led course.
- You will be automatically logged into the Learning Portal, and you'll see your choices for class time and location.

How much do the courses in Now Learning cost?

Online courses in Now Learning are open to all users. Instructor-led classes, courses and certification, Change Enablement, and Custom Training are fee-based learning opportunities. Pricing for fee-based items has not changed with the launch of Now Learning. As part of the Now Learning launch campaign, Simulators and all on-line micro-certifications are being offered at no fee.

The ServiceNow Fundamentals on demand course is being offered as a FREE option for customers. For a limited time, everyone will also receive a voucher for the Certified System Administrator exam upon completion of the on-demand course. We want to support our partners, customers and learners by extending the limited time offer for ServiceNow Fundamentals on demand and CSA vouchers in response to COVID-19.

Learning Activities

What courses are on Now Learning?

The Now Learning catalog consists of multiple types of learning experiences:
- Instructor-led, multi-day courses (face to face or virtual classroom)
- Self-paced, on-demand courses
- High-stake and low-stake certifications
- Hands-on labs/simulators for real-world practice and assessment
- High-touch events and workshops
- Predefined learning paths that combine courses for a role, usually with a certification as the final step

The Now Learning catalog includes all customer and partner training courses available from the Training, Certification, and Enablement team. Note that some courses are only available to partners or specific customers.

What other Training and Certification options are available?

Training and Certification meets the needs of everyone who wants to build their ServiceNow skills and companies who are building their internal teams and focusing on adopting a ServiceNow solution. Most customers take advantage of multiple Training and Certification offerings to maximize the value of the ServiceNow solution. These offerings include:
- Instructor-led courses - In person or virtual; public or private sessions
- Certification - Can only be completed after the prerequisite course is complete
- Micro-certification courses and exams - Self-paced or instructor-led course + exam; Can only complete the online exam after the prerequisite course is complete
- Change Enablement and customer training packages - Purchased with learning credits or as part of Success Packages.

A course is telling me I haven't met the prerequisite requirements. What does that mean?

Some courses, exams, and other activities are only available if you've completed something else. For example, micro-certifications require that a training course is completed before the exam is unlocked and available.

How do I register for an instructor-led class?

To register for an instructor-led course, click on the Enroll button on the course overview page. Then, click on the Register button near the bottom of that page. You will be redirected to the course listing in the learning management system, where you can select a class date, time, and location and complete registration.

What is My Learning Plan?

The My Learning Plan area is a way to remember the learning activities that you're interested in so you can complete them at a later time. Whenever you're browsing Now Learning and come across a course, path, simulator, or certification that you find interesting, add it to your plan. When you're ready to start your training, revisit your plan and pick one of those activities to complete.

What is a micro-certification?

A micro-certification covers a smaller scope of material than a ServiceNow mainline certification. A mainline certification often covers an entire product line, whereas a micro-certification might only cover a niche area or a much smaller offering. The biggest difference between the two is that you can attempt a micro-certification exam directly within Now Learning, whereas you will need to either go to a Kryterion Testing Center or arrange for online proctoring for a mainline certification exam.

For more information on the ServiceNow Certification Program, please visit our ServiceNow Certification FAQ.

What is a "path"? Will I still receive credit for the course if I take the "path"?

In some cases, some of our courses have many pieces to them and those pieces require that we set them up in what is known as a "Learning Path." These "Paths" are still considered courses for the purposes of transcripts. When you take these courses, your transcripts will correctly reflect that you have taken the course.

Simulators

What is a Simulator?

Simulators are designed to be an assessment of a user's knowledge *after completion of all content for the corresponding learning path*. A pre-configured set of common administration or implementation tasks is generated when the simulator live instance is opened. Feedback is given in the form of validation and recommended content. Simulators are available for two weeks once you open an instance and will automatically shut down at the end of this period.

> Note: *Completion of a Simulator requires validating each task.*

How do I get help with a task in a Simulator?

Guided tours are only provided for portions of the ServiceNow Fundamentals Simulator due to it being associated with a beginning learning path. It is recommended that the content and corresponding learning material for the learning path be reviewed if you need additional help when attempting completion of a Simulator. The ServiceNow Training and Certification team does not provide help on how to complete tasks or a review of your activities in a Simulator.

My validation is broken on my Simulator? How do I fix it?

Check to see if your simulator is paused. Unpause the simulator and you will be able to continue.

   Note: Once unpaused, be patient! It will take 5 - 7 minutes for the simulator to "reboot" and continue.

Certification Exams

I would like to get certified. How do I register for a certification exam?

The way to register depends on the type of certification exam you're interested in taking. ServiceNow offers three types: mainline certification exams, delta certification exams (for each mainline for each release), and micro-certification exams. With the launch of Now Learning, all delta and micro-certification exams will be available directly within Now Learning. Delta exams are only available if you are eligible and have previously passed a mainline exam. Micro-certification exams are available after you have completed the prerequisite training within Now Learning.

Mainline certification exams still require registration through the ServiceNow Webassessor site found here: www.webassessor.com/servicenow. They're high-stakes, proctored exams that require you to register for a specific date and time to be proctored either at a Kryterion Testing Center or using an external web camera.

To sign up for a Mainline exam:
- Go to ServiceNow Webassessor and create and account if you don't already have one.
- Navigate to the Register for an Exam tab.
- Click the '+' sign next to the exam associated with your exam voucher code.
- Choose Onsite Proctored Exam or Online Proctored Exam as an exam delivery method.
  - For onsite delivery, select date, time, and testing center for the exam.

- o Online exams require an external webcam; laptop webcams do not meet exam security standards.
- On the Checkout page, input the voucher code you were issued. This will waive the exam fee for your first attempt but not for any retakes.

For more information on registering for mainline exams, please visit our ServiceNow Certification FAQ.

How do I complete my delta exam for a certification on Now Learning?

Once the delta exam window has opened for a release (15 days after the GA of the release), you'll notice a banner in Now Learning that identifies the delta exams you're required to take to maintain your certifications. You'll also receive emails periodically throughout the delta exam window reminding you to complete these. Clicking on the links in either place will take you to the path to complete the delta exams.

Prior to attempting each delta exam, familiarize yourself with the new release features for that product area by reading the product documentation. Once you're ready, start the exam in Now Learning and answer the questions.

For more information on the delta exam process, please visit our ServiceNow Certification FAQ.

User Profile and Dashboard

My certifications aren't showing up in my profile. What do I do?

You need to link your Webassessor account (the certification system where you register for exams) to Now Learning. To do this:

- Log in to Now Learning and click the profile icon in the upper right corner of your screen.
- Click Edit next to the Webassessor Email Address menu item.
- Click the pencil icon next to the Your current Webassessor email is: field and type the email address you use to log into Webassessor.
- You'll receive an email to verify this account link. Please verify the email and you are all set!

If your Webassessor email is showing properly, you've verified the account link via email, and your certifications are still not showing up in your profile, use the Help menu to log a case.

I've completed courses that aren't showing up in my profile. What do I do?

All course transcripts were imported into Now Learning before the launch. Now Learning uses the same email address you used to log into the old Learning Portal. If you don't see a course completion in your Now Learning transcripts, or if you've used a different email address than the old Learning Portal, please go to the Help menu to log a ticket.
Instructor-led courses and certification exams completed after the Now Learning launch may take up to 24 hours to show open your Now Learning dashboard.

Will I receive credit for Instructor-led training courses I took historically?

- All Knowledge 18 & 19 pre-conference transcripts _where historical records are available_ are now available in your Now Learning "My Transcript" view.
- All ServiceNow public and private course transcripts are now available in your Now Learning "My Transcript" view
- Courses attended through ServiceNow Authorized Training Partners since January 1, 2018 _where historical records are available_ will be uploaded in the coming months.
- In the situation where a certification has been achieved but we do not have the associated course uploaded on your transcript, we currently cannot count the course as an achieved pre-requisite and the course badge will not be awarded.

The company listed on my profile is incorrect. How do I change it?

Now Learning uses information from other ServiceNow systems you've logged in to fill in your company information. If that information is incorrect:
- If you work at a partner organization, update your information in the Partner Portal. It may take up to one hour after your administrator approves your registration for Now Learning to change the company name in your profile.
- In all other cases, go to the Help menu to log a ticket.

How do I change my notification settings?

To change what emails you receive from Now Learning, click on your profile and then click on the Preferences menu next to Email Notifications. You can turn different email notification types on and off as desired.

How can I update email addresses on my account?

1. Navigate to servicenow.com and login with ServiceNow SSO ID
2. Navigate to Access Manage Profile (Person Icon on top right corner of home page), select 'Edit Profile', then choose 'Update Email'
3. Complete the steps as directed by the system.

Common Voucher Questions

How long are vouchers valid for?

Vouchers are valid for one year from the date of issuance.

Why do I get the error "Exam(s) not associated with promotion code?"

Voucher codes are exam specific. Select the exam for the course from which you received the voucher.

Can I use a voucher more than once?

Vouchers are single use. If you need to retake an exam, you must pay the retake fee.

Can my expired voucher be extended?

Vouchers are valid for one year and cannot be extended. You can complete the full training path again to receive a new voucher.

Why is my training course not issuing me a voucher code?

Students must complete the full prerequisite learning path to be eligible for to receive a voucher code for the course exam.

Webassessor Troubleshooting

How do I change my exam from onsite to online?

Cancel your scheduled exam and use your original voucher code to register for the exam again per the instructions above. If you are within 72 hours of the originally scheduled time, you will be charged a rescheduling fee.

How do I reschedule an onsite exam?

On the 'My Assessments' tab in Webassessor you can reschedule your exam to a preferred date and time. If you are within 72 hours of the originally scheduled time, you will be charged a rescheduling fee.

I was unable to attend my exam. How can I reschedule it?

If you missed a scheduled first exam time and would like to reschedule, please email certification@servicenow.com.

Now Learning Feedback

How do I report a bug?

Use the Help menu in Now Learning to log a case for support, to report a bug, or request an enhancement.

What happens to the feedback I provide on the courses?

When you submit feedback on a course, the course owners at ServiceNow are notified and will manage all bugs or enhancement requests as part of the normal catalog review and update process.