Instructions for Submitting a Ticket to NYSIM IT

Instructions below only apply for those with an <u>NYULH account</u> (Kerberos ID), All others please call 866.276.1892

1) Click the "MCIT Support" link at your homepage within the atnyulmc.org portal:
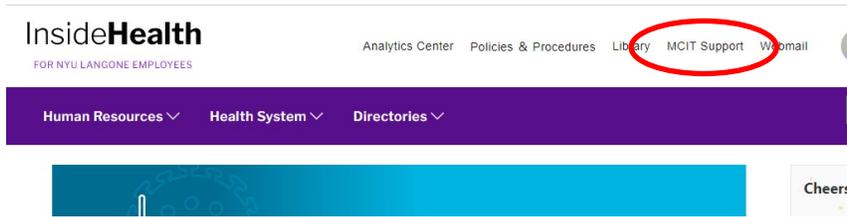
2) Select "MCIT End User Service Catalog" role from the dropdown option, underneath your profile, to get to the MCIT Service Catalog:
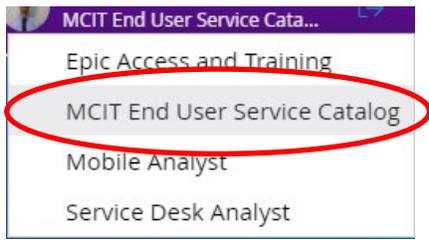
3) Select "Report an Issue" for problem tickets or "Request Something New" for all other IT requests:

- <u>Report an Issue</u> (Page 2) - high priority incidents that requires immediate attention or escalation from IT:

    - i.e., malfunction with the B-Line application, mannikens, computers, email, phones, network connectivity, etc.

- <u>Request Something New</u> (Page 3) - requests that requires IT services that are not incidents:

    - i.e., need software access, new user requests, IT assistance, provisioning of new IT related equipment, etc.
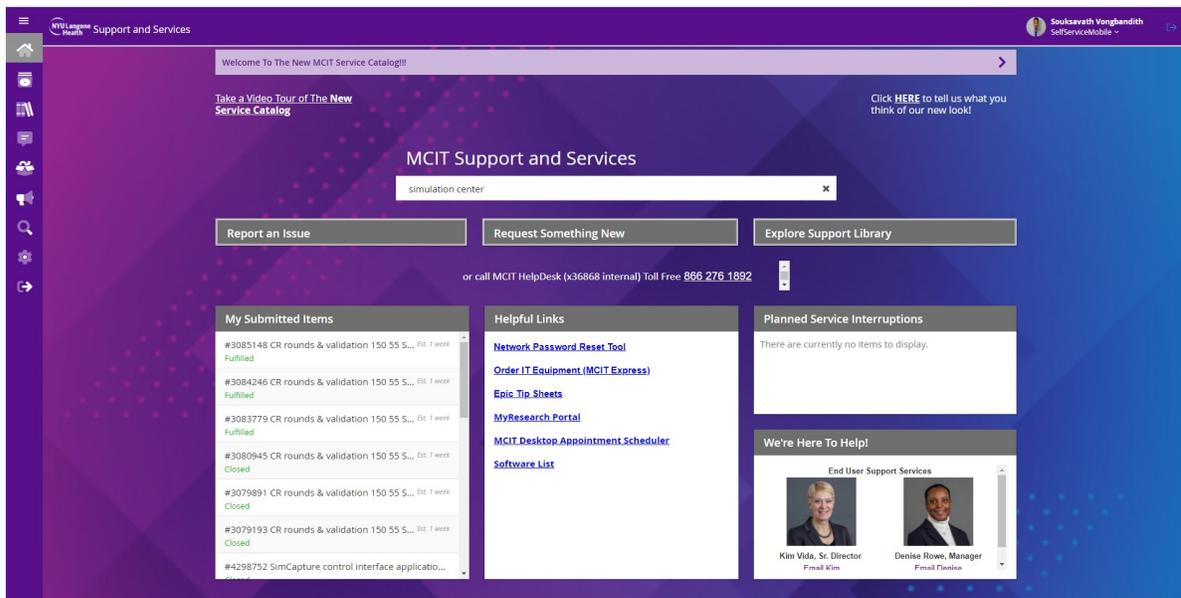
1) If you would like to submit a request, click on the "Request Something New" button:

2) Select "Education and Training":
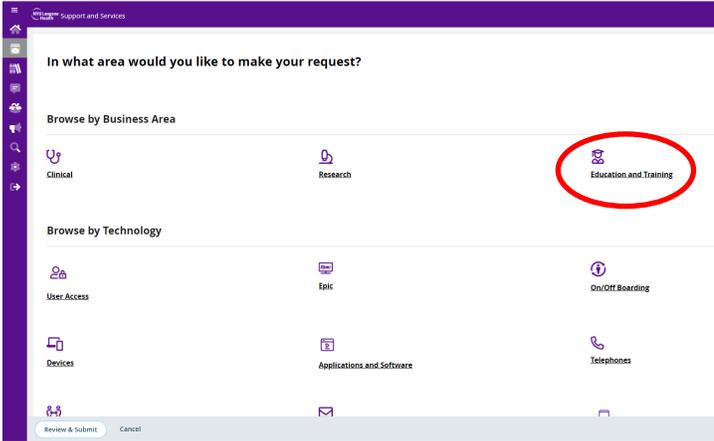
3) Select "Request Application Access/Enhancement":
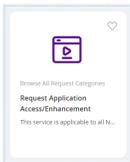
4) You must fill all fields with "*" as required. Under the Application field, you must type "Sim" to be able to select "Simulation Center" as your option.

Click "Review and Submit" at the bottom once you are finished.
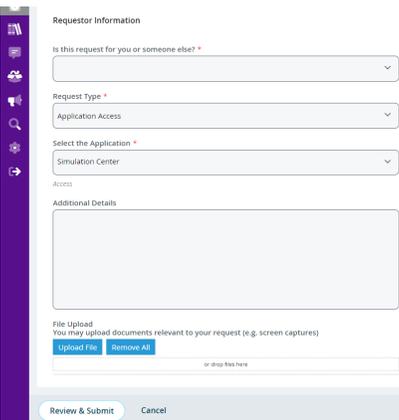
6) Select "Submit" in the next screen to submit the ticket.

1) If you would like to report an issue, click on the "Report an Issue" button:
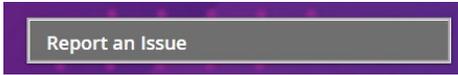
2) Select "Education & Training":
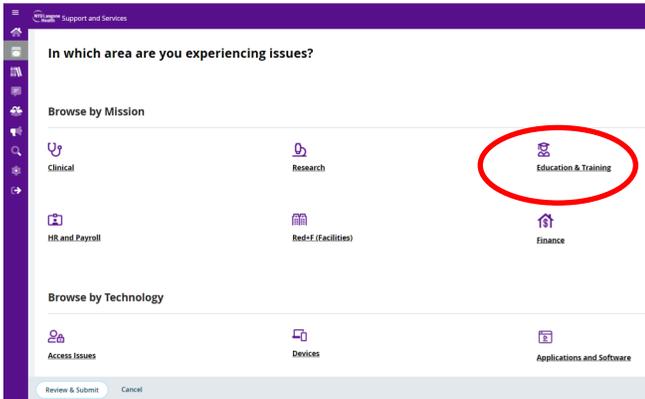
3) Scroll to the bottom of the screen and select "Simulation Center Issue":
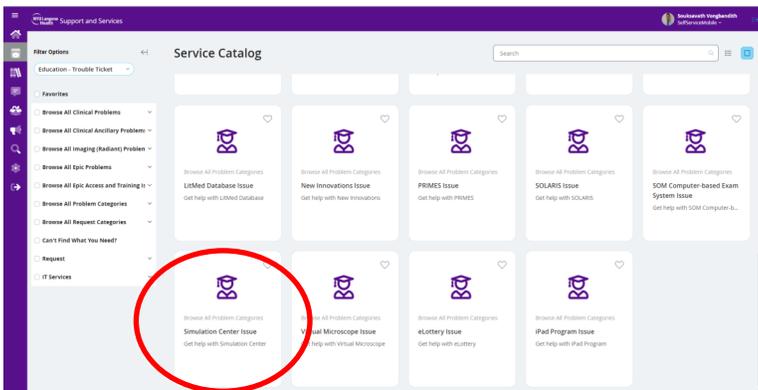
* Clicking on the heart next to it will add it to your favorite and move the ticket option to the first option on the list.

5)Fill out the form and click "Save" at the bottom to Submit the ticket.

All fields with "*" are required.