

Submitting a Ticket to Application Services

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Submitting a Ticket to SOMTech Application Services

Where to submit your request

1. Go to the VCU IT Support website at:

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

2. On the left-side of the IT Support home page, once you log in, select the box labeled **School/Unit Support**.

 3. On the **College/School/Department** screen, select the option for **School of Medicine**.



4. On the **School of Medicine** screen, select the option for **SOM Application Services**.



5. On the **SOM Application Services** menu, select the option which best describes your request:

- **Request an Unlisted Service:** If no other category fits, submit your SOM AS request here.
- **Request Recurring Process:** Initiate a recurring maintenance step or process.
- **Request Data Export:** Request an export of data from one or more systems.
- **Report Error or Incident:** Report something broken, an error, or a bug in a system created by SOM.
- **Request Consultation:** Request a meeting with the team to discuss your need/idea.

- **Request Report Change:** Request changes to an existing self-service report.
- **Request System Change:** Request a new system feature or enhancement.
- **Request New Project:** Request a new project.
- **Request Procurement:** Request for commercial or 3rd-party software for a SOM group.
- **Request New Report:** Request a new self-service report.
- **Request or Change Access:** Request a user access change, such as adding or removing access to a system, or changing permissions.



Ticket Details Section

Field Name	Description
Requested For	This field is pre-populated with the name of the user entering the request. If you are entering a request on someone's behalf, edit the name. To ensure the correct name is entered, enter the requestor's eID and click on the Find Related Item then select the name from the Related Items pop-up.
Customer Type	Select from the drop-down menu (Affiliate, Employee, Faculty, or Student).
Business Unit Name	The Business Unit Name will pre-populate with "School of Medicine".
Alt Phone	Enter an alternative phone number if needed (your VCU office phone number is captured in the system).

Alt Email Enter an alternative email address if needed (your VCU email address is captured in the system).

Description Enter a detailed description of your request. Include the primary features this product/service will introduce if applicable.

Other Details Section

Field Name	Description
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.
Special Instructions	Click the link to access a guide for filling out this form.

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