# How to Access and Refresh Your Sandbox – Freshservice & ITIL Alignment

## Accessing the Sandbox

* Freshservice sandboxes are typically created by request through your Freshworks account manager or CSM.
* Once provisioned, you will receive a sandbox URL with a separate login environment.

## Refreshing the Sandbox

* You can request a refresh to clone your current production data into the sandbox.
* This allows you to test changes with near-live ticket, requester, asset, and configuration data.
* Refresh cycles can be monthly, quarterly, or as needed during large configuration projects.

⚠️ Note: Sandbox refreshes overwrite all changes made in the test environment.

## ITIL Alignment

* Change Enablement: Ensures that changes are validated in a realistic environment before deployment to production.
* Service Validation and Testing: Enables controlled testing of workflows, customizations, and integrations.
* Continual Improvement: Allows iterative development and improvement in a risk-free environment.
* Information Security Management: Maintains separation between test and production environments to prevent data leakage or unintended disruptions.