

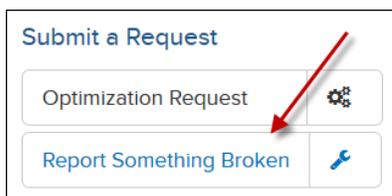
# How to Submit Self-Service Tickets

## Introductions

- This tip sheet will outline two types of Self-Service tickets:
  - **Report Something Broken**
  - **Optimization Request**
- When accessing the Service-Now website to submit these tickets, you will be asked for your AD Username and Password. If you have trouble logging in, please contact Customer Care at (310) 267-2273 (x7-CARE). Specialists are able to assist, 24/7.

## Report Something Broken

1. From the [Mednet homepage](#) under the CareConnect section select **CareConnect Website**
2. This will take you to the main CareConnect page. On the right side, under Submit a Request section, select "Report Something Broken"



3. This will take you to the Service-Now website. After you log in with your AD credentials, you will see the ticket form.
4. **IMPORTANT:** If you are submitting an urgent Patient Safety related issue, do NOT submit a Self-Service ticket. Please call Customer Care immediately.
5. From the ticket form (note the fields with \* must be completed before the ticket can be submitted).
  - To prevent delays in the resolution of your ticket ensure the Incident location **AND** your Contact phone number is correct.
    - If it is not, update these fields with the correct information. The support technician or analyst that assigned to your ticket may need to speak with you about your issue.
  - a. Check, the 'Caller Contact #', 'Building' and 'Room' fields ensure they are correct. On the 'Incident location' field, enter the location of the issue that you are reporting. Include the building (RRH, SM, JuleStein Institute, 200 MP) and the Room number.
  - b. If you would like to have others receive the same updates and notifications that you receive on this ticket, click the lock to enter them into the 'Customer watch list'.

Ticket - TIX01207760

Number: TIX01207760

Caller: Bruin, Joe (TEST)

Department: Pediatrics

Ticket Type: Incident

Opened: 07-14-2017 12:12:29

Opened by: Bruin, Joe (TEST)

State: New

Caller Contact #: (310) 267-1234

Alternate Number:

Building: RRUMC

Room: 3312

Incident location: REAGAN HOSPITAL, 3RD FLOOR, ROOM #3312

Short Description:

Description:

Submit

- c. On the **'Short Description'** field, enter a brief summary of your issue. Try providing the technician or analyst a good idea of what is going on. Use the **'Description'** field (just below the 'Short Description') to provide more detailed information about the issue you are reporting. Provide as much information in this section as you can.
  - a. If you are submitting this ticket for someone else, please make sure you type in their name and contact information in the **Description** field
- d. If you have attachments or screenshots, click the attachment icon in the upper right corner. Add the attachment(s) the same way you would when using most Microsoft applications. You may also drag & drop attachments on to the ticket.
- e. Once you have completed the ticket, click 

## Optimization Request

1. From the [Mednet homepage](#) under the CareConnect section select **“Optimization Requests”**
2. This will take you to the Service-Now website. After you log in with your AD credentials, you will see the ticket form.
3. This form is similar to the Incident ticket form except that it has Optimization Request pre-populated in the Short Description
4. Confirm that the telephone #, as well area of service is accurate for this ticket.
5. In the **Description** field, enter as much information as possible so the CareConnect build team can access the request accordingly. The more information you provide the better.
6. Lastly, on the top right click on Submit.
7. Your Optimization Request ticket has now been submitted.