

## 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 UCSF-hosted 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**.

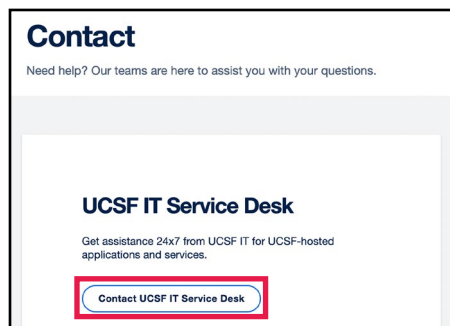
### Requesting Support via the UCSF Health Saint Francis and St. Mary's Hospitals and Clinics Service Portal

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-to-day work. Let's review the process for navigating the service portal.

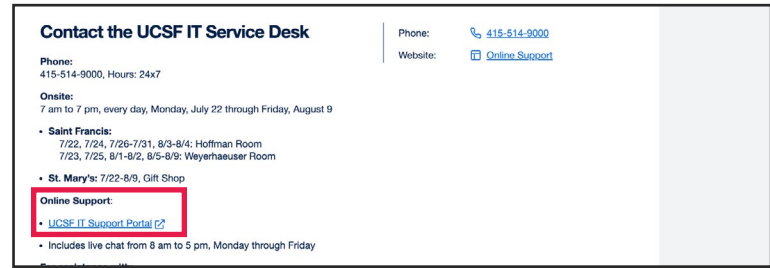
1. Navigate to <https://sfch.ucsfhealth.org/> and click on the Get Help button in the top right corner.



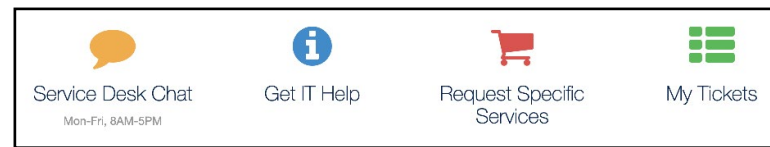
2. On the page that loads, click on the **Contact UCSF IT Service Desk** button.



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



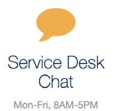
4. Follow the options below for different modes of support.



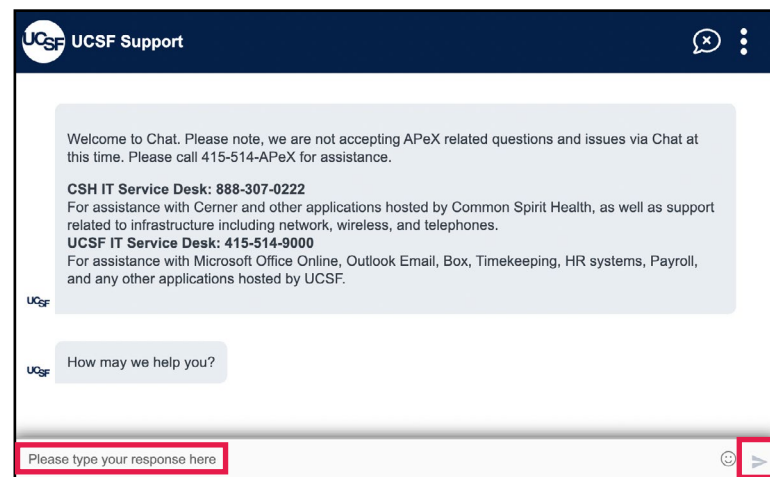
### Support via Chat

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.



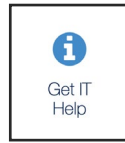
3. At the conclusion of the chat session, click the **X** button to end the conversation.



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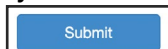
## Support via Ticket

1. Select the **Get IT Help** icon.
2. Enter your **UCSF username** and **password** in the MyAccess login screen.



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

- 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

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.



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.

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.

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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.

\* Delivery Type

Ship to User ▾

\* Shipping Address ⓘ

The estimated delivery time is 3 days. A FedEx tracking number will be provided by IT Field Services. ✕

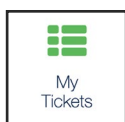
10. Click the **Submit** button to initiate your Duo token request.

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.

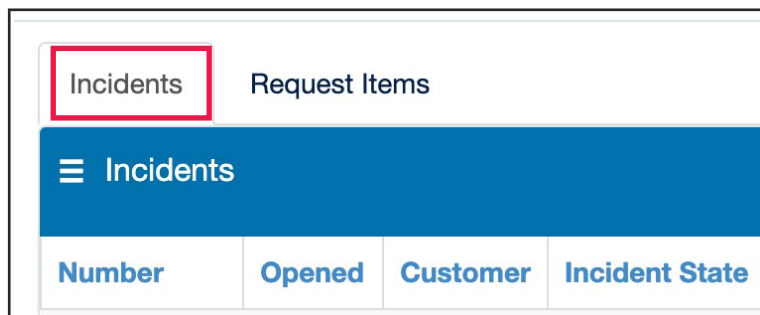
1. At the top of the **UCSF Health Saint Francis and St. Mary's Hospitals service portal**, select the **My Tickets** option.



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**.

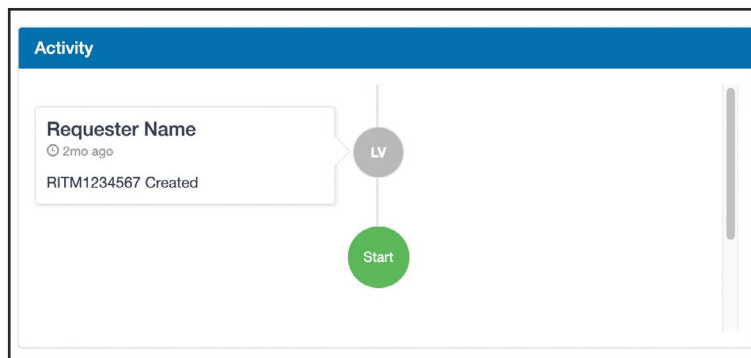
4. Select the **Incident items** tab.



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.



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