



WELCOME

UVAHS REMEDY

INCIDENT MANAGEMENT



❑ Using My HIT Self-Service Overview

❖ [Using My HIT](#)

Additional Modules:

- ❖ Introduction
- ❖ Logging In and Navigating in ITSM
- ❖ Using My HIT Self-Service Overview
- ❖ Using the Consoles
- ❖ Intro to working with Incidents
- ❖ Creating New Incidents
- ❖ Updating and Resolving Incidents
- ❖ Summary

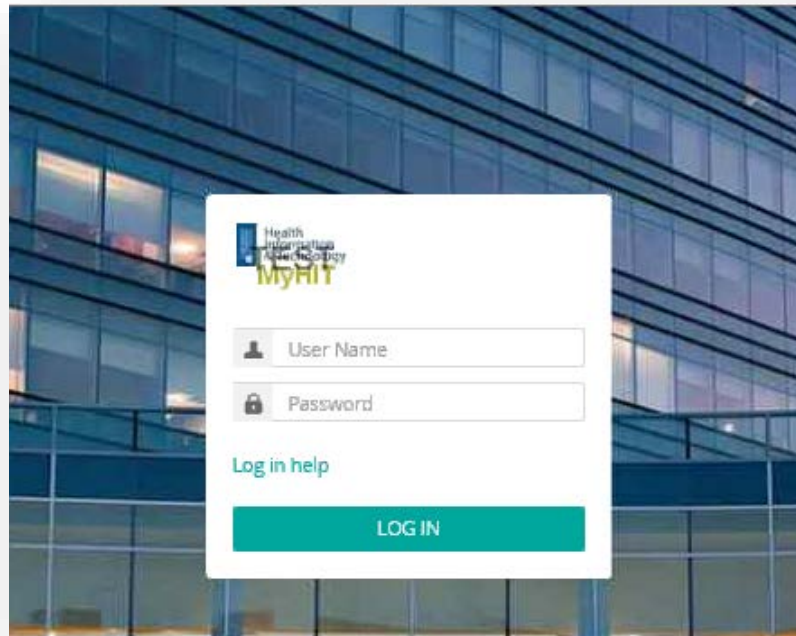


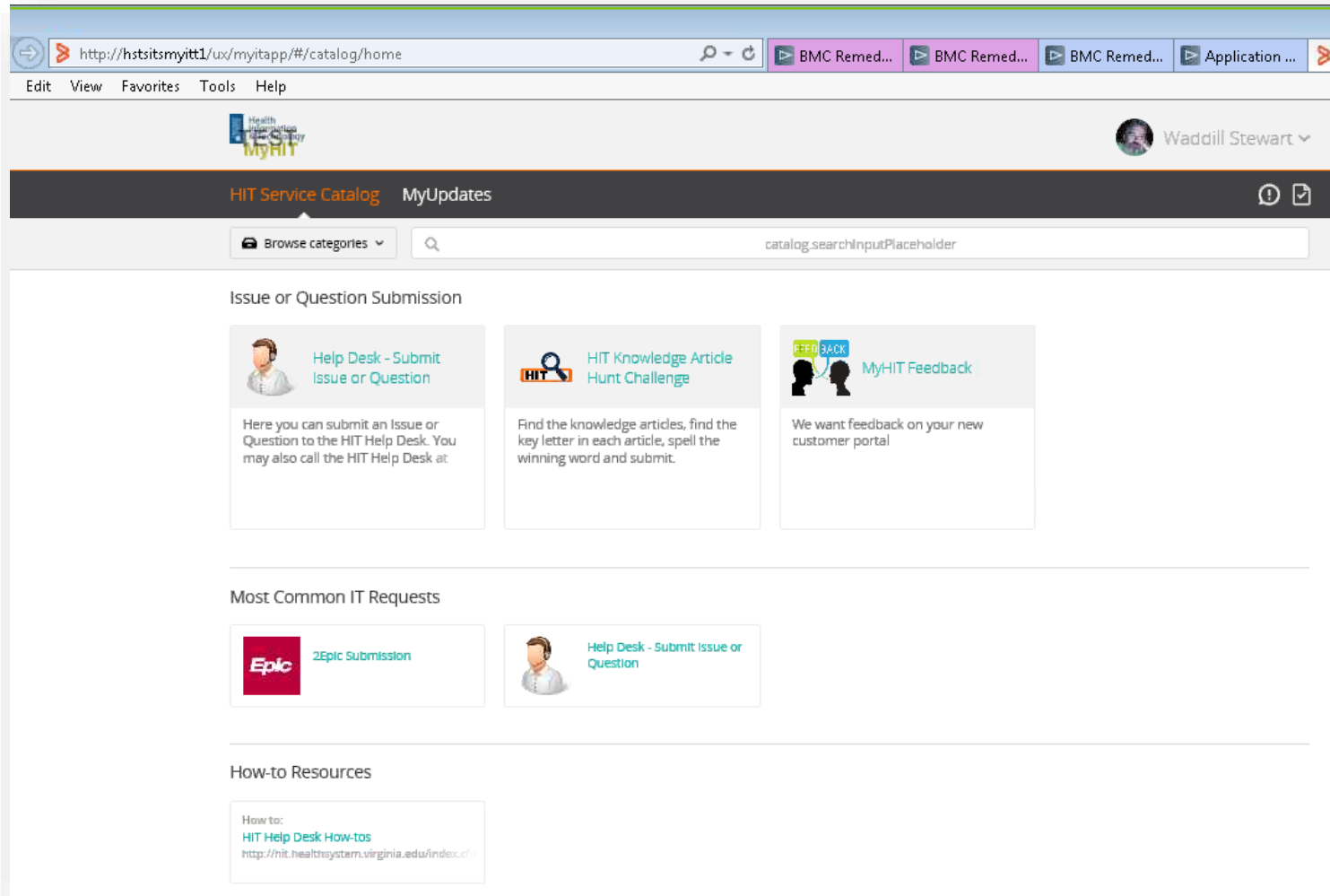
Incident Management v9.x User Training Class

Using My HIT Self-Service Application

Self Service: Log into My HIT!

- ❑ Access the system through the Internet Browser.
- ❑ Type the appropriate AR System URL into the address field of the browser. For training purposes, use the UVAHS validation environment for My HIT:
 - ❖ [MyIT Test System: http://hstsitsmyitt1/ux/myitapp/](http://hstsitsmyitt1/ux/myitapp/)
 - ❖ The following login screen will appear.





The screenshot shows a web browser window with the URL `http://hstsitsmyhit1/ux/myitapp/#/catalog/home`. The browser's address bar includes several tabs: "BMC Remed...", "BMC Remed...", "BMC Remed...", and "Application ...". The page header features the "Health Information System MyHIT" logo and a user profile for "Waddill Stewart". Below the header, there are navigation links for "HIT Service Catalog" and "MyUpdates", along with a search bar containing the placeholder text "catalog.searchInputPlaceholder".

The main content area is titled "Issue or Question Submission" and contains three interactive cards:

- Help Desk - Submit Issue or Question:** Includes an icon of a person and text stating: "Here you can submit an Issue or Question to the HIT Help Desk. You may also call the HIT Help Desk at".
- HIT Knowledge Article Hunt Challenge:** Includes an icon of a magnifying glass and text stating: "Find the knowledge articles, find the key letter in each article, spell the winning word and submit."
- MyHIT Feedback:** Includes an icon of two people and text stating: "We want feedback on your new customer portal".


Below this section is a "Most Common IT Requests" section with two cards:

- Epic Submission:** Features the Epic logo and the text "Epic Submission".
- Help Desk - Submit Issue or Question:** Features an icon of a person and the text "Help Desk - Submit Issue or Question".

The final section is "How-to Resources", which includes a link for "HIT Help Desk How-tos" with the URL `http://hit.healthsystem.virginia.edu/index.cfm`.

Self Service: Using My HIT

Request



Help Desk - Submit Issue or Question

Here you can submit an Issue or Question to the HIT Help Desk. You may also call the HIT Help Desk at (434) 924-5334 if you wish to speak with somebody.

Submit Issue or Question below

sb.requestFor.summaryLabel Waddill Stewart Change

Email: wds3r@hscmail.mcc.virginia.e... [Edit](#)
 Phone: 434-924-8285


Request Details

Summary *

Detailed Description *

Submit Request
Cancel

Request



2Epic Submission

This form is only to be used for requests for assistance with Epic systems and features. For new requests, please submit an enhancement request. For urgent issues that stop production workflow, please call the Helpdesk directly at 4-5334.

sb.requestFor.summaryLabel Waddill Stewart Change

Email: wds3r@hscmail.mcc.virginia.e... [Edit](#)
 Phone: 434-924-8285

Request Details

Best Contact Number *

Type of Issue

What type of patient identifier?

Medical Record Number


Account Number

Accession Number


Order Number

Problem Short Description

Request Details ✕

 Normal
Mar 2, 2017

Issue with OnBase
ID: REQ00000009091
Status: In Progress

Requested For:
 **Waddill Stewart**
wds3r@hscmail.mcc.virginia.edu | 434-924-8285

Description:
This request was created when an incident was logged on your behalf by an Health Information & Technology team member.

Request Details ➤
Status: In Progress, Submitted: March 2, 2017 — 1:22 PM...

Add Comments and Attachments ➤

This concludes the module on a basic view of how to use My HIT. Next, we'll move on to learning about how to use the ITSM Consoles.

Let's Continue!