knowledge14
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Lab Guide

Content Management System 201: Create a Custom Service Portal

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Lab instance: https://**<<name>>**.lab.service-now.com

Login / Passwords:

admin / Knowledge14

itil / Knowledge14

employee / Knowledge14

Lab Goal

A great CMS implementation starts with a great design!

In this lab you will review some design proofs and decide how you will implement them using Content Blocks.

Lab 1
Design
Analysis

Our client, Cloud Dimensions have decided they are going to use ServiceNow's HR Service Automation application.

They would like to create a HR Portal, named ***myHR***, which will allow employees to:

1. Browse the HR Catalog
2. View HR Knowledge documents
3. Follow-up on their registered HR Cases

Based upon this, they have decided that they would like to create the following CMS Pages.

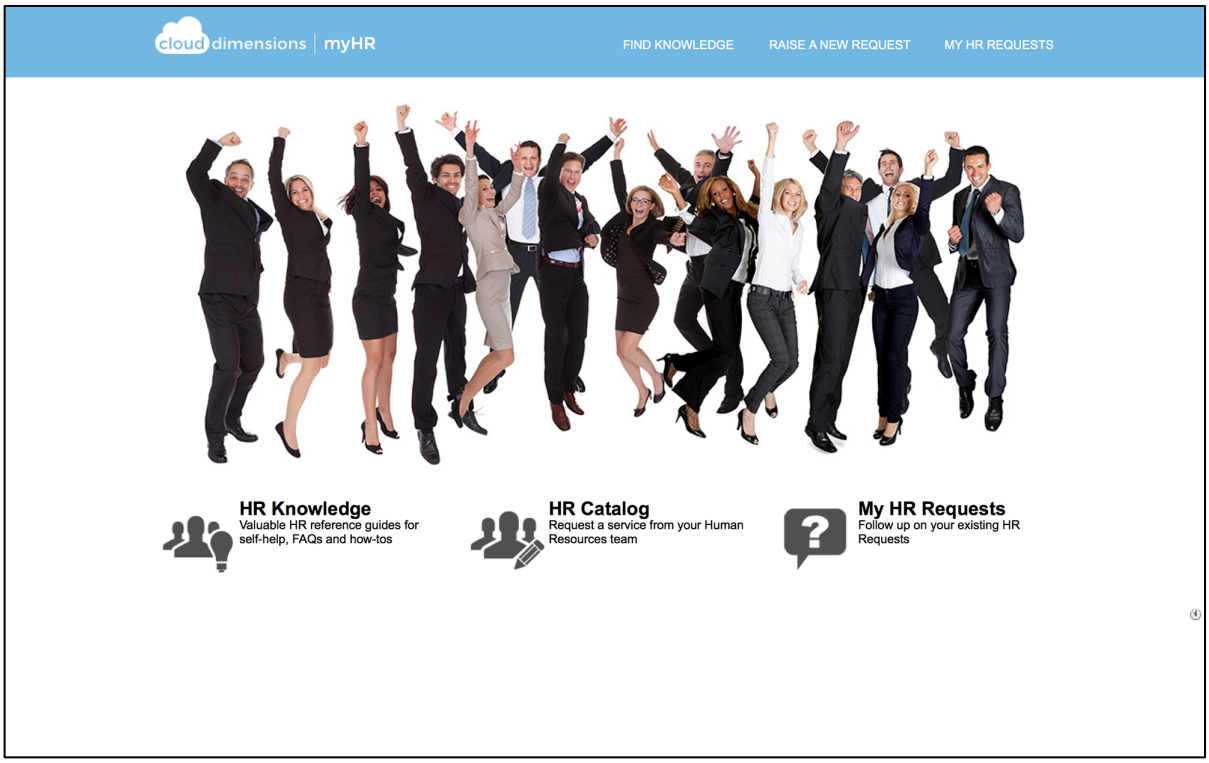
- **myHR – Home:** The entry point for the portal.
- **myHR – Catalog:** Allows the end user to browse the HR Catalog and submit a new HR Case
- **myHR - Knowledge:** Allows the end user to browse and view Knowledge documents under the Human Resources Topic.
- **myHR – Requests:** Allows the end user to view the status of their existing HR Requests.

Their designers have provided a number of design proofs, we need to review these and work out how we will realize the design using ServiceNow's Content Management System (CMS).

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Review design proof: myHR - Home

The first page that will be created is the **myHR - Home**. Cloud Dimensions have asked us to build the page based on the following design proof:



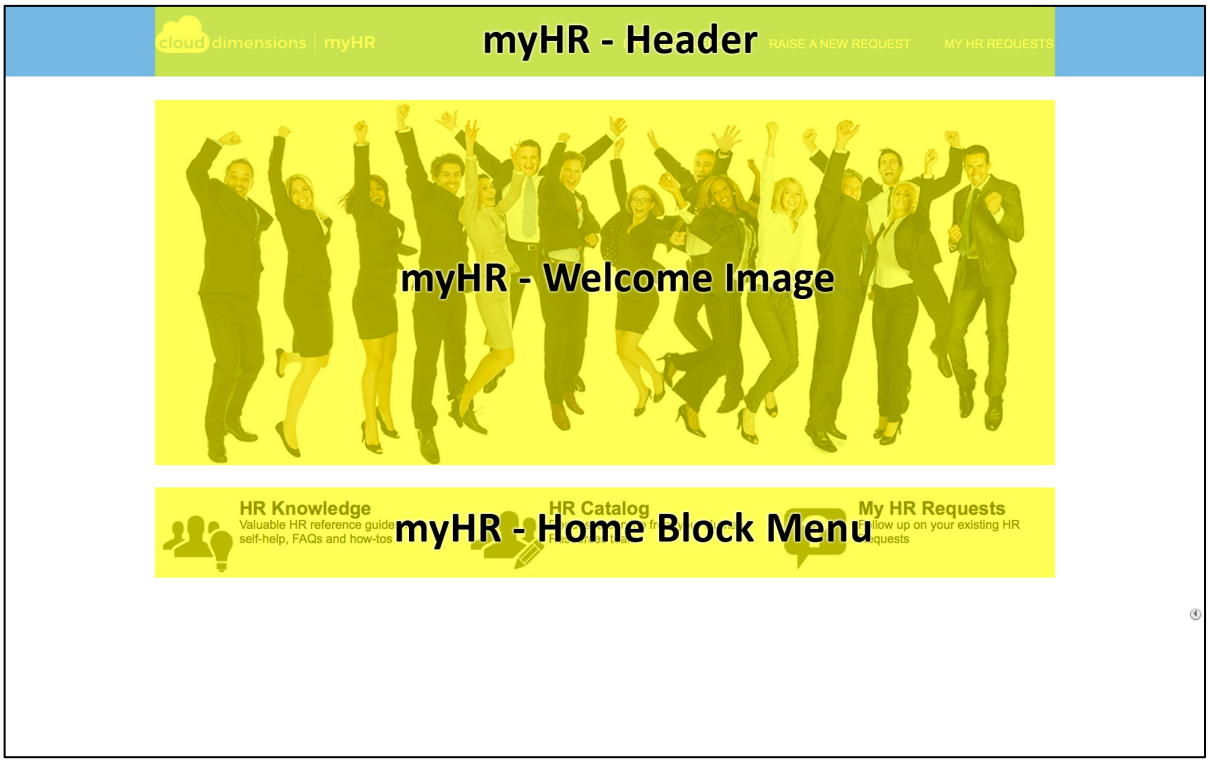
We need to break this design down into Content Blocks.

1. Analyze the above design proof and think about how you would break it down into Content Blocks

2. Draw an outline around each of your proposed Content Blocks.

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Here's how we will break down the design proof into Content Blocks. How close was your outline?



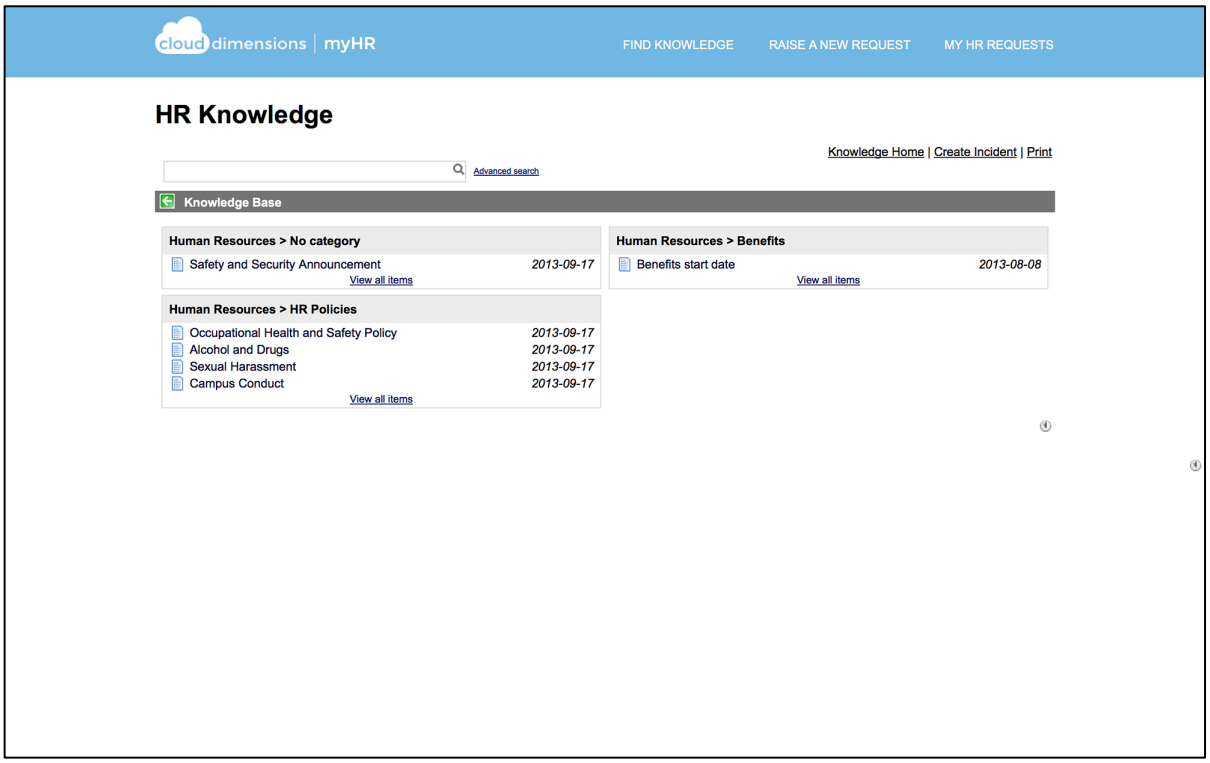
These three blocks will be created as follows:

- **myHR – Header:** *Header block*, containing a menu for the navigation links displayed on the right-hand side.
- **myHR – Welcome Image:** *Dynamic block*
- **myHR – Home Block Menu:** *Navigation Menu – Block Menu* with the three options created as Menu Sections.

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Design proof review: myHR - Knowledge

The next page we will look at is the **myHR – Knowledge**. The following mockup has been provided:



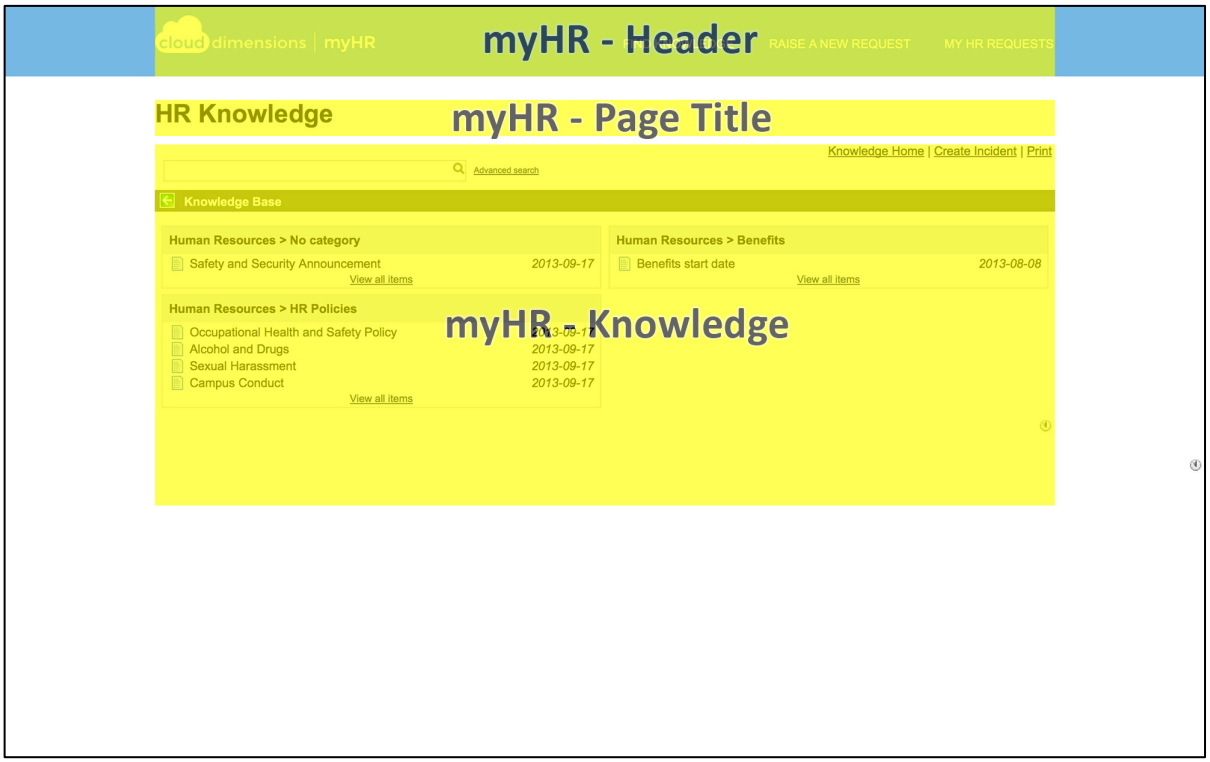
This page also needs to be broken down into Content Blocks, as before:

1. Analyze the above design proof and think about how you would break it down into Content Blocks

2. Draw an outline around each of your proposed Content Blocks.

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Here's how we will break down the design proof into Content Blocks. How close was your outline?



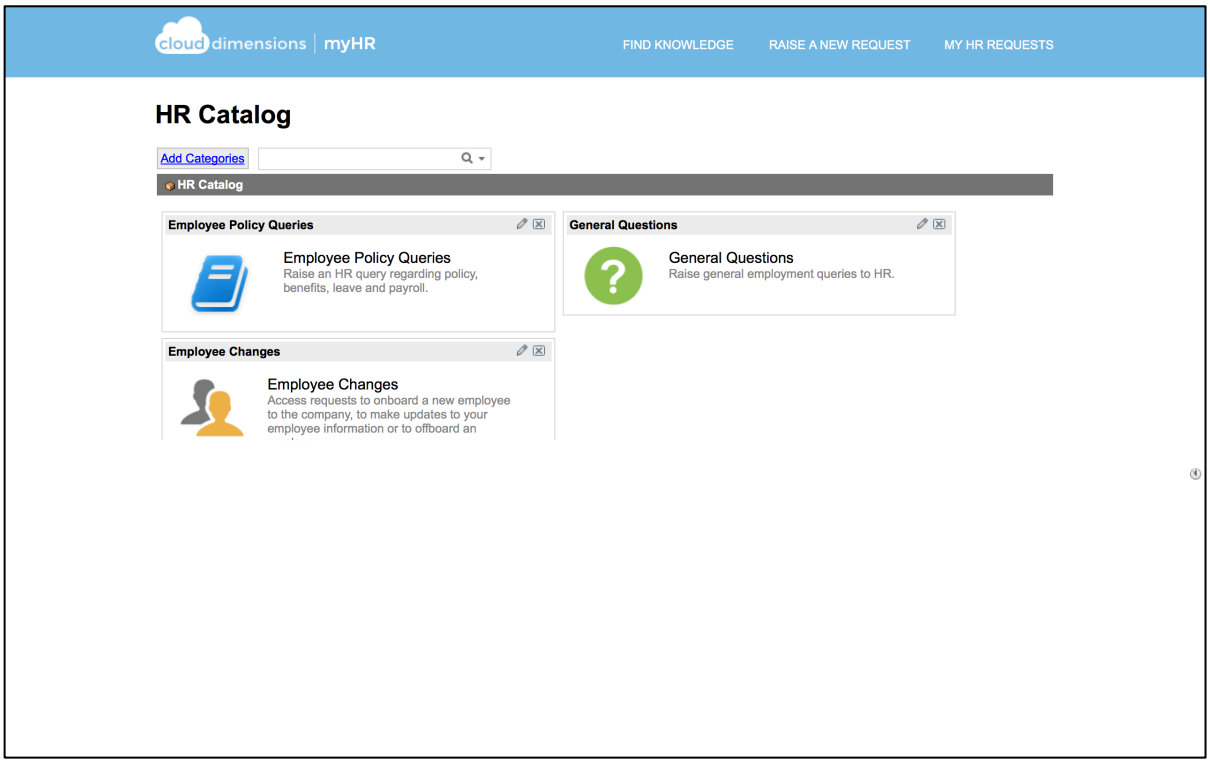
These three blocks will be created as follows:

- **myHR – Header:** *Header block*, this looks like the one from the myHR – Home page, maybe this can be reused?
- **myHR – Page Title:** Dynamic block that displays the Current Page's Title
- **myHR – Knowledge:** *iFrame*, this content block displays the content from the HR Topic in the Knowledge Base.

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Design proof review: myHR - Catalog

The next page we will look at is the **myHR – Catalog Page**. The following mockup has been provided:



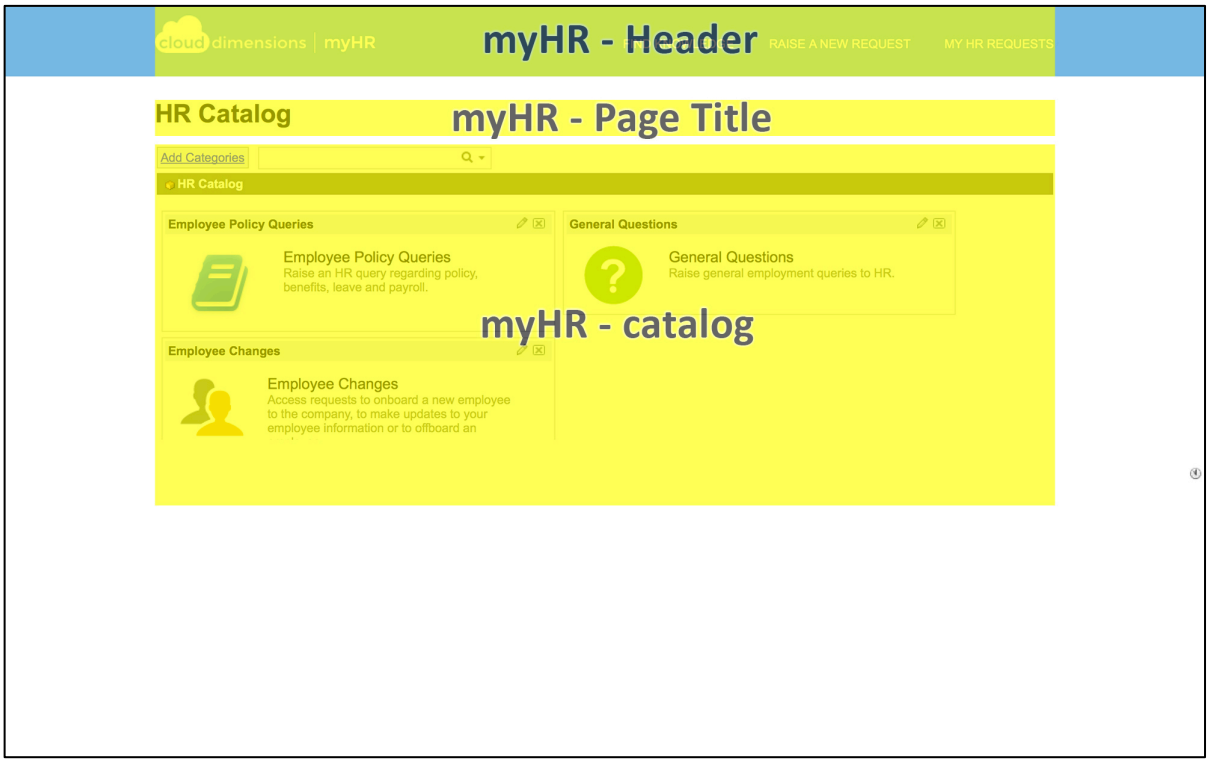
This page also needs to be broken down into Content Blocks, as before:

1. Analyze the above design proof and think about how you would break it down into Content Blocks

2. Draw an outline around each of your proposed Content Blocks.

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Here's how we will break down the design proof into Content Blocks. How close was your outline?



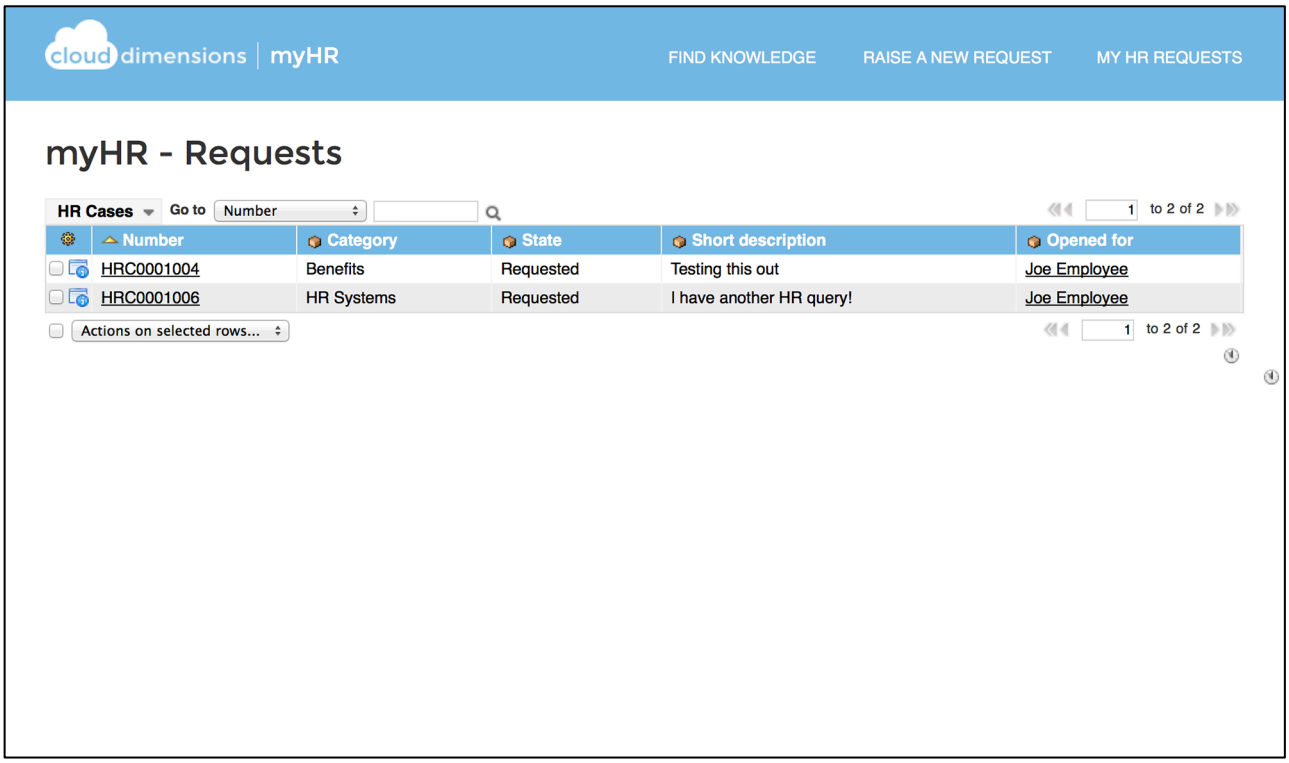
These three blocks will be created as follows:

- **myHR – Header:** *Header block*, this looks like the one from the myHR – Home page, maybe this can be reused?
- **myHR – Page title:** Dynamic block that displays the Current Page's Title
- **myHR – Catalog:** *iFrame* that is configured to display the HR Catalog

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Design proof review: myHR - Requests

The final page we will look at is the **myHR – Requests**. The following mockup has been provided:



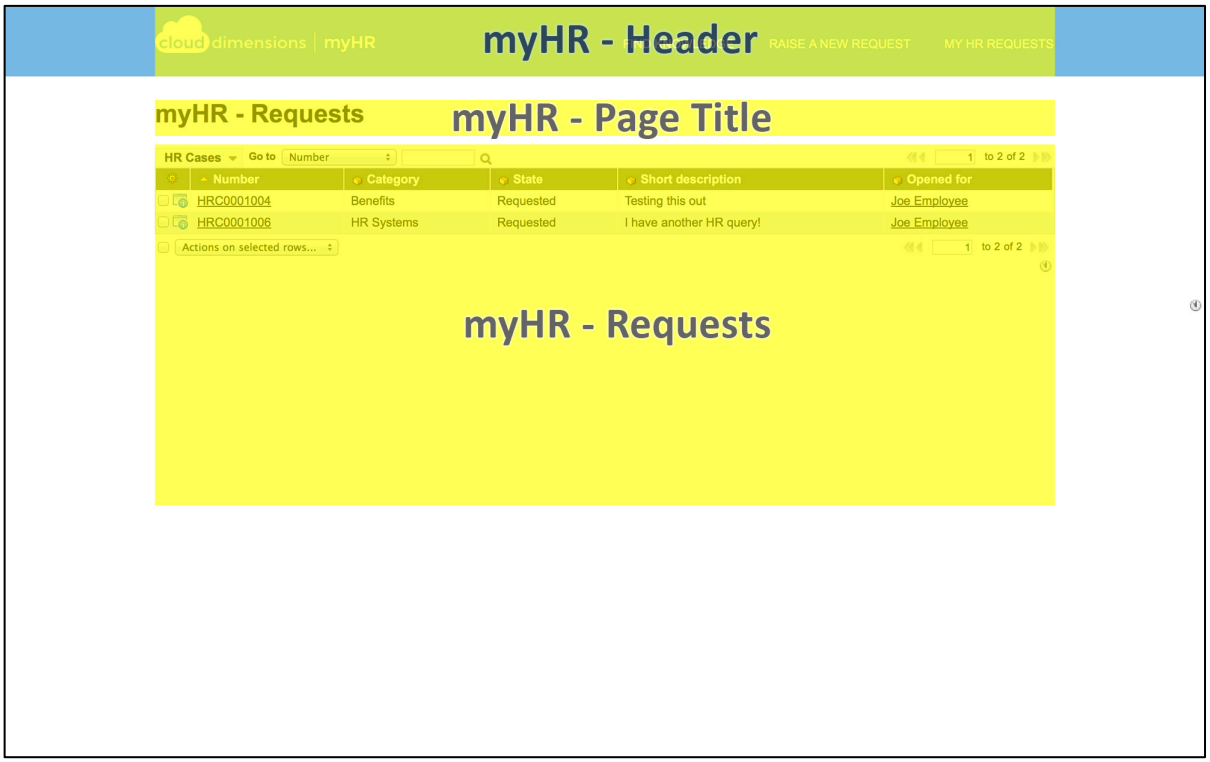
Once again, we will break it apart into content blocks.

1. Analyze the above design proof and think about how you would break it down into Content Blocks

2. Draw an outline around each of your proposed Content Blocks.

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Here's how we will break down the design proof into Content Blocks. How close was your outline?



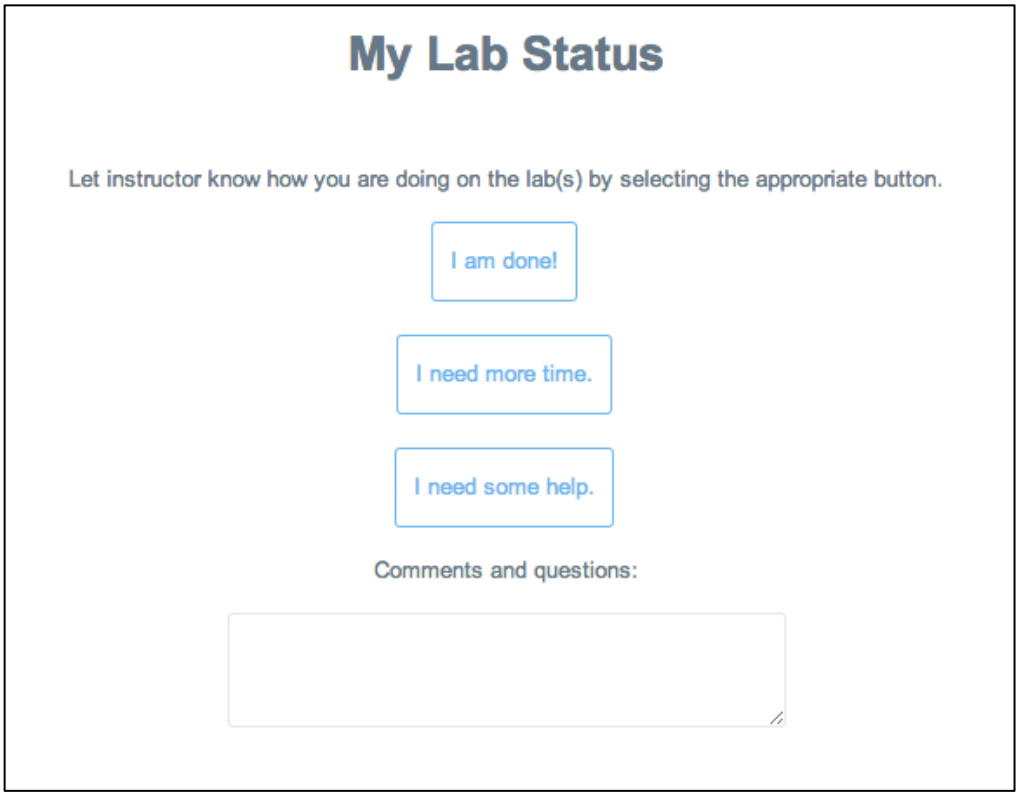
These three blocks will be created as follows:

- **myHR – Header:** *Header block*, this looks like the one from the myHR – Home page, maybe this can be reused?
- **myHR – Page title:** Dynamic block that displays the Current Page's Title
- **myHR – Requests:** *iFrame,* this block will display my HR Requests using a standard ServiceNow list.

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Lab Completion

1. Navigate to **Lab Management > Report Lab Progress** and click I am done!



NOTE: Click the other buttons for future labs if you need more time or some help.

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Lab Goal

Lab 2
Create the Homepage

To start with, we will create the Site and the home page. At the end of this lab, we should have a basic version of the **myHR –Home** page.

Our approach will be:

1. Create the myHR Site
2. Create the Content Blocks displayed on the myHR – Home page
3. Create the myHR – Home page
4. Add the Content Blocks to our page.

Create the myHR Site

The first step is to create a Site to house our pages, we are going to make it available at https://<<name>>.lab.service-now.com/myhr.

1. Navigate to **Content Management > Sites**
2. Click **New**
3. Complete the form as follows:

   Name: **myHR**
   URL suffix: **myhr**
   Default layout: **k14_single_column**

4. Click **Submit** to save the record.

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Creating the Header

The header will be made up of the following components:



Create the *Bottom menu*

The **Bottom menu** field on the Header record allows us to reference an existing Menu record that will be incorporated into the Header when the page is rendered. We will use this field to display the navigation links on the right-hand side of the header.

Our Menu will contain three Menu Sections, one for each of the links in the design proof: *Find Knowledge, Raise a New Request and My HR Requests*.

We will create this Menu first, so that we can include it into our Header later on.

1. Navigate to **Content Management > Navigation Menus**

2. Click **New**

3. Select **Drop Down Menus for Headers**

4. Complete the form as follows:

   Name: **myHR - Header menu**

5. Right-click on the Form Header and select **Save.**

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Add the *Find Knowledge* menu section

1. Scroll down to the **Menu Sections** related list

2. Click **New**

3. Complete the form as follows:

   Name: **Find Knowledge**
   Order: **100**

4. Click **Submit**

NOTE: We have not yet created the **myHR – Knowledge** page, we'll link this Menu Section to the appropriate Page once we have created it.

Add the *Raise a new Request* menu section

1. Scroll down to the **Menu Sections** related list

2. Click **New**

3. Complete the form as follows:

   Name: **Raise a New Request**
   Order: **200**

4. Click **Submit**

NOTE: We have not yet created the **myHR – Catalog** page, we'll link this Menu Section to the appropriate Page once we have created it.

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Add the *My HR Requests* menu section

1. Scroll down to the **Menu Sections** related list

2. Click **New**

3. Complete the form as follows:

   Name: **My HR Requests**
   Order: **300**

4. Click **Submit**

NOTE: We have not yet created the **myHR – Requests** page, we'll link this Menu Section to the appropriate Page once we have created it.

Create the Header Block

We have built out the Bottom Menu, however, before we start creating the Header, we will also need Cloud Dimensions to provide their logo.

Fortunately, Cloud Dimensions' designers have already uploaded all the required image assets into your Instance. Let's save the logo to your file system:

1. Open a new browser window/tab

2. Go to https://<<name>>.lab.service-now.com/**k14_cd_logo.png**

3. Save the image to your file system. Keep a not of where it was saved, we're going to need it again soon.

OK, now we have everything we need. Let's create the Header:

4. Navigate to **Content Management > Headers**

5. Click **New**

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6. Complete the form as follows:

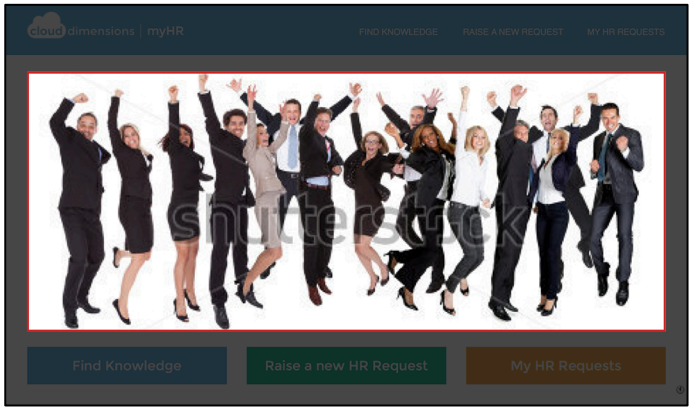
Name: **myHR – Header**
Text: **myHR**
Bottom menu: **myHR - Header menu**
Logo**:** *Upload the logo that was downloaded in Step 2.*
Search: **false**
Font sizer: **false**
Login: **false**

7. Right-click on the Form Header and select **Save**

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Create the myHR – Welcome Image block

The ***myHR - Welcome Image*** block will contain the large image in the center of the *myHR - Home* page, as highlighted in the image to right.

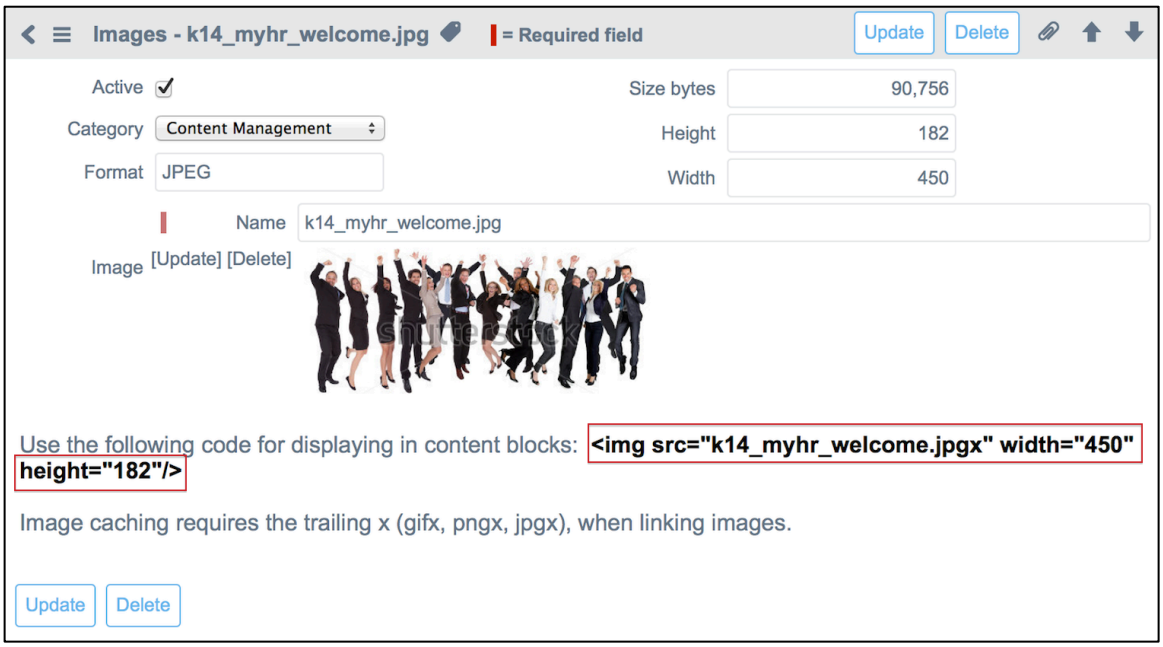


The image has already been uploaded to the instance; we will include it in a Dynamic Block.

This will be our first foray into Jelly, for the moment simply copy the code, we will explore Jelly in later labs.

1. Navigate to **Content Management > Images**

2. Open the record named **k14_myhr_welcome.jpg**, the record should look like the below screenshot:



3. Copy the sample HTML code (highlighted in the above screenshot).

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We will use the sample HTML code displayed on the page to include the Image in a Dynamic Content Block.

1. Navigate to **Content Management > Dynamic**

2. Click **New**

3. Complete the form as follows:
   Name: **myHR – Welcome image**
   Dynamic Content:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null" xmlns:g2="null">
   <img src="k14_myhr_welcome.jpgx" />
</j:jelly>
```

NOTE: The height and width attributes were removed from the HTML we copied. It's considered good practice to set height and width in Cascading Style Sheets (CSS) rather than directly in the HTML.

4. Click **Submit**

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Create the Home Page Block Menu

The third and final block we will create on the home page will be the menu located below the Welcome Image.



We will implement this by using another Navigation Menu. This time we will use a *Block* Menu.

1. Navigate to **Content Management > Navigation Menus**
2. Click **New**
3. Select **Horizontal Blocks**
4. Complete the form as follows:

   Name: **myHR – Home block menu**

5. Right-click on the Form Header and select **Save**

Add the *HR Knowledge* menu section

1. In another window/tab, go to https://<<name>>.lab.service-now.com/k14_myhr_knowledge.jpg
2. Save the image to your file system
3. Scroll down to the **Menu Sections** related list
4. Click **New**

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5. Complete the form as follows:

   Name: **HR Knowledge**
   Order: **100**
   Second level text: **Valuable HR reference guides for self-help, FAQs and how-tos**
   Left image: ***Upload the k14_myhr_knowledge.jpg image that you previously saved to your file system***

6. Click **Submit**

Add the *HR Catalog* menu section

1. In another window/tab, go to https://<<name>>.lab.service-now.com/k14_myhr_catalog.jpg
2. Save the image to your file system
3. Scroll down to the **Menu Sections** related list
4. Click **New**
5. Complete the form as follows:

   Name: **HR Catalog**
   Order: **200**
   Second level text: **Request a service from your Human Resources team**
   Left image: **Upload the k14_myhr_catalog.jpg image that you previously saved to your file system**

6. Click **Submit**

Add the *My HR Requests* menu section

1. In another window/tab, go to https://<<name>>.lab.service-now.com/k14_myhr_requests.jpg
2. Save the image to your file system

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3. Scroll down to the **Menu Sections** related list

4. Click **New**

5. Complete the form as follows:

   Name: **My HR Requests**
   Order: **300**
   Second level text: **Follow up on your existing HR Requests**
   Left image: ***Upload the k14_myhr_requests.jpg image that you previously saved to your file system***

6. Click **Submit**

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Create the myHR – Home Page

Now all the Content Blocks for the Home Page have been created, we can create our Page and add our new Blocks to it.

1. Navigate to **Content Management > Pages**

2. Click **New**

3. Complete the form as follows:

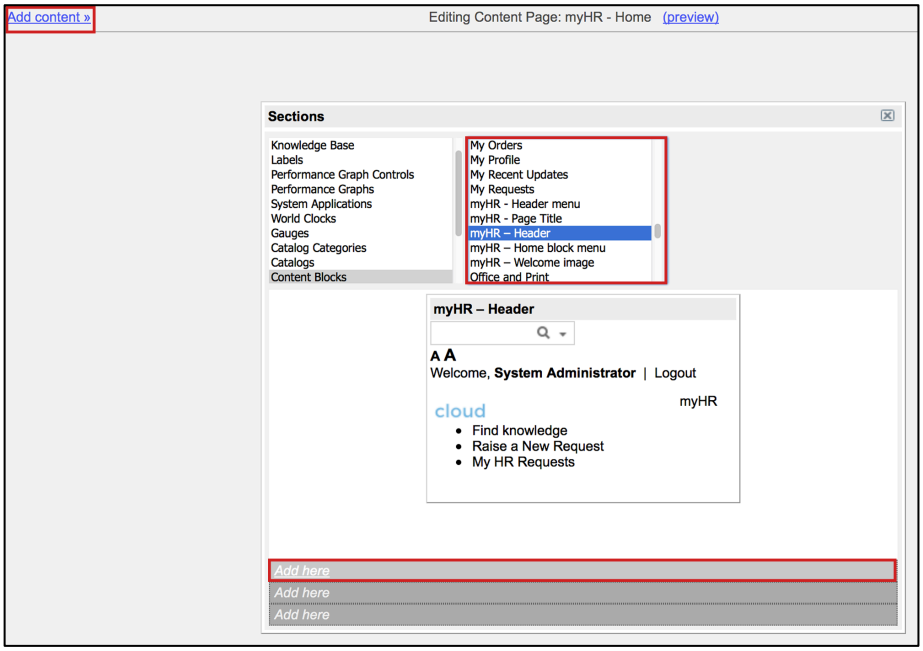
   Name: **myHR – Home**
   URL Suffix: **main**
   Content site: **myHR**
   Title: **myHR – Home**
   Description: **The entry point for the portal**

4. Right-click on the Form Header and click **Save**

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Add the Blocks to the home page

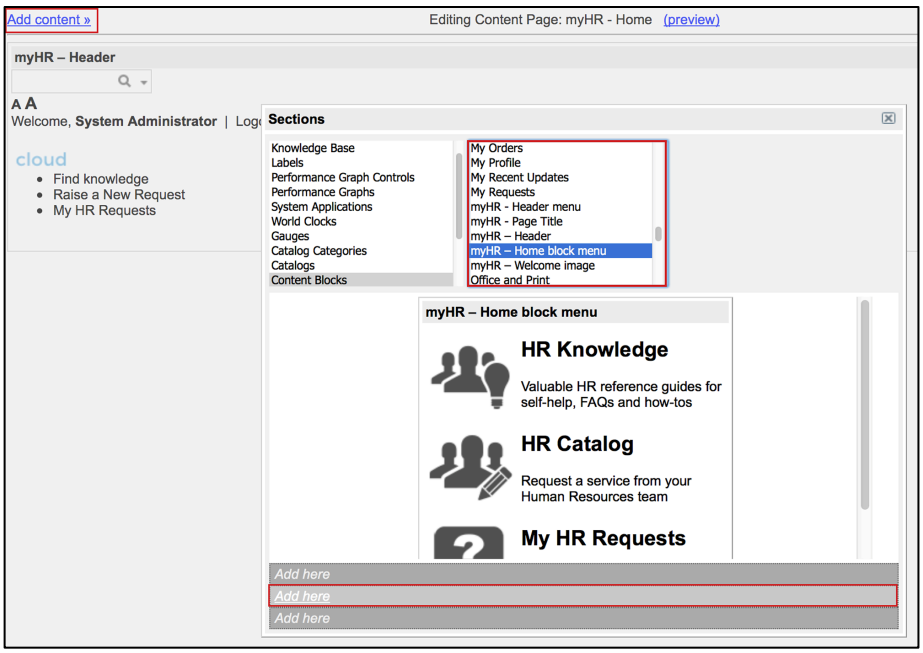
1. Whilst viewing the **myHR - Home** record, click the **Edit Page** Related Link.
2. Click the **Add content** link in the top-left corner of the page.
3. Find the **myHR – Header** Content Block in the list
4. Click the **Add Here** link on the top-most dropzone



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5. Find the **myHR - Home block menu** entry in the list

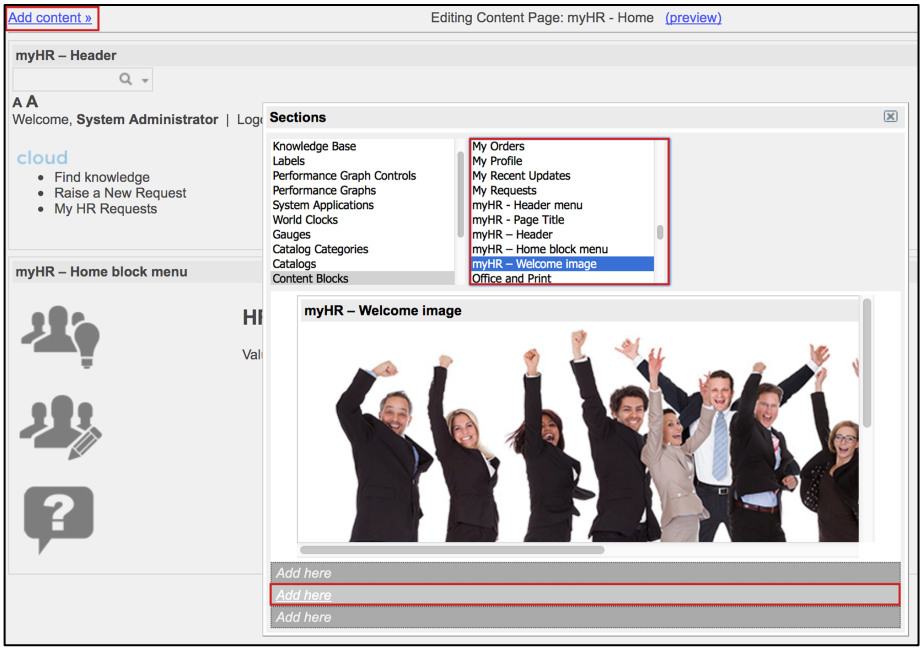
6. Click the **Add Here** on the middle dropzone



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7. Find the **myHR – Welcome image** entry in the list

8. Click the **Add here** link on the middle dropzone



9. **Close** the **Sections** dialog box.

Configure the Site's home page

1. Navigate to **Content Management > Sites**
2. Open the **myHR** record
3. Complete the form as follows:

   Home page: **myHR – Home**

4. Click **Save**

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Lab Success Verification

1. Open a new browser window/tab.

2. Go to https://<<name>>.lab.service-now.com/myhr, verify that it looks like the screenshot below:



3. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button.

Hang on! This doesn't look anything like our design proof!

You may have noticed the colors are all wrong, and the elements are not in the correct location. What do we need to configure to allow our look and feel to be applied to the site?

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Lab Goal

Lab 3
Styling
myHR

Now that the Home page has been created, some Styles will be created to match Cloud Dimensions' proposed look and feel.

Content pages can be styled with Cascading Style Sheets (CSS), just like any other HTML page.

In ServiceNow, these are stored in the **Style Sheets** table. A number of Style Sheets can be grouped together in a **Theme**, which is then applied to an entire **Site**.

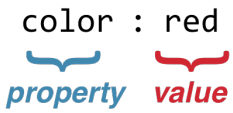
By default, Pages use the Theme specified in the Site record, although this Site-wide default can be overridden on a particular Page by nominating a different Theme on the Page record itself.

An Introduction to CSS

Before we create our Theme, let's spend a few moments going over the core components of CSS.

> **NOTE:** If you are already comfortable writing CSS, you may skip this section, and go straight to the section titled *Create the myHR Theme*

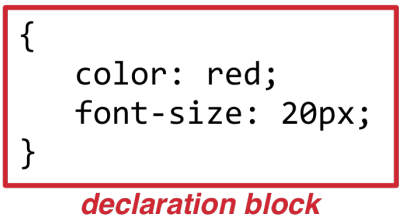
The fundamental component of CSS is a ***declaration***; a declaration sets allows you to set a ***property*** to a specified ***value***. An example declaration is below:



This declaration would be used to change the foreground color of an element to red.

CSS allows multiple declarations to be combined within a ***declaration block***, the declarations must be separated by semi-colons, and surrounded by braces.

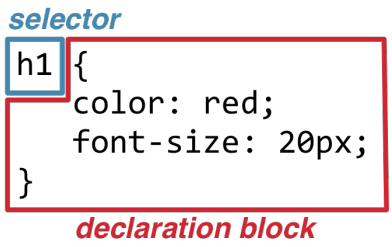
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A **rule** allows you to combine a declaration block, with a ***selector***, this allows you to alter the properties for specific elements on the page.

Think of the selector as defining *what* should be styled, and the declaration block as defining *how* it should be styled.

The example below targets all `h1` elements with the selector, and then applies the color and font-size change we saw previously:



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Create the myHR Theme

The Theme will act as the container for all of our Style Sheets. We will need to create it and then associate it with the myHR Site before we can affect the look and feel using Style Sheets.

1. Navigate to **Content Management > Themes**

2. Click **New**

3. Complete the form as follows:

   Name: **myHR Theme**
   Active: **true**

4. Click **Update**

Relate the myHR Theme to the Site

1. Navigate to **Content Management > Sites**

2. Open the **myHR** record

3. Complete the form as follows:
   Theme: **myHR Theme**

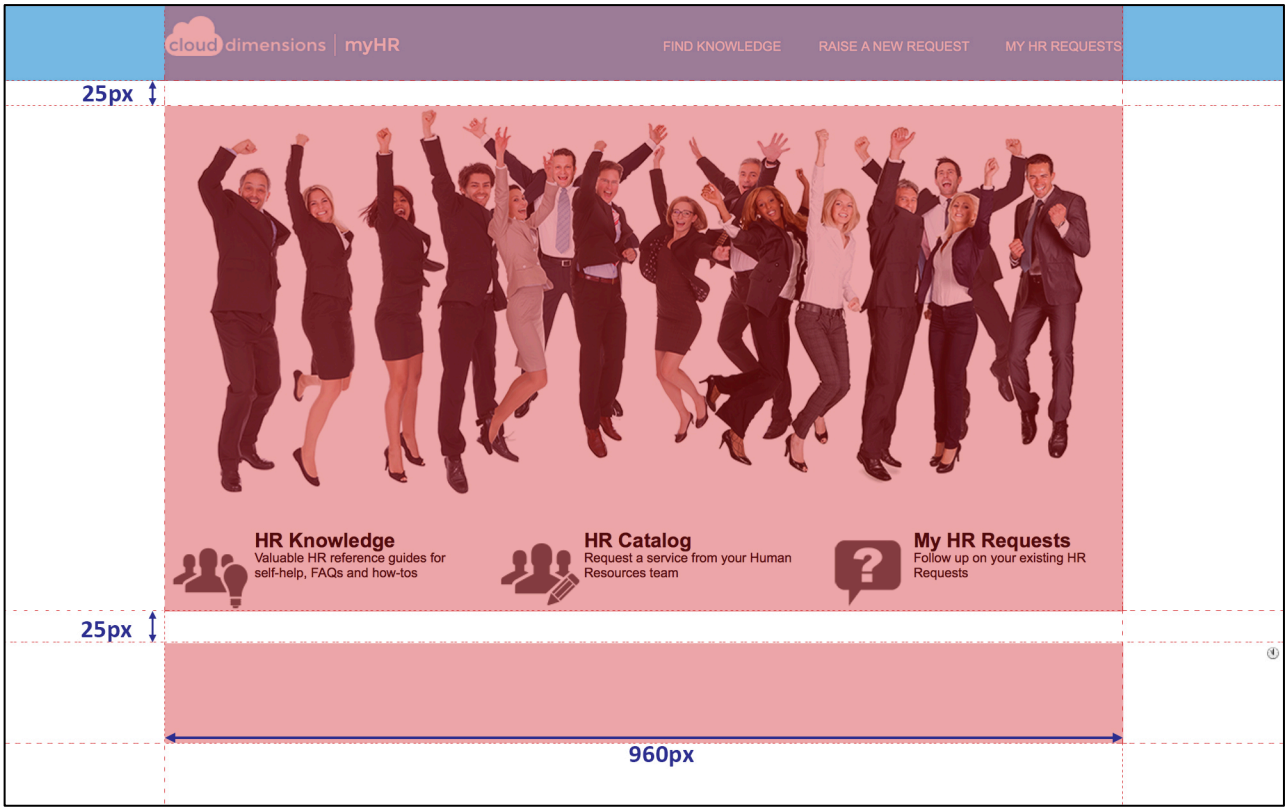
4. Click **Update**

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Creating the first Style Sheet: myHR – Layout

Now that we have created our Theme, we will create a new Style Sheet to set the look and feel of the Layout.

We want to setup our Layout with the following dimensions:



We will need to introduce some CSS that will affect the highlighted elements.

The highlighted elements all have a common class name (`k14_cms_dropzone_wrapper`), which means we can use a *class selector* to target these elements.

In this instance, the class selector will be `.k14_cms_dropzone_wrapper` (A period, followed by the class name).

We then need to set the following styles on these "dropzone wrappers":

1. A width of 960 pixels (`width: 960px`)
2. Centered horizontally (`margin: 0 auto`)

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If we combine all of this together, our CSS become:

```
.k14_cms_dropzone_wrapper {
   width: 960px;
   margin: 0 auto;
}
```

In addition to these styles, we will also apply a 25px gap beneath each row. We can do this by applying a bottom *margin* to layout elements with a class of k14_cms_layout_row. The CSS for this is:

```
.k14_cms_layout_row {
   margin-bottom: 25px;
}
```

Let's go create the Style Sheet in the instance:

1. Navigate to **Content Management > Themes**
2. Open the **myHR Theme**
3. Scroll down to the **Style Sheet** Related List
4. Click **New**
5. Complete the form as follows:

   Name: **myHR - Layout**
   Style:

```
.k14_cms_layout_row {
   margin-bottom: 25px;
}

.k14_cms_dropzone_wrapper {
   width: 960px;
   margin: 0 auto;
}
```

6. Click **Submit**

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Verification: Check the myHR – Layout Style is applied

1. In a separate browser window/tab, go to https://**<<name>>**.lab.service-now.com**/myhr**

2. Verify that it looks similar to the screenshot below (Note the width of the content, and the centered layout):



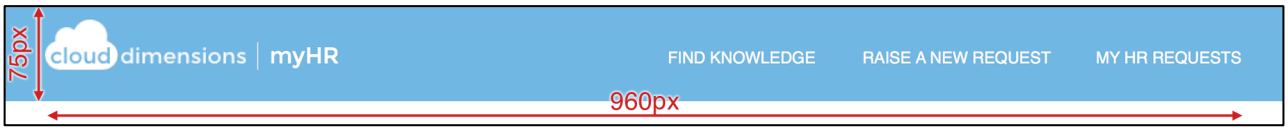
Looks like we're getting there! The next step will be to change the style of the Header.

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Styling the Header

Now that we have created our Theme, we will create a new Style Sheet to configure the look and feel of the Header block.

The header is going have a blue background, the text color will be white and there are a few layout tweaks required to get the title and the menu in the correct position.



Update the myHR – Header Style

Cloud Dimension's design team made a start on creating the necessary styles; they have created a Style Sheet named myHR – Header in your instance. The file contains the necessary CSS to position all of the elements within the Header. However, we still need to add the styles to set the background to blue and the font color to white.

1. Navigate to **Content Management > Style Sheets**
2. Open the **myHR – Header** record
3. Add the following to the bottom of the Style Sheet

```
.k14_cms_layout_header_row {
  background: #74b8e3;
  color: white;
}

.k14_cms_layout_header_row a {
  color: white;
}
```

4. Click **Submit**

Include the myHR – Header Style in the Theme

1. Navigate to **Content Management > Themes**
2. Open **myHR Theme**

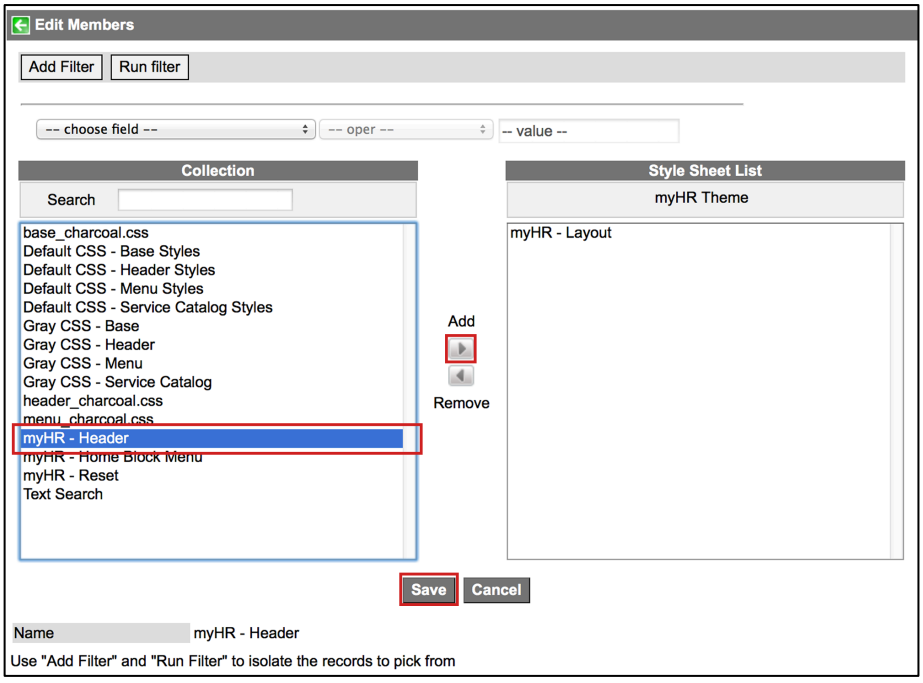
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3. Scroll down to the **Style Sheets** Related List and click **Edit**

4. Find the **myHR – Header** Style Sheet on the left-hand side

5. Click the **Add** button

6. Click **Save**



Include the myHR – Reset Style in the Theme

If you take a look at the Page at the moment, you'll notice that that it doesn't really look as we would expect it to. There are a number of standard styles that get applied by your browser, as well as some styles that ServiceNow includes on all Pages (both UI Pages and CMS Pages).

We want to override these styles, and reset the browser back to a nice clean state. Fortunately, we have already created a *reset* Style Sheet that we can include in the Theme:

1. Navigate to **Content Management > Themes**

2. Open **myHR Theme**

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3. Scroll down to the **Style Sheets** Related List and click **Edit**

4. Find the **myHR – Reset** Style Sheet on the left-hand side

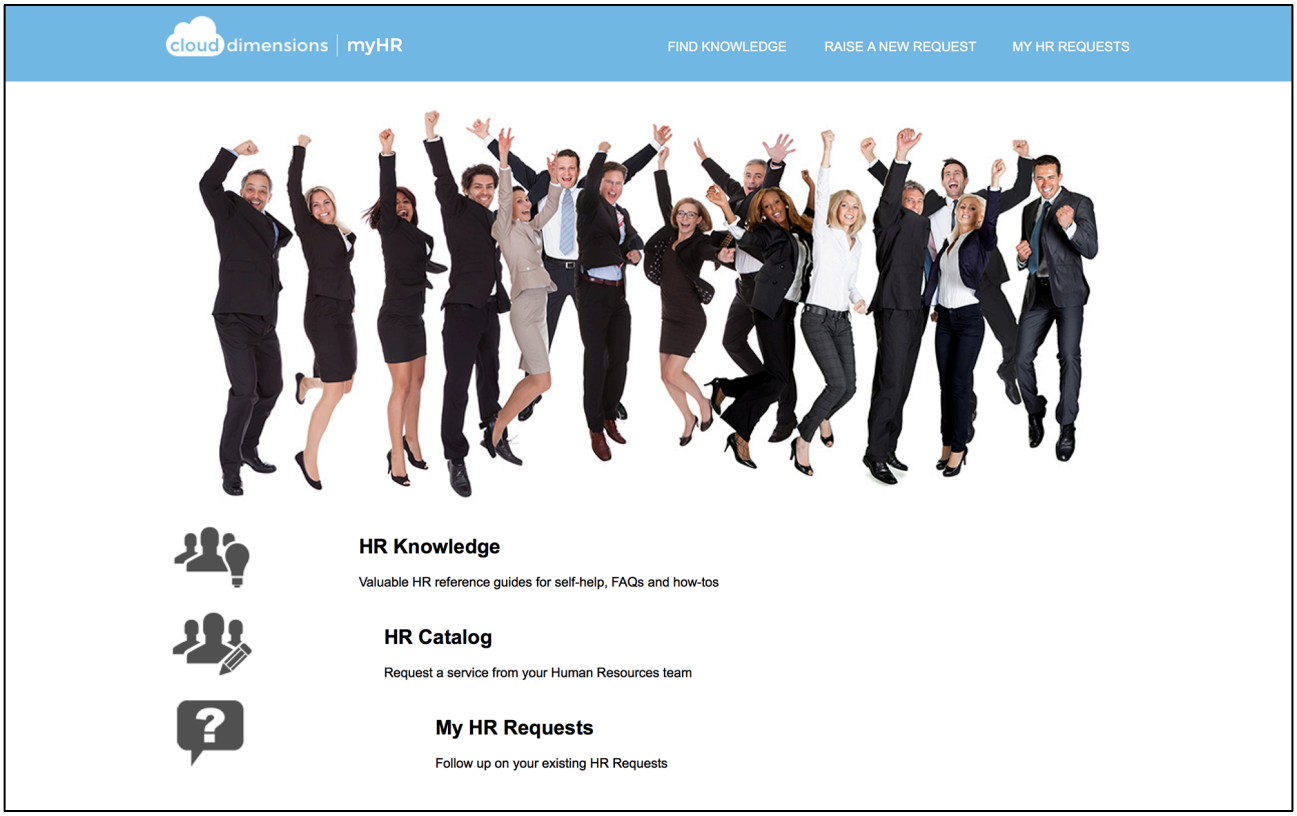
5. Click the **Add** button

6. Click **Save**

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Verification: Check the myHR – Header Style Sheet is applied

1. In a separate browser window/tab, go to https://<<name>>.lab.service-now.com/myhr
2. Verify that it looks similar to the screenshot below:



Looking good! The final step for this Lab will be to apply some styles to the Block Menu at the bottom of the page.

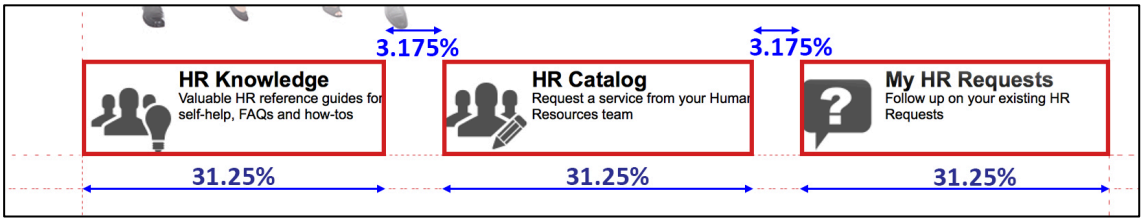
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Creating the myHR – Home Block Menu Style Sheet

The final Style Sheet we will configure will be for the Block Menu displayed at the bottom of the Home page.

At the moment, the Menu Sections are being displayed vertically; we need to define some rules so that they are laid out horizontally.

The dimensions of the blocks, and the size of the gap between them is displayed below. Notice that we have taken care to ensure the combined width of the blocks and the gaps between them add up to 100%. This means the menu will always take the full width of its bounding element.



To achieve this, we will do a few things:

- "Float" the Menu Sections, so that they are laid out horizontally (`float: left`)
- Set the width of each Menu Section to 31.25% of the containing element (`width: 31.25%`)
- Add a default left margin of 3.175% of the containing element (`margin-left: 3.175%`)
- Remove the default margin for the first menu section (so that it rests hard up against the edge of the layout)

The CSS is below, don't worry, you're not expected to type all this into the system.

```
.cms_menu_section_blocks {
  float: left;
  width: 31.25%;
  margin-left: 3.125%;
}
.cms_menu_section_blocks:first-child {
  margin-left: 0;
}
```

This is the first time we have encountered a *pseudo-class* selector (e.g. `:first-child`). This allows us to select elements based on a special state, for example, `:first-child` only selects elements that are the first child element of their parent.

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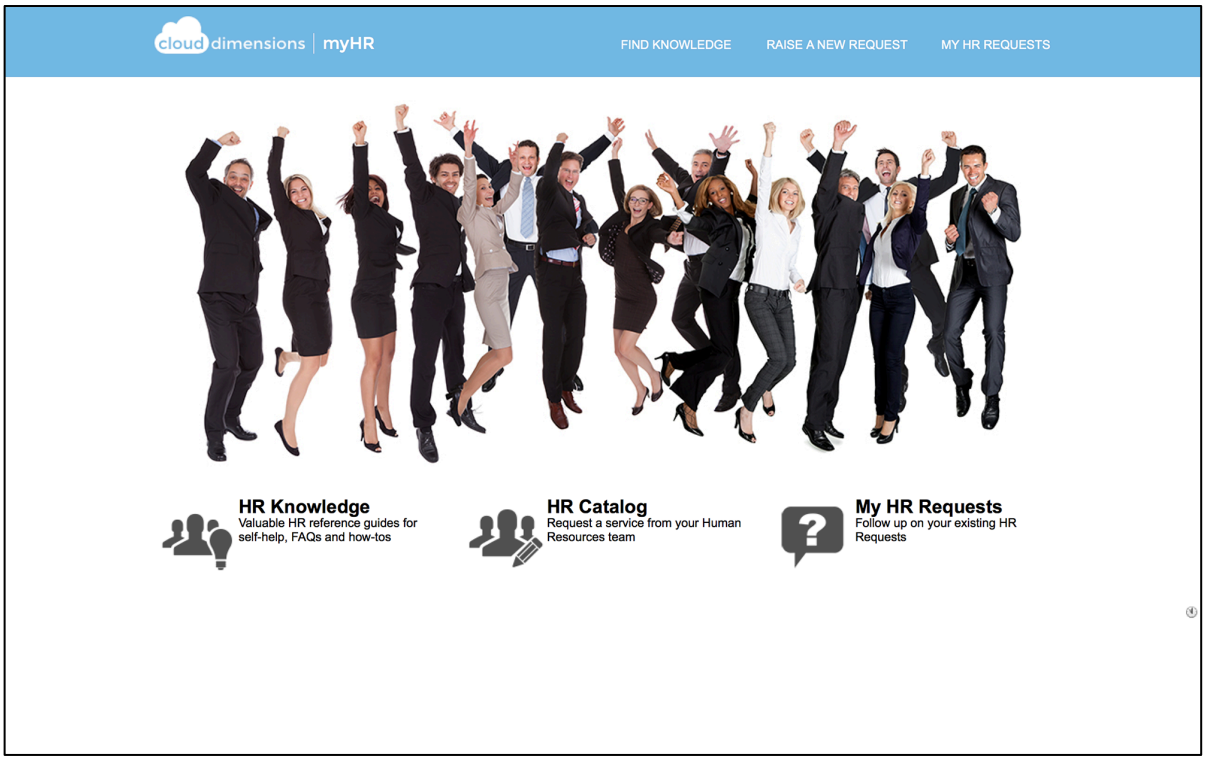
Let's link the **myHR – Home Block Menu** Style Sheet into our Theme:

1. Navigate to **Content Management > Themes**
2. Open the **myHR Theme** record
3. Scroll down to the **Style Sheets** Related List and click **Edit**
4. Find the **myHR – Home Block Menu** Style Sheet on the left-hand side
5. Click the **Add** button
6. Click **Save**

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Verification: Check the myHR – Home Block Menu is applied

1. In a separate browser window/tab, go to https://<<name>>.lab.service-now.com/myhr
2. Verify that it looks similar to the screenshot below:



3. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button.

Congratulations! You've created and styled your first CMS page from scratch.

NOTE: In an actual CMS implementation you would not want to create so many Style Sheets. Each Style Sheet you add results in an additional HTTP request to be made from the browser, which slows down the initial page load.

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Lab Goal

Now that we have created our Home page and the basic Style, we will create the Catalog Page.

Lab 3
Create
HR Catalog
Page

Don't Repeat Yourself! The power of g:content_block

When you create a new Page, you have to manually add common page components every single time.

Similarly, if requirements change later on, and you need to add a new Block to every page, you need to go through each page, and manually add the Block.

The `g:content_block` tag can be used to incorporate Content Blocks into your Layout. This means the block will be included on all Pages that use the Layout without you needing to add them yourself.

The tag takes two attributes:

- **type:** The table of the Content Block (e.g. for a Header, this would be content_block_header)
- **id:** The sys_id of the target Content Block

We can use this to add our Header to the top section of every page.

Updating the k14_single_column_with_header Layout

There is already a Layout in your instance that uses the g:content_block tag, however it was created before we built the *myHR - Header*.

Therefore, you will need to set the id attribute to the sys_id of your Header Block.

1. Navigate to **Content Management > Headers**

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2. Open the **myHR – Header** record

3. Right-click on the Form Header and select **Copy sys_id**

4. Make sure you copy the sys_id to your clipboard

5. Navigate to **Content Management > Layouts**

6. Open the **k14_single_column_with_header** record

7. Find the g:content_tag, it should look like the tag below:

```
<g:content_block type="content_block_header" id="YOUR-SYS_ID-HERE" />
```

8. Replace YOUR-SYS_ID_HERE with the your Header's sys_id

9. Click **Update**

Create the myHR – Catalog Page

1. Navigate to **Content Management > Pages**.
2. Click **New**

3. Once the form has reloaded, complete the form as follows:

   Name: **myHR - Catalog**
   URL suffix: **myhr_catalog**
   Parent page: **myHR – Home**
   Layout: **k14_single_column_with_header**
   Content site: **myHR**
   Title: **myHR - Catalog**

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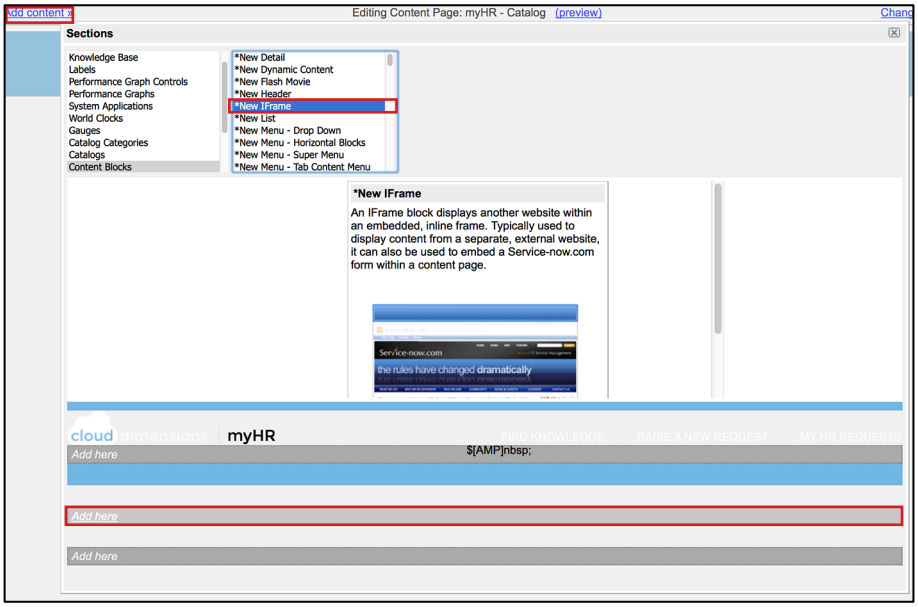
4. Right-click on the Form Header and select **Save**

Create the myHR – Catalog iFrame Block

1. Whilst viewing the **myHR – Catalog** page, click the **Edit Page** Related Link

2. Click the **Add Content** link in the top-left corner of the screen

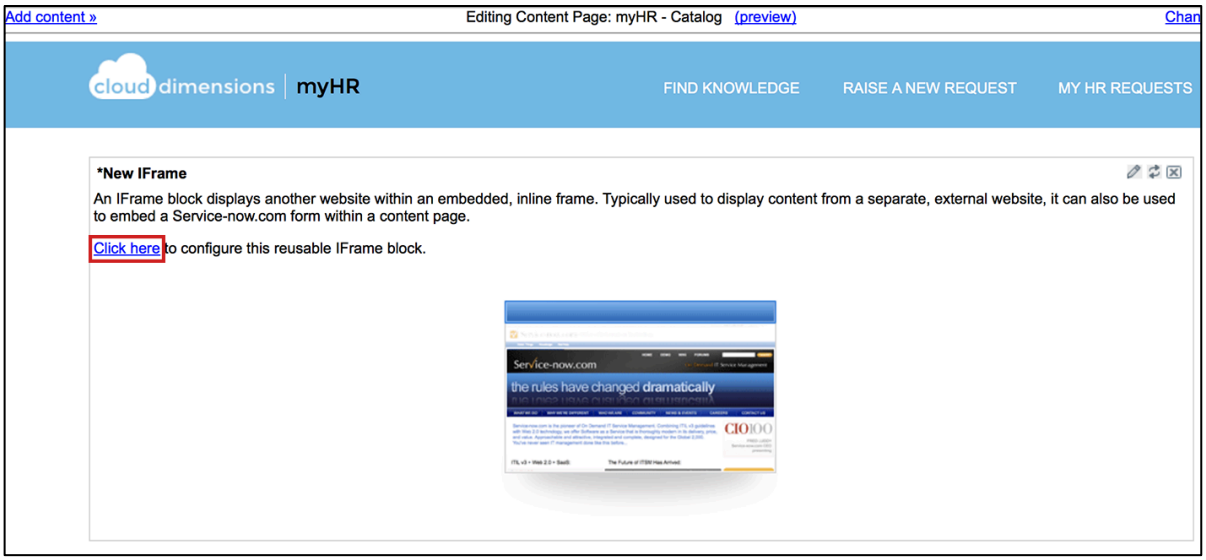
3. Select ***New IFrame** from the dialog box and then click **Add here** on the middle dropzone



4. Close the dialog box

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5. Find the ***New IFrame block** on the page, it should contain a line which states ***Click here** to configure this reusable IFrame block.* Click on the link.



6. Complete the form as follows:

   Name: **myHR – Catalog**
   Sizing: **Expand to fit content**
   Frame: **myhr_catalog**
   URL: **catalog_home.do?sysparm_view=catalog_hr_catalog**
7. Click **Submit**

Add the myHR - Page Title Block

1. Navigate to **Content Management > Pages**
2. Open the **myHR – Knowledge** record
3. Click the **Add Content** link
4. Select **myHR – Page Title** from the list, and add it to the middle dropzone
5. Close the dialog

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Update Navigation Links - Header

1. Navigate to **Content Management > Navigation Menus**
2. Open the **myHR - Header** menu
3. Open the **Raise a New Request** Menu Section
4. Complete the form as follows:

   Redirect to: **A content page**
   Detail page: **myHR - Catalog**

5. Click **Update**

Update Navigation Links – Home Page

1. Navigate to **Content Management > Navigation Menus**
2. Open the **myHR – Home block menu** menu
3. Open the **HR Catalog** Menu Section
4. Complete the form as follows:

   Redirect to: **A content page**
   Detail page: **myHR - Catalog**

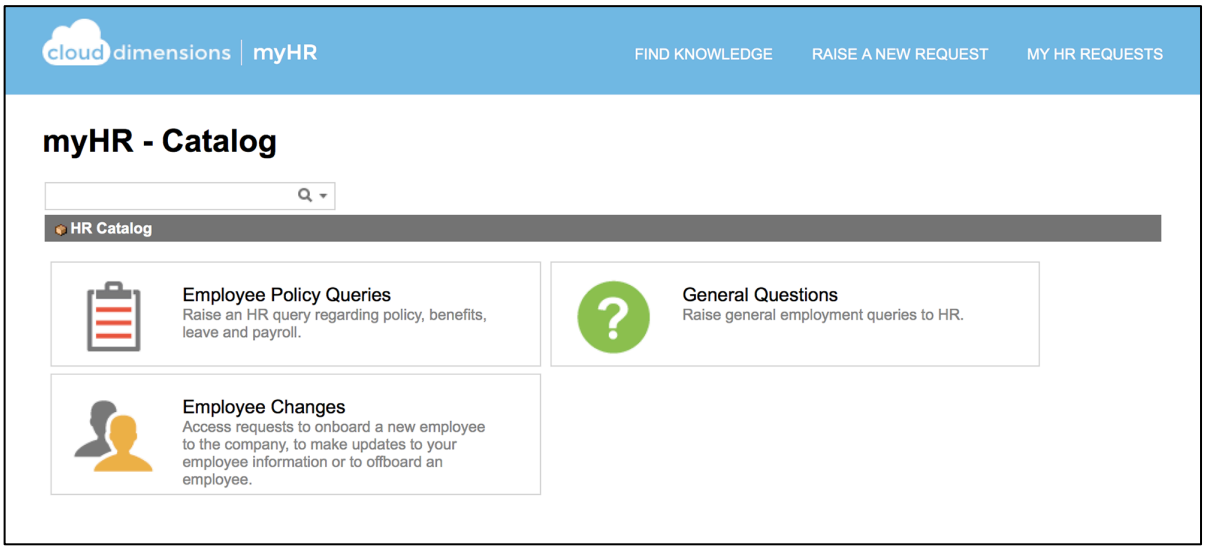
5. Click **Update**

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Checkpoint: HR Catalog Page

1. Go to https://<<name>>.lab.service-now. com/myhr/myhr_catalog.do, you should be able to browse the Categories and submit a new HR Case.

   NOTE: The Catalog Search will be broken. We will need to address this.



Setup the Catalog Site record [Eureka]

Eureka introduces the ability to define separate Catalogs. As part of this functionality, you need to define the CMS page that should be used to display the Search Results for a particular Catalog.

1. Navigate to **Service Catalog > Maintain Catalogs** and open the **HR Catalog** record

2. Scroll down to the **Sites** related list and click the **Edit** UI Action

3. Select **myHR** from the list and then click **Save**

4. Open the **myHR** Catalog Site record (You may need to click on the Reference Icon, as the Site column will take you to the Site record, not the *Catalog* Site record.

5. Fill in the **CMS Search Page** field with **myhr_catalog_search**

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Trigger a Re-Index of Catalog Items

The HR Catalog Items are not indexed the HR plugin is first activated, which means that they will not be appear in search results.

We need to manually re-index the Catalog Item table:

1. Navigate to **System Definition > Tables**
2. Open the **Catalog Items** record
3. Right-click on the Form Header and select **Show Dictionary Record** from the context menu
4. Click the **Generate Text Index** Related Link
5. Click **OK** on the Generate Text Index dialog
6. Click **OK** on the alert that pops up

Create a myHR – Catalog Search Results Page

1. Navigate to **Content Management > Pages**.
2. Click **New**
3. Once the form has reloaded, complete the form as follows:

   Name: **myHR – Catalog Search**
   URL suffix: **myhr_catalog_search**
   Parent page: **myHR – Catalog**
   Layout: **k14_single_column_with_header**
   Site: **myHR**
   Title: **myHR – Catalog Search**
   Frame buster: **true**

4. Right-click on the Form Header and select **Save**

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5. Once the form has reloaded, click the **Edit Page** Related Link

6. Click the **Add content** link

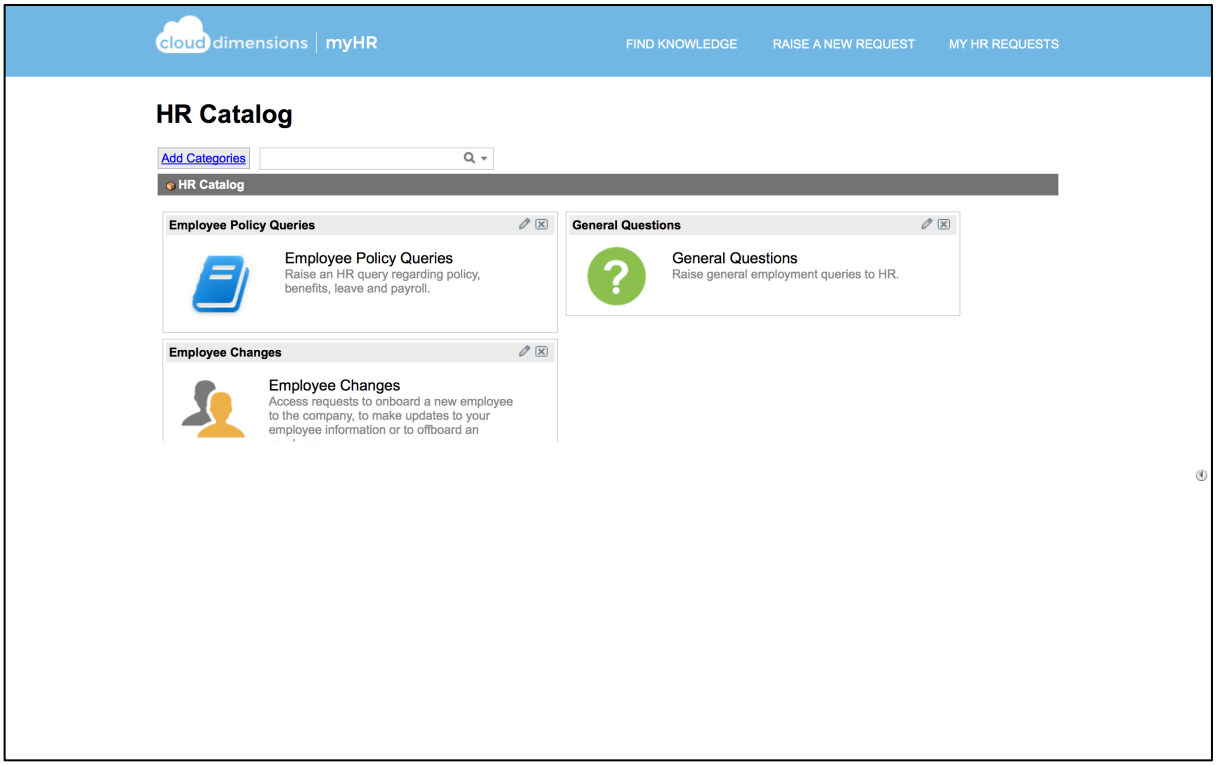
7. Find the **myHR - Search Results** Block and then add it to the middle dropzone

8. Close the **Sections** dialog box

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Lab Success Verification

1. Go to https://<<name>>.lab.service-now.com/myhr/myhr_catalog.do
2. Verify that it looks like the screenshot below:



3. Try searching for ***benefits*** and verify that the Catalog Search works as expected.
4. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button.

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Lab Goal

We will now create the *myHR - Knowledge Page*.

Lab 4
Create
HR KB
Page

Create the myHR – Knowledge Page

1. Navigate to **Content Management > Pages**.
2. Click **New**
3. Complete the form as follows:

   Name: **myHR - Knowledge**
   URL suffix: **myhr_knowledge**
   Parent page: **myHR – Home**
   Layout: **k14_single_column_with_header**
   Site: **myHR**
   Title: **myHR - Knowledge**

4. Right-click on the Form Header and select **Save**

Create the myHR – Knowledge iFrame Block

1. Whilst viewing the **myHR – Knowledge** page, click the **Edit Page** Related Link
2. Click the **Add Content** link in the top-left corner of the screen

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3. Select ***New IFrame** from the dialog box and then click **Add here** on the middle dropzone

4. Close the dialog box

5. Find the ***New IFrame block** on the page, it should contain a line which states ***Click here** to configure this reusable IFrame block.* Click on the link.

6. Complete the form as follows:

   Name: **myHR – Knowledge**
   Sizing: **Expand to fit content**
   Frame: **myhr_knowledge**
   URL: **kb_home.do?jvar_view_topic=Human+Resources**

7. Click **Submit**

Add the myHR - Page Title Block

1. Navigate to **Content Management > Pages**
2. Open the **myHR – Knowledge** record
3. Click the **Edit Page** Related Link
4. Click the **Add Content** link
5. Select **myHR – Page Title** from the list, and add it to the middle dropzone
6. Close the dialog

Update Navigation Links - Header

1. Navigate to **Content Management > Navigation Menus**
2. Open the **myHR - Header** menu

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3. Open the **Find knowledge** Menu Section

4. Complete the form as follows:

   Redirect to: **A content page**
   Detail page: **myHR – Knowledge**

5. Click **Update**

Update Navigation Links – Home Page

1. Navigate to **Content Management > Navigation Menus**
2. Open the **myHR – Home block menu** menu

3. Open the **HR Knowledge** Menu Section

4. Complete the form as follows:

   Redirect to: **A content page**
   Detail page: **myHR – Knowledge**

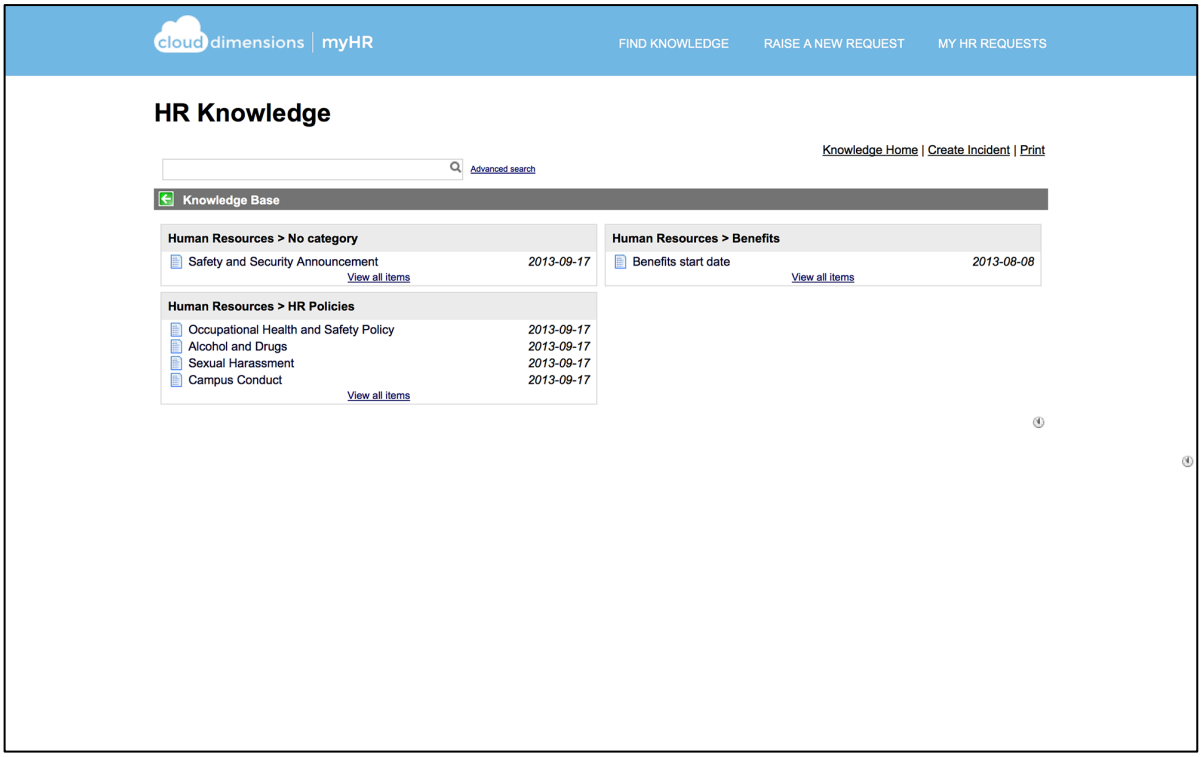
5. Click **Update**

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Lab Success Verification

1. Go to https://<<name>>.lab.service-now.com/myhr/myhr_knowledge.do

2. Verify that it looks like the screenshot below:



3. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button.

Almost there! Just one more page to go.

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Lab Goal

We will now create the myHR –Requests Page.

Lab 5 Create Requests Page

Create the myHR – Requests Page

1. Navigate to **Content Management > Pages**.
2. Click **New**
3. Complete the form as follows:

   Name: **myHR - Requests**
   URL suffix: **myhr_requests**
   Parent page: **myHR – Home**
   Layout: **k14_single_column_with_header**
   Site: **myHR**
   Title: **myHR - Requests**

4. Right-click on the Form Header and select **Save**

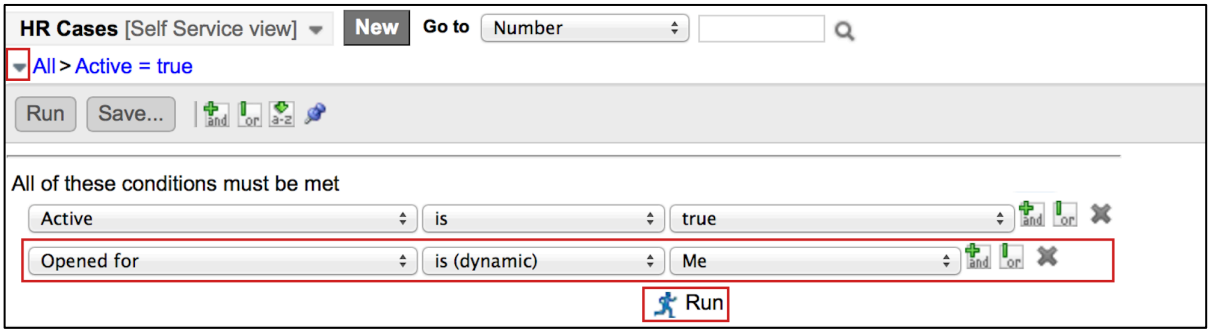
Create the myHR – My Requests iFrame Block

In this case, we first need to get the URL for our target iFrame:

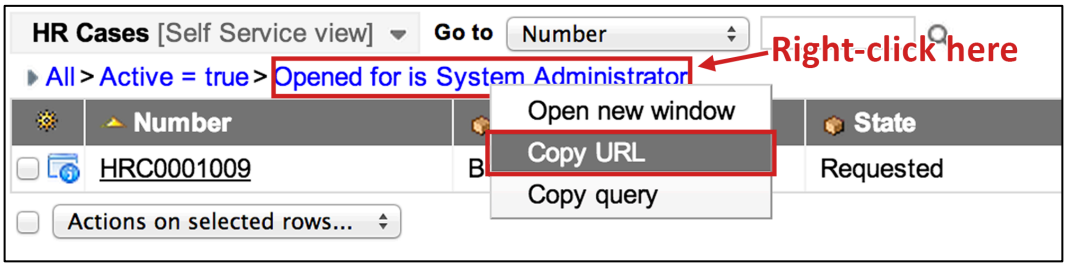
1. Navigate to **Self-Service > My HR Requests**

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2. Expand the Filter, and configure the Filter as follows:



3. Click **Run**
4. Right-click on the Opened for element in the Filter Breadcrumb and select **Copy URL**



5. Make sure you copy the URL.

Now we have the URL, we can build the Block:

1. Navigate to **Content Management > Sites**
2. Open the **myHR – My Requests** page
3. Click the **Edit Page** Related Link
4. Click the **Add Content** link in the top-left corner of the screen
5. Select ***New IFrame** from the dialog box and then click **Add here** on the middle dropzone

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6. Close the dialog box

7. Find the ***New IFrame block** on the page, it should contain a line which states ***Click here** to configure this reusable IFrame block.* Click on the link.

8. Complete the form as follows:

   Name: **myHR – My Requests**
   Sizing: **Expand to fit content**
   Frame: **myhr_my_requests**
   URL: ***Paste the copied URL here****

9. Click **Submit**

NOTE: Ideally, the URL should be a relative path, rather than a complete URL that contains the Instance name. This way, you can use the iFrame block on different instances, without needing to make any changes.

Add the myHR - Page Title Block

1. Navigate to **Content Management > Pages**
2. Open the **myHR – Requests** record
3. Click the **Edit Page** Related Link
4. Click the **Add Content** link
5. Select **myHR – Page Title** from the list, and add it to the middle dropzone
6. Close the dialog

Update Navigation Links - Header

1. Navigate to **Content Management > Navigation Menus**
2. Open the **myHR - Header** menu

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3. Open the **My HR Requests** Menu Section

4. Complete the form as follows:

   Redirect to: **A content page**
   Detail page: **myHR – Requests**

5. Click **Update**

Update Navigation Links – Home Page

1. Navigate to **Content Management > Navigation Menus**
2. Open the **myHR – Home block menu** menu

3. Open the **MY HR Requests** Menu Section

4. Complete the form as follows:

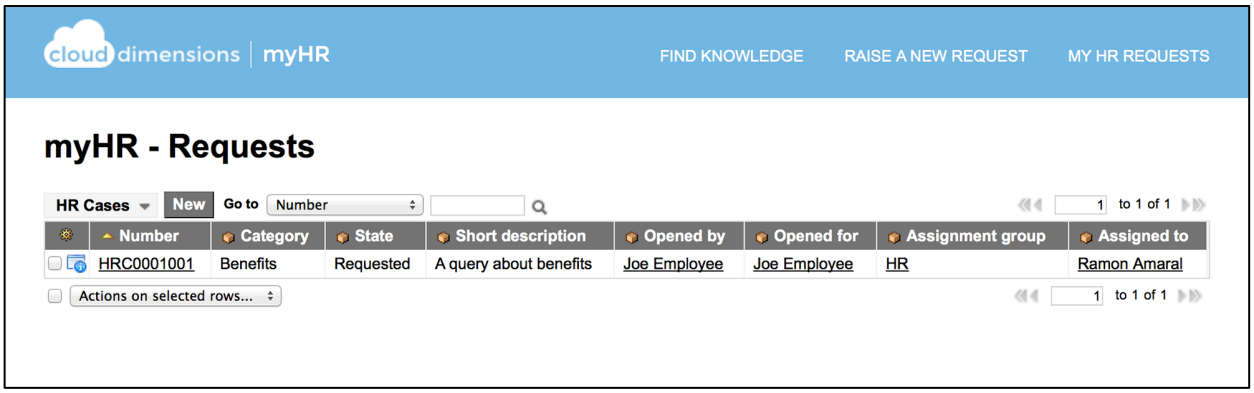
   Redirect to: **A content page**
   Detail page: **myHR – Requests**

5. Click **Update**

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Lab Success Verification

1. Go to https://<<name>>.lab.service-now.com/myhr/myhr_requests.do
2. Verify that it looks like the screenshot below:



3. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button.

Congratulations! You have built the initial version of the myHR Site from scratch.

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