workday. | **VUMC BUSINESS EDUCATION**

Pegasus Ticket Process: General Workday & Tecsys Requests

At Go Live, end users will be able to submit Pegasus tickets to request updates to Workday and Tecsys. Submitting a ticket will bypass the Help Desk team and be sent directly to the Workday and/or Tecsys technical support team who can respond to the request. Requests will be routed based on the selections you make in the steps below.

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 **Submit a Request** on the I Need Work Done tile.

Hi Christina, how can we help you today?

SOMETHING IS BROKEN — REPORT AN ISSUE — Report a service-affecting issue

I NEED WORK DONE — SUBMIT A REQUEST — Choose this to request IT services

WORKDAY ISSUE SUPPORT — REPORT AN ISSUE

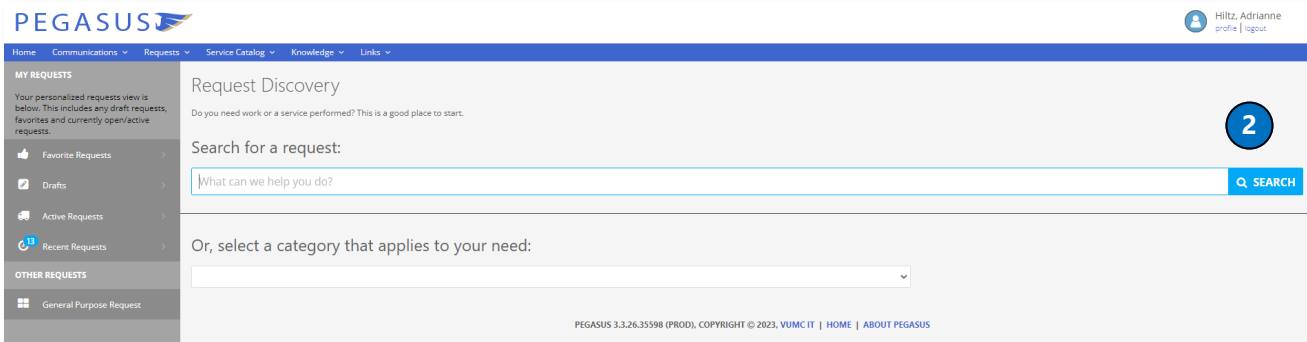TECSYS ISSUE SUPPORT — REPORT AN ISSUE

Select Request Type

1. **Determine which request** you need from the list at the right.

2. **Search** for the request in the Request Discovery screen. Click the request name in the Search results to create a new request.

Note that some requests require manager or other

Request Options: 1

Workday Location Request
Workday Delegation Exception Request
Workday Configuration Enhancement Request
Workday Report Request
Workday Cost Center Request
Workday Program Request
Workday Application Departmental Security Request
Workday Application Central Office Security Request
Tecsys General Request
Add a Printer to the Tecsys Application

Request Discovery

Do you need work or a service performed? This is a good place to start.

Search for a request:

What can we help you do?   SEARCH

Or, select a category that applies to your need:

MY REQUESTS
Your personalized requests view is below. This includes any draft requests, favorites and currently open/active requests.

Favorite Requests
Drafts
Active Requests
Recent Requests
OTHER REQUESTS
General Purpose Request

Home   Communications   Requests   Service Catalog   Knowledge   Links

Hiltz, Adrianne
profile | logout

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Provide Customer Contact Information & Complete Submission Requirements

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. If the customer is not the primary contact for this request, click to add a **different primary contact** to the ticket.

5. **Complete the Submission Requirements**, including any details specified by the instructions for this particular request form. (This section varies based on request type.)

CUSTOMER INFORMATION

Tell us a little about who needs this service.

Who is the customer (requestor)?

👤 I AM THE CUSTOMER   👥 I AM NOT THE CUSTOMER

Who is the primary contact?

👤 DIFFERENT PRIMARY CONTACT

(Customer will be used unless otherwise indicated.)

SUBMISSION REQUIREMENTS 5

To submit this request, you will be asked to provide the following information: (* denotes a required field)

Verify Details & Submit

1. Check that all required fields are complete.

2. Click **Submit this Request**.

⬆ SUBMIT THIS REQUEST   ☆ ADD FAVORITE

QUESTIONS?

Please email BusinessEducation@vumc.org.