

# Managed Print Services



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## HELPFUL HINT

### How do I place a call for CynergisTek services through Pegasus?

For **TONER**, on the opening page, choose "Submit a Request". The next screen has a handy search field where you can search for "toner". On the next screen, you will click to indicate whether you or somebody else should receive the supplies, and then key the details of your order into the "Reason for Request" box. Remember to give your AB device number from the machine label and be explicit about what you need--not just "toner," but "two black toners," "1 each of cyan, magenta, and yellow toner," etc.

For **printer operations that are NOT repairs**, follow the same procedure but search instead for "printer." Near the center bottom of the screen, you will see a menu of printer operations available--move, install, remove, etc.

For **printer REPAIRS**, on the opening page, you will instead start with the button that says "Report An Issue." On the next screen, you will title your issue, enter the description, choose the urgency of the request, and click to indicate whether you or somebody else needs the service. As with all other operations, be sure to include your AB device number.

To request a **NEW MACHINE** (either printer or MFD), start with "Submit A Request", but then search for "Auxilio Site Survey." You will submit this to request a visit from the CynergisTek/Auxilio staff, who will advise you on the best choice of equipment for your needs.

**Pegasus link--<https://pegasus.mc.vanderbilt.edu/User/Login>**

**For more information, visit <https://ww2.mc.vanderbilt.edu/managedprint>**