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## 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 inhouse for Health Sciences customers. Refer to our <u>Application Inventory</u>.

For help with network access, computer hardware, or desktop software, please submit a ticket to <u>Client Services</u>.

For non-technical support, or help with a vendor-provided web application, please consult the appropriate on-site liaison. For example. contact the <u>Office of Medical Education</u> for help with Leo or eCurriculum; contact the <u>Admissions</u> 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 <u>RamsCentral</u>. 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.

Select Role
VCU HR Self Service
VCU IT Self Service



3. Click to enter IT Portal.



4. Click **Submit a Request**.



 In the Filter Options menu on the left side, expand the School of Medicine submenu and select SOM Application Services.

School of Medicine	~	
SOM Application Services		
SOM AV and Classroom Support		
SOM Client Services		
SOM Research Systems		
SOM Simulation Technology		
SOM Web Services		

- 6. Under **Service Catalog**, select the option that best describes your request:
  - **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.
- 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 <b>Is this</b> <b>for someone else?</b> Enter their name in <b>Who is this</b> <b>request for (customer)?</b>		
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. <b>DO - Curriculum Office</b> ).		
System Name	Select the system the request is for. Select <b>N/A</b> if the request is for a new project.		
Priority	Enter a priority level for this request. By default, your request is assigned a <b>Medium</b> priority.		

Tags Application Services AS SOMTech tickets submitting a ticket Ticket tickets