Accessing Assignment Acknowledgement

Click the link in your text notification:
http://hstsrn.hscs.virginia.edu/updateitsm/RmLoginFrm.aspx

Acknowledge Assignment

To acknowledge an assignment in the Remedy ITSM 9 system log into the acknowledgement on your device.

1. In the form enter your Remedy ITSM Login and password, which is the same as your Network Login and password. Then click the Login button.

2. The form will display with all your assigned records. Ones that have not yet been acknowledged will have the Acknowledge button on the end.

3. Click the Acknowledge button. The record is updated as shown below.

Log Off

To Log off of the Assignment acknowledgement screen.

1. Click the Log Off button on the top right of the form.