Getting Support When You Need It

As you begin your time with UCSF, you might need support for UCSF-technology-related issues such as logging into your UCSF account or using UCSFhosted applications (e.g., Microsoft Office Online, Outlook Email, Teams, Box, SharePoint, OneDrive, Zoom, Timekeeping/Payroll, or HR systems).

Requesting Support via Telephone

For urgent requests for UCSF IT support, please contact the UCSF IT Service Desk at (415) 514-9000.

NOTE: For assistance with Cerner and other applications hosted by Common Spirit Health or support related to infrastructure including network, wireless, and telephones, please contact the **Common Spirit Health IT Service Desk** at (888) 307-0222.

Requesting Support via the UCSF Health Saint Francis and St. Mary's Hospitals and Clinics Service Portal

As part of the transition to UCSF, a dedicated service portal has been created to provide a timely response to issues that you might encounter in your day-today work. Let's review the process for navigating the service portal.

1. Navigate to <u>https://sfch.ucsfhealth.org/</u> and click on the Get Help button in the top right corner.



3. On the page that loads, click on the UCSF IT Service Portal button.

		410-014-0000	
hone: 15-514-9000, Hours: 24x7	Website:	Online Support	
nsite: am to 7 pm, every day, Monday, July 22 through Friday, August 9 Saint Francis: 7/22, 7/25, //724, 7/26-7/31, 8/3-8/4: Hoffman Room 7/23, 7/25, //726, //734, 28/3-69: Weynhaeuser Room			
St. Mary's: 7/22-8/9, Gift Shop			
nline Support:			
UCSF IT Support Portal			
Includes live chat from 8 am to 5 pm, Monday through Friday			

4. Follow the options below for different modes of support.

—	1	1	
Service Desk Chat Mon-Fri, 8AM-5PM	Get IT Help	Request Specific Services	My Tickets

Support via Chat

1. Select the **Service Desk Chat** option.

NOTE: Service Desk Chat is available 8am to 5pm PT, Monday through Friday.



2. A chat window will open, enter information regarding your issue in the message box before sending it to the support representative by clicking the **paper airplane** icon or **Enter** on your keyboard.

UCS	UCSF Support)	
	Welcome to Chat. Please note, we are not accepting APeX related questions and issues via Chat at this time. Please call 415-514-APeX for assistance.		
	CSH IT Service Desk: 888-307-0222 For assistance with Cerner and other applications hosted by Common Spirit Health, as well as support related to infrastructure including network, wireless, and telephones. UCSF IT Service Desk: 415-514-9000 For assistance with Microsoft Office Online, Outlook Email, Box, Timekeeping, HR systems, Payroll, and any other applications hosted by UCSF.		
UCSF			
UCSF	How may we help you?		
Pleas	se type your response here	Ċ	>

3. At the conclusion of the chat session, click the **X** button to end the conversation.



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Support via Ticket

1. Select the Get IT Help icon.

2. Enter your **UCSF username** and **password** in the MyAccess login screen.

Username	
UCSF staff/students/faculty/affil sign-in is your UCSF email addre non-UCSF research collaborator REDCap or RAE, your sign-in is ti provided in the email you receive email address.	iates: Your iss. If you are a accessing he username ed and not your
youremail@ucsf.edu	
Password	
Password	
Password Keep me signed in	

3. Once logged in, you will be taken to the **Get IT Help** form to enter information about your issue:

* Open on behalf of this customer	0		* Preferred Contact Method	
Your Name	×		Phone	
Preferred Contact Number 🚱				
123456789				
Watch List 😧				
Watch List O Click in the field below to add the	names of	those v	who should be notified of this ticket.	×
Watch List Click in the field below to add the Click in the second seco	names of	those v	who should be notified of this ticket.	×
Watch List Click in the field below to add the Click In the field below to add the Click In the field below to add the	names of	those v	who should be notified of this ticket.	×
Watch List Click in the field below to add the Click In the field	names of	those v	who should be notified of this ticket.	×

a. Your **name** will auto-populate but you can search for the affected user if you are opening it on the behalf of another user.

b. Select your preferred contact method.

c. Enter your preferred contact number.

d. To add someone to the **Watch list** to be notified about the ticket, add their **name** in the **Watch List** field.

e. In the **Description of Request** field, provide a detailed **description** of the issue.

f. Select the **Add attachments** link to add additional information or screenshots related to the issue.

g. Click the **Submit** button to submit your ticket for review by the IT Service Desk.

4. Congratulations! You have successfully submitted a ticket via the service portal.

Request a DUO Token

Get IT

Help

If you are not able to perform multi-factor authentication with Duo via a smart device or phone call, a Duo hardware token can be requested as an alternative.

1. From the Support portal landing page, select the **Request Specific Services** icon.



2. Select the DUO Token Request link.

Categories	All Services	! ≡
All Services	Item	Description
	DUO Token Request	Request a Duo hardware token for multi-factor authentication on UCSF applications and systems
	Electronic Mailing List Request	Request a new email distribution list or listserv mailing list to communicate messages to a group of recipients
	Get IT Help	Create an incident ticket for general or non-specific support

3. Verify that the **Requester Name** and **Requester Email** fields are correct.

Requester Name		Requester Email	
0			
Requested For			
Requested For Requested For Name		*Requested For Email	

4. If you are requesting a *Duo Token* for someone other than yourself, enter the **user's name** in the **Requested For Name** field and their email in the **Requested for Email** field.

5. Select the **Reason** for the request.

NOTE: If you select the Other option, a field will appear for you to enter the reason for the Duo token request.

*Please choose the reason you are requesting a Duo token:	
None	•

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Request a Duo Token (Continued)

6. Select **Yes** or **No** depending on if the Duo Token will be used for **Electronic Prescriptions for Controlled Substances (EPCS)**.

Will this DUO Token be used for Electronic Prescriptions for Controlled Substances (EPCS)?	
If Yes is selected, this key can only be used for EPCS. Please submit a separate request for a key used on VPN.	×
Yes	
○ No	

7. Select the **verification** checkbox that the person requires a *physical security key device*.

*I Verify the Requested For Person Requires a Physical Security Key Device
--

8. Select the desired **delivery type** to have the device *shipped* to you or *picked up locally*.

NOTE: The estimated delivery time is **3 days** when requesting the shipment of Duo Tokens.

9. Enter a **shipping address** or select the **pick-up location** for the Duo Token.

Ship to User	
Shipping Address	
The estimated delivery time is 3 days. A Fedex tracking number will be provided by IT Field Services.	×
ii YIUGa.	

10. Click the **Submit** button to initiate your Duo token request.

Submit	

Reviewing Old Tickets

After you have submitted a ticket, you can review the status in the support queue. Let's take a moment to review the process for reviewing previously submitted self-service support tickets.

1. At the top of the UCSF Health Saint Francis and St. Mary's Hospitals service portal, select the My Tickets option.



2. On the **MyAccess** login screen, enter your **UCSF username** and **password** before clicking the **Login** button.

3. From the **My Items** landing page, you will see your **Incidents**, and **Request Items**.

4. Select the **Incident items** tab.

Incidents	ncidents Request Items				
∃ Incidents					
Number	Opened	Customer	Incident State		

5. To review the information within a ticket, select any area of a ticket's information.

6. The ticket will load successfully and will highlight Incident information, resolution (if closed) and description.

7. Scroll to the **Activity** section to review updates (including resolution information) and **comments** within the ticket.

Activity		
Requester Name © 2mo ago RITM1234567 Created	LV	
	Start	

8. Congratulations! You have successfully accessed and reviewed information about your support requests with the service portal.