


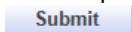


ENTERING A NEW TICKET:


From your Entity's home page select  and then select . To enter a new incident select "**get help**"

 Answer the questions presented, so that we can adequately route the ticket to the appropriate group.


- **Username** and **Callback Number**: (If the username or call back number is incorrect for this incident, please update these fields).
- **Support Area** is the location where you typically work.
- **Incident Location** is the location where you are currently located as it relates to the incident you are currently submitting.
- Select the **Category** which best describes your issue.
- **Sub-category** – additional questions to help us better identify the reason for your incident (if you have the information please provide it).
- **Short description** – provide a brief description of your issue.
- **Please describe your issue below** is where you should include as much detail as possible. This will help us better understand your needs.
- Select the **urgency** of your incident.

Note: If this is a **HIGH** incident, please call your IHT Support Center.
- Once you have completed select **submit** . 


SEARCHING KNOWLEDGE:

Knowledge is separated between Epic Tip Sheets – IL, MO, OK Regions and General 


Epic Tip Sheets – IL, MO, OK Regions

- **To Access** – Click on the Epic Tip Sheets – IL, MO, OK Regions link in the Knowledge box.
- **To Search** – Type in keywords into the search bar and click the  button. A list of the Tip Sheets containing the words typed in the search box will appear. Select the title of the article, to view the Tip Sheet.
- **Advanced Search** – Select [Advanced search](#) to the right of the search bar, select Epic from the Topic drop down, and then select the Epic module/application from the Category Drop Down.


General Knowledge

- **To Access** – Click on the General Knowledge link in the Knowledge Box.
- **To Search** – Type in keywords into the search bar and click the  button. A list of the Knowledge Base Articles containing the words typed in the search box will appear. Select the title of the article, to view the Tip Sheet.
- **Advanced Search** – Select [Advanced search](#) to the right of the search bar, select a Topic from the drop down menu, a Category based on the Topic can then be chosen from the Category drop down.

MY INFO:

- To update your contact information within the incident system, select "**My Profile**" . This will ensure the IHT Staff has your most current contact information, so that we can assist you with resolving your issues.
- The "**Help The Helpdesk**" option can be used to run a scan on your workstation, so that the IS person working on your issue knows your machine's environment.

REVIEW YOUR INCIDENTS:

- To check the status of your open or closed incidents select "**my incidents**" . This will allow you to view those incidents where you are the customer, listed as the person that reported it for someone else, or if you were added to a watch list to monitor an incident you reported for someone else, whether you entered the incident via eHELP or called one in through the support line.

ANNOUNCEMENTS:

- The announcement area will contain information regarding known application/system issues, along with other pertinent technology information as needed.