

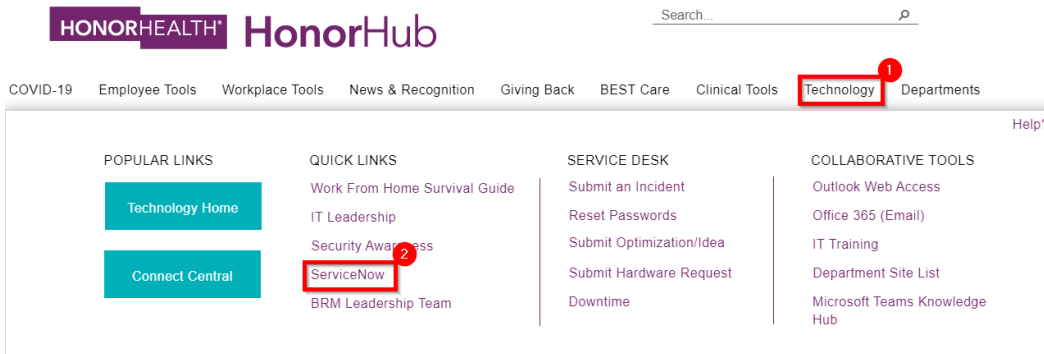
Audience	Providers, DAs, PSRs	Facility/Network	NOAH
Topic Area	ServiceNow		
Subject	NOAH IT Support Request		

NOAH IT Requests

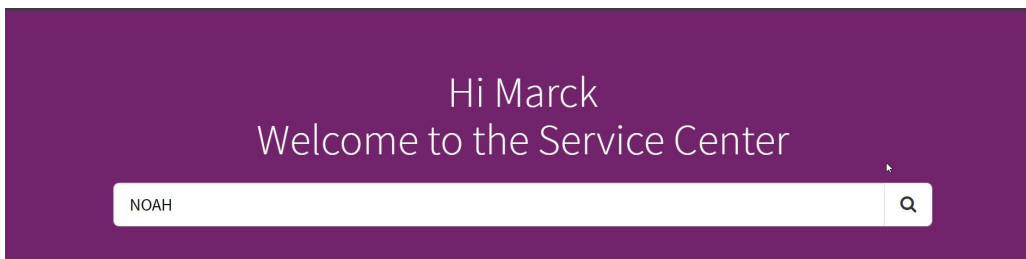
- EPIC Assistance
-this includes training, efficiency, and questions
- NOAH Workflow Tip Sheets
- Workflow Review
- Non-Field Services equipment help (troubleshooting)
- Doxy Issues (Not requests for account creation or termination)
- Assistance with outstanding tickets (Enter ticket number)

In order to navigate to the NOAH IT Support Request go to the HonorHealth HonorHub homepage.

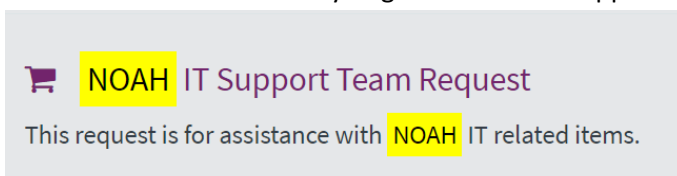
- Select Technology (1)
- Select ServiceNow (2)



- Once the page loads, type **NOAH** into the search box and press enter.



- Scroll down on the list until you get to NOAH IT Support Request



Subject

NOAH IT Support Request

NOAH IT Support requests are not to be confused with Report or Doxy requests, these have their own option as seen below.



You can also utilize the link below to go directly to the NOAH IT request. You will also find some other useful links; however, these will go to the HH IT team apart from IDEAS since you will choose the Domain NOAH. Use CTRL+Left mouse click to open the link.

Starting on Page 3 there are instructions on how to place an Incident from within EPIC.

Use this link for NOAH IT Support requests: [We are here to help!](#)

Something broken? [Place an Incident](#)

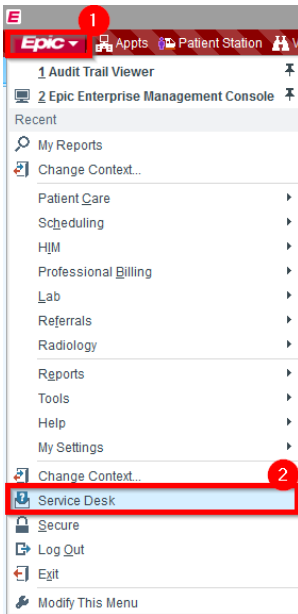
Need knowledge? [Search the Knowledge Base](#)

Have a good idea? [Place an Idea](#)

Need access? [Request Access](#)

You can also submit incidents from within EPIC.

- Select the EPIC button (1)
- Select Service Desk (2)



- Hard Stop for Subject (1) and Phone Number (2)
- Note – High/Low (3) is used for priority on the incident.
- Select Send to submit the incident.

A screenshot of the 'Help Desk' form. The form has several sections: 'Issue Type' with a dropdown menu set to 'General Help Request'; 'Details' section with a priority selector set to 'High' (indicated by a blue circle with '3'); 'Patient' field; 'Subject' field (indicated by a red box and a red circle with '1'); a rich text editor with a toolbar and a notice: 'Notice: This support option is for NON- URGENT issues only. Please call any urgent issues directly to the Service Desk at 480-882-4357. Please briefly describe your issue: *** Assignment Group (Optional): {Group:24416} High Priority = P3 (Minor) Acknowledge within 2 business hours Routine Priority = P4 (Minor) Acknowledge within 1 business day Low Priority = P4 (Minor) Acknowledge within 1 business day'; 'Follow-up Information' section with 'Contact' field set to 'SERAILE, MARCK' and 'Phone Number' field (indicated by a red box and a red circle with '2'). At the bottom, there are 'View Session Information | View Screenshot' links and 'Send' and 'Cancel' buttons.