

Submit a support ticket to Applications & Analytics

Alana Wiljanen - 2026-03-16 - [General Processes](#)

DEPRECATED

This guide document has been migrated to our new knowledge management platform.

[Please refer to the new document.](#)

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

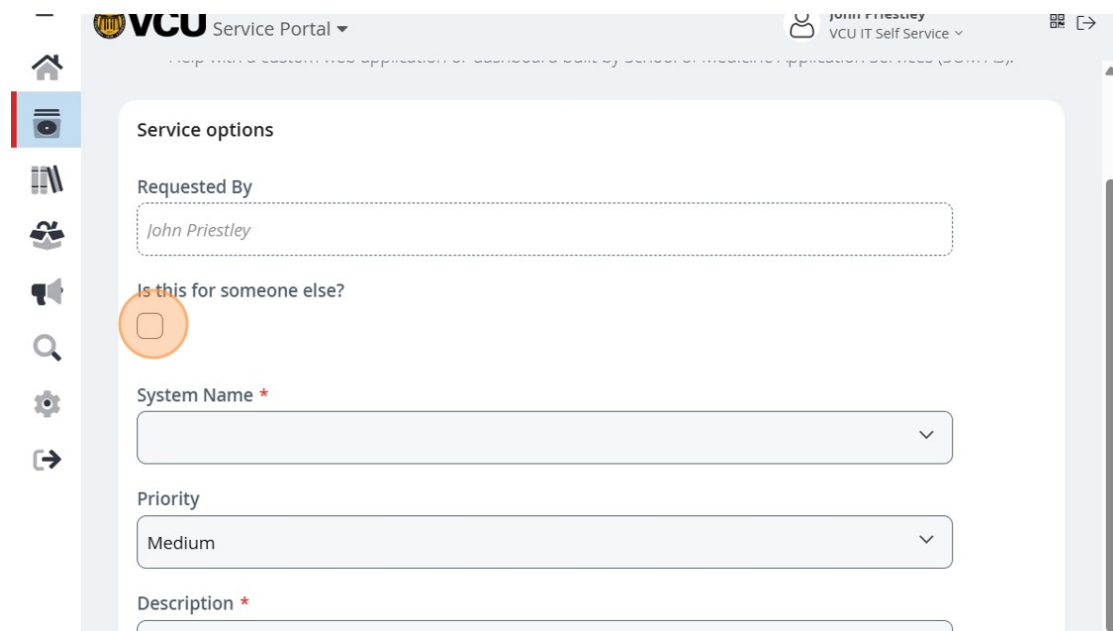
VCU IT Service Desk Analyst

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 top navigation bar includes the VCU logo, 'Service Portal', and a user profile for 'John Priestley' with 'VCU IT Self Service' as the selected role. A sidebar on the left contains various navigation icons. The main content area is titled 'Service options' and contains the following fields:

- Requested By:** A text field containing 'John Priestley'.
- Is this for someone else?:** A checkbox that is currently unchecked and is highlighted with an orange circle.
- System Name *:** A dropdown menu.
- Priority:** A dropdown menu currently set to 'Medium'.
- Description *:** A text area for entering the ticket details.

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.

A screenshot of a service portal form. On the left is a vertical sidebar with icons for home, search, settings, and navigation. The main form area contains a 'System Name' dropdown menu with 'eCurriculum V3.0' selected. Below it is a 'Priority' dropdown menu with 'Medium' selected. The dropdown is open, showing options: 'Critical', 'High', 'Medium', and 'Low'. The 'Low' option is highlighted with an orange circle. At the bottom, there is an 'Attachments' section with buttons for 'Upload File' and 'Remove All'.

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

A screenshot of a service portal form. The top header shows the VCU Service Portal logo and the user's name 'John Priestley' with 'VCU IT Self Service' below it. The form contains a 'System Name' dropdown menu with 'eCurriculum V3.0' selected. Below it is a 'Priority' dropdown menu with 'Low' selected. The 'Description' field is a large text area with the placeholder text 'Be sure to describe your issue in adequate detail'. An orange circle highlights the end of the placeholder text. The sidebar on the left is visible with various icons.

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

Phseven.jpg 54.6 KB

Review & Submit Cancel

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