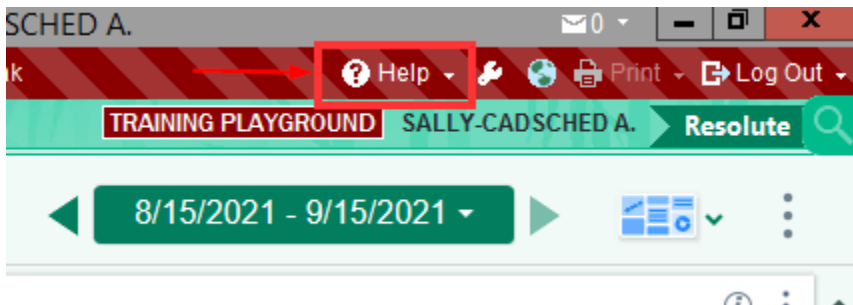# ServiceNow Tips and Tricks
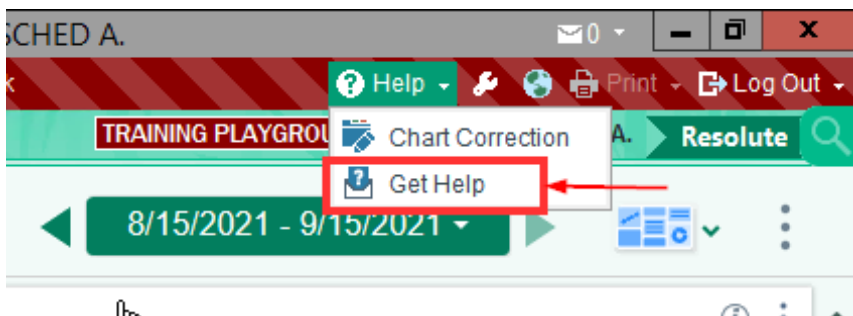
Topic: Epic help button – how to submit
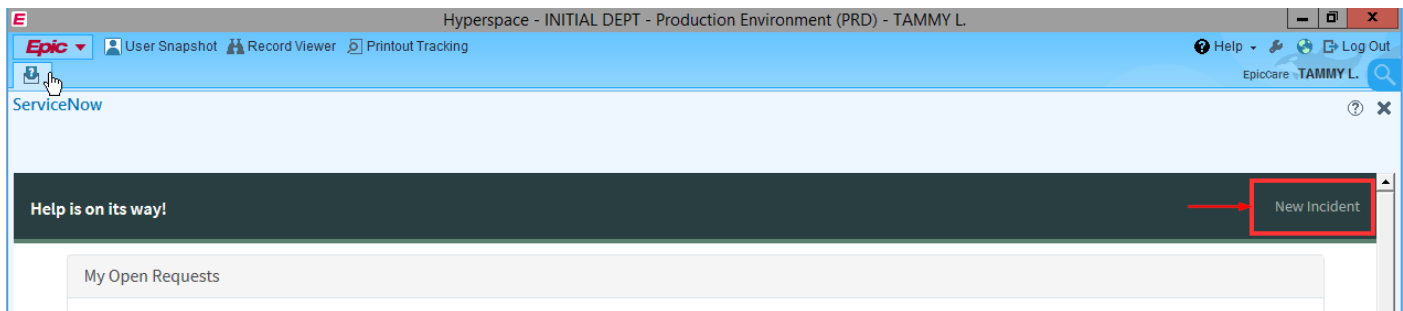**Created**: 10/8/21

In Hyperspace Click on **Help** on the menu bar in the upper right corner.

In the drop down menu, Please select **Get Help**

Click on the New Incident tab once the ServiceNow screen loads.

EMR Session information will populate including patient information, user template, user login ID.

Select the type of issue you are having and then you click the Submit button.