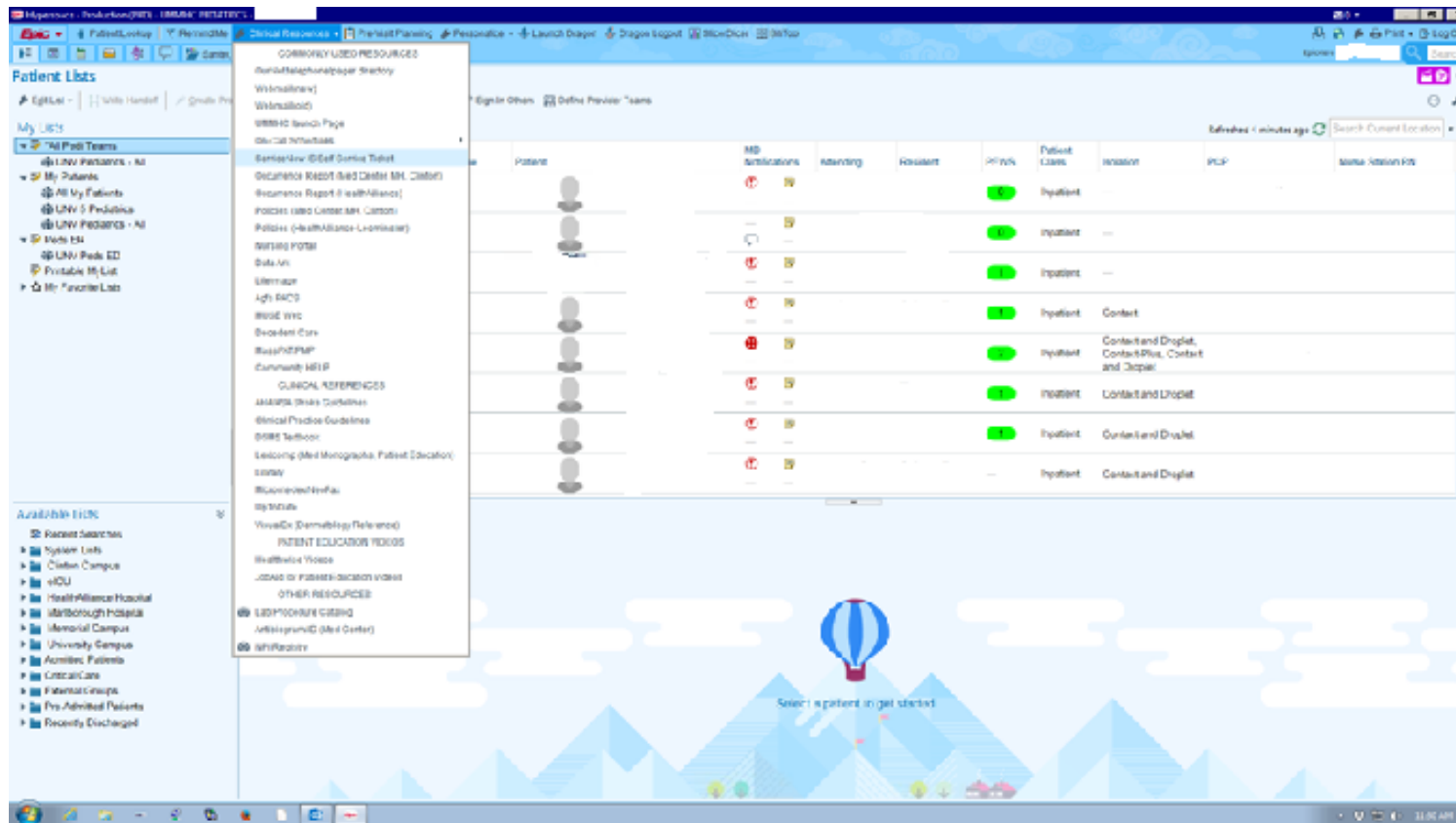
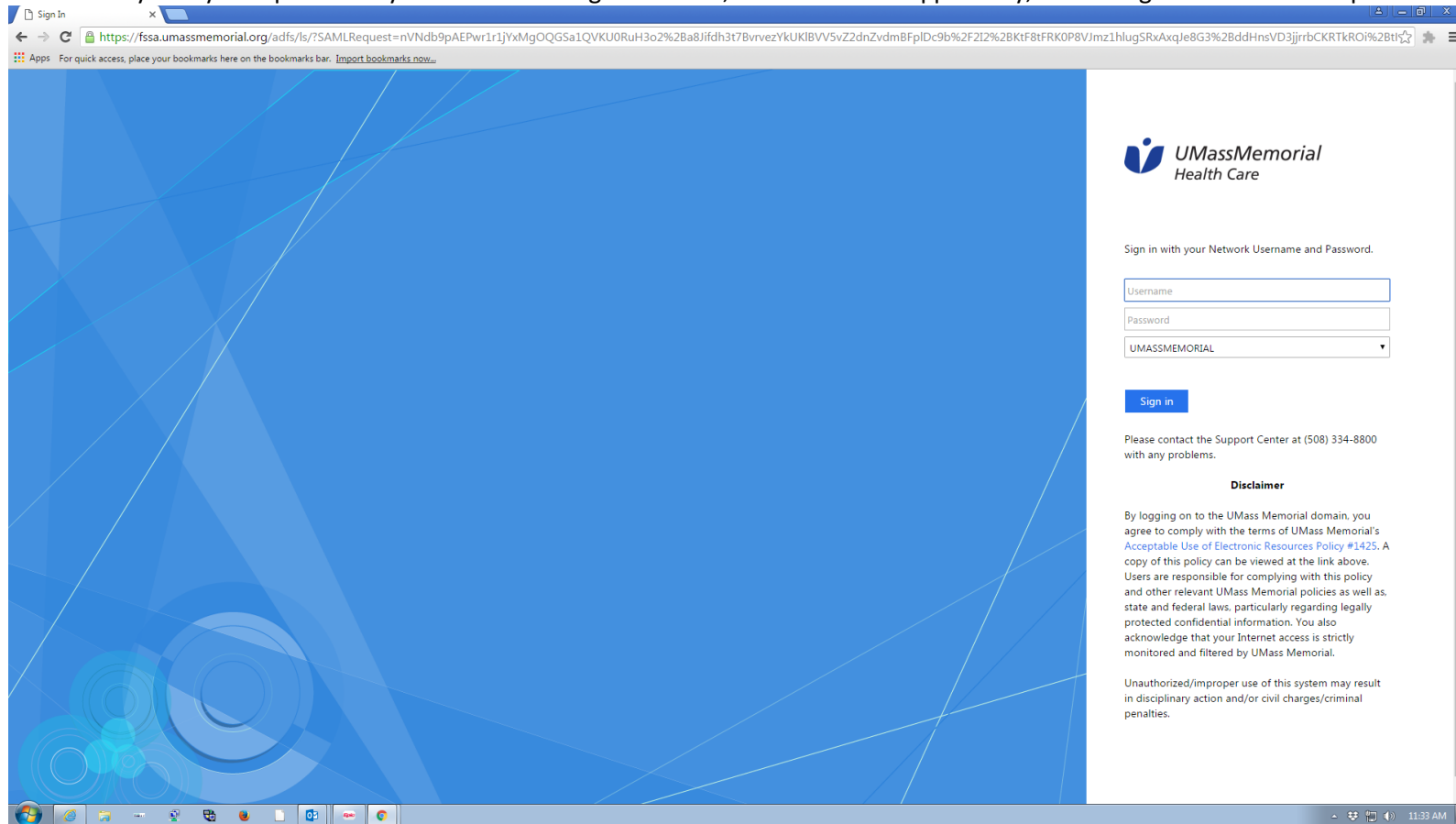


1. Log in to epic
2. Find the “clinical resources” drop down
3. Go to ServiceNow IS Self Service Ticket




4. Should bring you to this screen where you need to log in. there is a bug in the system – if you aren't taken to this screen, then you have to call the help desk and say that your Epic ticket system isn't working. After that, it should work. Apparently, this little glitch is a common problem.



Sign In

https://fssa.umassmemorial.org/adfs/ls/?SAMLRequest=nVNdb9pAEPwr1r1jYxMgOQGsa1QYKU0RuH3o2%2Ba8Jifdh3t7BvrvezYkUKIBVV5vZ2dnZvdm8FpIDc9b%2F2l2%2BKtF8tFRK0P8VJmz1hlug5RxAxqje8G3%2BddHnsVD3jjrrbCKRTkROI%2Bti...

For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)

 **UMassMemorial**
Health Care

Sign in with your Network Username and Password.

Username

Password

UMassMEMORIAL

Sign in

Please contact the Support Center at (508) 334-8800 with any problems.

Disclaimer

By logging on to the UMass Memorial domain, you agree to comply with the terms of UMass Memorial's [Acceptable Use of Electronic Resources Policy #1425](#). A copy of this policy can be viewed at the link above. Users are responsible for complying with this policy and other relevant UMass Memorial policies as well as, state and federal laws, particularly regarding legally protected confidential information. You also acknowledge that your Internet access is strictly monitored and filtered by UMass Memorial.

Unauthorized/improper use of this system may result in disciplinary action and/or civil charges/criminal penalties.

11:33 AM

5. Then you see this screen. If something is broken, eg WOW, click “I have an issue”. If you want to make a suggestion, click “I have a request”

Service Portal - Service P... X

https://umassmemorial.service-now.com/isp

UMass Memorial Health Care

Support [User Name] What do you need help with?

Hi [User Name]. Welcome to the IS Self-Service Portal.

I have an issue...

Something is broken or you have an issue

I have a request...

Request a service or an item from IS

I need information...

Search Knowledge Base

My Open Issues
erroneous encounter
RUC0307008 • 4d ago

My Open Requests
Epic - edits to general pediatric admission order set
RUC0307008 • 5mo ago

My Open Surveys
You have no surveys to take

My Closed Issues

You have 11 closed issues

My Closed Requests

You have 1 closed requests

My Open Approvals

You have 0 open approvals

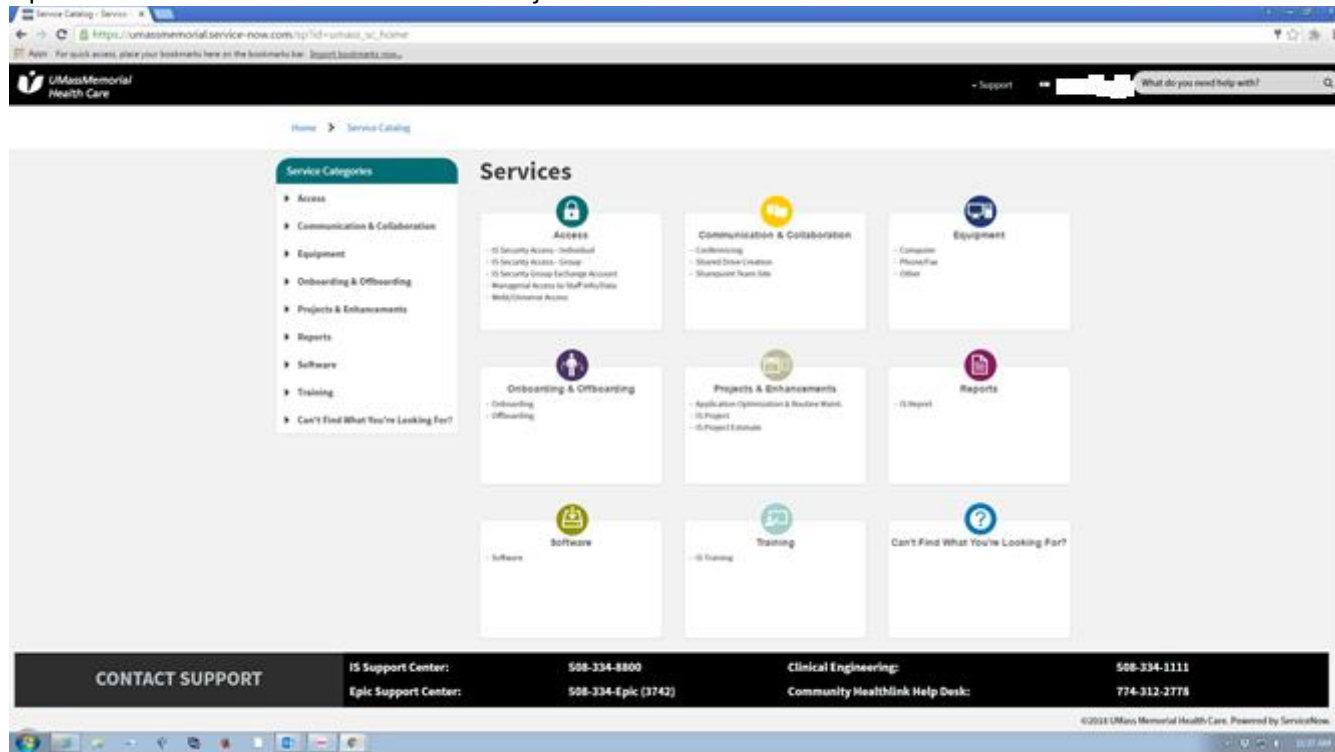
CONTACT SUPPORT

IS Support Center:	508-334-8800	Clinical Engineering:	508-334-1111
Epic Support Center:	508-334-Epic (3742)	Community Healthlink Help Desk:	774-312-2778

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10:25 AM

6. Clicking “I have a request” brings you here. Lots of categories of options. To request a new order set/change to Epic, I’d click the “Application Optimization and Routine Main” under “Projects & Enhancements”



7. So then you see this screen where you type in what you want. There is a “watch list” on the bottom – nice to tag other interested people so they can be kept in the loop. If it’s not urgent, I don’t fill in the “completion date” field

The screenshot shows a web browser window displaying the 'Service Catalog - Service' page for 'Application Optimization & Routine Maint.' The URL is https://umassmemorial.service-now.com/sg?id=sc_cat_item&sys_id=6c3b4e1d2db009780cde3725c09613929. The page header includes the UMass Memorial Health Care logo and a search bar. The breadcrumb trail is: Home > Service Catalog > Projects & Enhancements > Application Optimization & Routine Maint. The main content area is titled 'Application Optimization & Routine Maint.' and includes a description: 'This form is used when requesting routine maintenance or optimization to production applications such as Epic, AGFA, Provation or Infinium.' It also provides instructions on how to use the form for 'ROUTINE MAINTENANCE' and 'OPTIMIZATION' requests. Below the instructions is a link to a 'Knowledge Article: Application Optimization and Routine Maintenance'. The form itself is divided into two main sections: 'CONTACT & LOCATION INFORMATION' and 'RECIPIENT INFORMATION'. The 'CONTACT & LOCATION INFORMATION' section includes fields for 'Requested by' (a dropdown menu), 'Location' (a dropdown menu with '15 N Lake Ave., Worcester, MA University Campus' selected), 'Building' (a dropdown menu), 'Floor' (a dropdown menu), 'Desk Location' (a text field), and 'Best Contact Number' (a text field). The 'RECIPIENT INFORMATION' section includes a field for 'Recipient (Target Account)' (a dropdown menu). At the bottom of the form, there is a 'watch list' section for tagging other interested people.

Service Catalog - Service

https://umassmemorial.service-now.com/sg?id=sc_cat_item&sys_id=6c3b4e1d2db009780cde3725c09613929

UMassMemorial Health Care

Home > Service Catalog > Projects & Enhancements > Application Optimization & Routine Maint.

Application Optimization & Routine Maint.

This form is used when requesting routine maintenance or optimization to production applications such as Epic, AGFA, Provation or Infinium.

This form is used when requesting routine maintenance or optimization to production applications such as Epic, AGFA, Provation or Infinium.

ROUTINE MAINTENANCE would be a request for new or changes to - examples: test/procedure codes, CDM codes, formulary codes, billing codes, etc.

OPTIMIZATION related requests - changes to how a system works, new functionality or a change in workflow etc.

[Knowledge Article: Application Optimization and Routine Maintenance](#)

CONTACT & LOCATION INFORMATION

* Requested by

* Location

Requesting (Requested by): eg. Self, the person who is calling or just fingers to keyboard

* Best Contact Number

* Authorized by

Authorizing (Authorized by/Directed by): eg. Self, Manager, Project Manager, Practice Manager

RECIPIENT INFORMATION

* Recipient (Target Account)

Receiving (Received by): eg. Self, Staff