Integration Manual

ServiceNow

How to integrate with Admin By Request

Document Information

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Overview

Introduction

Admin By Request offers a custom-built, fully integrated ServiceNow application for customers who prefer to manage core features of Admin By Request via the ServiceNow platform, rather than through the Admin By Request Portal.

This article provides a step-by-step guide on how to authorize and enable the integration and access the Requests and Auditlog features through ServiceNow.

Assumptions

The article assumes you are installing the ServiceNow application from scratch (i.e., not upgrading to a new version of the app).

If upgrading, extra steps might need to be taken in addition to those listed in the Integration Tasks section:

- Any extra flows will not be automatically deleted upon upgrading, so you must manually delete those not listed in task "C. Configure Flow" on page 7 or uninstall the app and reinstall the new version. This is not an issue for first-time installers.
- Upon upgrading, you must go into Properties in the app and input the API Key again (see task "B. Authorize Connection" on page 5).

Prerequisites

You must have administrator access to your ServiceNow instance and some familiarity with the platform.

To enable this integration, you must first obtain an Admin By Request API Key for your tenant:

- 1. Login to the Portal and go to Settings > Tenant Settings > API Keys > API KEYS.
- 2. On the API Keys tab, click **Add New**.
- 3. Name the key via link **Edit description** and click the **Save** button. This key is used later to establish the connection to ServiceNow.

A green tick icon appears next to the Save button when the action is complete.

4. Make a note of the API Key or copy it to the clipboard.

Something Missing?

If you've identified a bug or have a suggestion for this integration, or another SIEM integration you'd like us to add, contact us here and we'll see what we can do.

NOTE

The task descriptions in this document (and screenshots in particular) cover the state of ServiceNow at the time of writing. While every effort is made to ensure currency, the screens you see during setup may look a little different, especially color schemes and the placement of buttons and links.

Integration Tasks

The remainder of this document describes the tasks required to configure the integration.

Integration Tasks

Introduction

The following tasks are covered in this section:

- "A. Install Integration" below
- "B. Authorize Connection" on page 5
- "C. Configure Flow" on page 7
- "D. Assign User Access" on page 10
- "E. Use Features" on page 15

A. Install Integration

The integration described in this document is made possible through a connection between ServiceNow and Admin By Request via a custom-built ServiceNow application. The first task involves installing the app in ServiceNow.

1. Go to the ServiceNow Store, and select Integrations from the top menu:



2. Use the search box to search for Admin By Request. Scroll down to the *Integrations* section, and select the **Admin By Request** app:

(1 admin by request	Q 888 Sign In
nts ServiceNow Products Integrations Innova	tion Lab Events About Store	Heit
Playbook Automate requests for public records of information using	Playbook Digitize public services and quickly fulfill	kyndryl. Manager Manage your Request for Services
ServiceNow ជំជំជំជំជំ	ServiceNow ☆☆☆☆	Kyndryl Inc 位位位位
Integrations (23)	Zoom Admin Alerts	View More →
Eliminate local admin rights	ZOOM Automatically receive and convert Zoom admin alerts	Requests Zilla Security makes identity security and governance
The Cloud People AS ជំជំជំជំជំ	Zoom Video Communicati ☆☆☆☆☆	Zilla Security Inc ☆☆☆☆☆
BT Request Management Integration An easy and secure way for you to manage and	CYBERARK CYBERARK CYBERARK CYBERARK Cyberark-EPM-Plugin- Manual-Request This application leverages Cyberark EPM to create	Kyndryl Integration - kyndryl. Service Request Inbound ServiceNow Service Request Integration Automation
British Telecommunication ななななな	CyberArk 🗙 🗙 🗙 🗙	Kyndryl Inc * * * * *

3. In the Admin By Request app page, select the **Get** button on the right-hand side:

Apps and Solutions Now Assist AI Agents ServiceNow Products Integrations Innovation Lab Events A	About Store Help
- Back to Search Results	
Admin By Request Certified App Eliminate local admin rights The Cloud People AS Compatibility: Xanadu, Washington DC, Vancouver Pricing Free Free	Get ⊠ Contact Seller → Type Integration
☆☆☆☆ No Reviews Share With 🕑 🕇	1.1.6
E Product Details A Ratings and Reviews Dependencies	Licensing View Licensing Requirements Compatibility
Summary Seamlessly extend Admin By Request features into ServiceNow.	Vancouver Terms and Conditions View Terms and Conditions

4. Follow the instructions on screen to install the app in your ServiceNow instance.

B. Authorize Connection

Data-sharing from the Admin By Request portal to ServiceNow requires a connection between the ServiceNow application and the Admin By Request public API. Task B of the integration process involves authorizing this connection.

1. In your ServiceNow instance, using the *Filter Navigator* search box, locate the **Admin By Request** app:



2. Select **Properties** from the sub-menu:



3. In the ABR Properties page, paste your API key into the API Key text box:



NOTE

Your data is stored in a data center that is located in one of two geographic locations - one in Europe and one in the USA.

To determine your data location, go to page Tenant Settings > Retention in the portal and note the geographic location shown in field **Data Location**. It will be one of the following:

- Amsterdam, The Netherlands (Europe)
- Virginia, United States (USA)

4. Click Save.

The remaining fields on the page are automatically filled out based on data pulled from your tenant when the API connection is established:

servicenaw. Service	Management	
Admin By Request		ABR Properties
▣ ★	0	Connection properties ABR API Key ⑦
Admin By Request		•••••
Requests		Version of the ABR API In ServiceNow. (7)
Auditlogs		1.1.6
Properties		After the API Key have been added the region is automatically configured. ?
Contact Support		EU V
		Licensing information.
		Tenant name 💿
		Test
		Workstation seats. 🕥
		0
		Workstation usage.
		0
		Workstation license expiration. 💮
		Server seats ⑦
		0
		Server usage 🕥
		0
		Server license expiration. (?)
		Save
0		

C. Configure Flow

The Admin By Request / ServiceNow integration incorporates a pre-built *Flow* (also referred to as *Schedules* in ServiceNow) designed to automatically get Admin By Request data into your ServiceNow instance. This task covers the steps involved in enabling the Flow to run so that the application can begin pulling the appropriate data.

1. Using the Filter Navigator search box, locate and select Flow Designer:



2. In the **Flows** tab, click the **Search** icon underneath the main search menu:

now. Flow D	esigner								
A									
	Flows 🗲	Subflows Actions	Executions Connections H	lelp			(New -	
	Search Name	▼ Search						×	
		Name 🔺	Internal name	Application	Status	Active	Updated	Updated by	
		Auto Close Resolved Cases	auto_close_resolved_cases	Customer Service	Draft	true	15-12-2020 13:36:32	admin_khs	
		Benchmark Recommendation Evaluator	benchmark_recommendation_evaluator	Benchmarks Spoke	Published	true	31-10-2018 12:47:21	admin	
		Business process approval flow	business_process_approval_flow	Global	Published	true	28-09-2020 07:06:13	admin	
		<u>Cancel resource plan request after</u> <u>X hours</u>	cancel_resource_plan_request_after_x_hours	<u>Global</u>	Published	true	25-09-2019 14:48:40	system	

3. Use the **Application** search box to locate the **Admin By Request** Flow:

now. Flow Designer										
A										
	Flows	Subflows Action	ons Executions Connection	ns Help				New -		
	Search Name	Search						A		
	∑p All									
	Q	Name 🔺	Internal name	Application	Status	Active	Updated	Updated by		
		Search	Search	Admin By	Search	Search	Search	Search		
		Auto Close Resolved Cases	auto_close_resolved_cases	Customer Service	Draft	true	15-12-2020 13:36:32	admin_khs		
		<u>Benchmark</u> Recommendation Evaluator	benchmark_recommendation_evaluator	Benchmarks Spoke	Published	true	31-10-2018 12:47:21	admin		
		Business process approval flow	business_process_approval_flow	<u>Global</u>	Published	true	28-09-2020 07:06:13	admin		

- 4. The following Flow is displayed for the Admin By Request application:
 - Admin by Request Update Audit Logs

Flows	Subflo	ows Actions	Executions Connections	Help				New 🗸
Search	Name	▼ Search						
A I	ll > Applica	tion Name starts with Ad	imin By Request					
	Q	Name 🔺	Internal name	Application	Status	Active	Updated	Updated by
		Search	Search	Admin By Request	Search	Search	Search	Search
		Admin by Request - Update Audit Logs	admin_by_request_update_audit_logs	Admin By Request	Published	true	2022-10-25 03:09:33	aes.creator

- 5. Click into the flow by selecting its name in the Name column. This opens the following screen, displaying the sections detailed below:
 - **TRIGGER**: Specifies if and how often the Flow is repeated.
 - ACTIONS: Lists the actions performed in the Flow

now. Flow Designer	0
Admin by Request × +	
😋 Admin by Request - Update Audit Logs 🔤	Properties Test Executions Activate Save
TRIGGER	Data >
Repeat every 0 day(s) 00 hour(s) 00 minute(s) 15 second(s)	► Flow Variables
•	▼ Trigger - Repeat
ACTIONS	Run Start Time Date/Time
1 O Admin by Request - Update audit logs delta Retrieve all audits created since last retrieval	▼ 1 - Admin by Request - Update audit logs delta
+ Add an Action, Flow Logic, or Subflow	Action Status Object
ERROR HANDLER	

6. Click the **Activate** button in the top right-hand menu.

7. This opens a confirmation prompt. Click the **Activate** button in the prompt to enable the flow to run:



8. Upon successful activation, a **Success** message appears in the bottom right-hand corner of the screen:



9. Use the **Home** icon next to the **Flow** tab in the top left-hand menu to navigate back to Step 1 of this task:



10. To test successful connection ("B. Authorize Connection" on page 5) and correct flow ("C. Configure Flow" on page 7), navigate to the Admin By Request Auditlog page in the ServiceNow app; listed here should be the existing Auditlog data from your portal:

Filter navigator	Audits	New Search Requested at	▼ Search	
⊡ ★ (II > Requested at > 30-09-2021 23:5	9:59	
Self-Service	tigit Q	Requested at	≡ State	≡ User
Admin By Request		2021-10-25 09:36:29	Pending Approval	Guest User
Requests		2021-10-25 08:30:58	Pending Approval	Guest User
Auditlogs 🔶 🏠		2021-10-22 15:04:50	Finished	Guest User
Properties		2021-10-17 11:34:05	Finished	Guest User
Service & Support		2021-10-17 11:19:29	Denied	Guest User
Skills	(i)	<u>2021-10-17 11:10:42</u>	Finished	Guest User

NOTE

This assumes that you have existing Auditlog data in your portal to be pulled through to ServiceNow.

D. Assign User Access

Once the Flow is activated and the application is successfully pulling / updating data, access needs to be granted to the appropriate users within the ServiceNow instance, so that they can interact with Admin By Request features. This task covers the process of creating a group of users and assigning them access using pre-configured ServiceNow *Roles*.

In this example, we assign an *Example Approvers* group the role of *User*, which allows them to **Approve** or **Deny** requests within ServiceNow.

1. Using the Filter Navigator search box, locate and select Groups (under Users and Groups):



2. Click the **New** button in the top left-hand menu:

∀ Users and Groups S		Group	New Search Name 🔻	Search	
e 🕇 ()		D All			
System Security	愆	Q	≡ Name ▲	Description	■ Active
System Security			Search	Search	Search
V Users and Groups		(i)	Admins		true
Users		U	<u>rtunins</u>		u ue
Groups		i	Analytics Settings Managers	Group for all people who have the Ana	true
Roles		i	Business Application Registration Approv	Approval group for Business Application	true
Access Role Detail View		í	CAB Approval	CAB approvers	true

3. Fill out the fields as appropriate (i.e., according to your organizations preferences) and click **Submit**:

K = Group New record			@ ±
Name	Example Approvers	Group email	
Manager	Q	Parent	Q
Hourly rate	kr 🔻 0,00		
Description	These users are able to Approve or Deny Re	quests.	
Type			

NOTE

In the above example, only the Name and Description fields are filled out.

4. Search by **Name** in the top search bar to locate and select the **Example Approvers** group created in the previous step (i.e., Step 3):

	Groups	New Search Name	Example Approvers			44 4
•••		ll > Name >= Example Approvers				
র্য্ট্র	Q	≡ Name ▲	Description	■ Active	≡ Manager	≡ Parent
		Search	Search	Search	Search	Search
	í	Example Approvers	These users are able to Approve or Deny	true	(empty)	(empty)
	i	Fast Track Approvers		true	(empty)	(empty)
	i	Inbox	Syspeople Inbox	true	Jesper Andersen	(empty)
	(j)	LDAP Admins	LDAP admins group	true	(empty)	(empty)

5. In the **Roles** tab in the bottom left-hand menu, click the **Edit...** button:

Group Example App	provers				<i>∎</i> ‡	000	Update	Delete	↑ ↓
Name	Example Approvers		Group email						
Manager		Q	Parent				Q		
Hourly rate	kr 🔻 🔿	0,00							
Description These users are able to Approve or Deny Requests.									
Туре									
Update Delete									
Related Links									
Add to Update Set									
Roles oroup Member	rs Groups Skills								
Edit	Search Created V Search								Ð
Group =	Example Approvers								
\$\$ Q	 ⊂ Created	≡ Role	Granted by		=	Inherits			
No records to display									

- 6. Use the **Collection** search box to locate the two pre-configured roles for this application:
 - **x_syaps_abr.abr_admin**: Users assigned this role have administrative access within the application, which includes the ability to access all application features (Requests, Auditlog) and the Properties page.
 - **x_syaps_abr.abr_user**: These users are able to access and interact with the Admin By Request Auditlog and Requests features (i.e., view / manage Auditlog data and Approve or Deny Requests).

Add Filter Run filter ?			
choose field 🔻 🔻	oper	▼ value	
Collection x_syaps_abr.abr x_syaps_abr.abr x_cupr_abr.abr user		Roles List Example Approvers None	
x_syaps_abl.abl_user	>		
	<		
	▼ Cancel	Save	Ŧ

7. Select the **User** role (i.e., **x_syaps_abr.abr_user**) and click the right-facing arrow button to assign the role to the *Example Approvers* group:



8. The role appears under the *Roles list* in the right-hand field. Click **Save**:

choose field	oper	▼ value	
ollection		Roles List	
Q x_syaps_abr.abr		Example Approvers	
x_syaps_abr.abr_admin	*	x_syaps_abr.abr_user	<u> </u>
	>		
	Ŧ		Ŧ

9. Users can now be added to the group in the same process used to assign roles. Return to the Group page, and use the **Edit...** button in the **Group Members** tab:

Roles Group Members Skills							
■ Group Members Edit Search User ▼ Search							
Group = Example Approvers							
Q ≡ User							
No records to display							

10. Use the Collection search box to locate the users for the Group, and the right-facing arrow button to add them to the Example Approvers Group.

NOTE

Roles can also be assigned to individual users. Navigate to Users from the Filter Navigator search box (under Users and Groups) and follow a similar process to what is described in this Task (i.e., Task D) to assign the appropriate Role to the user.

E. Use Features

Once the correct Roles are assigned, users are able to access Admin By Request data through the integrated features: *Auditlog* and *Requests*. Task E covers how to use these features within the ServiceNow application.

NOTE

This Task is demonstrated from the viewpoint of regular user in the ServiceNow instance (i.e., a member of the *Example Approvers Group* assigned the role of *User* in Task D) as opposed to an *Administrator* (the role required for tasks A through D).

Auditlog

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Auditlog** from the sub-menu:



- 2. The Auditlog page displays all of the recent Auditlog data from *Run As Admin* and *Admin Session* requests. Information includes:
 - State: This could be 'Pending Approval', 'Denied', 'Open', or 'Finished'.
 - *Type*: Either 'Run As Admin' or 'Admin Session'.
 - *Application*: The application that the user requested to Run As Admin.

There are no applications listed in this column for Admin Sessions because multiple applications may have been accessed during the time the Admin Session was active.

• Scan Result: This column displays 'Clean' unless the VirusTotal scan has flagged malware.

Admin By		8	= /	Audits	Search State	▼ Search				◄< 1 to 20	of 225 🕨 🕨
	*	()	 Š	₹ A	.ll ≡ State ◀	= User	≡ Email		= Computer Name		= Scan Result
Admin By Request				0	Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	TwinCAT 3.1 FULL setup package	Clean
Auditlogs				i	Finished	FastTrack Software Support	support@fasttracksoftware.com	Admin Session	FTWIN10-AALBORG- DENMARK		Clean
				(i)	Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Quick Assist	Clean
				(i)	Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	TwinCAT 3.1 FULL setup package	Clean
				()	Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Windows Command Processor	Clean
				i	Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Notepad	Clean
				i	Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-//ALBORG- DENMARK	Windows Command Processor	Clean

3. Select an item in the list using the **State** column to view the available data for that Auditlog entry. Available data may include some or all of the following:

< Audit - FastT	rack Software Support		
User	FastTrack Software Support	Туре	Run As Admin
Email	support@fasttracksoftware.com	State	Finished
Phone			
Application	TwinCAT 3.1 FULL setup package	Scan Result	Clean
Preapproved		Virus Total	https://www.virustotal.com/latest-
			scan/4D3EC90494D7A0BE31CEB7E8FB2BEEB
			BA90F33A992089BBE8BE2E7FCA32F9DC2
Reason			
Denied Reason			
Requested at	29-07-2021 13:42:58	Start Time	
Response Time		End Time	
Audit Log Activities	Search Activity Search Search		◄< < 1 to 4 of 4 ▷ ▷▷ □
Audit Log = FastTrack	k Software Support		
	ty	e ≡ Path	
Elevated	Privilege Beckhoff TwinCAT 3	L (Build 4024) C:\Users\FastTrackSoftw	areSup\AppData\Lo
i <u>Elevated</u>	Privilege Windows Command	Processor C:\Windows\SysWOW64\	cmd.exe
i Elevated	Privilege TwinCAT 3.1 FULL se	tup package C:\Users\FastTrackSoftw	areSup\Downloads\
(i) Elevated	Privilege Microsoft Visual Stu	io 2019 C:\Program Files (x86)\M	icrosoft Visual
Actions on selected r	W\$ V		◄ ◀ 1 to 4 of 4 ▶ ▶▶

If logged in to your instance as a ServiceNow administrator (not just an application admin), Auditlog data can be edited and updated manually by making the desired changes to an Auditlog entry and clicking the **Update** button. However, editing Auditlog data is NOT RECOMMENDED.

4. Selecting an item in the **Activity** column (from the **Audit Log Activities** section, bottom of page) displays further information, such as the file path:

Audit Log Activities	Audit Log Activities Activity Search Ito 4 of 4 Ito 4 of 4								
Audit Log = FastTr	ack Software Support								
	$\Delta_{23}^{33} = Activity \qquad \equiv Application Name$			≡ Path					
(i) Elevat	ed Privilege	Beckhoff TwinCAT 3.1 (Build 4	4024)	C:\Users\FastTrackSo	ftwareSup\AppData\Lo				
i <u>Elevat</u>	(i) Elevated Privilege Windows Command Processo			C:\Windows\SysWOW64\cmd.exe					
i <u>Elevat</u>	ed Privilege	TwinCAT 3.1 FULL setup pack	kage	C:\Users\FastTrackSo	oftwareSup\Downloads\				
i <u>Elevat</u>	ed Privilege Microsoft Visual Studio 20			C:\Program Files (x86	i)\Microsoft Visual				
Actions on selecte	Actions on selected rows								
< = Audit Log A	ctivity - Created 19-08-	2021 12:17:07							
Activity	Elevated Privilege			Application Name	Windows Command Processor				
Path	C:\Windows\SysW	OW64\cmd.exe			\leftarrow				
Audit Log	FastTrack Software	e Support							

Requests

1. Select **Requests** from the **FastTrack – Admin By Request** sub-menu:



2. The **Requests** page displays all of the requests made by users that are pending approval:

Admin By		۲	ER	tequests	Search State	▼ Sea	rch			44	< 1 to :	2 of 2 🕨 🕨
ē	*	0		Y AI	l> State = Pending	Approval						
Admin By Request			201	Q	E State A	≡ User	≡ Emall	≡ Туре	Computer Name	Application	■ Scan Result	■ Updated
Requests				(j)	Pending Approval	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Windows Notepad	Clean	19-08-2021 13:54:23
Auditlogs				(i)	Pending Approval	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Microsoft Edge	Clean	19-08-2021 13:54:23
				Actions	on selected rows	~				44	< 1 to	2 of 2 🕨 🕨
												Ċ

3. Click into an item in the list by selecting **Pending Approval** in the *State* column:

	lequests	Search State	•	Şearch			44	< <u>1</u>	to 2 of 2 🕨 🕨
•••		ll > State = Pendir	g Approval						
វត្តិ	Q	≡ State ▲	User	≡ Email	≡туре	■ Computer Name	Application	≡ Scan Result	\equiv Updated
	(i)	Pending Approval	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Windows Notepad	Clean	19-08-2021 13:54:23
	(i)	Pending Approval	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG- DENMARK	Microsoft Edge	Clean	19-08-2021 13:54:23
	Actions	on selected rows	~				44	٩ 1	to 2 of 2 🕨 🕨

4. Information about the request is displayed. Click the **Approve** button to approve the request:

< E Request - Fas	stTrack Software Support		ooo Approve	Deny	\uparrow .	↓
User	FastTrack Software Support	State	Pending Approval			
Email	support@fasttracksoftware.com	Туре	Run As Admin			
Phone	333.333.3333					
Application					\sim	,
Application	Windows Notepad	Scan Result	Clean			
		Virus Total	https://www.virustotal.com/latest-			
			scan/DEB5B0067E4AF84BB07FA3D84631CEE9			
			4787FB3BE7CDA11C0016992F54AB4DDA			
Reason	notepad test					
Approve Deny						
					Ū	

The user who made the request will receive an email from Admin By Request that their request has been approved. When the request is complete, the details will be available in the Auditlog in ServiceNow.

5. To deny a request, click into the **Request** and select the **Deny** button:

K Request - Fas	tTrack Software Support		ooo Approve	Deny	\uparrow	\checkmark
User	FastTrack Software Support	State	Pending Approval			
Email	support@fasttracksoftware.com	Туре	Run As Admin			
Phone	333.333.3333					
Application					~	/
Application	Windows Notepad	Scan Result	Clean			
		Virus Total	https://www.virustotal.com/latest-			
			scan/DEB5B0067E4AF84BB07FA3D84631CEE9			
			4787FB3BE7CDA11C0016992F54AB4DDA			
Reason	notepad test					
Approve						
					Φ	

6. A confirmation window appears following this action. Click **Yes** to deny the request, with the option of stating a reason for denial:

< E Request - Fas	tTrack Software S	Support Deny Request		ooo Approve Deny 🛧 🗸	
User	FastTrack Sol	Are	you sure you want to deny this request?		
Email	support@fas	pptional, state reason for denia	ı		
Phone	333.333.3333			No Yes	
Application				v	
Application	Windows Note	epad	Scan Result	Clean	
			Virus Total	https://www.virustotal.com/latest-	
				scan/DEB5B0067E4AF84BB07FA3D84631CEE9	

The user who made the request will receive an email that their request has been denied, with the reason included (if reason was given).

Troubleshooting

Common issues

1. Failure to Establish API Connection:

Regenerate the API Key in your Admin By Request Portal and ensure you have clicked the Save button (the green tick icon appears upon successful save). Replace the API Key in the ServiceNow Properties page and click Save. Ensure the "Properties Saved" message appears at the top of the page.

2. No Auditlog or Request Data Coming Through:

- Ensure the Flow has been configured correctly (Task C in this manual). Go to the Flow Designer, locate the Admin By Request Flow, and ensure all three are Active. Check that the Trigger is set to a reasonably short interval (i.e., not a long period, e.g., two hours).
- Ensure there is data in your Admin By Request Portal to be pulled through to ServiceNow. If no data exists in Admin By Request, create some test data by making a and consuming a request on the endpoint.

3 Unable to Access ServiceNow Features:

Ensure the account you are signed in to in ServiceNow has the appropriate administrative permissions enabled to access the features required for this integration. (Admin privileges required for Tasks A through D.)

Adding ID and Trace No. to the Audit list

As a default, the Audits/Requests list contains seven columns:

- 1. Requested at
- 2. State
- 3. User
- 4. Email
- 5. Type
- 6. Computer Name
- 7. Application

To add additional columns to your list view, click the gear icon:

	≡ 7	Requested at(reque: * Search							
A	All > State = Pending Approval								
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NOTE

This is a personalized setting - it will only show on your list view.

To personalize your list columns:

- 1. Find the relevant fields on the left side (e.g., Request Id and Trace Number).
- 2. Move them to your list view by clicking the right-arrow (or double clicking).
- 3. You can adjust the order of the columns using the up- and down-arrows.
- 4. Click OK

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Now the columns are available in your list:

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Other issues

For any issues unable to be resolved using the steps above, contact Admin By Request by:

- creating a Support ticket,
- emailing us, or
- contacting your Account Manager.

For issues unrelated to the Admin By Request application, contact your ServiceNow representative.

Document History

Version	Author	Changes
1.0 9 February 2023	Sophie Alice Dodson	Initial document release.
2.0 1 May 2025	Steve Dodson	Updated manual structure and layout. Updated procedures to improve clarity and reflect changes to Sentinel look and feel by Microsoft.

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