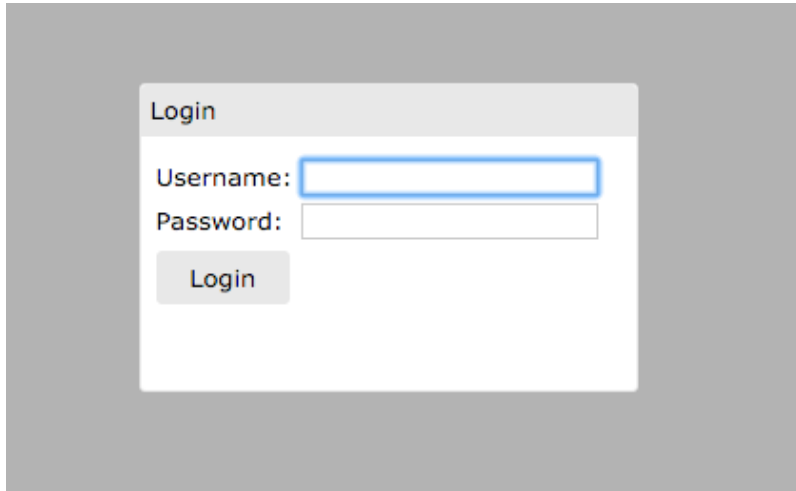


Using the Dashboard for ServiceNow

User Authentication

User Authentication

When you visit the Dashboard for your family of instances and agents, you will be presented with the login screen:



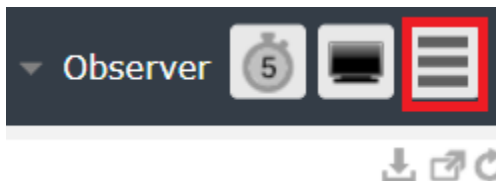
You will receive your user credentials upon set up. For additional users please contact [support](#).

Once logged in, the current user is displayed at the bottom of the page. You can logout from the account by clicking the **Logout** next to the username.

Dashboard Configuration

Accessing the menu

The menu option on the far right allows you to navigate to the different dashboard pages. To change to a different page, click on the menu button to open up the list of pages:



Then select from the following options:

Menu options

The following are the available options under the Menu:

Replicator Share

With Replicator Share, you can monitor records, record types and bytes of data shared out from DataSync Agent.

In **Record Types**, errors are split by type (i.e. ticket.error, incident.error) as shown below.

Replicator Subscribe

With Replicator Subscribe, you can monitor records, record types and bytes of data subscribed to.

In **Record Types**, errors are split by type (i.e. ticket.error, incident.error) as shown below.

Report

The **Replicator** section on the **Report** page provides you a **Download** option that allows you to download a CSV file that contains a daily breakdown of how many records your instances and agents are sharing and subscribing.

An example of the content in the CSV files is as follows:

```
instance,type,date,name,count
dev291,share,1_4_2017,incident.bulk,60000
dev291,share,1_19_2017,incident.bulk,5
dev291,share,1_20_2017,incident.bulk,2
dev291,share,1_24_2017,incident.bulk,1
dev291,share,1_24_2017,task.bulk,1
dev291,share,1_30_2017,incident.bulk,259208
dev068,share,1_21_2017,ticket.bulk,6
```

Click on **Select Date Range** to specify a range of dates to download records. Click on **Download All** to download all record counts.

Layout

There are three different window layouts to choose from. Shown below are examples of the different types of layouts.

2x2 Grid 

1x1 Grid 

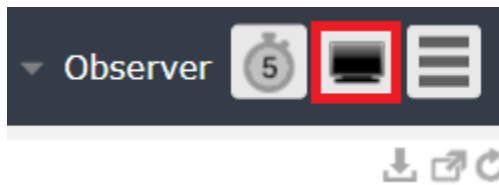
Settings

This option will take you to the settings page where you can adjust the following settings:

- Change Password
 - Change UI Color Theme
 - The option to change the Dashboard's user interface color theme. Current options available are **System** and **Dark**.
-

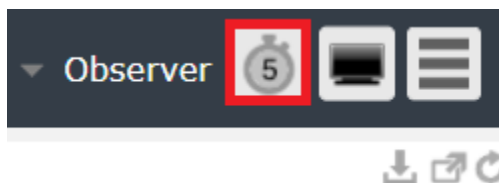
Full screen mode

Full screen mode is an offered feature through dashboard. In order to enable this feature, select the icon with the monitor at the top right:

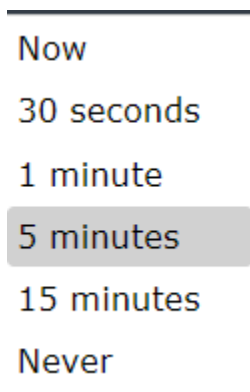


Automatic refresh

Automatic refresh refreshes the dashboard's windows in a selected interval. To change the refresh interval, first start by clicking the timer icon at the top right:

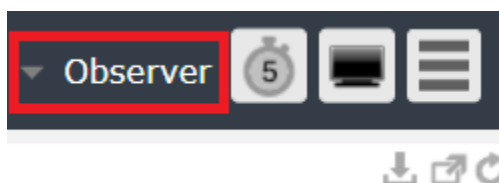


Then select the desired interval:



Accessing Observer

You can access Observer and choose from a list of Observer instances from Dashboard. Start by click on **Observer** at the top right and select the desired instances.





Changing your password

Change password

The **change password** feature allows you to change the password for any of your family's users. These users are used for connecting to Perspectium's Cloud Server (MBS) from your [ServiceNow instances](#) and [DataSync agents](#) as well as viewing your family's Dashboard and Observer for your instances. You will receive your user credentials upon set up but please contact [support](#) if you have any additional questions.

Here's how to change the password for any of your family's users:

1. From your dashboard, click **Menu > Settings** ( )
2. Click **Edit**
3. In the Edit User Password form, select the appropriate User and fill out the rest of the form.

The new password must meet the following criteria:

- minimum of 8 characters
- at least one uppercase letter
- at least one lowercase letter
- at least one non-alphanumeric character

NOTE: To prevent any issues with replicating data, it is recommended that you do the following when changing a user's password:

1. Stop Perspectium jobs in the ServiceNow instance(s) and stop the agent(s) using the user to be changed
2. Change the password in the Dashboard Settings page as mentioned above
3. Restart the Perspectium jobs and the agent