Get started with Observer

Fluorine+

Prerequisites

⚠️ First, you will need to install Replicator for ServiceNow.

⚠️ You will also need to run the Perspectium Finish Install scripts and set your initial Perspectium properties.

⚠️ Finally, you will need to request the Observer Update Set for ServiceNow from Perspectium Support and commit this update set to your ServiceNow instance.

Log into Observer

1. In the top left-hand navigation window of ServiceNow, type **Observer UI**. Then, click the **Observer UI** module that appears underneath the navigation window. If you're not automatically redirected to Observer for ServiceNow in a separate browser tab, check your browser's settings to make sure that you are **allowing popups** from ServiceNow.com.

NOTE: To easily access Observer later, click the icon to save **Observer UI** to your ServiceNow favorites.

2. If you are logging into Observer for the first time, take the Observer tour as described below. Otherwise, your default landing page for Observer will be the Overview page.

Next steps

Configure your Observer settings

Similar topics

- Create a ServiceNow bulk/dynamic share for Splunk
- Open Splunk HTTP Event Collector port to the Perspectium Integration Mesh
- Generate a Splunk Event Collector token
- View your event collections in Splunk
- Create custom Freshservice ticket fields

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