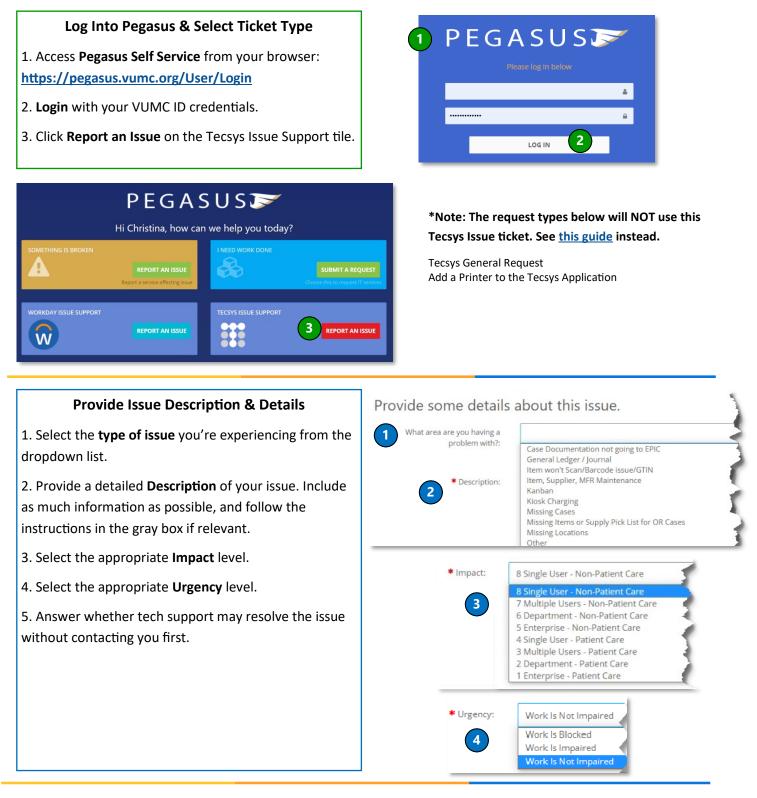


VUMC BUSINESS EDUCATION



Pegasus Ticket Process: Report a Tecsys Issue

At Go Live, end users will be able to submit Pegasus tickets to report technical issues with Tecsys. Submitting a ticket will bypass the Help Desk team and be sent directly to the Tecsys technical support team who can resolve the issue. Tickets will be routed based on the selections you make. Follow the steps below to report an issue with Tecsys.







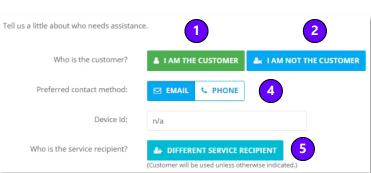
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Provide Customer Contact Information1. If you are the customer, click I Am the Customer.2. If you are submitting the ticket on someone's behalf,
click I Am Not the Customer.3. Your information will populate by default if you are

the customer. Otherwise, provide the contact information for the customer.

4. Select the **preferred contact method** for the customer.

5. If the customer is not the service recipient, click to add a **different user** to the ticket.



QUESTIONS?

Please email BusinessEducation@vumc.org.