



# PEGASUS

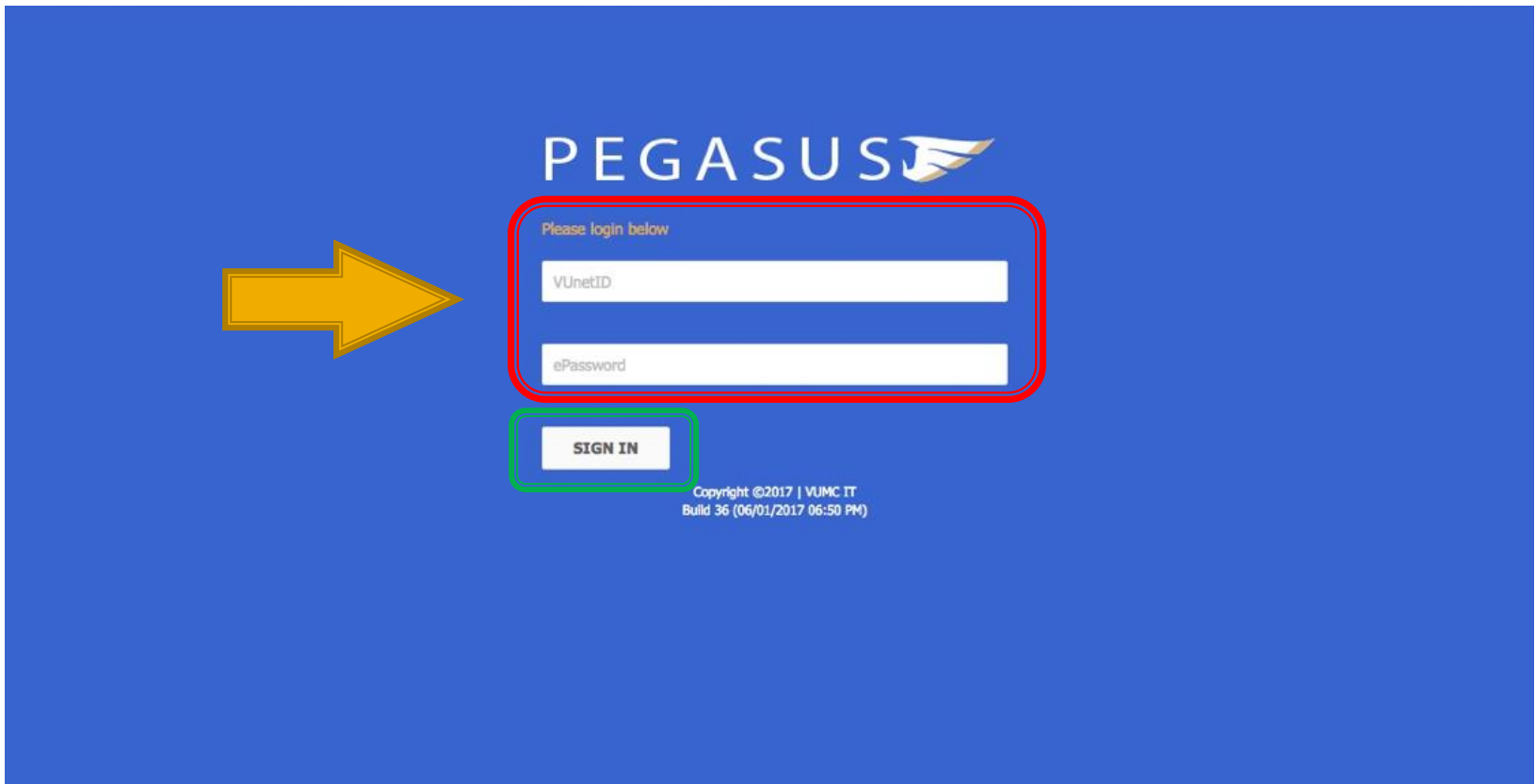
## How to Place a Help Desk Ticket



# NOTES

- <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



The image shows a login page for PEGASUS on a blue background. The logo 'PEGASUS' with a winged horse icon is at the top right. Below it, the text 'Please login below' is centered. There are two white input fields: the top one is labeled 'VUnetID' and the bottom one is labeled 'ePassword'. A red rounded rectangle highlights both input fields. Below the fields is a white button with the text 'SIGN IN' in black, which is highlighted by a green rounded rectangle. A large yellow arrow with a black outline points from the left towards the login form. At the bottom center, there is small text: 'Copyright ©2017 | VJMC IT' and 'Build 36 (06/01/2017 06:50 PM)'.

PEGASUS

Please login below

VUnetID

ePassword

**SIGN IN**

Copyright ©2017 | VJMC IT  
Build 36 (06/01/2017 06:50 PM)


# STEP 2

The screenshot displays the PEGASUS user interface. At the top, the logo 'PEGASUS' is shown with a stylized wing icon. Below the logo, the text 'Hi Alan, how can we help you today?' is displayed. The main content area features two primary options: 'SOMETHING IS BROKEN' (highlighted with a red box and a yellow arrow) and 'I NEED WORK DONE'. The 'SOMETHING IS BROKEN' option includes a warning icon, a 'REPORT AN ISSUE' button, and the text 'Report a service-affecting issue'. The 'I NEED WORK DONE' option includes a cube icon, a 'SUBMIT A REQUEST' button, and the text 'Choose this to request IT services'. At the bottom, a user profile section for 'West, Alan' is visible, along with navigation links for 'profile', 'logout', and 'my dashboard'. The footer contains the text 'PEGASUS 3.1.5.36 (PROD), COPYRIGHT © 2017, VUMC IT | HOME | ABOUT PEGASUS'.

**PEGASUS**


Hi Alan, how can we help you today?

**SOMETHING IS BROKEN**


 **REPORT AN ISSUE**

Report a service-affecting issue

**I NEED WORK DONE**

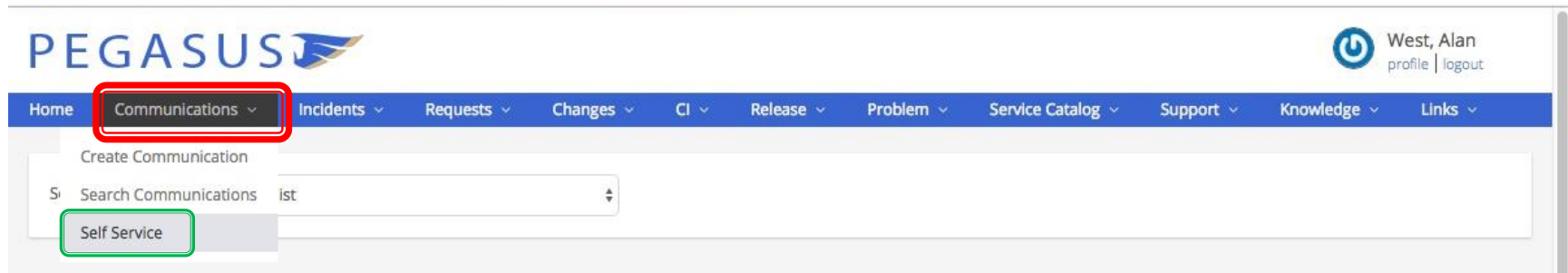
 **SUBMIT A REQUEST**

Choose this to request IT services

 **West, Alan**  
profile | logout  
my dashboard

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# STEP 2 - Alternate

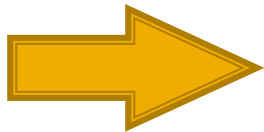


The screenshot shows the top navigation bar of the PEGASUS self-service portal. The PEGASUS logo is on the left, and the user's name 'West, Alan' with a profile icon and 'logout' link is on the right. The navigation menu includes: Home, Communications (highlighted with a red box), Incidents, Requests, Changes, CI, Release, Problem, Service Catalog, Support, Knowledge, and Links. Below the menu, there is a 'Create Communication' button, a search bar for 'Search Communications list', and a 'Self Service' button (highlighted with a green box).



- 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:

# STEP 3



COMMUNICATE WITH THE HELP DESK

Need Help? Review this link: [How To Submit a Self-Service Ticket In Pegasus](#)

This form is not recommended for urgent issues. If your issue is urgent, please call the Help Desk at 615-343-HELP.

Provide some details about this issue.

Title: \*

Description: \*

Urgency:

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:

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

- Once you have selected **Something is Broken** you will need to fill in the fields marked with an asterisk \*.

# STEP 4

Description: \*

Summary of [redacted] at the

Something is broken. Patient safety is affected

Something is broken. Patient care or a critical business function is affected

Something is broken. I cannot work

Urgency:

✓ Something is broken. I can work

- 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

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:

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

FILE ATTACHMENTS

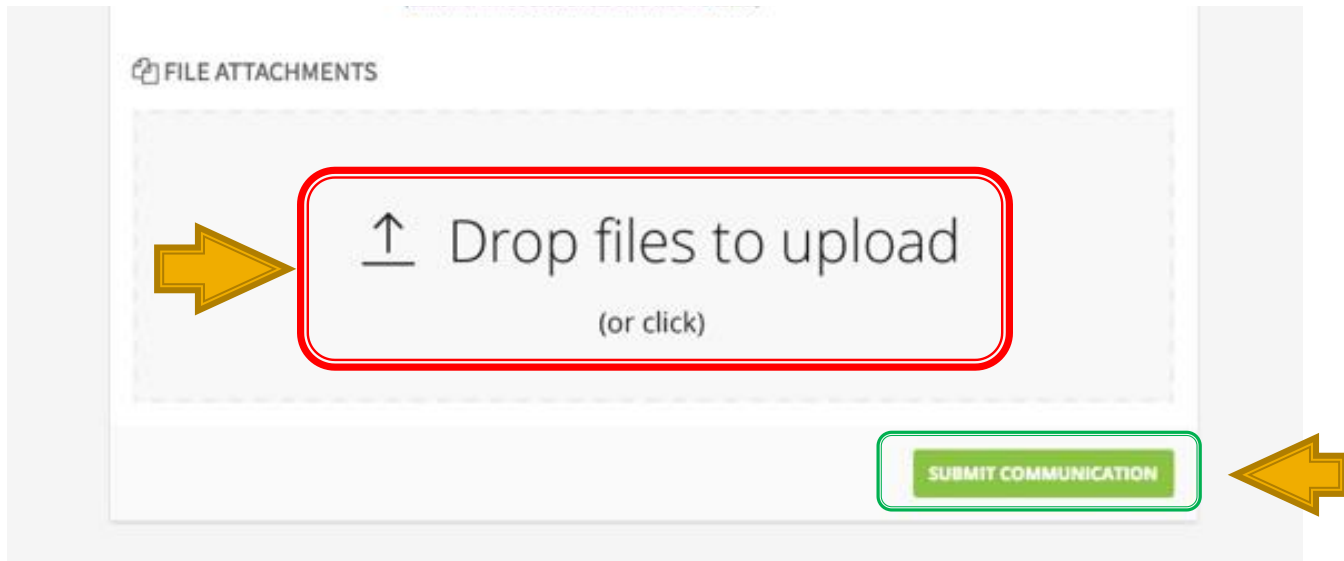
Drop files to upload  
(or click)

SUBMIT COMMUNICATION

- 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.



# STEP 6



- 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.