Lab Goal

This lab explains how to create a mobile view of the application.

Your printed lab guide has pre-Eureka information. Please refer to below to complete this lab.

Lab 13
Making an Application Mobile

Making the Application Mobile

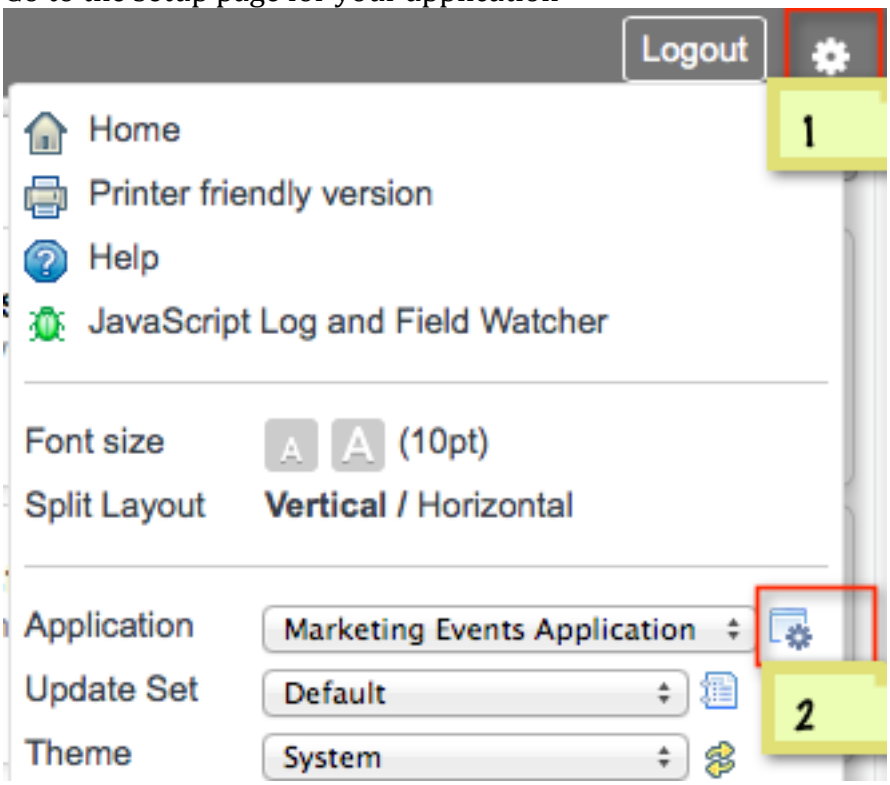
Given the ubiquity of smartphones and tablets, it is important that your applications are not only accessible from multiple mobile devices, but also provide an optimal experience for each device's user. Fortunately, the ServiceNow Service Automation Platform does the "heavy lifting" here for you. When access is through a mobile device, the screens are automatically reformatted to make your application more "mobile-friendly," across multiple device types and operating systems. For Apple iPad users, the ServiceNow platform delivers an iPad-specific view. The UI on the iPad looks and feels more like a native application than just browser-based access.

As an application developer or administrator you can further help optimize the mobile experience by creating a mobile-specific view of your application, eliminating or rearranging selected fields. In this lab, we will first create a mobile-specific view to browse the list of events. Then, we'll explore how our application looks on the iPad.

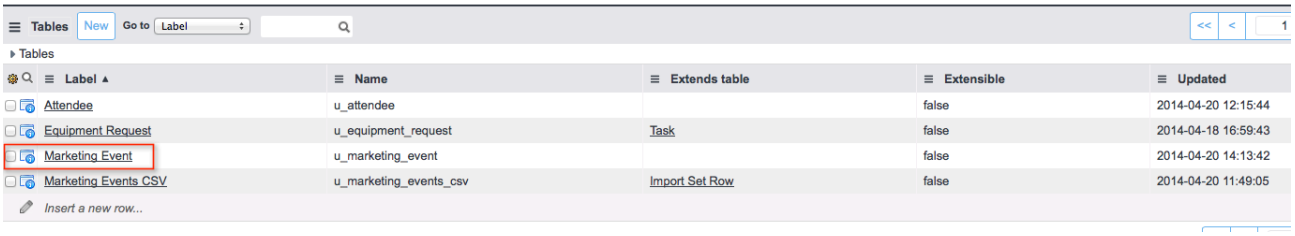
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We will use the Form Design feature to create a mobile specific view of Marketing Event. We will eliminate a few field from the mobile view, to account for the smaller screen size.

1. Go to the setup page for your application

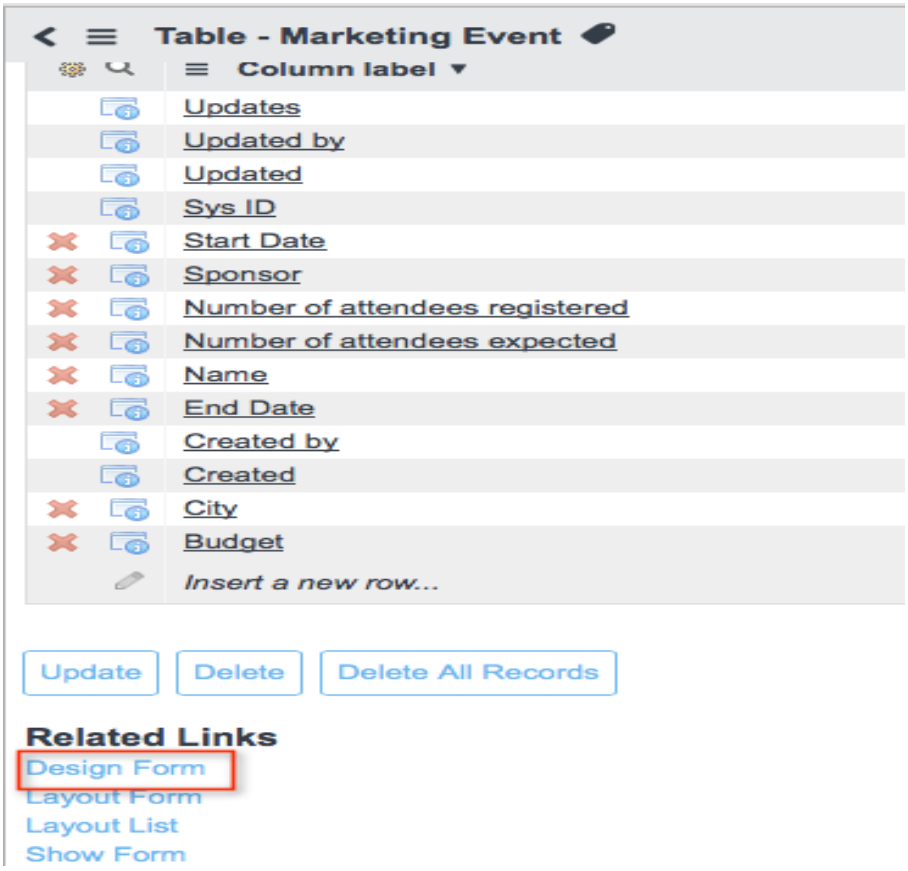


2. Select the Marketing Event table



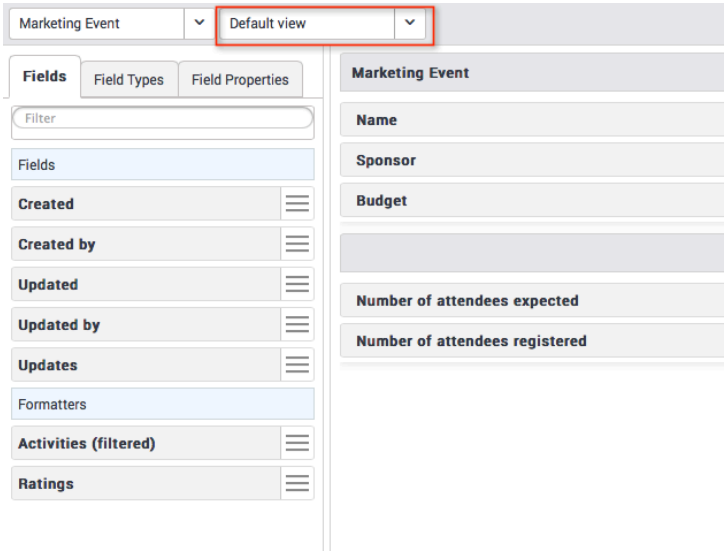
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3. Select Design Form in the related list

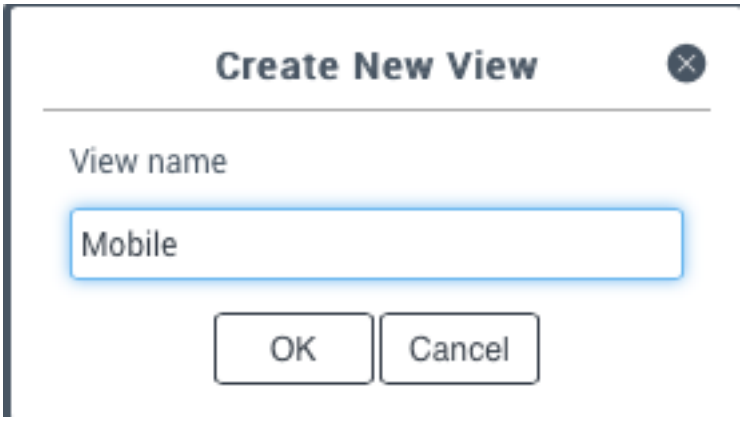


4. Click the drop down and select the option New

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5. Name the view Mobile

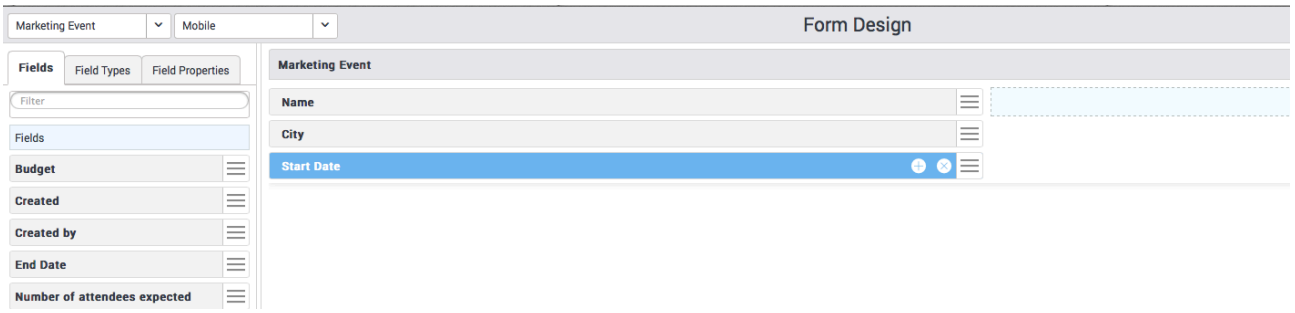


6. Remove all fields with the exception of Name, City and Start Date by clicking on the top and then clicking the x button

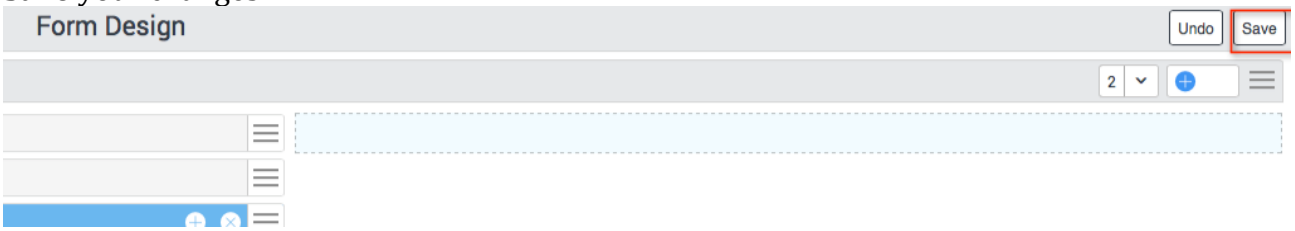


Your completed view should look like this

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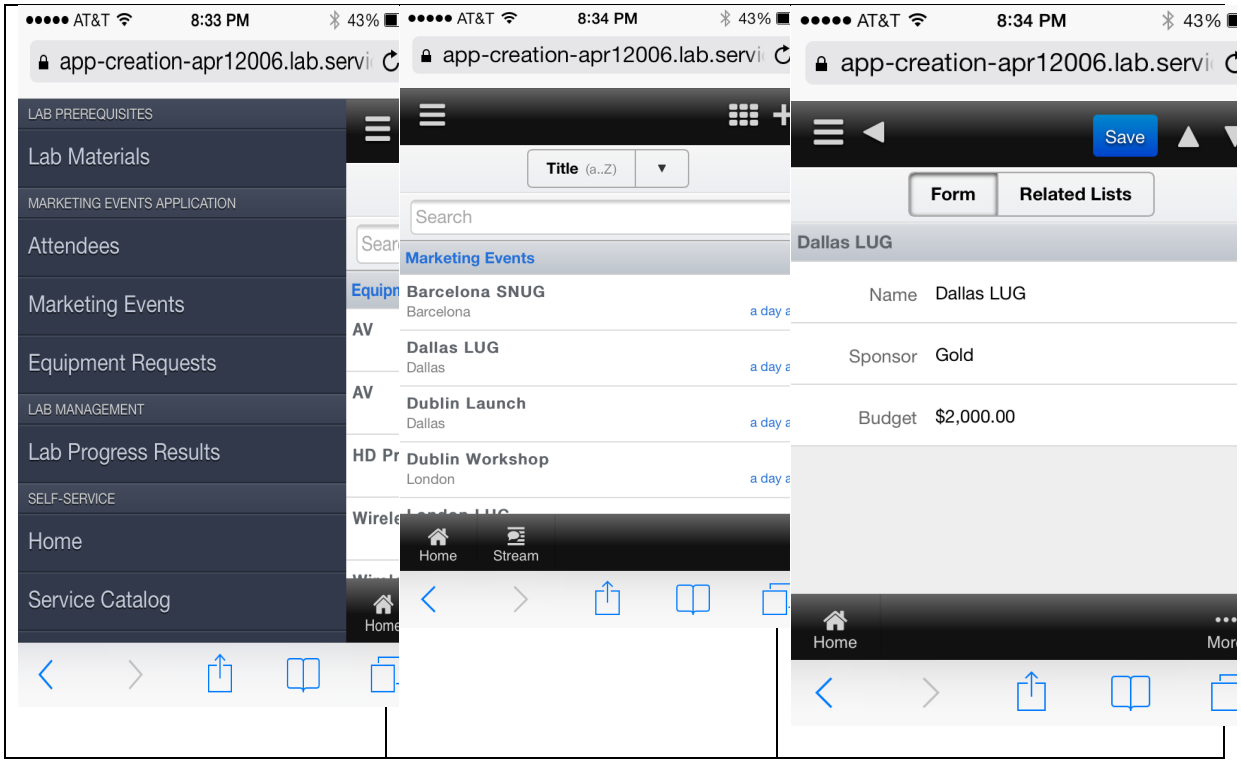


7. **Save** your changes



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8. To test login into your instance from your mobile device and go to the marketing events application. See the following screens for what you should see (these screen shots were taken on an iPhone 4S – your screens may look slightly different). Notice that when we look at a Marketing Event record, we only see the fields that we made available in the Mobile view.

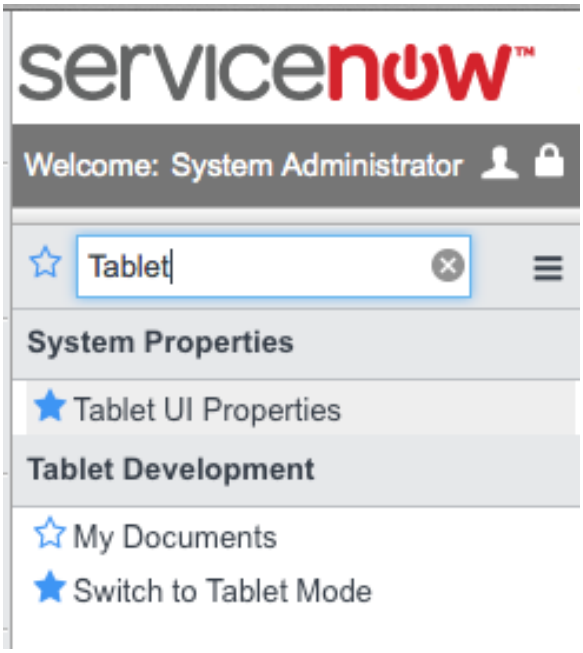


The ServiceNow iPad Interface

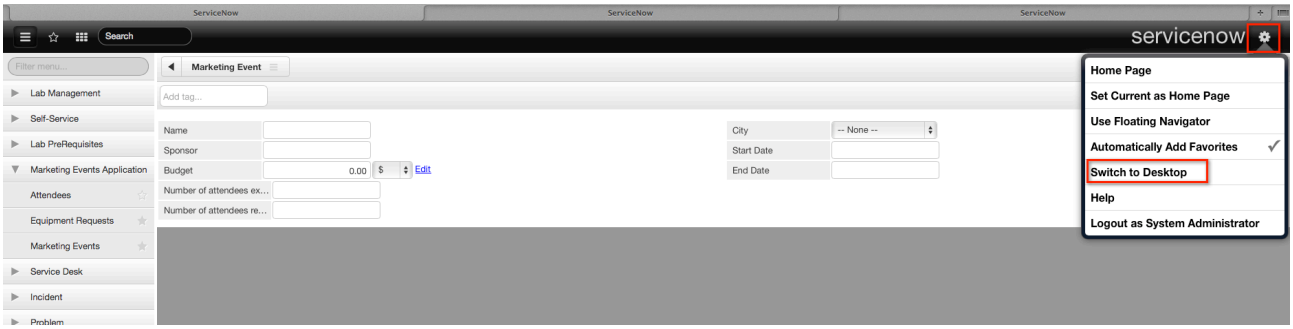
As mentioned earlier, if you access an application from an iPad, the ServiceNow platform recognizes that, and will automatically send an iPad-specific view. You can test this by accessing the application either from an actual iPad, the iPad simulator or by switching to the tablet view from the browser. To switch to the tablet view

1. Navigate to the Switch to Tablet Mode

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2. Your view will switch to a tablet view.
3. To switch back to the desktop view click on the Gear icon on top right and select Switch to Desktop



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