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

STEP 2

STEP 2 - Alternate

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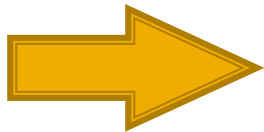
> ➤ Once you have selected **Something is Broken** you will need to fill in the fields marked with an asterisk *.

STEP 4

Description: *

Urgency:

- 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
- ✓ 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

> ➢ 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
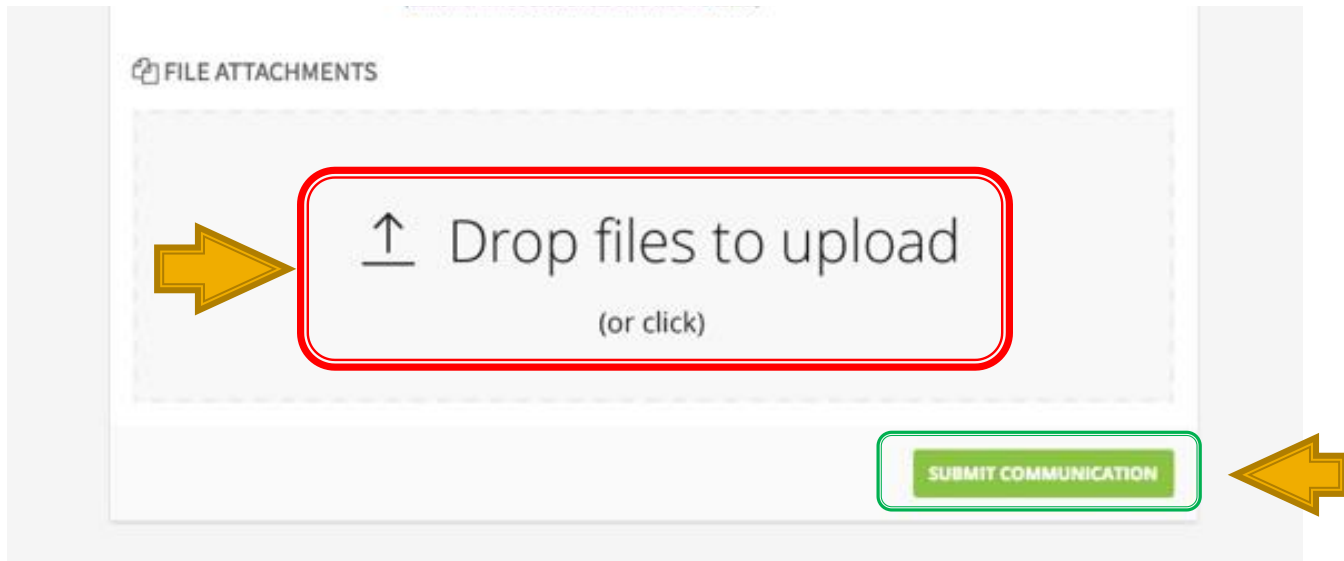
- ➢ If there are any files such as documents, screen shots, etc. that need to be added to the ticket you can drop them in the **Files to Upload** box and they will be uploaded and attached to the ticket.

- ➢ 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.