

Get started with Service Provider Gateway

Fluorine+

Service Provider Gateway is an integration solution that allows service providers to connect a **Gateway instance**, or an instance that is managed by the service provider, with customer instances in order to stay up-to-date on incidents logged and changes requested by customers. Service Provider Gateway enables Service Integration and Management with your customers and lets you quickly provision and deploy new customers into your environment.

Prerequisites

- ⚠ First, you will need to [request domain separation](#) for the ServiceNow instance you want to use as your **Gateway instance**.
- ⚠ You will then need to [install Replicator for ServiceNow](#) on your Gateway instance.
- ⚠ Finally, you will need to [run the Perspectium Finish Install scripts](#) on your Gateway instance.

Procedure

To get started with Service Provider Gateway, follow these steps:

1

Commit the required update sets to your Gateway instance

Log into your ServiceNow Gateway instance and [commit the following update sets](#) to your instance **in the following order**:

1. Perspectium Common Endpoint update set
2. Perspectium Common Incident update set
3. Perspectium SIAM Mapping UI update set
4. Perspectium Service Provider Gateway update set

You can request download links for these update sets by contacting [Perspectium Support](#).

2

Run Service Provider Gateway Finish Install scripts

Navigate to **Perspectium Service Provider Gateway > Finish Gateway Install**. Then click **Confirm** on the resulting page to run the scripts that will perform the actions listed under **What will be done**. This will complete the installation of **Service Provider Gateway** functionality in your instance.

3

Add users to your Gateway instance (optional)

You can add users (in addition to your **Administrator** account) to your ServiceNow Gateway instance with the following roles:

Role	Description
admin	Users with the admin role have: <ul style="list-style-type: none">• access to all Perspectium tables, modules, and functionality• create, read, write, and delete access to all ServiceNow tables and modules
perspectium	Users with the perspectium role have: <ul style="list-style-type: none">• access to all Perspectium tables, modules, and functionality
perspectium_readonly	Users with the perspectium_readonly role have: <ul style="list-style-type: none">• read-only access to all Perspectium tables, modules, and functionality

For more information on assigning roles to users in your ServiceNow Gateway instance, see [assign a role to a user](#).

NOTE: In order to access the Company (core_company) table, add perspective as the user role to the [ACL rules](#) for the Company table.

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Onboard a Service Provider Gateway customer

Similar topics

- [Onboard a Service Provider Gateway customer](#)
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Contact Perspectium Support



US: 1 888 620 8880

UK: 44 208 068 5953

support@perspectium.com