PEGASUS

How to Place a Help Desk Ticket
https://pegasus.vumc.org

If you are a Windows user, you may see the Help Desk icon on your desktop and can click that to take you directly to the Pegasus Self Service Portal.
STEP 1

Please login below

VUnetID

ePassword

SIGN IN
STEP 2

Hi Alan, 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

West, Alan
profile | logout
my dashboard

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If you are not taken to the main screen of the self-service portal you can get there by selecting the Communications drop down from the top of the screen and then selecting Self-Service:
Once you have selected **Something is Broken** you will need to fill in the fields marked with an asterisk *.

Provide some details about this issue.

- **Title:** Brief description of the issue
- **Description:** Summary of the problem, services affected, impact to the business, etc.
- **Urgency:** Something is broken. I can work

Tell us a little about who needs assistance.

- **Who is the customer?**
  - I AM THE CUSTOMER
  - I AM NOT THE CUSTOMER
- **Preferred contact method:**
  - EMAIL
  - PHONE
- **Device Id:** nmedwm231tk5pe.dhcp.mc.var
- **Who is the service recipient?**
  - DIFFERENT SERVICE RECIPIENT

(Customer will be used unless otherwise indicated.)
Starting with the Title you should describe the issue you are having. In the Description field provide us with the details of the issue you are having. Add Route to MIT, at the end of the description to ensure the proper team receives the ticket.

- **Office Location**: Building / Room
- **Computer Name**: Yellow Tag

When selecting the urgency of a ticket please use one of the four options listed below to ensure your issue gets resolved in the timeliness of manners.
STEP 5

When submitting the ticket, you will be asked who is the customer, if you are putting the ticket in for someone else it is imperative that you select I AM NOT THE CUSTOMER, as well as making sure that you select the DIFFERENT SERVICE RECIPIENT button.

Failing to do so may cause the issue not to be resolved in a timely manner, while the MIT team attempts to determine who needs service.
If there are any files such as documents, screen shots, etc. that need to be added to the ticket you can drop them in the **Files to Upload** box and they will be uploaded and attached to the ticket.

Once that has all been completed click the **Submit Communication** button in the lower right hand of the screen and the ticket will be submitted. At the top of the screen you should get a message that the ticket was submitted and the IM Number of your ticket. Also, check your email as Pegasus will email you a confirmation that your ticket has been submitted with all the information you put in.