

Submitting a Ticket to Application Services

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Submitting a Ticket to SOMTech Application Services

What we support




Application Services 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. Go to the VCU Service Portal at go.vcu.edu/ramscentral
2. Click to select the **VCU IT Self-Service** role and click **Submit**.
3. Click to enter **IT Portal**.
4.  Click **Submit a Request**.
5.  In the **Filter Options** menu on the left side, expand the **School of Medicine** submenu and select **SOM Application Services**.
6.  Under **Service Catalog**, select the option that best describes your request:
 - o **Report Error or Incident:** Report something broken, an error, or a bug in a system created by SOM Application Services.
Note: if the service you're requesting is a routine process rather than a bug or other system failure, please use **Request Recurring Process** instead.

- **Request an Unlisted Service:** If no other category fits, submit your SOM AS request here.
- **Request Consultation:** Request a meeting with the team to discuss your need/idea.
- **Request Data Export:** Request an export of data from one or more systems.
- **Request New Project:** Request a new AS software-development project.
- **Request New Report:** Request a new self-service report.
- **Request or Change Access:** Request a change in user access, such as adding or removing access to a system, or changing permissions.
- **Request Procurement:** Request to purchase commercial or 3rd-party software for a SOM group.
- **Request Recurring Process:** Initiate a recurring maintenance step or process.
- **Request Report Change:** Request changes to an existing self-service report.
- **Request System Change:** Request a new system feature or enhancement.

7. Complete the ticket form according to the instructions provided below in **Ticket Details**.
8. Click **Review & Submit**.
9. Review the summary and click **Submit**.

Ticket Details

Field Name	Description
Requested By	This field is pre-populated with the name of the user entering the request. If you are entering a request on someone's behalf, select the checkbox below Is this for someone else? Enter their name in Who is this request for (customer)?
Description	Enter a detailed description of your request. Include the primary features this product/service will involve.
Requesting Unit	Enter the name of the business unit for the request (e.g. DO - Curriculum Office).

System Name

Select the system the request is for. Select **N/A** if the request is for a new project.

Priority

Enter a priority level for this request. By default, your request is assigned a **Medium** priority.

Tags

Application Services

AS

SOMTech tickets

submitting a ticket

Ticket

tickets