General ITSM Instructions

How to Obtain Access

All HIT staff are eligible for an account. You or your supervisor needs to submit an HIT Access Request form for Remedy -> ITSM Coordinator or ITSM Manager at https://www.healthsystem.virginia.edu/alive/computing/forms/Security/AccessRequest/AcctRequest.cfm

Logging In

1. [http://service](http://service)
2. User your regular network login username/password

Understanding the Overview Console
Navigating Around

This flyout menu provides access to other ITSM features. Shown here is how to find the ‘Search Change’ form.