

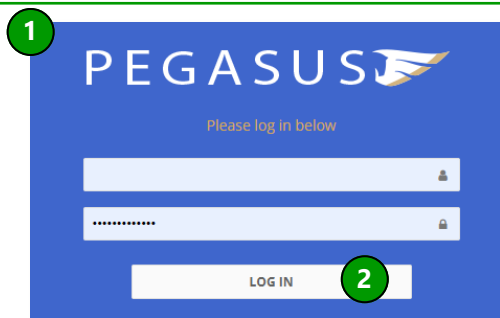


## Pegasus Ticket Process: Check Ticket Status

At Go Live, end users will be able to submit Pegasus tickets to report technical issues with Workday and Tecsys. Follow the steps below to check on your ticket's progress in Pegasus.

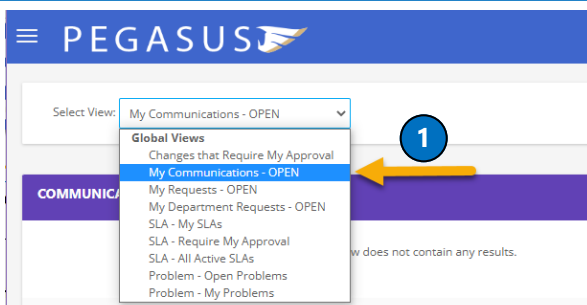
### Log Into Pegasus & Open Dashboard

1. Access **Pegasus Self Service** from your browser: <https://pegasus.vumc.org/User/Login>
2. **Login** with your VUMC ID credentials.
3. Click **My Dashboard**.



### Find Your Ticket & Details

1. Select the View from the dashboard drop-down menu. Choose **My Communications - OPEN** if you submitted a Workday Issue or Tecsys Issue ticket. Choose **My Requests - OPEN** if you submitted a Request ticket.
2. The list of open tickets you submitted appears on the dashboard, along with summary information and status.
3. To view more details about the ticket, click its **ID**.
4. Additional progress updates can be found in the **Journal Updates and History** sections of each ticket.



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ID	Name	Reason	Status
R00979398	Request Coordination IT Reviews VEC and Deep Dive ARB and Contract Intake	Request is to support the Tempus LSA Amendment #3 for contract extension of time. New IT approval memo required per VUMC Sourcing processes. So...	In Progress
R00974115	VEC CyberSecurity Review	Request Coordination (3/21/2023) - Concurrent Security Review - Non-Clinical IT Domain - Have Planview Agileplace (Formerly LeanKit) under Single...	In Progress
R00966989	Request for Single Sign-On (SSO) New In...	We have all our current Planview Enterprise One (Planview, Projectplace) products under SSO and would like to add LeanKit (which is Planview Ente...	Pending
R00710824	GENERAL PURPOSE	When a Pegasus support request is assigned to "Planview Support VUMC" group, the members of this group do not get an email regarding th...	In Progress

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INTERACTIONS

The following action(s) are available for this Request:

WITHDRAW OTHER UNFOLLOW

JOURNAL UPDATES

This item does not have a journal entry yet.

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HISTORY

Time	Field	User	Description
4/7/2023			
04:37PM	STATUS		From: Draft To: In Progress
04:37PM			Record created