

Submit a support ticket to Applications & Analytics

Alana Wiljanen - 2025-09-05 - [General Processes](#)

What we support

Applications & Analytics provides technical support for web applications we've developed in-house for Health Sciences customers. Refer to our [Application Inventory](#).

For help with network access, computer hardware, or desktop software, please submit a ticket to [Client Services](#).

For non-technical support, or help with a vendor-provided web application, please consult the appropriate on-site liaison. For example, contact the [Office of Medical Education](#) for help with Leo or eCurriculum; contact the [Admissions](#) office for help with MedAdmit.

Where to submit your request

Note: As of 5pm on October 3, 2024, our support ticketing system changed from Cherwell to [RamsCentral](#). The following instructions may be subject to change as they work the kinks out of the new system. Please advise us of any problems you encounter!

1. Navigate to <http://go.vcu.edu/somtech/as/ticket>. Log into the Central Authentication Server with your eID and password.
2. Click "VCU IT Self Service", and then "Submit"

RamsCentral

Select Role

VCU HR Self Service

VCU IT Self Service

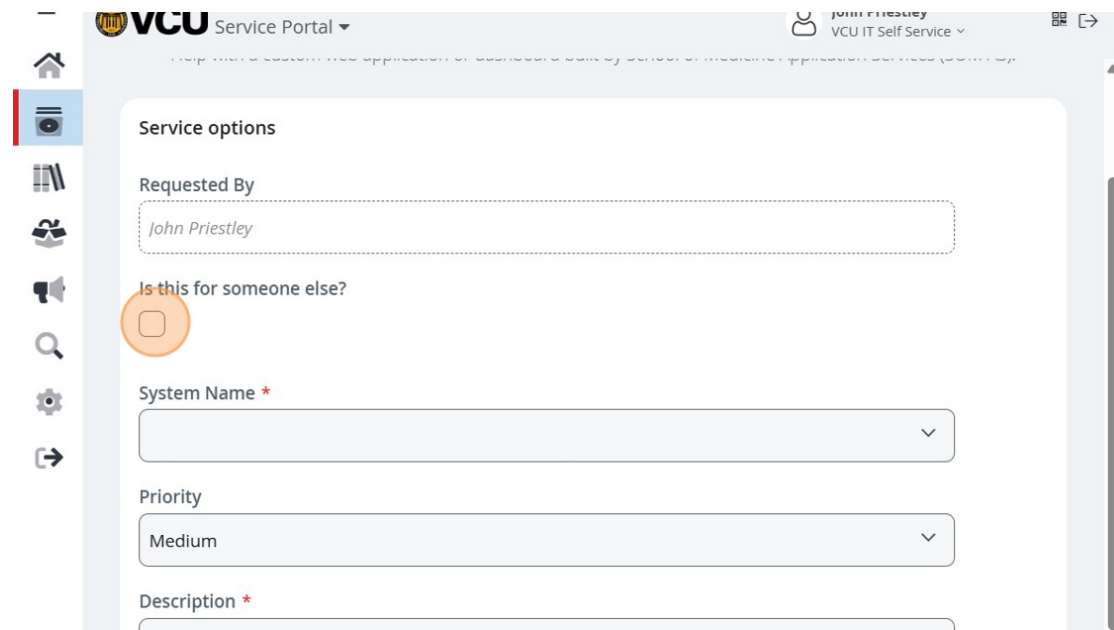
VCU IT Service Desk Analyst

Submit

VCU is committed to providing equal access to programs, services, and activities. If the information is not accessible, we are committed to providing reasonable accommodations and timely access to users with disabilities. For assistance, or if you have suggestions, comments, questions or concerns please call VCU IT Support Center at (804) 828-2227. Privacy policy link: <https://www.vcu.edu/privacy-statement/>.

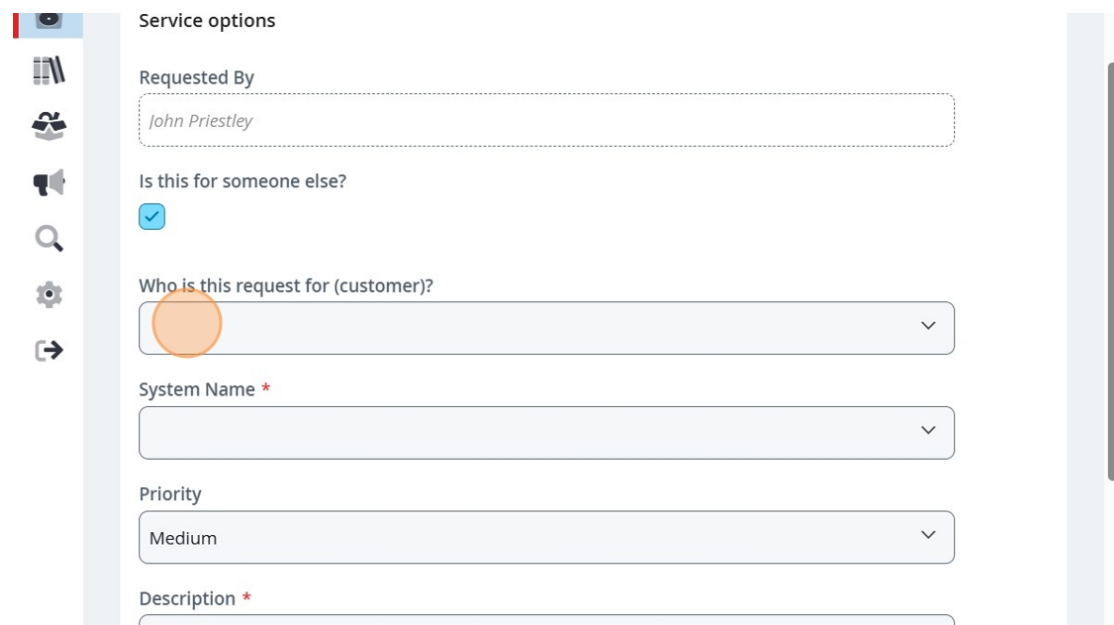
To learn more about our innovative IT Service Management solutions, visit our website at [lvanti](#)

3. If you're submitting the ticket on someone's behalf, select "Is this for someone else?"



The screenshot shows the VCU Service Portal interface. The header includes the VCU logo, "Service Portal", and a user profile for "John Priestley" with a dropdown menu labeled "VCU IT Self Service". A left sidebar contains icons for home, camera, books, headset, megaphone, search, settings, and a right arrow. The main form area is titled "Service options" and contains the following fields: "Requested By" (filled with "John Priestley"), "Is this for someone else?" (with an unchecked checkbox highlighted by an orange circle), "System Name *" (empty dropdown), "Priority" (set to "Medium"), and "Description *" (empty text area).

4. Enter that person's name in the "Who is this request for (customer)?" field.



The screenshot shows the same VCU Service Portal form, but with updates. The "Is this for someone else?" checkbox is now checked (highlighted with a blue circle). A new field, "Who is this request for (customer)?", has been added below it, with an empty dropdown menu highlighted by an orange circle. The other fields remain the same: "Requested By" (John Priestley), "System Name *" (empty), "Priority" (Medium), and "Description *" (empty).

5. For efficient routing, select a system in the "System Name" field.

John Priestley

Is this for someone else?
☒

Who is this request for (customer)?
A B Rinaldi - rinaldiab

System Name *
[Empty]

Priority
Medium

Description *
[Empty]

6. Select an accurate value for the "Priority" field.

System Name *
eCurriculum V3.0

Priority
Medium

Critical
High
Medium
Low

Attachments
Upload File Remove All






7. Please provide a thorough description, noting any errors you received, so that we can accurately reproduce the symptoms.

The screenshot shows the VCU Service Portal interface. The header includes the VCU logo, 'Service Portal', and a user profile for John Priestley. A sidebar on the left contains navigation icons. The main form area has three sections: 'System Name' with a dropdown menu showing 'eCurriculum V3.0', 'Priority' with a dropdown menu showing 'Low', and 'Description' with a text area. The text area contains the placeholder text 'Be sure to describe your issue in adequate detail'. An orange circle highlights the text area.

8. If you have screenshots, reports, or other data that would help inform this issue, please attach files using the Upload File button.

This screenshot shows the lower portion of the VCU Service Portal form. It includes the 'Priority' dropdown menu (set to 'Low') and the 'Description' text area with the placeholder text 'Be sure to describe your issue in adequate detail that the technician can recreate the symptom.'. Below the description is the 'Attachments' section, which features an 'Upload File' button (highlighted with an orange circle), a 'Remove All' button, and a dashed box for dropping files. At the bottom of the form are two buttons: 'Review & Submit' and 'Cancel'.

9. Click "Review & Submit". If all looks good, click "Submit" on the review page.



Description *


Be sure to describe your issue in adequate detail that the technician can recreate the symptom.

Attachments

Upload File

Remove All

or drop files here

 Phteen.jpg

54.6 KB

×

Review & Submit

Cancel

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