

How can I extend ServiceNow with third-party apps and integrations from the ServiceNow Store?

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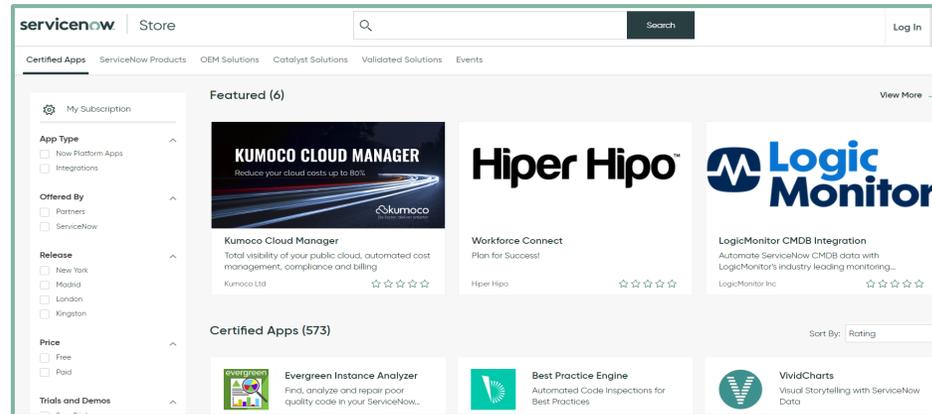
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What is the ServiceNow Store?

The [ServiceNow Store](#) is a marketplace for both free and paid certified applications (apps) and integrations developed on the Now Platform® that enable IT, business units (e.g., HR, customer service) and shared services across your enterprise.



The ServiceNow Store helps you find apps and integrations that can extend the value of ServiceNow, and:

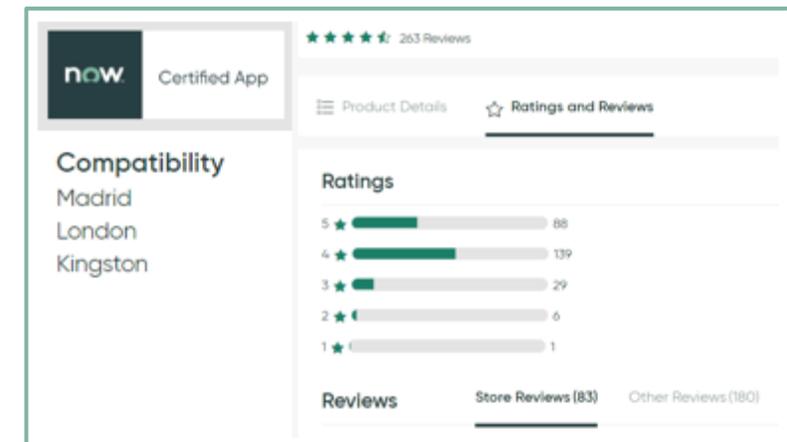
- It's a one-stop shop where you can browse, try, and buy apps developed and supported by ServiceNow® technology partners or ServiceNow.
- ServiceNow facilitates the transactions and distribution of apps.
- Partners offer events that provide education on Store app listings on the [Events](#) page.

Access apps on the ServiceNow Store using your [HI](#) credentials.

How can I be sure that the apps on the Store are safe and compatible with a ServiceNow release?

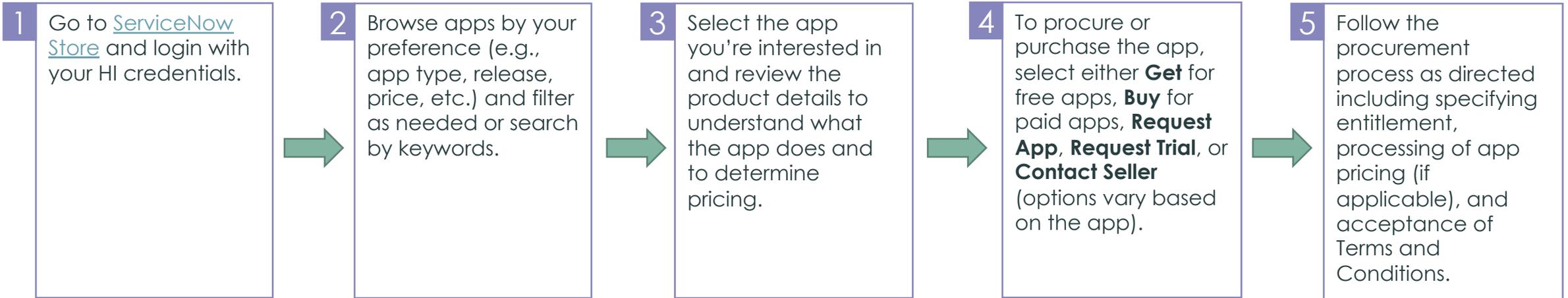
All apps on the Store are certified for compatibility, security, and performance through a rigorous review and approval by ServiceNow. To ensure best practices are followed, ServiceNow reviews application code, architecture, and installation as part of the certification process.

ServiceNow certifies apps on the current release and prior releases. You can verify release compatibility on the app listing. You can also check out app ratings and reviews from ServiceNow customers within the app listing.



How can I extend ServiceNow with third-party apps and integrations from the ServiceNow Store? (Continued)

How can I browse, try, buy, and install apps from the ServiceNow Store?



There are a few additional considerations to note:

- Entitlement refers to when your company has procured/purchased a valid license for an app and you are entitled to download and install it on your selected instances. When you download an app, you'll be prompted to first verify that you have entitlement.
- Only a user with the ServiceNow admin role can install a trial app. Trials are only available for installation into sub-production instances and expire after 90 days.
- Depending on the partner preferences, apps that are paid may require payment by credit card or can be purchased through a purchase order (PO).
- ServiceNow-listed apps may require a subscription (e.g., [IntegrationHub](#)). Please contact your ServiceNow account executive to purchase one.
- When a partner releases a new version of their app, you'll be notified by email and the app will be available for update on your instances. You can then search for the app in your ServiceNow instance and apply the update by going to **System Applications > Studio > All Applications > Installed**.

How can I extend ServiceNow with third-party apps and integrations from the ServiceNow Store? (Continued)

Can my company sell apps on the ServiceNow Store?

Companies registered with the [ServiceNow Technology Partner Program](#) can list and sell apps and integrations on the store.

Can federal or self-hosted (on-premises) organizations get apps on the ServiceNow Store?

Yes. Contact the app vendor directly for offline assistance—contact information is available under the **Support Contacts** section of the app store listing. For ServiceNow-listed apps, contact your ServiceNow account executive for assistance. See our buying overviews for [federal on-premises customers](#), [commercial on-premises customers](#), and [federal hosted customers](#) for additional information.

Related Resources

- [ServiceNow Store – How to Try, Buy, and Install Apps](#) (Video)
- [ServiceNow Store Help](#)
- [Product Docs – ServiceNow Store release notes](#)

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, [contact us](#).