

# How to Configure Exalate for ServiceNow

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Once you've configured the Exalate app in the ServiceNow instance, you can proceed with the app configuration.

Follow the steps below to finish your first-time app setup:

## Step 1: Set up a proxy user on ServiceNow

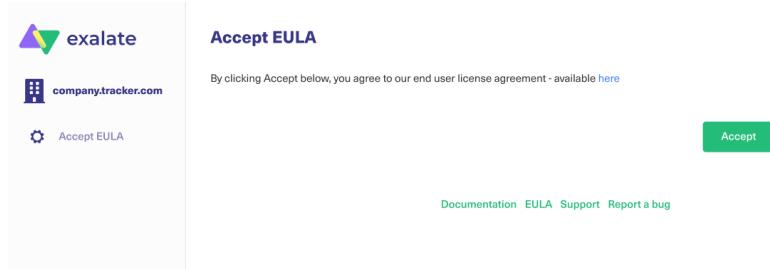
A proxy user is a ServiceNow service account which is responsible for accessing the information stored on your instance, and apply any incoming changes.

Create a service account on your ServiceNow environment. This service account requires a number of permissions as documented [here](#)

To simplify this step, you can also use an update package which automatically configures the necessary settings. Details of deploying this update package are available [here](#)

## Step 2: Accept the EULA

By using this product we require an explicit approval of the end user license agreement, which can be found [here](#)



## Step 3: Connect the Exalate for ServiceNow to your instance

In the second step, you need to connect the Exalate for ServiceNow with your instance.

You need:

- The URL of your ServiceNow instance. This URL must be accessible from this application.
- The details of the proxy user: The username and either the password, or an OAuth token.  
(More information on retrieving the OAuth token are documented [here](#))
- The license The evaluation or production license which unlocks the functionality of the application.

You get notified if something fails.

## Step 4: Access the Exalate Console

The Exalate console is where integrations are configured. To access the console you need a ServiceNow account with administration permissions.

Prepare your admin username and either the password or an OAuth token

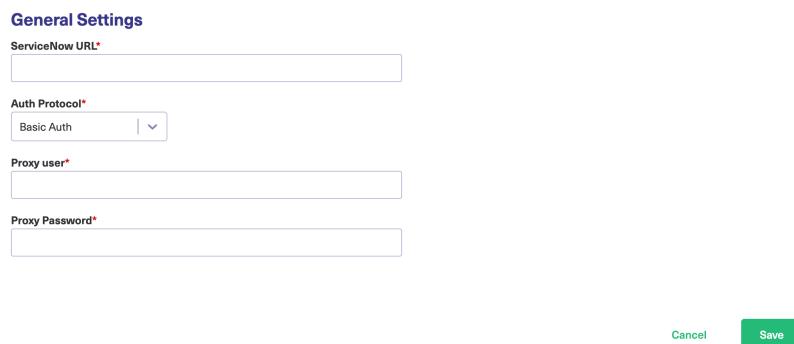
## Step 5: Configure General Settings

You need to specify your ServiceNow instance URL, the proxy user access details, and the evaluation license key.

The **proxy user** is a dedicated user in your ServiceNow instance. The proxy user must have permission to **Create/Read/Update** entities on ServiceNow. If you want to Create/Read/Update Incidents, Cases, Problems, or Change Requests in ServiceNow, the user needs to have roles for that.

**Note:** In ServiceNow, proxy users can sync tables or attributes based on the access from their user role. Please see [Exalate for ServiceNow: Proxy user permissions](#) for more information.

You can find the license key in the email along with your Exalate app URL.



General Settings

ServiceNow URL\*

Auth Protocol\*

Basic Auth

Proxy user\*

Proxy Password\*

Cancel Save

## 6. Save the Configuration

You are redirected to the log-in screen.

## 7. Log in to the Exalate Admin Console

## Log in

Use the credentials from an administrator account in the issue tracker.

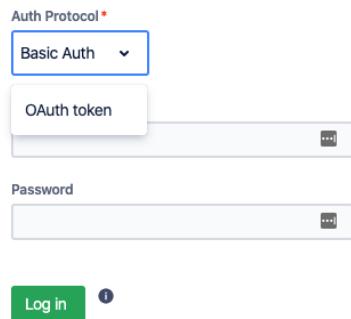
Auth Protocol \*

Basic Auth

OAuth token

Password

**Log in** ⓘ



## Basic Auth

Use your ServiceNow instance admin access credentials.

### Log in

Use the credentials from an administrator account in the issue tracker.

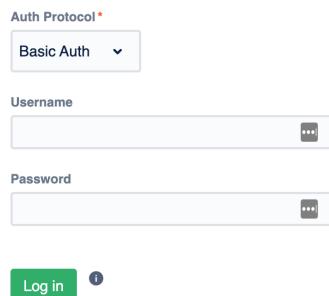
Auth Protocol \*

Basic Auth

Username

Password

**Log in** ⓘ



**Note:** We do not store ServiceNow instance access credentials. Exalate only checks if the admin user is valid.

## OAuth Token

**Note:** You need to have a ServiceNow endpoint to log in with an OAuth token. Check [Set up log-in with OAuth tokens in Exalate for ServiceNow](#) for more info.

## Log in

Use the credentials from an administrator account in the issue tracker.

To get more information on how to generate a OAuth2 token for ServiceNow refer to  
<https://docs.idalko.com/exalate/x/IgExAg>

Auth Protocol\*  
OAuth token

Token

Log in

## What's Next?

Now you can proceed to the next step and [set up the connection](#).

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