

Submitting a Ticket to SOMTech Client Services

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About

Below are the instructions for submitting a ticket to SOMTech using the Cherwell ticketing system. 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.

For additional assistance with the Cherwell ticketing system, please contact the IT Support Center at 828-2227.

Who are these instructions for?

With this 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://go.vcu.edu/ITSupport>
2. Click on **Click To Login**.
3. Login to CAS with your VCU eID and eID password (if prompted).
4. Click on **School/Unit Specific Support**
5. Choose **School of Medicine**
6. Choose **SOM Client Services**
7. Depending on the issue, you may want to click on different options listed below, but if you are not sure which to choose, you should click on one of the bolded options:
 - a. **Report Issue**
 - b. **Request Service**
 - c. Request a VCU Health Email Account
 - d. Request Access to the SOM Shares
 - e. Request Computer
 - f. Request New Managed Folder
 - g. Request New Shared Mailbox
 - h. Request Printer Support
 - i. Request Remote Access
 - j. Terminate Access to the SOM Shares
8. Fill in the form with the relevant information and click the **Submit** button. Use the information below to help best complete this form.

| Field | Description | Sample Screenshot | Field |
|-----------------|---|-------------------|------------------------|
| Ticket # | 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. | | Primary Contact |

| | |
|---------------------------|--|
| Requested By | This field is hidden. It automatically logs the person submitting the ticket |
| Requested For | <p>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.</p> <p>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.</p> |
| 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 . |

Ticket Details

Requested For:

William Crehore  

Customer Type:

Business Unit Name:

School of Medicine

Alt Phone:

Alt Email:

Description:

Add Attachment

Submit

Urgency:

Deadline (If Applicable):

Computer Type:



Asset Identifier:

Telecommuting?

Location:

Floor/Wing:

Room:

Other Details

Special Instructions:

Tickets submitted via this form will go directly to SOMTech Client Services. Please include as much relevant information as you can. In particular, be sure to provide accurate contact information for the primary contact. Include any other contact in the description.

SOMTech Ticket Help:

<https://go.vcu.edu/SOMTicket>

Primary Contact:

Department:

Primary Email:

Primary Phone:

eID:

Department

Primary Email

Primary Phone

eID

| | |
|---------------------------------|--|
| <p>Alt Phone / Email</p> | <p>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).</p> |
| <p>Description</p> | <p>This is the most important part of the ticket. Please be sure to include as much of the following information as you can:</p> <ul style="list-style-type: none"> • 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 |

| |
|--------------------------------------|
| <p>Urgency & Deadline</p> |
|--------------------------------------|

| |
|-----------------------------|
| <p>Computer Type</p> |
|-----------------------------|

| | | |
|--|--|----------------------------------|
| | | Asset Identifier (SOMTag) |
| | | Telecommuting |
| | | Location |
| | | Floor / Wing / Room |
| | | Add Attachment |

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