

Log in to ServiceNow using OKTA Single Sign-On

February 2025

Contents

What is OKTA?	2
Step 1: Register for an account with OKTA	2
Step 2: Log in to ServiceNow using OKTA Single Sign-On	9
Need Help?	14

What is OKTA?

OKTA is a cloud-based identity management service used to manage access to our various business tools and products. This authentication method requires users to provide two or more verification factors to gain access to NHS England applications, products, and services.

When you sign up for NHS England applications or one of our digital services, such as the Model Health System, NCIP, or SITREP, you will be required to register with OKTA.

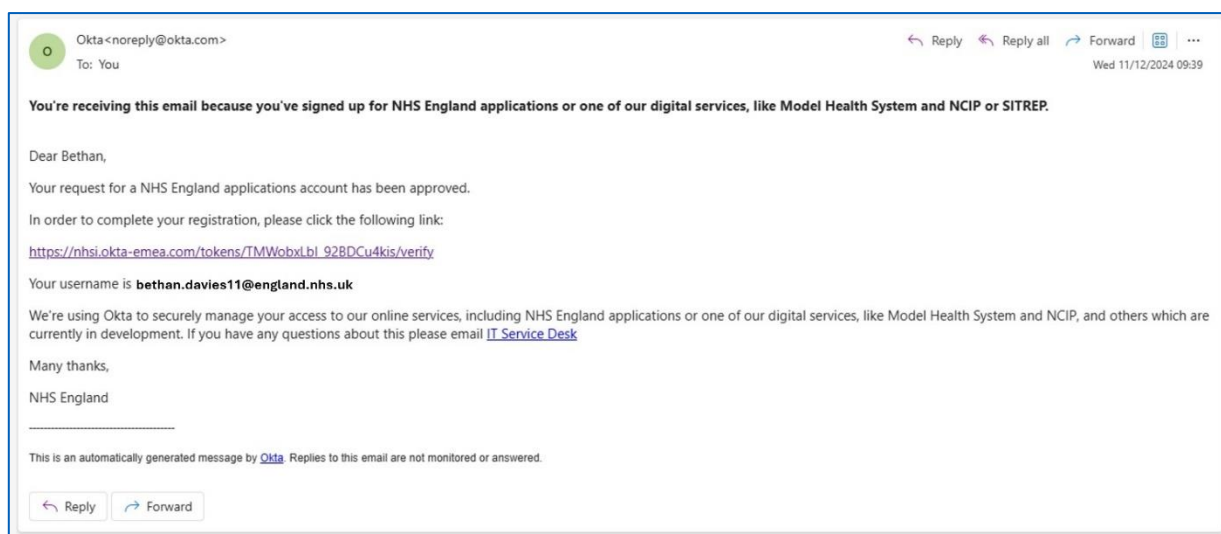
This document will provide guidance on how to set up your OKTA registration, complete the single sign-on steps, and access the NHS England ServiceNow.

Please note: If you have already registered with OKTA then please go directly to [Step 2](#).

Step 1: Register for an account with OKTA

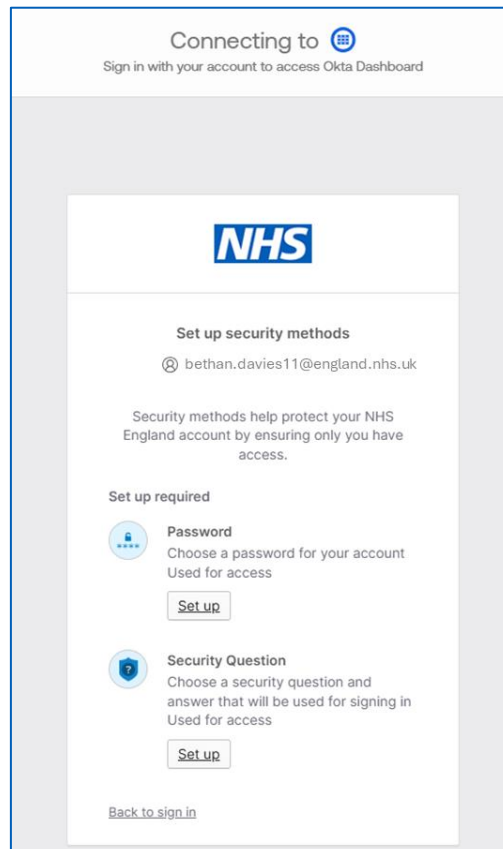
If you are not yet registered with OKTA, you will need to complete your registration.

You should have received an email from OKTA containing a link to register your details and your username.



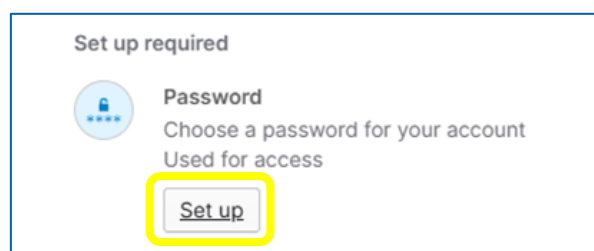
Click on the link in the email which will take you to the **registration page** to complete your registration.

There, you can complete your registration by setting up your security methods.



The screenshot shows a web interface for connecting to an Okta dashboard. At the top, it says "Connecting to" with an Okta logo and "Sign in with your account to access Okta Dashboard". Below this is the NHS logo. The main heading is "Set up security methods" for the user "bethan.davies11@england.nhs.uk". A message states: "Security methods help protect your NHS England account by ensuring only you have access." Under "Set up required", there are two options: "Password" (Choose a password for your account. Used for access. Set up button) and "Security Question" (Choose a security question and answer that will be used for signing in. Used for access. Set up button). At the bottom is a link "Back to sign in".

To set your password, click the **Set up** button.



This is a close-up of the "Set up required" section from the previous screenshot. It shows the "Password" option with the text "Choose a password for your account" and "Used for access". The "Set up" button is highlighted with a yellow rectangle.

Enter your password ensuring you follow the password requirements on the screen.

Then **re-enter your password** and click **Next**.

NHS

Set up password

bethan.davies11@england.nhs.uk

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 5 passwords

Enter password

Re-enter password

Next

[Return to authenticator list](#)

[Back to sign in](#)

Now you will need to set your Security Question, click the **Set up** button.

NHS

Set up security methods

bethan.davies11@england.nhs.uk

Security methods help protect your NHS England account by ensuring only you have access.

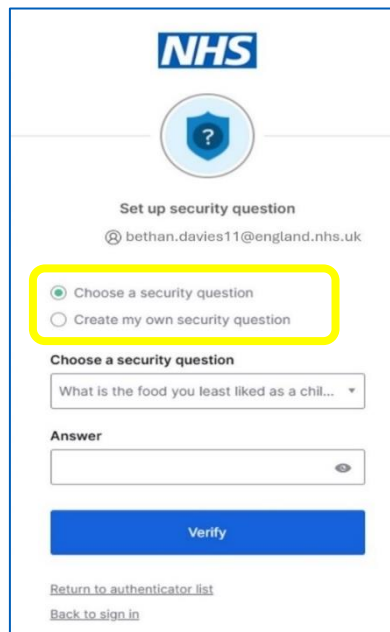
Set up required

Security Question
Choose a security question and answer that will be used for signing in
Used for access

Set up

[Back to sign in](#)

You can choose a security question from the drop-down list or create your own security question. **Select** which option you would prefer.



NHS

Set up security question
@ bethan.davies11@england.nhs.uk

☒ Choose a security question
☐ Create my own security question

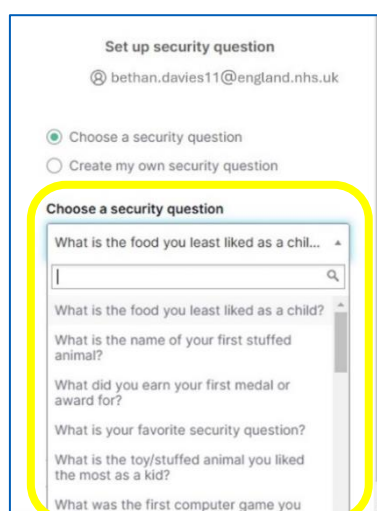
Choose a security question
What is the food you least liked as a chil... ▼

Answer
[Text input field]

Verify

[Return to authenticator list](#)
[Back to sign in](#)

If you prefer to choose a security question, **select a question from the drop-down menu.**



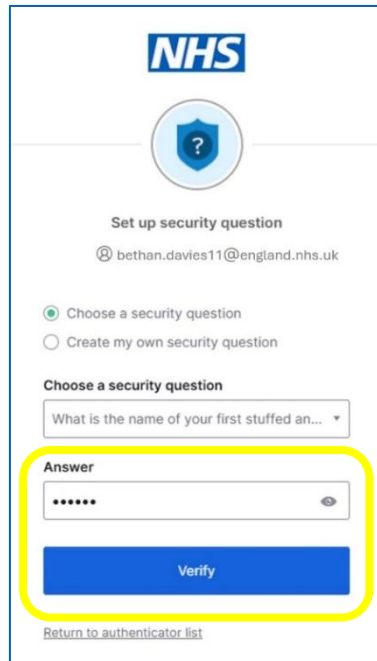
Set up security question
@ bethan.davies11@england.nhs.uk

☒ Choose a security question
☐ Create my own security question

Choose a security question
What is the food you least liked as a chil... ▼

- What is the food you least liked as a child?
- What is the name of your first stuffed animal?
- What did you earn your first medal or award for?
- What is your favorite security question?
- What is the toy/stuffed animal you liked the most as a kid?
- What was the first computer game you

After selecting a security question, enter your answer in the **Answer** field and click the **Verify** button.



NHS

Set up security question

@ bethan.davies11@england.nhs.uk

☒ Choose a security question
☐ Create my own security question

Choose a security question

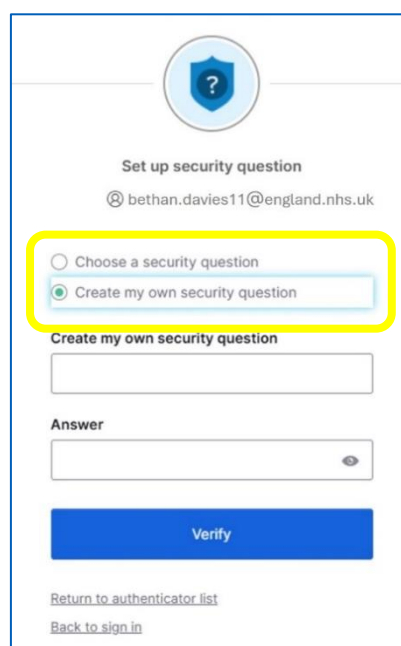
What is the name of your first stuffed an... ▼

Answer

Verify

[Return to authenticator list](#)

If you would prefer to create your own security question, select the **create my own security question** option.



Set up security question

@ bethan.davies11@england.nhs.uk

☐ Choose a security question
☒ Create my own security question

Create my own security question

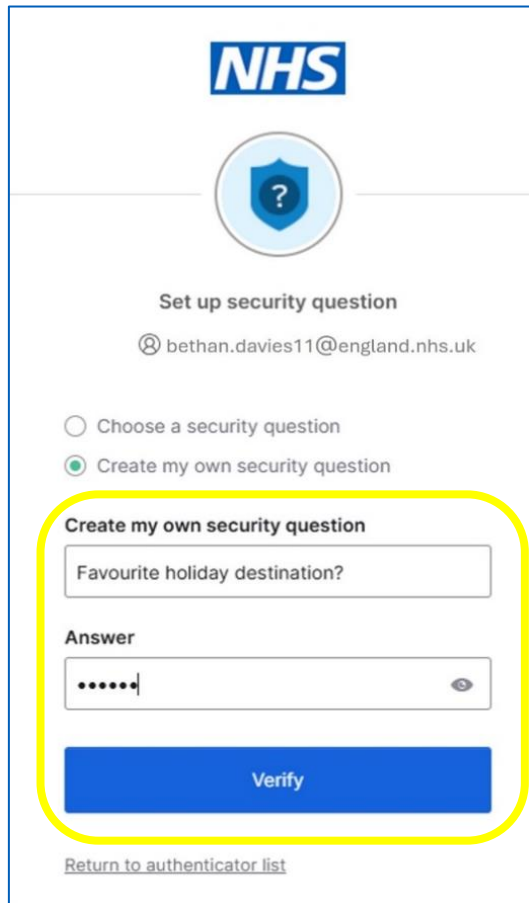
Answer

Verify

[Return to authenticator list](#)
[Back to sign in](#)

Enter your question in the **Create my own security question** field.

Enter your answer in the **Answer** field and click the **Verify** button.



NHS



Set up security question

@ bethan.davies11@england.nhs.uk

☐ Choose a security question

☒ Create my own security question

Create my own security question

Favourite holiday destination?

Answer

.....

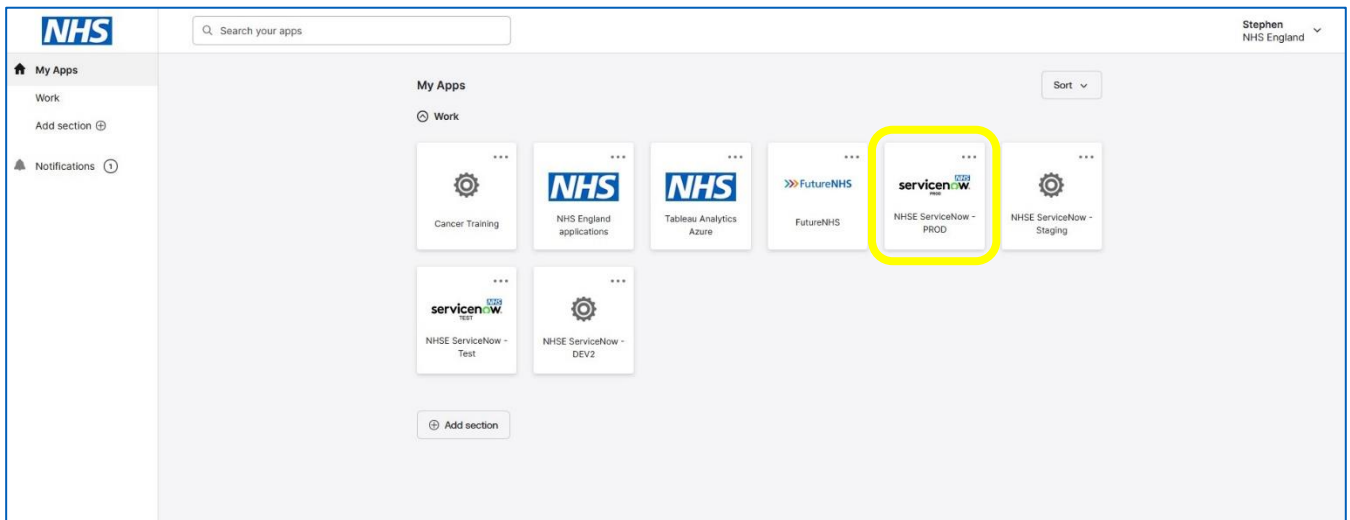
Verify

[Return to authenticator list](#)

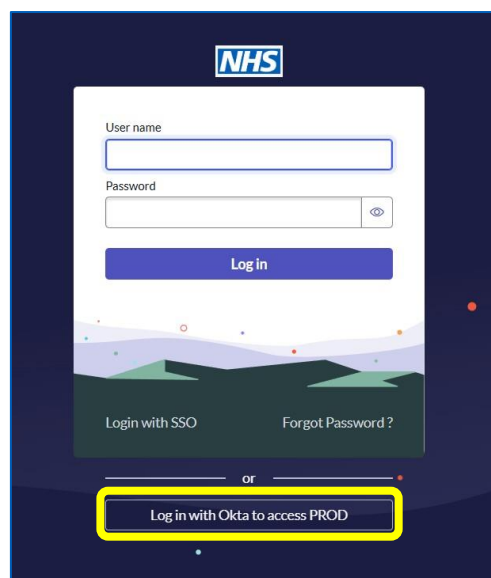
You will now be directed to the **NHS Apps library**.

Log in to ServiceNow using OKTA Single Sign-On

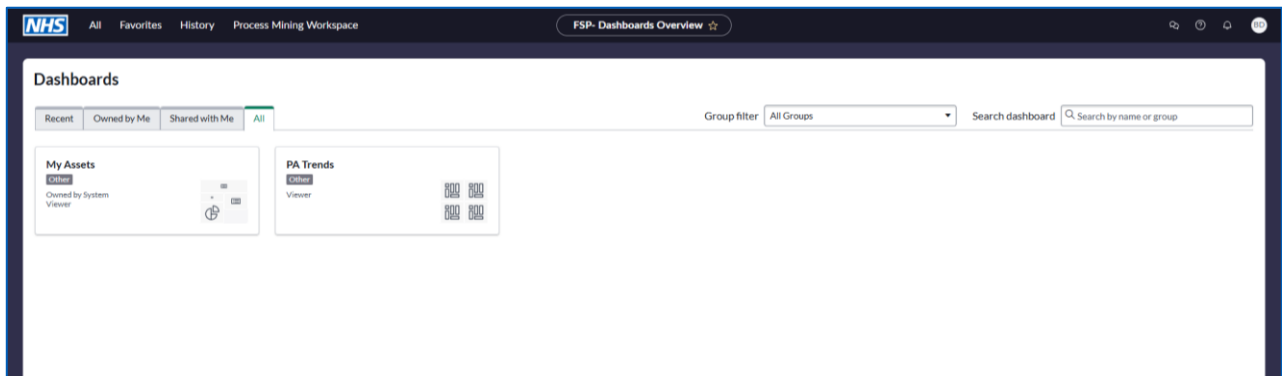
To access ServiceNow, select **ServiceNow PROD** app.



You will be directed to the log in screen. Click the **Log in with Okta to access PROD** button.



You will be directed to **ServiceNow**.

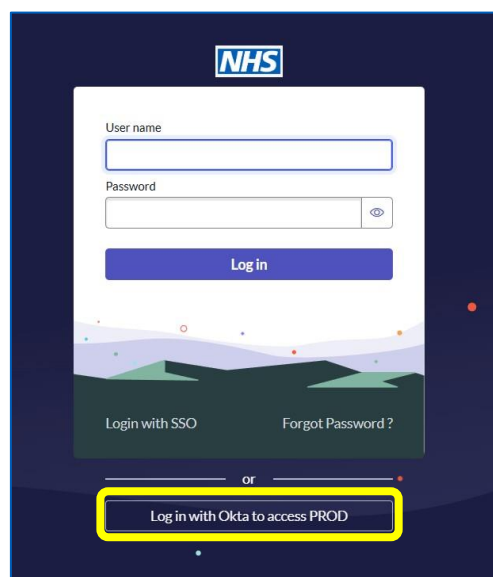


Step 2: Log in to ServiceNow using OKTA Single Sign-On

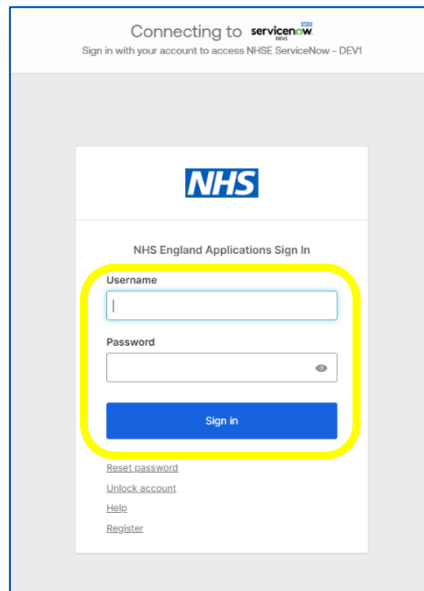
To log into **ServiceNow** click on the following URL:

<https://futureservices.service-now.com/login>

Alternatively you can copy and paste the URL into your browser. You will be directed to the log in screen. Click the **Log in with Okta to access PROD** button.



You will be directed to the OKTA sign in page. Enter your **username** and **password**, then click **Sign in**.



Connecting to **servicenow**
Sign in with your account to access NHSE ServiceNow - DEV1

NHS

NHS England Applications Sign In

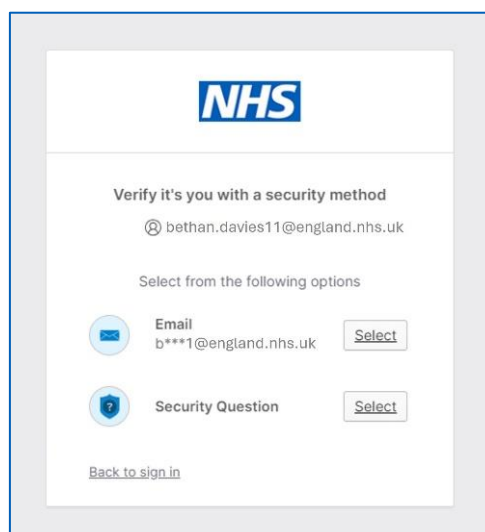
Username
|

Password
[password field] [eye icon]

Sign In

[Reset password](#)
[Unlock account](#)
[Help](#)
[Register](#)

You will be asked to verify your account using the security method you set up during your OKTA registration.



NHS

Verify it's you with a security method

Ⓜ bethan.davies11@england.nhs.uk

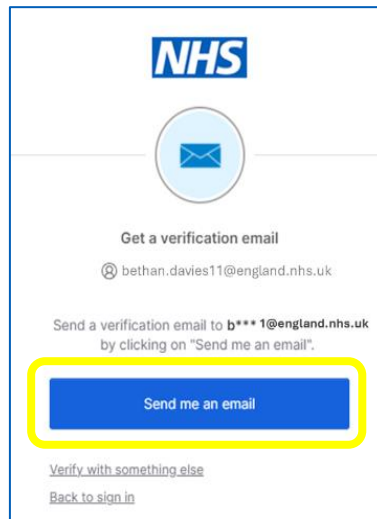
Select from the following options

 **Email**
b***1@england.nhs.uk [Select](#)

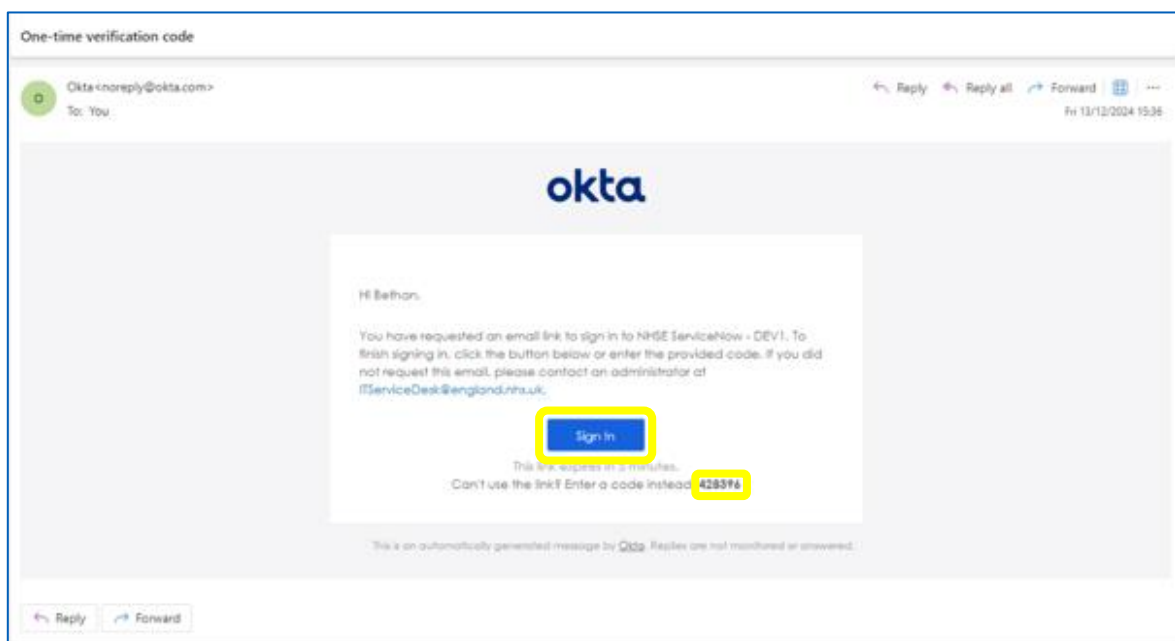
 **Security Question** [Select](#)

[Back to sign in](#)

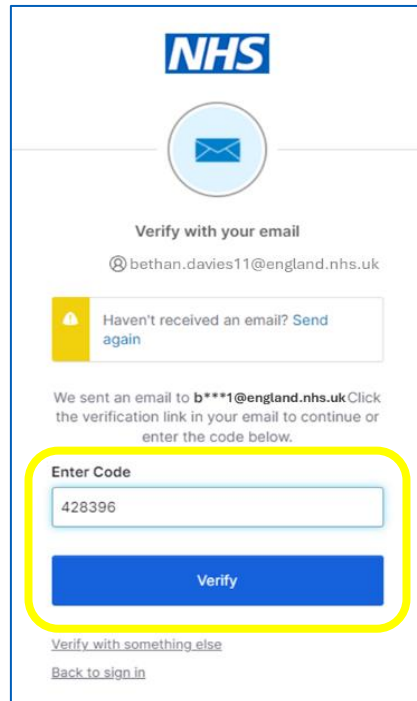
Click **Select** to verify your account by Email. To receive a verification email, click the **Send me an email** button.



Check your email and click **sign in** button to finish signing in.

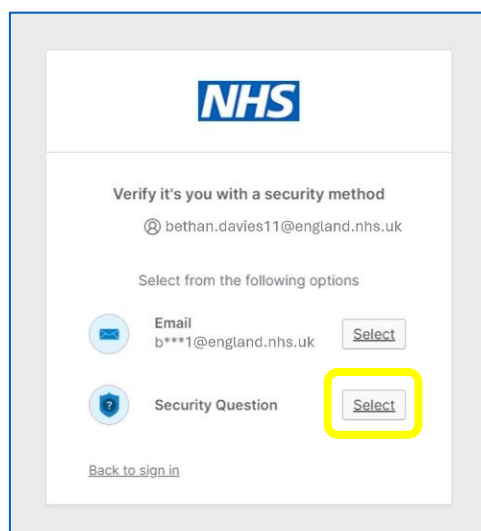


Or enter the **verification code** in the field provided and click **Verify**.



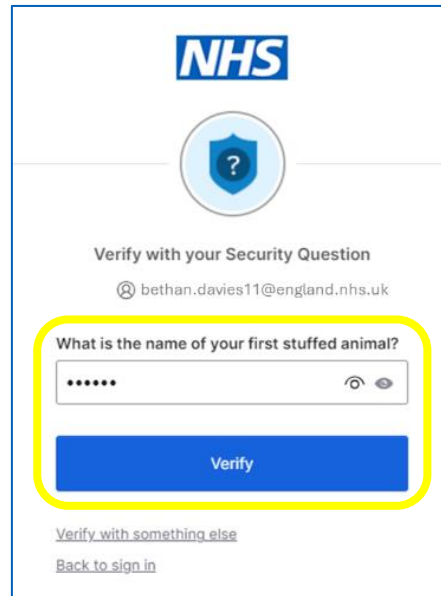
The screenshot shows the NHS login verification interface. At the top is the NHS logo. Below it is an email icon in a circle. The text 'Verify with your email' is followed by the email address 'bethan.davies11@england.nhs.uk'. A yellow box highlights the 'Enter Code' section, which contains a text input field with the code '428396' and a blue 'Verify' button. Above the code field is a link 'Haven't received an email? Send again'. Below the code field are links for 'Verify with something else' and 'Back to sign in'.

Alternatively, to Verify with your Security Questions. Click **Select**.



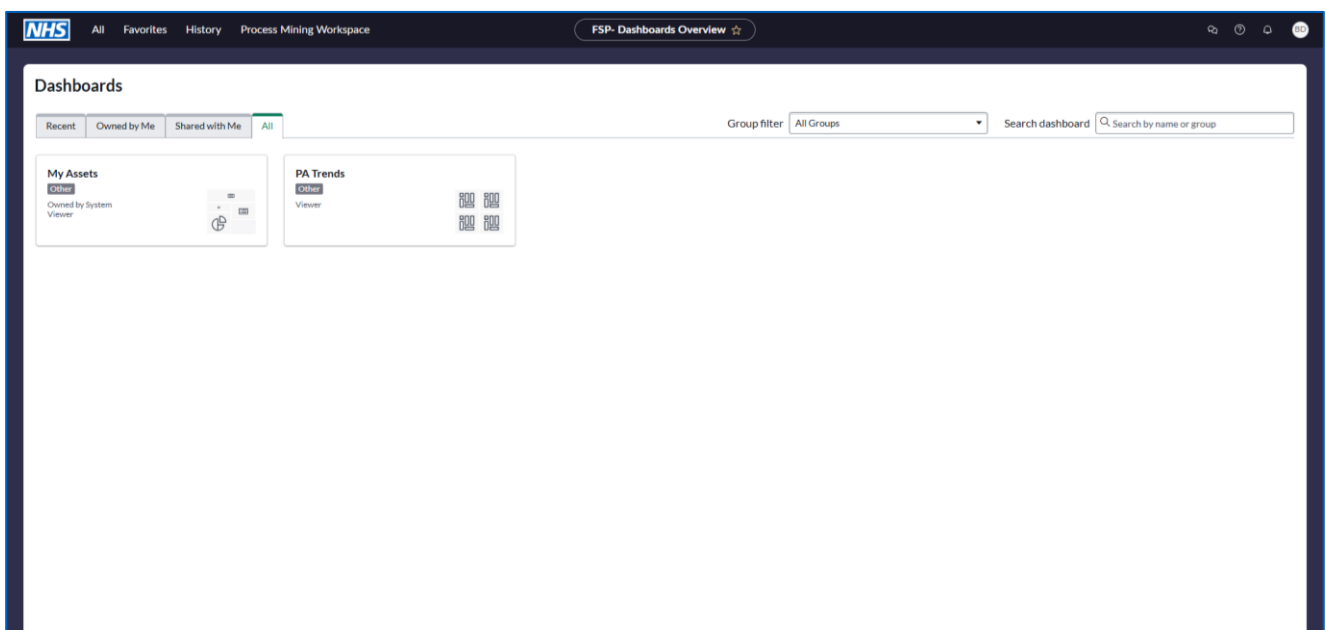
The screenshot shows the NHS login verification interface for security methods. At the top is the NHS logo. Below it is the text 'Verify it's you with a security method' followed by the email address 'bethan.davies11@england.nhs.uk'. The text 'Select from the following options' is followed by two options: 'Email' with a 'Select' button and 'Security Question' with a 'Select' button. A yellow box highlights the 'Security Question' option and its 'Select' button. At the bottom is a link 'Back to sign in'.

Enter the answer to your Security Question and click **Verify**.



The image shows a security verification screen for NHS. At the top is the NHS logo. Below it is a circular icon with a question mark. The text "Verify with your Security Question" is displayed, followed by the email address "bethan.davies11@england.nhs.uk". A yellow box highlights the security question input area, which contains the question "What is the name of your first stuffed animal?", a text input field with six dots, and a "Verify" button. Below the input field are two links: "Verify with something else" and "Back to sign in".

You will be directed to **ServiceNow**.



Need Help?



If you have any technical questions or queries, please call 0300 303 4868 or email the IT Service Desk at itservicedesk@england.nhs.uk.