



IAdeaConnect for ServiceNow Installation and Configuration Manual

Version 1.0.0-01

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IAdeaConnect Installation and Configuration Guide

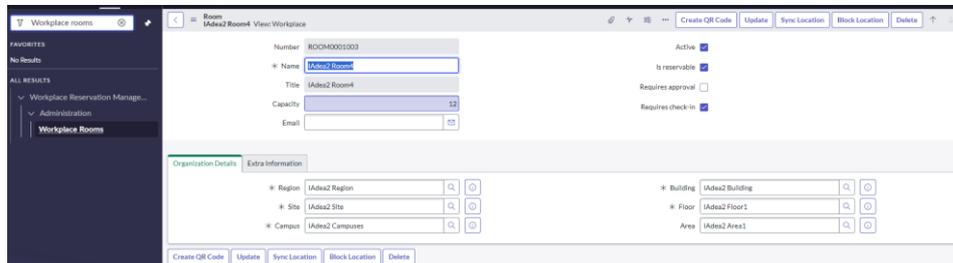
Prerequisites:

Before beginning the installation and configuration process, ensure that you have:

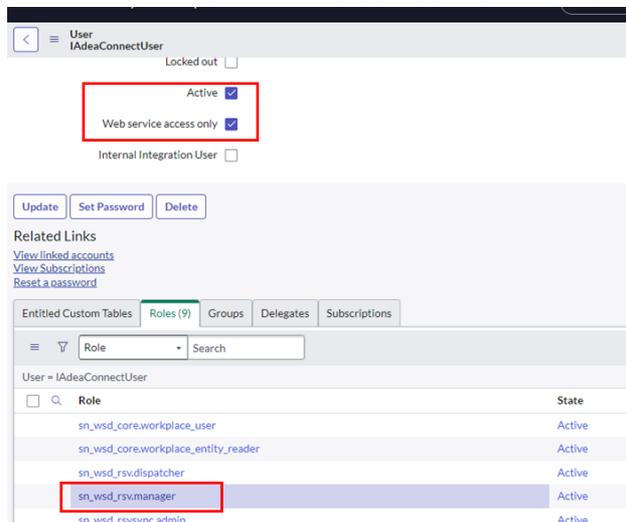
- Administrative access to the ServiceNow WSD environment.
- A ServiceNow admin user with the following roles:
 - **WSD Reservation Manager** (sn_wsd_rsv.manager)
 - **WSD Reservable Sync Admin** (sn_wsd_rsvsync.admin)
 - **IAdeaConnect Plugin User** (x_iaar_iaconnect.iaplugin_user)
- Access to IAdeaCare (with an Enterprise account if not already set up).

Step 1: Prepare ServiceNow WSD Environment

1. **Log in to your ServiceNow instance** with the required admin credentials.
2. **Configure the following elements** in your ServiceNow WSD environment:
 - **Region:** Set up the geographical region for your locations.
 - **Site:** Define the specific sites within your region (e.g., corporate offices).
 - **Campus:** If applicable, set up campuses within each site.
 - **Building:** Configure the buildings within each campus.
 - **Floor:** Configure the floor within each building.
 - **Meeting Room:** Set up meeting rooms within each building, ensuring that they are configured correctly for reservations.



3. **Verify that the admin user is assigned the required roles:**
 - **WSD Reservation Manager** (sn_wsd_rsv.manager)
 - **WSD Reservable Sync Admin** (sn_wsd_rsvsync.admin)





Step 2: Install IAdeaConnect on Your ServiceNow Instance

1. **Navigate to the ServiceNow Store** and locate the IAdeaConnect plugin.
2. **Click on "Get"** to install the IAdeaConnect plugin to your ServiceNow instance.
3. Once the installation is complete, **launch the IAdeaConnect plugin** from the ServiceNow application navigator.
4. **If you do not have an IAdeaCare Enterprise account**, follow the on-screen prompts to apply for one.

Step 3: Apply for an IAdeaCare Enterprise Account (If Needed)

1. If you have opted to apply for an IAdeaCare Enterprise account during the installation process:
 - **Submit the application** through the IAdeaConnect plugin interface.
 - **Wait for account validation:** The application will be reviewed, and validation typically takes around 2 business days.

The screenshot shows the ServiceNow interface for creating a new Enterprise account. The left sidebar shows the navigation menu with 'IAdeaConnect' selected. The main content area is titled 'IAAccount - Create Created' and contains a form for creating a new record. The form has several fields: Enterprise name, Domain name, Domain url, Root user email, and Contact email. Below these fields is the 'SSO Settings' section, which includes a checkbox for 'SSOEnabled', and fields for Application ID, Tenant ID, SSO Identifier, Application name, and SSO Certificate (base64). A 'Submit' button is located at the bottom right of the form.

2. **Once your account is approved**, you will receive a confirmation email with account activation instructions.

Step 4: Configure IAdeaConnect with IAdeaCare

1. **Log in to your IAdeaCare account** using the credentials provided during the account setup.
2. **Access the configuration menu:**
 - Navigate to **Admin > Application > ServiceNow** within the IAdeaCare portal.
3. **Register your ServiceNow instance:**
 - **Go to the Registration tab.**
 - **Create a new registration entry** by entering your ServiceNow instance URL.
 - **Input the admin user credentials** (e.g., the admin user configured in Step 1).

The screenshot shows the IAdeaCare portal configuration page for ServiceNow. The left sidebar shows the navigation menu with 'Admin' selected. The main content area is titled 'ServiceNow' and contains a form for configuring the ServiceNow connection. The form has several fields: Instance URL, Username, and Credential. Below these fields is a 'Create' button. The 'Registration' tab is selected in the top navigation bar. The 'ServiceNow information' section is highlighted in red.

4. **Save the configuration** to establish the connection between ServiceNow WSD and IAdeaCare.

Step 5: Pair IAdea Devices with Meeting Rooms

1. In IAdeaCare, access the device management section to register each IAdea panel that will be used.
2. **Query available rooms:** Once your ServiceNow instance is connected, you will be able to query and list all available rooms from the WSD environment within IAdeaCare.
3. **Pair devices to rooms:** Select a meeting room from the list and pair it with the corresponding IAdea device. This pairing process allows the IAdea panel to display the reservation schedule for the selected room.

The screenshot shows the 'Device - Room configuration' step in the IAdeaCare interface. The 'Available rooms' table lists two rooms: '5ac3e IAdea2 Room3' and '63094 IAdea2 Room4'. The 'Available devices' table lists several devices, with 'IAdeaCare 1.6.0 Test player 6' selected. A blue arrow button is located between the two tables, indicating the pairing action.

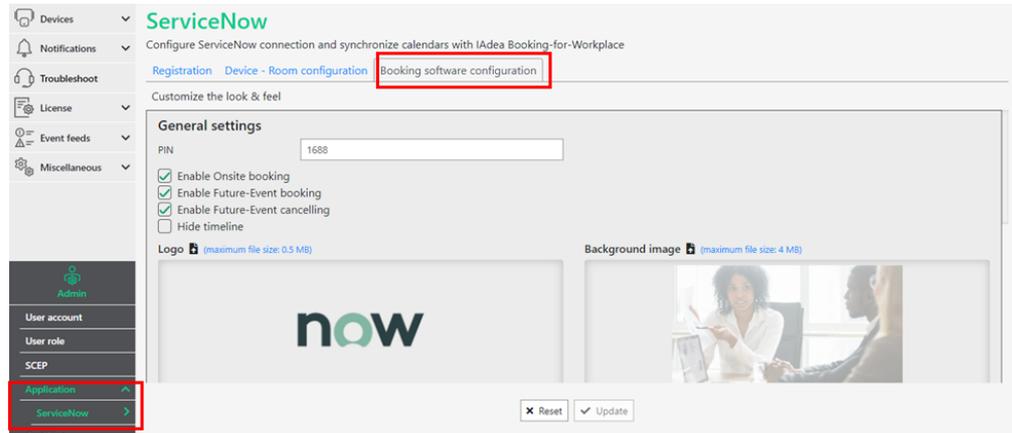
IAdeaCare uses Policy to configure device to load IAdea Booking for ServiceNow. Choose New Policy for the first-time user. Use Advance mode if you are using private hosting of the Booking software.

The screenshot shows the 'Booking software configuration' step in the IAdeaCare interface. The 'Select ServiceNow policy' dropdown is set to 'New Policy'. The 'Advance mode' section is expanded, showing instructions for displaying the room's calendar. Below the instructions, there are two tables: 'Device to be paired (total: 1)' and 'Device to be unpaired (total: 0)'. The 'Device to be paired' table shows one device: 'Admin Pair - 1657903422' with MAC '2C:C5:48:02:9C:34' paired to room 'R104'.

Optional Step: Customize Booking for ServiceNow Software

1. Customize the Booking software:

- Under the **ServiceNow** menu in IAdeaCare, navigate to the **Booking Software Configuration** tab.
- **Enable/disable on-site features:** Here, you can toggle specific on-site functions like check-in/check-out or ad-hoc booking directly from the panel.
- **Customize appearance:** Adjust the color scheme, logo, and background image of the Booking for ServiceNow software to match your company's branding.



2. Licensing Note:

- Each IAdea device must have a valid license for the Booking for ServiceNow software to access full functionality.
- **Without a valid license**, the device will only display the room schedule with the default theme, and all on-site features will be disabled.

Final Steps:

- **Test the setup** by making a reservation in ServiceNow WSD and verifying that the reservation details sync correctly with the paired IAdea meeting room panel.
- **Configure additional IAdea panels** as needed, ensuring that each device is properly registered and paired with the correct meeting room in the IAdeaCare portal.



IAdea Support:

Email: support@IAdea.com

Support Portal: <https://support.IAdea.com>

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