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
Demonstration: Using My HIT
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://hstsitesmyitt1/ux/myitapp/
  - The following login screen will appear.
Self Service: Using My HIT

Issue or Question Submission
- 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.

- HIT Knowledge Article Hunt Challenges
  Find the knowledge articles. Find the key letters in each article, spell the winning word and submit.

- My-HIT Feedback
  We want feedback on your new customer portal.

Most Common IT Requests
- Epic Submission
- Help Desk - Submit Issue or Question

How-to Resources
- HIT Help Desk How-to
  http://hit.healthsystem.virginia.edu/howto/
Self Service: Using My HIT

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.request:For summaryLabel Weddell Stewart Change
Email: wds3r@hscmail.mcc.virginia.c... Edit
Phone: 434-924-8285

Request Details
Summary *
Required

Detailed Description *
Required

Submit Request  Cancel

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.request:For summaryLabel Weddell Stewart Change
Email: wds3r@hscmail.mcc.virginia.c... Edit
Phone: 434-924-8285

Request Details
Best Contact Number *
Required

Type of Issue

What type of patient identifier?
- Medical Record Number
- Account Number
- Accession Number
- Order Number

Problem Short Description
Self Service: Using My HIT

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**Issue with OnBase**

**ID:** REQ0000000009091

**Status:** In Progress

**Requested For:**
Wadeil Stewart
wca3r@nsomail.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**

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**Cancel Request**
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!