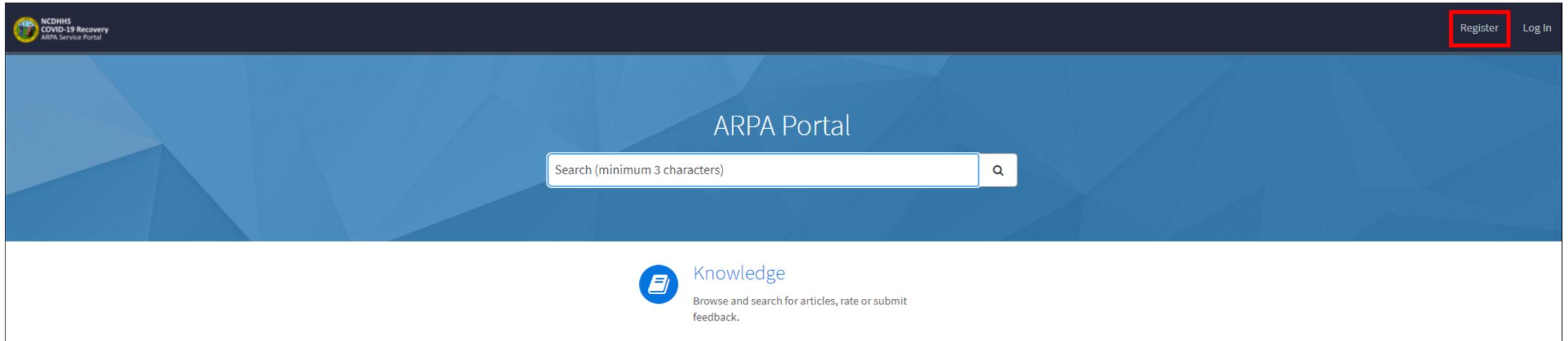


ServiceNow - ARPA Portal Registration Guide

Drafted for: State of NC

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ServiceNow ARPA Portal



How to register for use of the ARPA Portal:

1. Navigate to the ARPA Portal: https://ncgov.servicenowservices.com/sp_arpa
 - a. You will be routed to the ARPA Portal
2. Once in the Home Page:
 - a. Click "Register".
 - b. A form will load requesting: "First Name", "Last Name", and "Email".
 - c. Populate all fields and click "Sign Up".

ARPA Service Portal Registration

WARNING

This is a government computer system and is the property of the State of North Carolina. This system is restricted to authorized users **ONLY**. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to or from this system may subject an individual to administrative disciplinary actions, as well as to criminal and civil penalties. Users shall have no expectation of privacy in using or accessing this system. This system and equipment are subject to monitoring procedures to ensure proper performance of applicable security features or processes. This monitoring may result in the acquisition, recording, and analysis of all activity and data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

THE USE OR OTHER ACCESS OF THIS SYSTEM CONSTITUTES AN EXPRESS CONSENT TO SUCH MONITORING

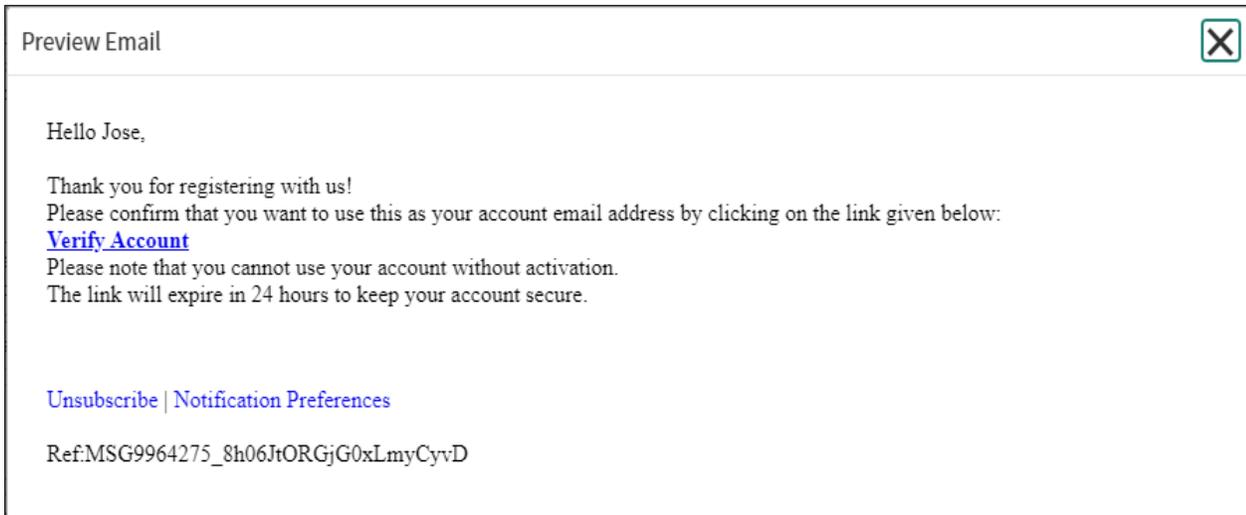
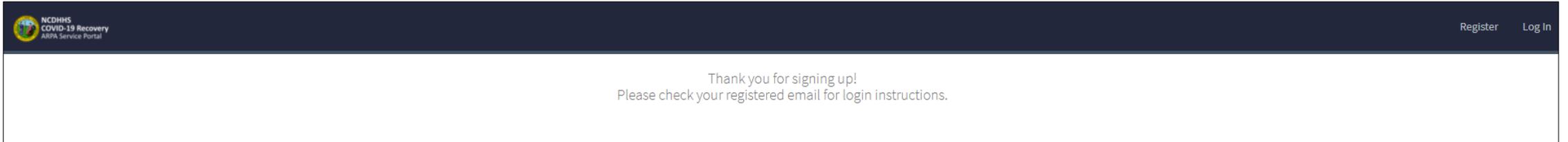
* First name

* Last name

* Email

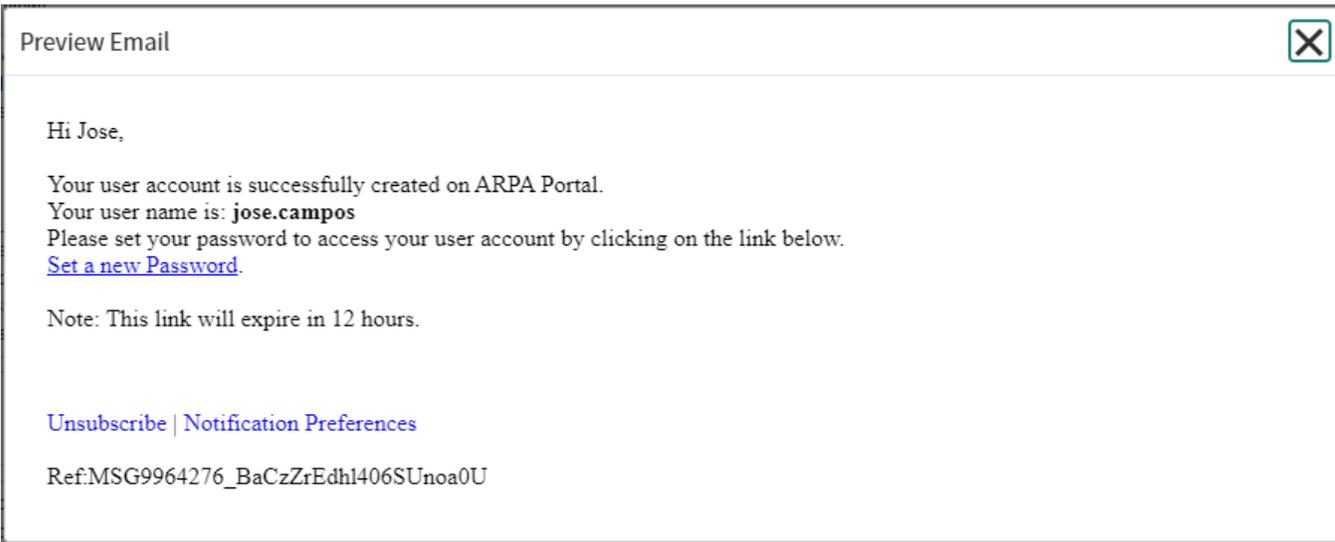
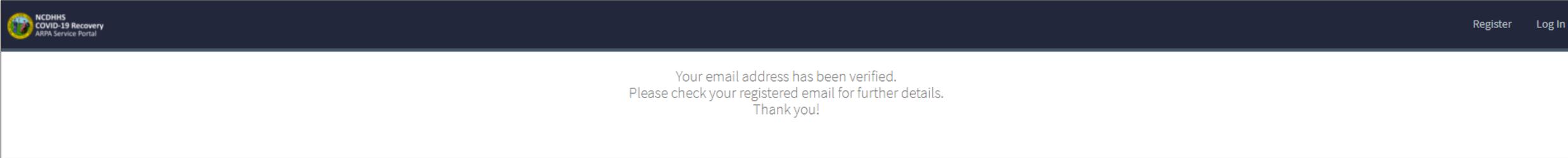
Required information
First name Last name Email

Account Verification Email



- Once you “Sign Up”, you will receive an email to “Verify Account”.
- Once received, click the “Verify Account” link in the email.

Username & Password Email



- After verifying your account, you will receive a second email that will contain:
 - Your Username: This will be used to log in.
 - A link to set your ARPA Portal Password
- Once received, click the “Set a new Password” link in the email.

Reset Password

Reset Password
Account is not locked

* New password

Strength

- At least 8 characters
- At most 40 characters
- At least 1 uppercase letter(s)
- At least 1 lowercase letter(s)
- At least 1 digit(s)
- Cannot reuse your previous passwords

* Retype password

Show passwords

- After clicking the “Set a new Password” link in the email:
 - You will be redirected to the Reset Password page.
 - Follow Password instructions posted
 - Type in your new password two times.
- Click “Reset Password.”
- This will redirect you to the ARPA Home Page.

Log in to the ARPA Portal

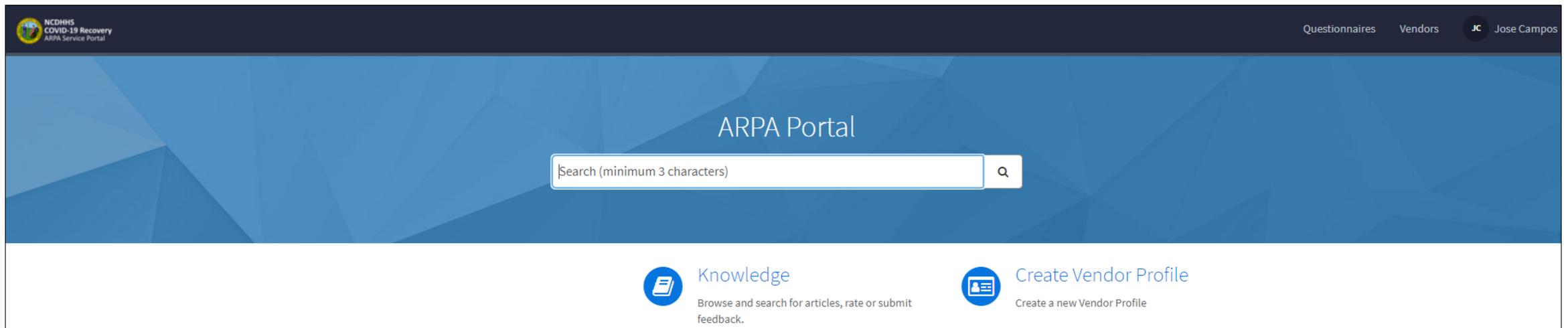
- From the ARPA Home Page, click “Log in”
- Input your given Username and your password.
- Click “Log In”.
- You will now be able to use the ARPA Portal.
 - First step is to “Create Vendor Profile”

Log in

User name

Password

[Forgot Password ?](#)



The screenshot shows the ARPA Portal homepage. At the top left is the logo for NCDHHS COVID-19 Recovery ARPA Service Portal. At the top right are links for Questionnaires, Vendors, and a user profile for Jose Campos. The main header area has a blue background with the text 'ARPA Portal' and a search bar with the placeholder text 'Search (minimum 3 characters)'. Below the header, there are two main sections: 'Knowledge' with a document icon and the text 'Browse and search for articles, rate or submit feedback.', and 'Create Vendor Profile' with a person icon and the text 'Create a new Vendor Profile'.