

What Permissions should the Proxy User Have in ServiceNow?

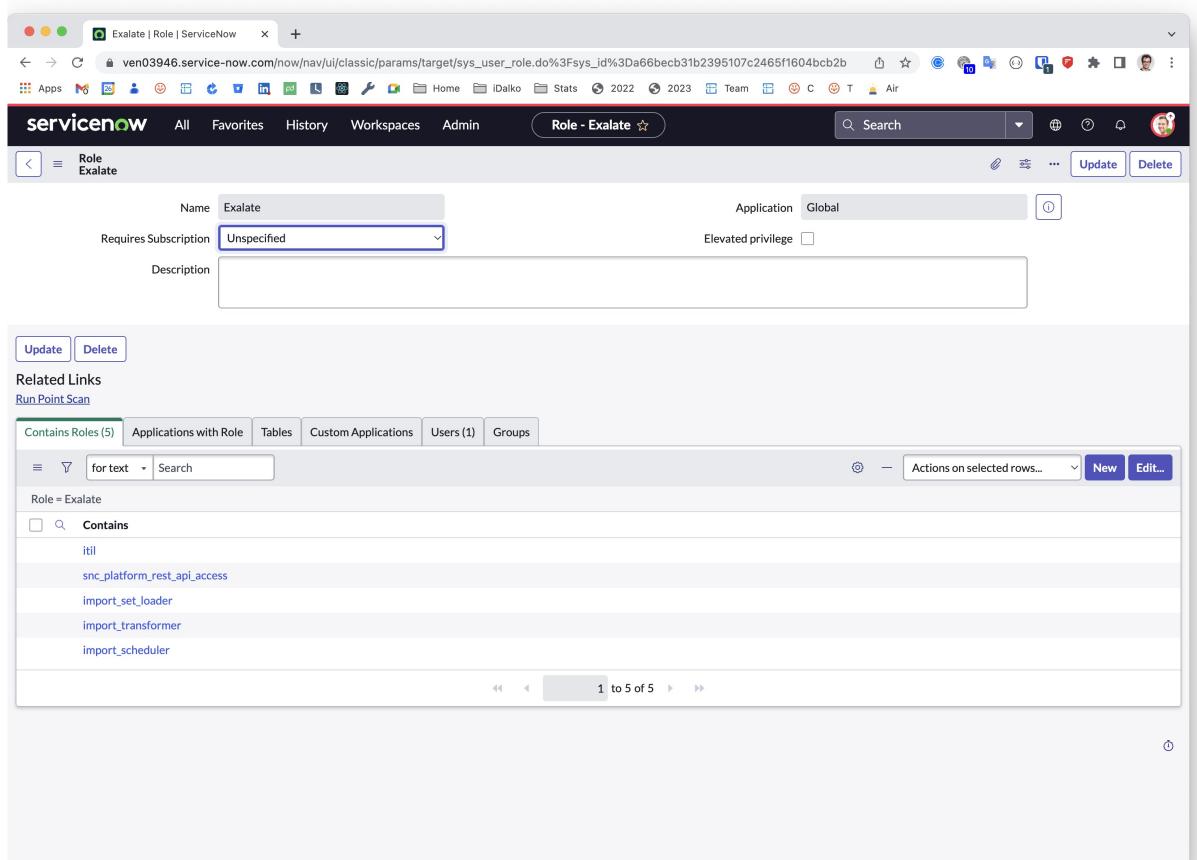
Last Modified on 01/08/2026 11:40 am EST

The Proxy user is the ServiceNow now user who carries out the synchronization between the Exalate node and the ServiceNow instance.

The minimum permissions required for the Proxy user are:

- import_set_loader
- import_transformer
- import_scheduler
- snc_platform_rest_api_access

The best approach is to create a new role and add the above permissions to that role.



The screenshot shows the ServiceNow 'Role' creation page. The 'Name' field is set to 'Exalate'. The 'Requires Subscription' dropdown is set to 'Unspecified'. The 'Application' dropdown is set to 'Global'. The 'Description' field is empty. Below the main form, there are 'Update' and 'Delete' buttons. The 'Related Links' section includes a 'Run Point Scan' link. The 'Contains Roles' tab is selected, showing a list of roles: 'itil', 'snc_platform_rest_api_access', 'import_set_loader', 'import_transformer', and 'import_scheduler'. The list is paginated with '1 to 5 of 5'.

Make sure that along with these basic roles, the Proxy user is also a member of ITIL or similar.

To allow you to add comments to incidents (or whatever entity you want to sync), add 3 ACLs (create, read, write) on **sys_journal_field** to the Exalate role.

Name	Operation	Application	Type	Active	Condition
sys_journal_field	create	Global	record	true	
sys_journal_field	read	Global	record	true	
sys_journal_field	write	Global	record	true	

And as the last step, make the Proxy user a member of the Exalate role.

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Note: The Proxy user can be used to log in to the Exalate console.
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