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# Submit a support ticket to Applications & Analytics

Alana Wiljanen - 2025-12-11 - [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](#).

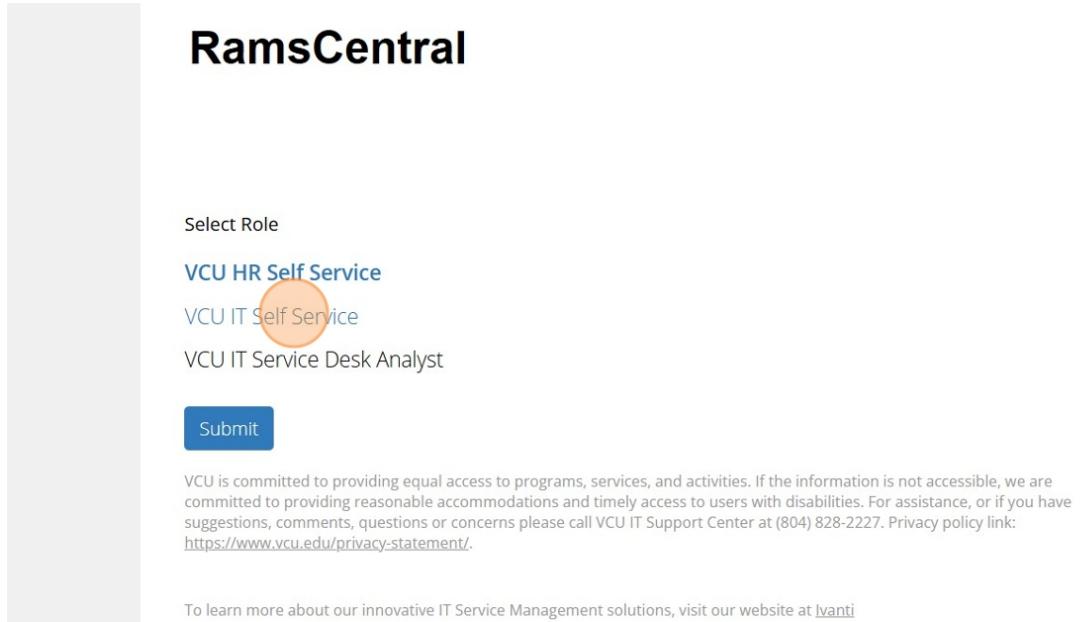
For help with network access, computer hardware, or desktop software, please submit a ticket to [Client Services](#).

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**

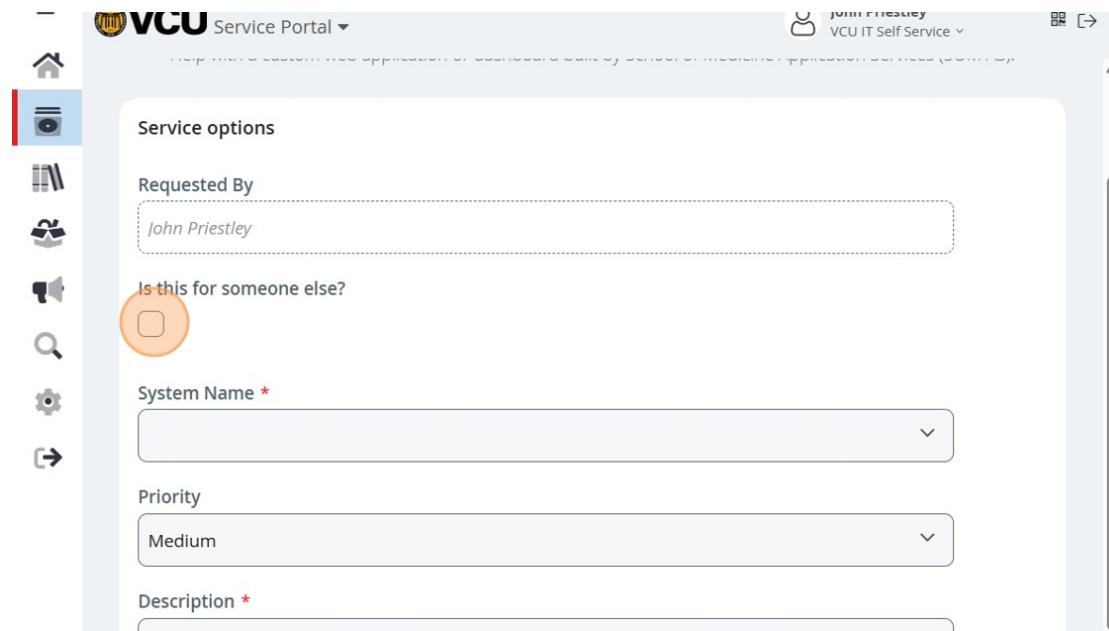
[VCU IT Service Desk Analyst](#)

[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 [Ivanti](#)

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



VCU Service Portal ▾

Help with custom software applications or hardware builds, devices or incidents? Please contact Service Desk

John Priestley VCU IT Self Service ▾

Service options

Requested By

John Priestley

Is this for someone else?

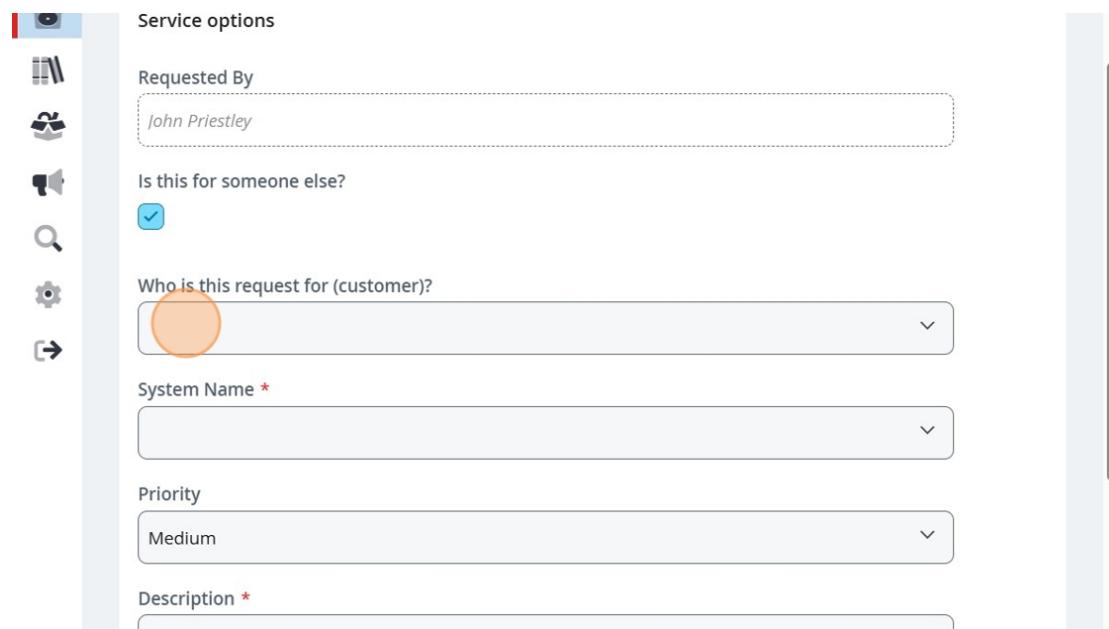
System Name \*

Priority

Medium

Description \*

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



Service options

Requested By

John Priestley

Is this for someone else?

Who is this request for (customer)?

System Name \*

Priority

Medium

Description \*

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 \*

Priority  
Medium

Description \*

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

System Name \*

eCurriculum V3.0

Priority

Medium

Critical

High

Medium

Low

Attachments

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

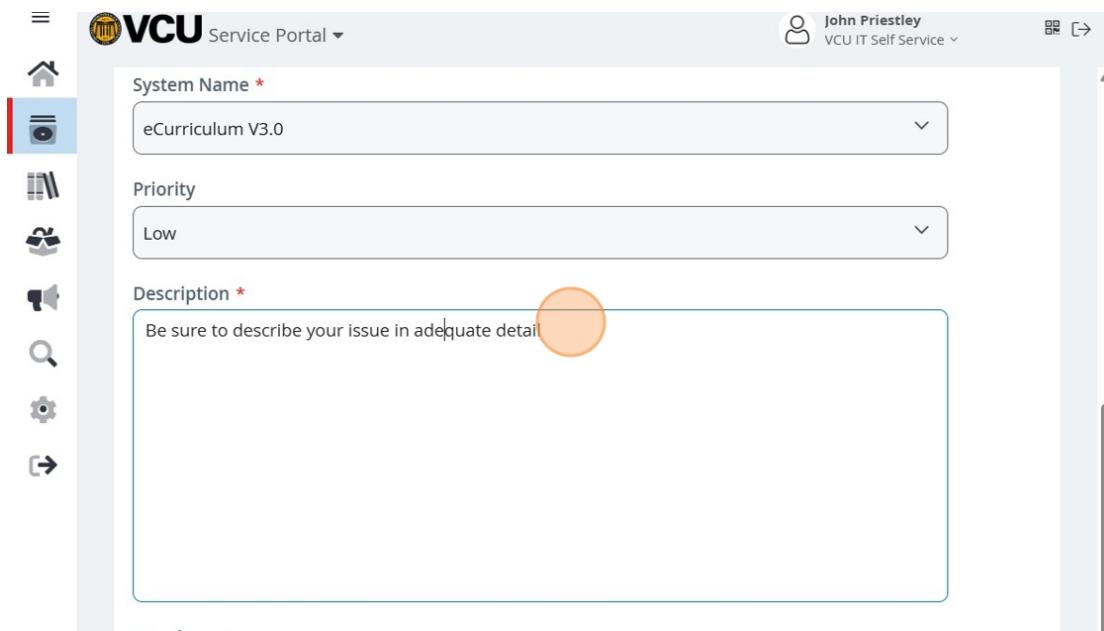
VCU Service Portal ▾

John Priestley  
VCU IT Self Service ▾

System Name \*  
eCurriculum V3.0

Priority  
Low

Description \*  
Be sure to describe your issue in adequate detail



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

Low

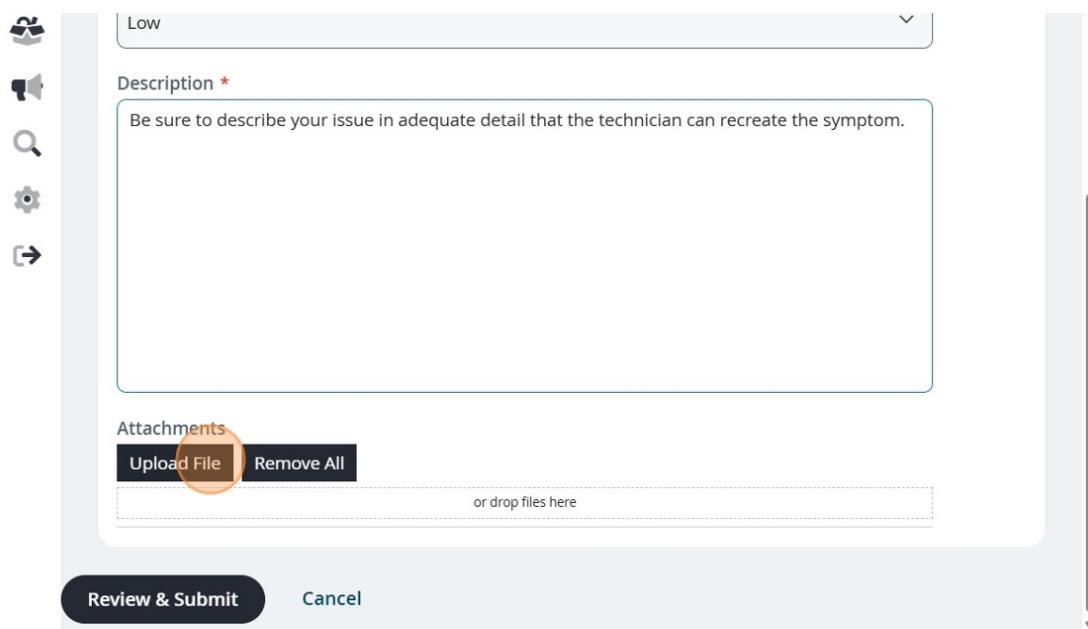
Description \*  
Be sure to describe your issue in adequate detail that the technician can recreate the symptom.

Attachments

Upload File Remove All

or drop files here

Review & Submit 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

 Phteven.jpg  
54.6 KB X

Review & Submit Cancel

- Tags
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