

How to create your new ServiceNow Account

1. Go to <https://esms.mpe.af.mil/mpco>
2. Click the **New ServiceNow Account**



3. Fill out the required blocks:

ESMS ServiceNow Account

Request to have a new account created or exiting account reactivated in ServiceNow



- Submit this form to request a new ESMS ServiceNow account or enable an existing disabled ESMS ServiceNow account
- If you forgot your password, please use the [Forgot Password](#) process
- If you need to reset your CAC, please use the [Reset CAC](#) process
- Click on the question mark next to a field for more information on how to complete the field

* Indicates required

*Unclassified email address (use of your .mil email is preferred)

YourEmail@Test.APAN Use the same email as your APAN Account

This will be your user name. Please make sure you can receive emails from mpco@servicenowservices.com

*Classified email address

I do not have a classified email

Type of request

New account New Account is the default option, unless you already have an account which will then say "Existing account reactivation."

User Information

*First name User Information should be the same as your APAN Account

First Name

*Last name

Last Name

*Phone number

1234567890

*User type

US civilian

*Do you have a Department of Defense Common Access Card (CAC) or a Federal PIV?

--None-- If you have a DOD CAC or a Federal PIV, you can select "Yes", to link your CAC to the account for future use and avoid maintaining a password. *You do not have to have a CAC or link it to access the ticking system.

Additional Information

*Why are you requesting an account?

- MPCO personnel have elevated permissions in the system, and additional documentation is required.

- Users needing to report an issue/incident or request capabilities/services from the MPCO should select one of the last two options. The MPCO includes: APAN, CENTRIXS, CFBLNet, Pegasus, ServiceNow, US BICES, and VDC.

I would like to request capabilities or services from the MPCO (Includes APAN) Make sure to select the option that "Includes APAN"

Additional User Information

Please select your parent organization

Select the best option for your Parent Organization. This is preferred but not required.

4. Click SUBMIT at the Top Right of the form
5. Be on the lookout for emails from ServiceNow regarding your new account