



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.

Log Into Pegasus & Select Ticket Type

1. Access **Pegasus Self Service** from your browser:
<https://pegasus.vumc.org/User/Login>
2. **Login** with your VUMC ID credentials.
3. Click **Report an Issue** on the Tecsys Issue Support tile.



***Note: The request types below will NOT use this Tecsys Issue ticket. See [this guide](#) instead.**

Tecsys General Request
Add a Printer to the Tecsys Application

Provide Issue Description & Details

1. Select the **type of issue** you're experiencing from the dropdown list.
2. Provide a detailed **Description** of your issue. Include as much information as possible, and follow the instructions in the gray box if relevant.
3. Select the appropriate **Impact** level.
4. Select the appropriate **Urgency** level.
5. Answer whether tech support may resolve the issue without contacting you first.

Provide some details about this issue.

1 What area are you having a problem with?

2 * Description:

* Impact:

3

* Urgency:

4



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Provide Customer Contact Information

1. 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.

Tell us a little about who needs assistance.

Who is the customer? **1** **I AM THE CUSTOMER** **2** **I AM NOT THE CUSTOMER**

Preferred contact method: **4** **EMAIL** **PHONE**

Device Id: n/a

Who is the service recipient? **5** **DIFFERENT SERVICE RECIPIENT**
(Customer will be used unless otherwise indicated.)

Add Screenshot (Optional) & Submit

1. If your issue is difficult to describe in detail, or if you have received an error message, it may help to **upload a screenshot**. Click in the File Attachments box or drag a picture file to add the screenshot to your ticket.
2. Check your ticket for accuracy and click **Submit Communication**.

FILE ATTACHMENTS

1 Drop files to upload
(or click)

2 **SUBMIT COMMUNICATION**

QUESTIONS?

Please email BusinessEducation@vumc.org.