Submitting a Ticket to SOMTech

About

Below are the instructions for submitting a ticket to SOMTech. As of December 4th, 2019, VCU has a new ticketing system based on the Cherwell platform. SOMTech is working with the IT Service Management Office to implement a custom SOMTech interface, but at launch, that is not the case. In order to ensure that your ticket arrives at SOMTech and that SOMTech can provide the most efficient support, we strongly encourage you to follow these instructions and include the requested information in each ticket submitted.

Who are these instructions for?

With the new ticketing system, the SOMTech Client Services group now comprises what was previously 3 groups:

- SOMTech Desktop Support
- SOM Security
- CSIS

If you are trying to submit a ticket to any of these former groups, you are in the right spot! If you are looking for IT support within VIPBG, please visit this page.

Quick/Reference Instructions

1. Go to https://itsupport.vcu.edu/
2. Click on Click To Login.
3. Login to CAS with your VCU eID and eID password (if prompted).
4. Click on New IT Support Ticket.
5. Depending on the issue, you may want to click on different options, but if you are having a problem with your computer (or can't figure out how to get a ticket to SOMTech), you should click on these options:
   a. Computing Support
   b. Hardware and Devices
   c. Computer/Laptop
   d. Report Issue
6. Fill in the form with the relevant information and click the Submit button. Use the information below to help best complete this form.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Sample Screenshot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticket #</td>
<td>The ticket number is shown at the top when creating the ticket, but the ticket does not get sent to SOMTech until the Submit button is pressed. In this example, the ticket number is 15028.</td>
<td></td>
</tr>
<tr>
<td>Requested By</td>
<td>This field is hidden. It automatically logs the person submitting the ticket</td>
<td></td>
</tr>
</tbody>
</table>
Requested For: This is the person who is having the problem, not necessarily the person submitting the ticket. This defaults to the person who is creating the ticket, but can be changed. Sometimes, this person will not be involved in resolving the problem, but it’s important to identify the person actually having the problem.

To change this, clear out the text in the field and enter the person’s last name or eID and click Tab or the magnifying glass to search for the person.

Customer Type: This describes the affiliation of the person having the issue (i.e. the Requested For person). Oftentimes, the person will have multiple affiliations – select the one that is most relevant.

Business Unit Name: This lists the MBU (major business unit) for the person having the issue (i.e. the Requested For person). This cannot be changed. If this does not show School of Medicine, it is extra important to mention that this ticket is for SOMTech in the Description.

Alt Phone / Email: This is supposed to represent an alternate phone number and email address for the person submitting the ticket (i.e. the Requested By person). To simplify things, please leave this blank or list the primary contact information for the person submitting the ticket. This information will be saved for future tickets, so please do not list the contact information for the person having the issue (i.e. the Requested For person).

Ticket Details:

Requested For: Lisa Example

Customer Type: Faculty

Business Unit Name: School of Medicine

Alt Phone: 8-8888

Alt Email: lamar.jackson@vcuhealth

Description:

This ticket is for SOMTech from the division of Cardiology.

Primary Contact: Lamar Jackson (8-8888)
lamar.jackson@vcuhealth.org

Secondary Contact: Dr. Example (6-1234)
lisa.example@vcuhealth.org

Dr. Example’s laptop does not work when it is not plugged into the wall. Dr. Example will be out of the office tomorrow, but can leave the laptop with me to be picked up.

Thanks!

Add Attachment  Submit
This is the most important part of the ticket. Please be sure to include as much of the following information as you can:

- The fact that this is a ticket for SOMTech
- The department and/or division for the person having the problem
- Primary contact person and contact information
- Secondary contact person and contact information
- Tertiary contact person and contact information
- Alternate contact information for any of these contacts
- The problem or request
- The urgency of the problem or request

Here is a template that may be helpful:

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<tbody>
<tr>
<td></td>
<td>This ticket is for SOMTech from DEPARTMENT.</td>
</tr>
<tr>
<td></td>
<td>Primary Contact: NAME (PHONE) EMAIL</td>
</tr>
<tr>
<td></td>
<td>Secondary Contact: NAME (PHONE) EMAIL</td>
</tr>
<tr>
<td></td>
<td>ISSUE OR REQUEST</td>
</tr>
<tr>
<td></td>
<td>Thanks!</td>
</tr>
</tbody>
</table>

| Location   | Enter in the beginning of the relevant building name and hit Tab or click the magnifying glass to find the relevant building. |
| Room / Floor | Enter in the room number that you would want the technician to go to. |
| Asset Identifier | Most SOMTech computers have a SOMTech tag sticker on them. If you know the tag number, please include it here. It should look like SOM####. |
| Add Attachment | Click this button to add relevant attachments to the ticket. Screenshots can be very helpful! |

This page can be reached in the future by going to https://go.vcu.edu/SOMTicket.