Opening Service Desk Tickets

1 Open the self-service Portal from the icon on your desktop.

Use ➡ **Login (SSO)** to login!

username: network username**@sbhcs.com** ⬅ (domain)

Password: network password

2 Select the type of ticket you would like to open.

Incidents are used to report that something is broken or not working as expected. Click **Get Help** to open an Incident.

Requests are used to obtain hardware, get access to hospital computer systems and applications, to request

Open an Incident to get help with something that isn't working as expected.

Request access to systems/applications, changes to documentation, reports, etc.

Get Help™ — Submit an IT problem ticket

Request Something — Request IT services, Equipment, or Access

Learn IT — Search for self-help information

My IT — View and check statuses on your incidents and requests

Below are examples of situations for which you would open an Incident or a Catalog Request. These lists are not exhaustive—they are meant to help you understand the difference between the types of tickets you can open. Selecting the correct type of form ensures that you will be asked to provide the information that is necessary to solve your problem and reduces the time needed to resolve the issue. If you are unsure which type of ticket to open, please contact the Service Desk at ***ITS (***855) or 453-1950 for assistance.

Click "Get Help" when:

- Cerner or another system is not working as expected

- You are unable to log in to an application you already have access to

- Phone is not functioning properly

- You need help correcting documentation in Cerner

- Getting an error message in an application

- Computer freezes or is running slowly

- Email is not coming to your phone (when it has been previously)

- Having trouble using Citrix, VDI, VPN.

- You have connectivity issues with the network

- Unable to print/printing issues

- Password reset is not working

- A Visual Smartboard is not working correctly

Click "Request Something" to:

- Request computer systems access for a new employee **(Access Management-CAM Request)**

- Request an access change for an existing employee **(Access Management-CAM Request)**

- Order toner for your printer

- Get software installed on your computer

- Request a name change **(Access Management)**

- Get help setting up equipment for a conference or meeting

- Request a change to Cerner documentation

- Request a new report or access to an existing report

- Request a new computer or other new equipment for an employee

- Get access to a shared drive or folder **(Access Management-CAM Request)**
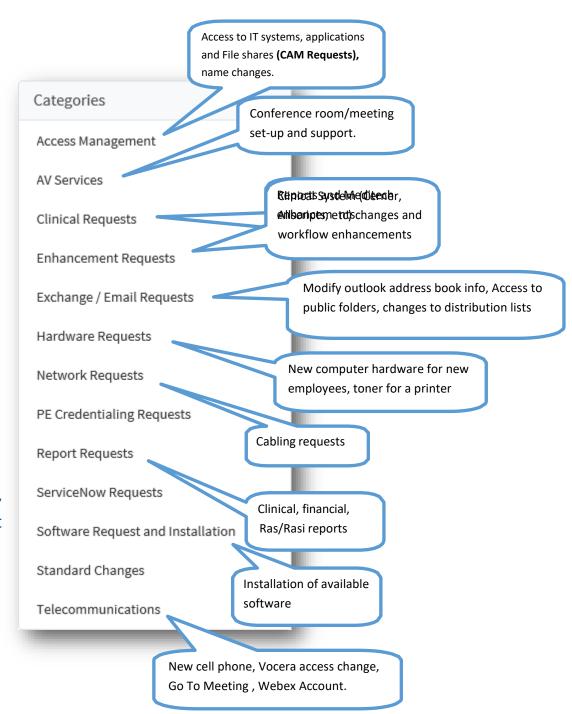
- Order a new cell phone

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For **Requests**, select the category, then select the most appropriate form within the category.

Each category also includes a "**General**" form that can be used if the others do not apply to your request, however, the task-specific forms are designed to collect the necessary information for efficient completion of your request.

Include all of the **details** of your request before submitting. Missing or unclear information will impede completion of your request.

When you submit your request, you will receive an **email notification** that your request was received. If you need to contact the Service Desk about your ticket, you will need the **ticket number** from that email.

Remember that you can always check on the status of your Incidents and Requests from the **My IT** button on the home page.

Categories

- Access Management
- AV Services
- Clinical Requests
- Enhancement Requests
- Exchange / Email Requests
- Hardware Requests
- Network Requests
- PE Credentialing Requests
- Report Requests
- ServiceNow Requests
- Software Request and Installation
- Standard Changes
- Telecommunications

Access to IT systems, applications and File shares **(CAM Requests),** name changes.

Conference room/meeting set-up and support.

Reports, system (Cerner, Allscripts, etc) Clinical Medical, Enhancements, changes and workflow enhancements

Modify outlook address book info, Access to public folders, changes to distribution lists

New computer hardware for new employees, toner for a printer

Cabling requests

Clinical, financial, Ras/Rasi reports

Installation of available software

New cell phone, Vocera access change, Go To Meeting , Webex Account.

Helpful Hints for Faster Response to your Service Tickets:

- Always **restart your computer** from the Windows Start menu before calling the Service Desk to report a problem. Many problems can be solved with a reboot. The Service Desk will always ask you to reboot first, so this will save time if you do have to call.

- Always provide a **phone number** or extension at which you can be reached directly.

- When reporting an issue with a device, please provide the *exact* **name of the device** you are using.

- When reporting an issue with a specific patient account, document, record, etc., use the ***Confidential Information*** field to provide as much detail as possible and the relevant account number/s. This information is necessary in order for the support teams to investigate your issue.

- If you are getting an **error message**, please include a screenshot or at least the content of the message you are seeing.

- For printing issues, restart the computer before calling the Service Desk. Many problems can be solved with a reboot.

- When requesting access **(CAM Request)** for a new user, provide the **name of an existing user in the same role** whose access can be referenced. This field is available, but not required, however, filling it in will eliminate the need for us to contact you to get a name.

- Use the "**Learn IT**" link on the home page of the Self-Service Portal to find help with common issues.

- **By Logging in using Login (SSO)-** You can see all of your Incidents and Catalog Requests by clicking "**My IT**" on the Self-Service Portal home page.