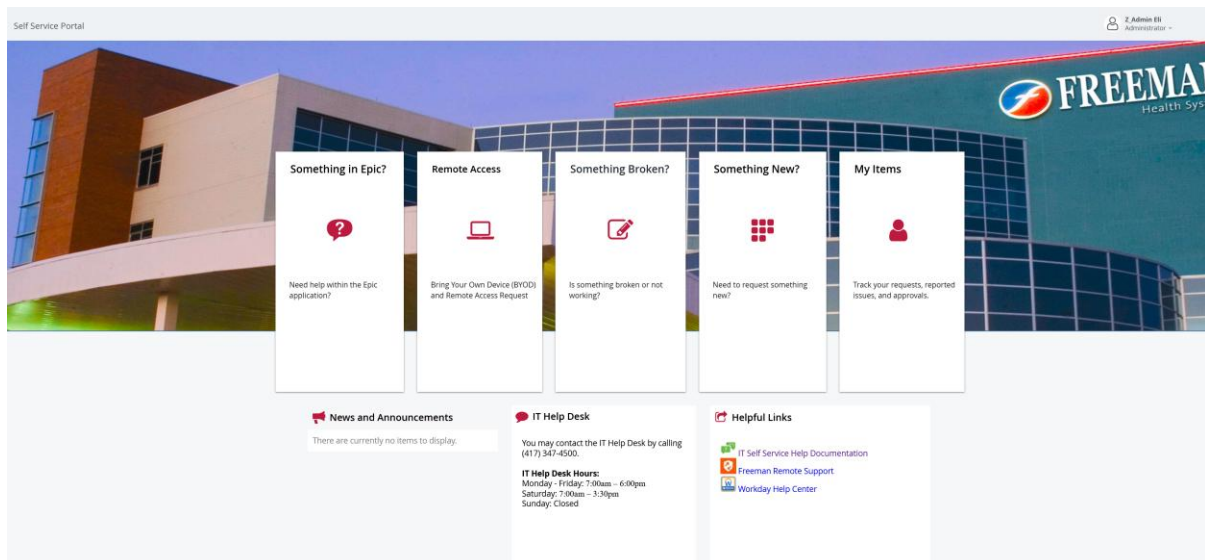


Submit an Epic Issue through IT Self Service

Access the IT Self Service Portal

Use this guide to access the IT Self Service Portal and submit an issue or request for assistance with Epic. No prior experience with the portal is required.

1. Open the **Freeman Intranet**.
2. Select **Main Menu** on the left side of the page.
3. Select **Make a Request**.
4. Select **IT Self Service** to open the portal.



Choose the Correct Self Service Tile

Something in Epic? Select this tile when you experience an issue in Epic, need help navigating Epic, or have a question about an Epic workflow. The remainder of this guide explains how to complete this form.

Remote Access: Select this tile to open the Bring Your Own Device (BYOD) request form.

Something Broken? Select this tile to report an issue with a device or an application other than Epic. This opens the form previously called **IT Help Desk Services**.

Something New? Select this tile to request new access, equipment, software, or another IT service. This opens the service catalog previously called **Make an IT Request**.

My Items: Select this tile to view the status of tickets you have already submitted.

Submit an Issue Using “Something in Epic?”

The **Something in Epic?** form collects the information the Epic support team needs to route, prioritize, and begin reviewing your concern. Provide complete and accurate details whenever possible.

Complete the Form

1. **Enter your contact information.** Provide a current phone number and your location so the support team can reach you if additional details are needed.
 - **If requesting on behalf of someone else:** Utilize the “Logging issue on behalf of someone else?” check box and input the persons First and Last name.
2. **Select the affected application.** Type in the field or scroll through the list to choose the Epic application related to your concern. This selection helps route the ticket to the correct Epic application team.
3. **Enter the Medical Record Number when requested (or CSN / HAR#).** This field may be required depending on the application selected.
4. **Indicate urgent impact only when applicable.** Select the escalation checkbox only when the concern affects patient care, patient safety, or your ability to perform your job or workflow.
5. **Enter a clear summary.** Briefly state what is happening and where it occurs in Epic.
6. **Complete the description prompts.** Answer each preset question (if applicable) with specific details, including what you were attempting to do, what occurred, and any error message you received.
 - **Attachments:** Some images (snips/screenshots) can be pasted directly into the description field; other attachments can be linked to the ticket after submission. To attach a file, review the ticket in “**My Items**” here you can click the “Browse ...” link to select a file.
7. **Review and submit.** Confirm that the information provided is clear and accurate, then submit the form. You can monitor the ticket afterward from **My Items**.