



Altorra PowerClick

Favorites

User Guide

May 2024 – v1.0

Table of Contents

1. Introduction	4
2. Installation	4
2.1 Installation notes	4
2.2 Installation Steps	4
2.3 Extension Configuration	6
2.3.1 Google Chrome	6
2.3.2 Microsoft Edge	8
3. Upgrading	8
4. PowerClick Favorites Menu	9
5. How it works	10
5.1 Adding Favorites	10
<i>Include Navigation</i>	11
<i>Open in a new tab</i>	11
<i>Title</i>	11
<i>URL</i>	12
5.2 Managing Options	12
<i>Show help test</i>	12
<i>Close popup on click</i>	13
<i>Custom domains</i>	13
5.3 Using Favorites	13
6. Support	14

1. Introduction

The Altorra PowerClick line of tools helps ServiceNow users get the most of the ServiceNow instances they work in. The PowerClick Favorites tool is a Chrome browser-based extension that bridges the user's favorites across multiple ServiceNow Instances.

If you're like most ServiceNow practitioners, you work on multiple instances within an organization and sometimes across organizations. While ServiceNow provides a helpful *favorites* functionality that allows users to save frequently accessed pages and modules, they are not shared across instances. This requires the user to maintain multiple and separate favorite lists.

The Altorra PowerClick Favorites Chrome extension gives users the ability to maintain a single list of favorites and have access to them across ServiceNow instances, and on any device's Chrome browser that's logged into your Google account.

2. Installation

2.1 Installation notes

The Altorra PowerClick Favorites extension can be installed from the Chrome Web Store, using a link provided to the user. To get the link, please visit

<https://www.althorra.com/products/powerclick-favorites> for more information.

Like other Chrome extensions, the PowerClick Favorites requires extension installation to be enabled. If your browser is being managed by your IT department, and extension installations are disabled, you may be required to request permission to do so. Please contact your IT department for more information.

A fact sheet has been prepared for you to help with your IT request. Please see the PowerClick Chrome Extension IT Department Fact Sheet PDF, located at <https://www.althorra.com/support>

2.2 Installation Steps

Navigate to the provided link. The link is in your welcome email when you provided your contact information. If you are unable to find it, please check your Spam folders. Alternatively, you can resubmit your contact information on our product page at

<https://www.althorra.com/products/powerclick-favorites> or contact us for more information.

You will be brought to the PowerClick Favorites download page, on the Google Chrome Web Store.

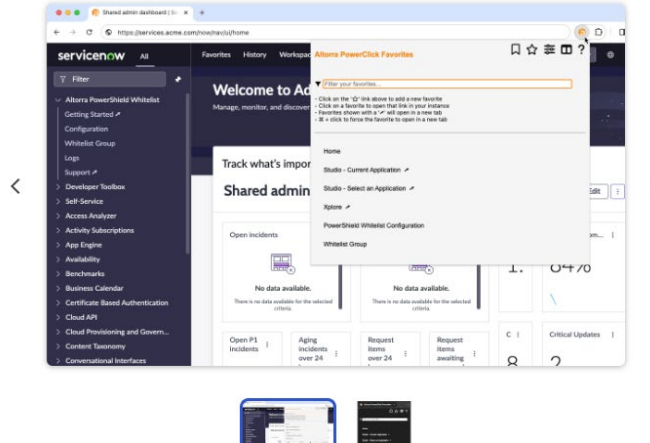


Altorra PowerClick Favorites

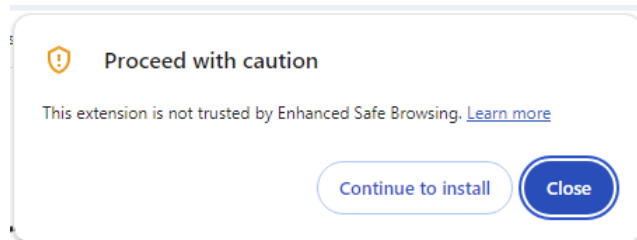
Extension

Tools

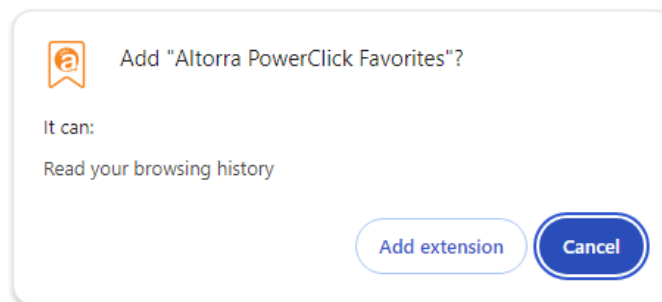
Add to Chrome



Click on **Add to Chrome**.



You may be presented with a “Proceed with caution” message. This appears because Google requires a few months to become trusted by Enhanced Safe Browsing. Click on **Continue to install**.



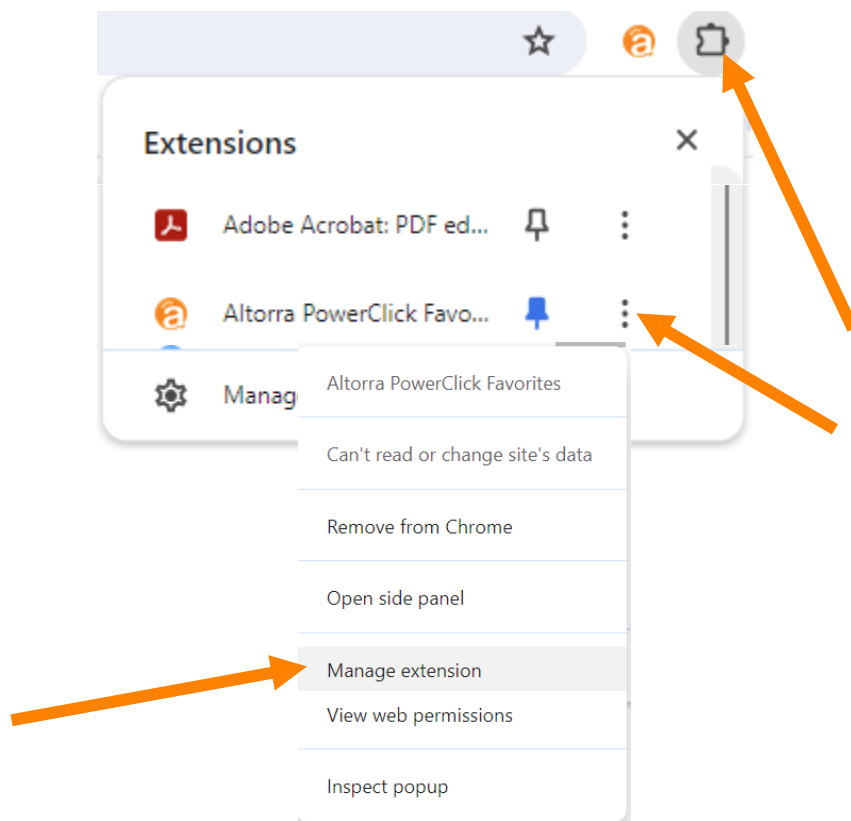
Click on **Add extension**. The PowerClick Favorites extension will be installed. (This message is presented because we check the URL to see if it is a ServiceNow URL).

2.3 Extension Configuration

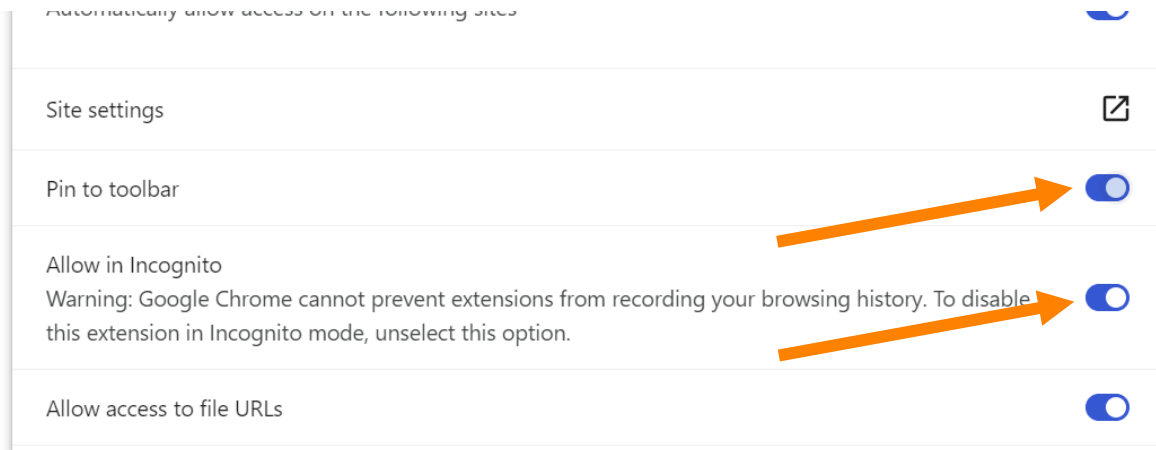
2.3.1 Google Chrome

The PowerClick Favorites Chrome extension comes ready to use.

Here are some extension configuration changes that could help.

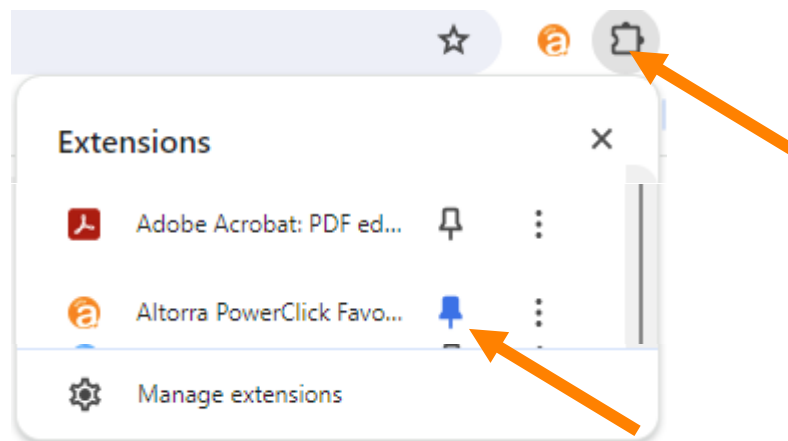


Click on the Extension icon on the browser, then on the vertical ellipsis (three dots) next to the PowerClick Favorites, then on Manage extension.



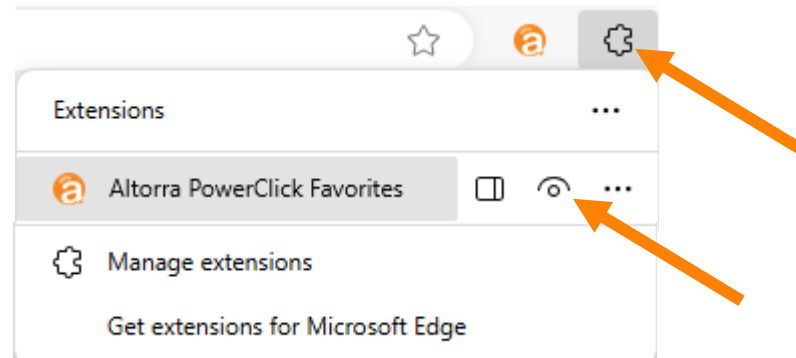
This will bring up the browser extension configuration.

We recommend enabling ***Pin to toolbar*** and ***Allow in Incognito***.



In Google Chrome, you may also ***Pin to toolbar*** in your extension list, by selecting the pin icon.

2.3.2 Microsoft Edge



If installing the extension onto your Microsoft Edge Browser, in place of a ***Pin to toolbar***, there is a visibility setting in the list of extensions, which serves the same purpose.

We recommend enabling visibility for the Altorra PowerClick Favorites extension.

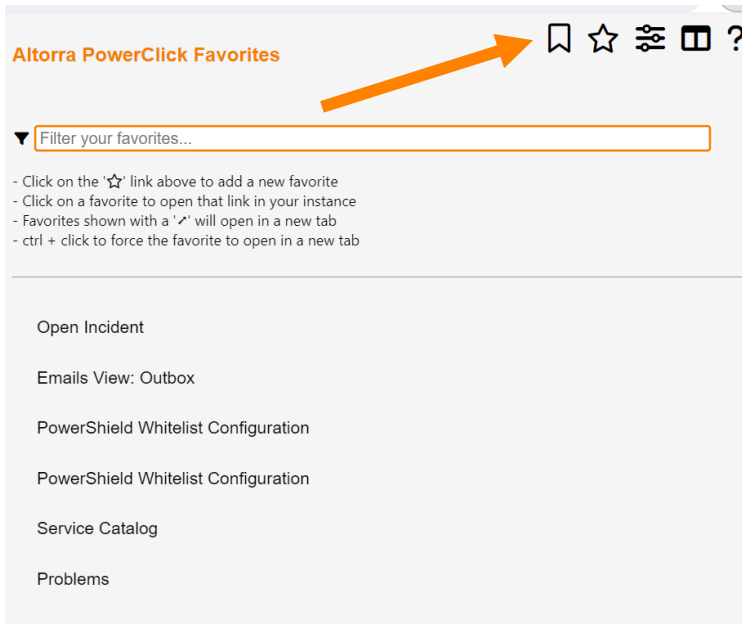
3. Upgrading

Altorra will release updates to the Chrome Extension as required. The extension will automatically update as these updates are released.

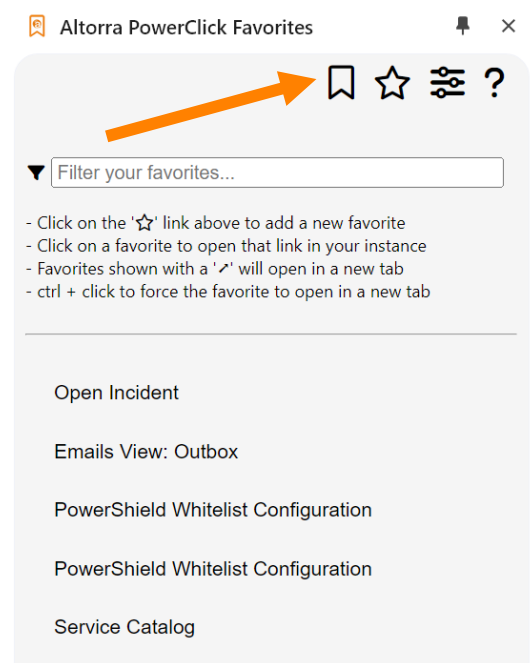
4. PowerClick Favorites Menu

Once the PowerClick Favorites extension has been installed and pinned to the toolbar, selecting the toolbar icon will display the extension window. There are two modes to use the extension: As a pop-up and as a docked Side Panel. The navigation icons are located at the top-right of the extension window.

Popup Menu



Side panel



Favorites Home: This button will take you to your saved favorites.



Add a New Favorite: This will bring you to the save favorites window, allowing you to add a favorite to your list.



Manage Your Options: This will allow you to make changes to the tool's settings.



Open in the Side Panel (appears only in popup mode): This will open and dock the extension as a Side Panel in your browser.



About: This will display version information about the extension, as well as links to our support and product pages.



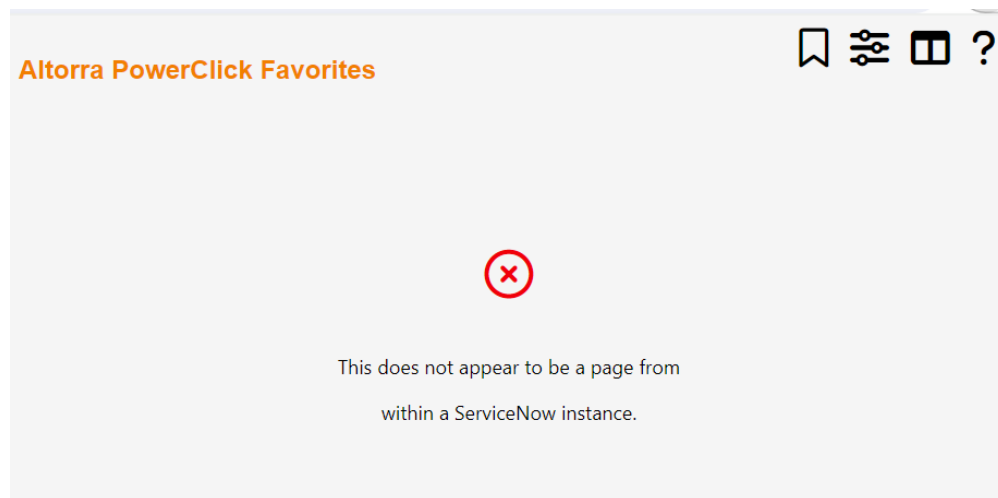
Filter dialog box: This will allow you to filter your list of favorites to display based on your search string.

5. How it works

The PowerClick Favorites Chrome extension allows you to save links to any page on the ServiceNow platform. Although ServiceNow offers a means to save favorites in an instance, there is no way to share those favorites across instances.

The PowerClick Favorites will save your favorites outside the instance, allowing portability to any instance you are logged into. In addition, since it is a Chrome extension, it will be available on any Chrome browser you log into with your Google credentials, making it even more convenient and portable.

When you navigate to a ServiceNow page, the extension will recognize the page, displaying your saved favorites. Conversely, navigating to a non-ServiceNow page, the list of favorites will not be displayed.



5.1 Adding Favorites

When logged into a ServiceNow instance, navigate to a page you would like to add as a favorite.

Click on the  and the add a favorite form will be displayed.

Add a New Favorite

☒ **Include Navigation**
Includes the top navigation controls so you can continue to access your menus.

☐ **Open in a new tab**
Opens the favorite in a new tab instead of the current one.

Title
Service Catalog
The name of the favorite that will be displayed in the list.

URL
catalog_home.do?sysparm_view=catalog_default

You can clean up the URL before saving.
e.g. remove unnecessary parameters
Do not include the domain name.

Add **Cancel**

Include Navigation (Options: Checked/Unchecked – Default: Dynamic based on page)

When adding a favorite, you can choose whether to display the ServiceNow top navigation controls. This is helpful when saving a portal URL, and don't want to have the navigation menus appearing.

Open in a new tab (Options: Checked/Unchecked – Default: Unchecked)

By default, when adding a favorite, the link will open the page in the same browser tab you are working in. By checking this setting, the favorite you are adding, will be opened in a new browser tab. Favorites saved this way will be displayed with a ↗ next to the listed title.

Title

This is the page title and what will displayed in the favorites list. By default, the actual page title is populated. You can modify the text to anything you wish.

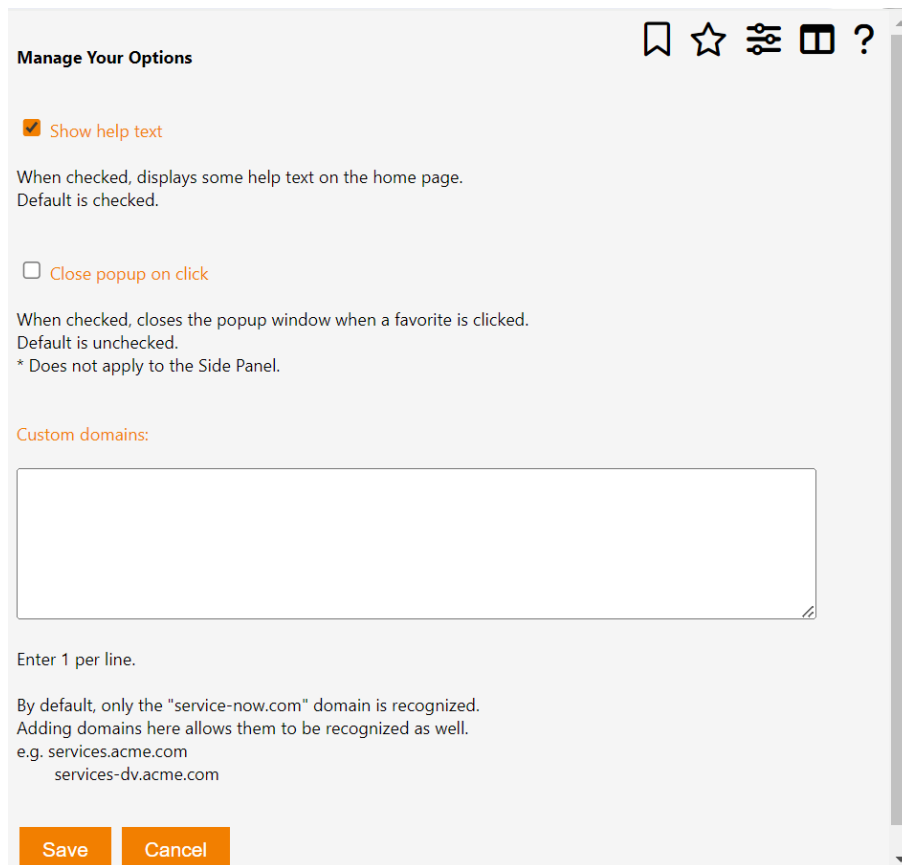
URL

This is the URL of the page you are adding as a favorite. By default, it will use the actual page URL. You may edit the URL if you need to, or wish to clean it up. Do not include the domain name when modifying.

Clicking on Add will save the favorite to your list.

5.2 Managing Options

Click on  to display the PowerClick Favorites extension options.



Manage Your Options

☒ **Show help text**

When checked, displays some help text on the home page.
Default is checked.

☐ **Close popup on click**

When checked, closes the popup window when a favorite is clicked.
Default is unchecked.
* Does not apply to the Side Panel.

Custom domains:

Enter 1 per line.

By default, only the "service-now.com" domain is recognized.
Adding domains here allows them to be recognized as well.
e.g. services.acme.com
services-dv.acme.com

Save **Cancel**

Show help text (Options: Checked/Unchecked – Default: Checked)

When enabled (Checked), help text appears within the extension, providing instructions and details of how to use.

Close popup on click (Options: Checked/Unchecked – Default: Unchecked)

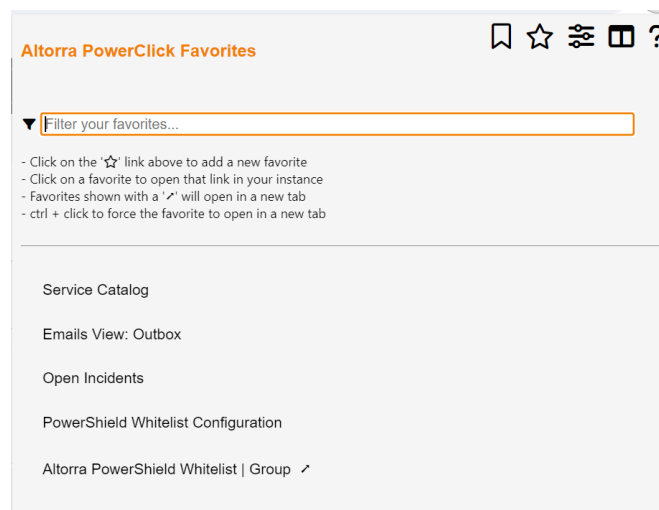
When enabled (Checked), the extension pop-up window will be closed after every time a favorite is clicked. When disabled (Unchecked), the window remains open after clicking a favorite. This setting has no effect when the extension is docked in the Side Panel.

Custom domains

By default, the extension recognizes ServiceNow pages, when using the **service-now.com** domain. If your organization is configured to use a custom domain, you may specify the domain(s) in this configuration setting. This allows the extension to also recognize the domain as a ServiceNow instance. Multiple domains can be added. Only enter one domain per line, using the full TLD (Top Level Domain), for example: **service-acme.com**

5.3 Using Favorites

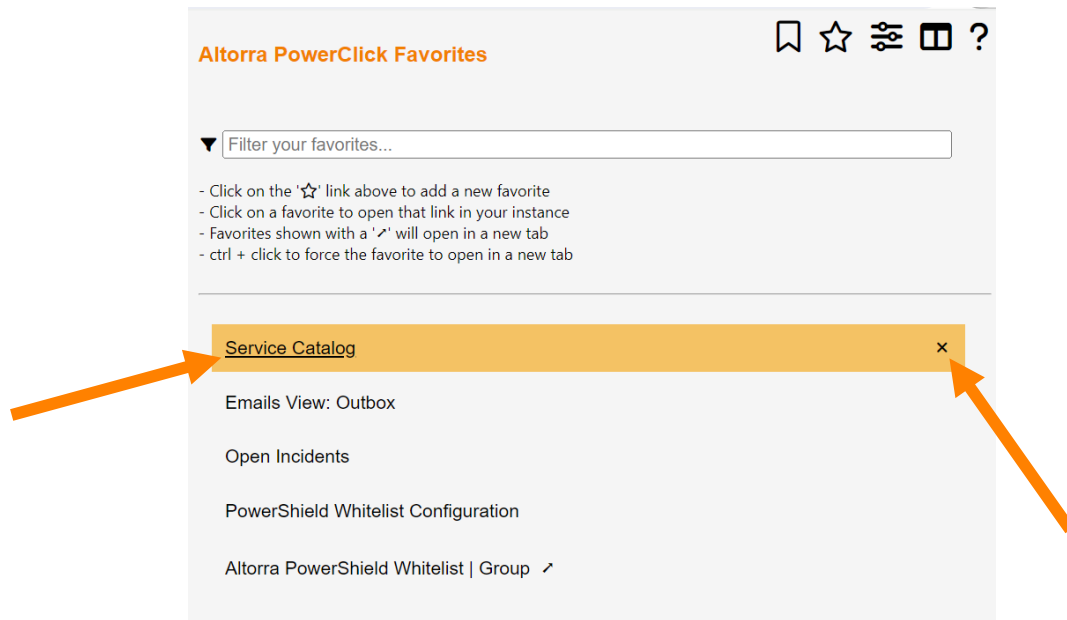
The saved favorites will be listed on the main/home page of the extension.



Clicking on a favorite will open the page in the current browser tab you are working in.

Any favorites display with a ↗ to the right of the title, will open the page in a new browser tab.

Holding the ctrl button when clicking on a favorite will always open the page in a new browser tab.



The displayed order of your favorites list can be modified by dragging the titles as needed. Saved favorites can be deleted by clicking the **x** to the right of the title.

6. Support

If you require further support, have comments or even have a feature request, please contact us by visiting us at <https://www.althorra.com/support> or by emailing us at support@althorra.com.

Thank you for your interest in Altorra Solutions products and services.