

ServiceNow Authentication

Overview

The Alchemer ServiceNow integration uses OAuth to authenticate. You will need to create an OAuth application in ServiceNow and provide your instance URL, Client ID, and Client Secret to complete authentication in Alchemer.

ServiceNow API Credentials

What You Need

- A ServiceNow instance URL (e.g., `https://yourinstance.service-now.com`)
 - A Client ID from a ServiceNow OAuth API endpoint application
 - A Client Secret from a ServiceNow OAuth API endpoint application
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How to Get Your ServiceNow OAuth Credentials

1. Log in to ServiceNow and open the OAuth application registry

- In your ServiceNow instance, navigate to **System OAuth → Application Registry**.
- Click **New** and select **Create an OAuth API endpoint for external clients**.

2. Configure the OAuth application

- Give the application a name (e.g., *Alchemer Integration*).
- Set the **Redirect URL** to the below for your Alchemer environment:
US/CA: `https://auth.tray.io/oauth2/token`
EU: `https://auth.eu1.tray.io/oauth2/token`
AU: `https://api.ap1.tray.io/oauth2/token`
- Click **Submit** to save.

3. Copy your credentials

- Open the application record you just created.
- Copy the **Client ID** and **Client Secret** — you will need these in Alchemer.

Need more help? Click here for [ServiceNow's OAuth API documentation](#).

Authenticate ServiceNow in Alchemer

After obtaining your ServiceNow OAuth credentials, add them to the Alchemer ServiceNow integration. Credentials are securely stored in Alchemer and can be reused.

How to Authenticate

1. Start a New Authentication

- Inside any ServiceNow integration action, select **New Authentication**.

2. Enter Your ServiceNow Credentials

Provide the following:

- **ServiceNow Instance URL** — your ServiceNow instance URL (e.g., `https://yourinstance.servicenow.com`)
- **Client ID** — from your ServiceNow OAuth application registry
- **Client Secret** — from your ServiceNow OAuth application registry

3. Save Your Authentication

- Select **Save**.
- Once created:
 - The authentication is saved and reused for all ServiceNow actions
 - You only need to update it if your OAuth credentials change

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