

Creating Your Own Personal ServiceNow Test Instance

Creating a personal test/developer instance is fast and easy.

1. If you don't already have an account on ServiceNow's developer site, go to <https://developer.servicenow.com/app.do#!/home> and click **Register** in the top left corner.
2. Fill out the registration information using a valid email address.
3. After verifying your registration, log in to the [ServiceNow developer site](#).
4. On the Manage menu, choose the **Instance** menu option.
5. Click **Request Instance**.
6. Choose the instance version **Madrid**.
7. When the instance is assigned, the screen updates to display the instance URL and the admin credentials. If you navigate away from the Manage Instance page, you will receive your instance name and admin password by email. Copy the admin password to the clipboard.
8. Click the instance link to open the instance in a new browser tab.
9. Log in to the instance:
User: admin
Password: <password you copied to the clipboard>
10. After logging in for the first time, you are prompted to change the admin password. Passwords must be at least 8 characters long and contain a digit, an uppercase letter, and a lowercase letter.
11. Your instance will open to the System Administration homepage. To test creating incidents, searching the knowledge base, requesting services you need to navigate to the Service Portal. You can get there by adding "sp" after "service-now.com/"
Example: <https://devXXXXX.service-now.com/sp> or type " Service Portal" in the top left search box and click on it in the results list to the left.
12. Enjoy getting to know ServiceNow with your very own instance. Have fun!

Instance Activity

To keep the developer program free and provide instances to everyone who wants one, instances hibernate when they are idle. You can wake up a hibernating instance by navigating to Manage > Instance on the [ServiceNow developer site](#). It takes approximately three minutes to wake up a hibernating instance. Your work is saved on hibernating instances.

If there is no instance activity within 10 days, the instance is reclaimed. Reclaimed instances and their data cannot be recovered. Log in to your instance and use it regularly (at least once a week) to keep the instance active.

You can read more about hibernation and instance activity on the [ServiceNow developer site FAQ](#).

NOTE: There is no way to recover a reclaimed instance or its database.