## Instructions for Submitting a Ticket to NYSIM IT

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

1) Click the "<u>MCIT Support</u>" link at your homepage within the atnyulmc.org portal:

Inside Health	Analytics Center	Policies & Procedures	Library MCIT Support	Wibmail
Human Resources $arsigma$ Health System $arsigma$	Directories 🗸			
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2) Select "<u>MCIT End User Service Catalog</u>" role from the dropdown option, underneath your profile, to get to the MCIT Service Catalog:

	MCIT End User Service Cata
	Epic Access and Training
$\langle$	MCIT End User Service Catalog
	Mobile Analyst
	Service Desk Analyst

3) Select "<u>Report an Issue</u>" for problem tickets or "<u>Request Something New</u>" 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.

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		Welcome To The New MCIT Service Catalog!! Take a Video Tour of The New Service Catalog MCIT Su simulation cert	upport and Services	Click <u>HERE</u> to tell us what you think of our new look! X		
Q ⊜ ⊡		Report an Issue	Request Something New	Explore Support Library		
		My Submitted Items #308148 CR rounds & validation 150 55 S., fit: I were fulfiled #3084246 CR rounds & validation 150 35 S., fit: I were fulfiled #3083779 CR rounds & validation 150 35 S., fit: I were fulfiled #3093945 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were Closed #3073991 CR rounds & validation 150 35 S., fit: I were Closed #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were Closed #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073991 CR rounds & validation 150 35 S., fit: I were fulfiled #3073992 SimCapture control interface application., fit: I were fulfiled #3073952 SimCapture control interface application.	Helpful Links Network.Password Reset Tool Order IT Edulpment (MCIT Express) Epic Tip Sheets MytEssaarch Portal MCIT Deskton Appointment Scheduler Software List	Planned Service Interruptions There are currently no items to display. We're Here To Help: End User Support Services Find Vide, Sc Director Find Vide, Sc Director Find Vide Sc		

1) If you would like to submit a request, click on the "<u>Request Something New</u>" button:



2) Select "Education and Training":

=	Constantion Support and Services					
	In what area would you like to make your request?					
** **	Browse by Business Area					
0 * *	ि Clinical	<u>D</u> Research	Education and Italining			
	Browse by Technology					
	<u>වස</u> User Access	(jun) Epic	① On/Off Boarding			
	드) Devices	Applications and Software	& Ieisphones			
	6-8	M	0			
	Review & Submit Cancel					

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.

Is this request for you or so	omeone else? *
l	
Request Type *	
Application Access	
Select the Application *	
Simulation Center	
Access	
Additional Details	
File Upload You may upload document	ts relevant to your request (e.g. screen cantures)
Upload File Remove Al	l
	or drop files here

6) Select "Submit" in the next screen to submit the ticket.

1) If you would like to report an issue, click on the "<u>Report an Issue</u>" button:

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Descent and Issue		
Report an Issue		

2) Select "<u>Education & Training</u>":

	Victorian Support and Services					
	In which area are you experiencing issues?					
æ	Browse by Mission					
	Q	മ	2			
≉ 	Clinical	Research	Education & Training			
	٤		ि			
	HR and Payroll	Red+F (Facilities)	Finance			
	Browse by Technology					
	28	-Co	Þ			
	Access Issues	Devices	Applications and Software			
	Review & Submit Cancel					

3) Scroll to the bottom of the screen and select "Simulation Center Issue":

=	Replayers Support and Services					🚯 Soukseveth Vorgbandith 🕞
	Filter Options	Service Catalog		Search		۵ = ۵
	Favorites					
	Browse All Clinical Problems      V     Browse All Clinical Ancillary Problem:	~ €	~ ₽	~ ₽	♥	~ €
*	Browse All Imaging (Radiant) Problem      Control Problem      V	Browse All Problem Categories	Browse All Problem Categories	Browse All Problem Categories	Browse All Problem Categories	Browse All Problem Categories
•	Browse All Problem Categories	Get help with LitMed Database	Get help with New Innovations	Get help with PRIMES	Get help with SOLARS	SUM Computer-based Exam System Issue Get help with SOM Computer-b
	Can't Find What You Need?					<u> </u>
	C IT Services	t de la companya de l		€	€	
	(	Browse All Problem Categories Simulation Center Issue Get help with Simulation Center	er noe All Problem Categories Virual Microscope Issue Prihelp with Virtual Microscope	Browse All Problem Categories eLottery Issue Get help with eLottery	Browse All Problem Categories iPad Program Issue Get help with iPad Program	
		$\smile$				

\* 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.