

SOM – HIT Service Desk Unification

HIT is excited to provide technology support to School of Medicine customers through our unified HIT help desk. Effective 3/31/21, HIT and SOM IT Help Desks will merge to provide one Health System point of contact for IT assistance. At the same time, SysAid will be replaced with [MyHIT](#). To learn more about this change, and the services available to School of Medicine customers, please click [HERE](#).

Contacting Health System IT Support

- By Phone 434-924-5334 (calls to the current line will be rerouted for 3-6 months)
- By Email SOMIT@virginia.edu
- From MyHIT <https://myit.hscs.virginia.edu>



- From your Desktop

Tips for Using MyHIT

1. MyHIT can be accessed from the following networks
 - a. HIT network (SCN)
 - b. Academic Protected Network (APN)
 - c. HealthSystem Protected Network (HMSN)
 - d. EduRoam (ITS wi-fi)
 - e. HSCS-Wireless (HIT wi-fi)
 - f. Other networks via the ITS High Security VPN (HSVPN), HIT F5 VPN, or ITS Access Anywhere VPN
2. Only use lowercase characters when entering your username for login
3. Passwords or passphrases can be no longer than 30 characters, including space, or login will fail
4. You CAN enter a ticket for someone else, just be sure to update the information as directed below
5. Due to network restrictions, School of Medicine users will not have access to customer surveys at this time. We will update you when this feature becomes available.
6. Required fields are all highlighted in **RED**

While we strive to support all IT functions in SOM, the following services are directly supported by other UVa IT teams. For your reference their contact information is below.

ITS Supported Services	Contact
e-Service Passwords, Identity and Access Management	e-Service Self Service
Sponsored Accounts	New Request Issue with existing account
2-Step Login (Duo)	Manage device on existing DUO account.
ESHARP Accounts / Access	ESHARP Help Desk (924-HELP) New account
Integrated System / Oracle	- New Account
Office 365 + Tools	ITS Call 4 HELP (434-924-4357)
Workday – managed by HR	- AskHR@virginia.edu 434.243.3344

New MyHIT Desktop Icon

The new icon was pushed to all HIT-managed computers, but if your Windows computer does not have the desktop icon, follow these steps to create it:

1. Right-click on your desktop and select New > Shortcut
2. In the address area paste the URL <https://myit.hscs.virginia.edu/>
3. Select next
4. Rename the icon to MyHIT and press Finish

You may also bookmark the page on your browser

Windows:

1. Using your preferred internet browser, open the following link: <https://myit.hscs.virginia.edu/>
 - a. On your keyboard press Ctrl + D to add the page to your favorites.

MacOS:

1. Open your Safari browser
2. Navigate to <https://myit.hscs.virginia.edu/>

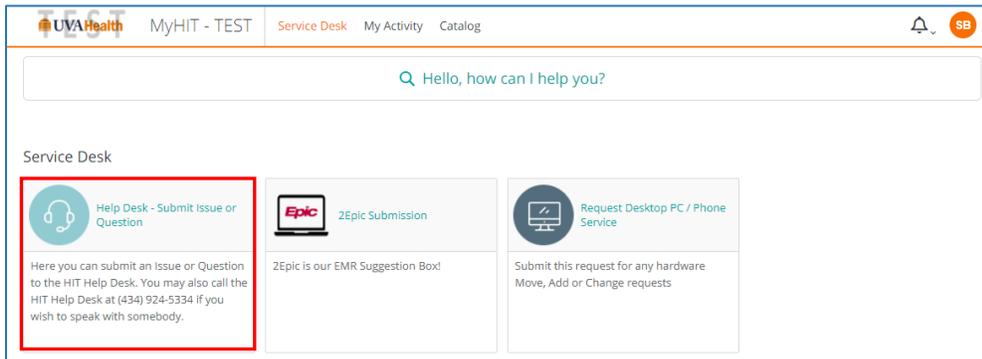
If you are connected to the APN or a network on campus you should be able to access the MyHIT page without any special software. But, if you are unable to access the page on site, or are located in an off-site location, you may need to connect to the HS VPN or F5 VPN
3. Once the page has loaded and you see the login screen, move the pointer over the Smart Search file



4. Click and hold the One-Step Add button  that appears at the left end of the field, and select Favorites. You can also click in the Smart Search field, then drag the URL of the webpage you're viewing to the Favorites bar near the top of the window, the Favorites folder in the sidebar, or the Favorites area in the start page.

How to create and route a MyHIT ticket to the **Help Desk**

1. Click on the MyHIT link - <https://myit.hscs.virginia.edu>
2. From the MyHIT Service Desk page, click on the 'Help Desk – Submit Issue or Question' icon.



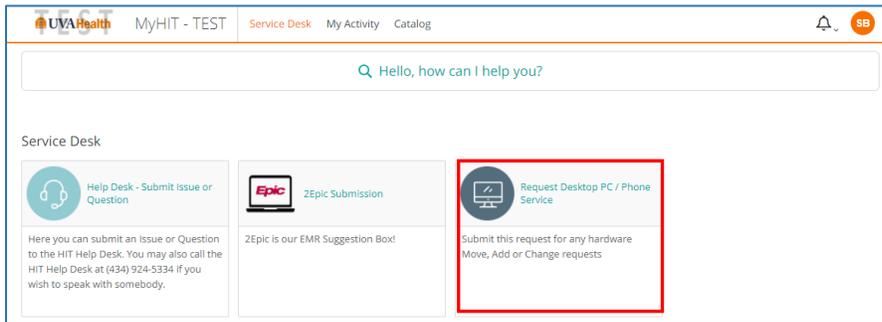
3. Complete the fields on the 'Help Desk – Submit Issue or Question' page

4. If you are submitting the ticket for someone else, change the information by clicking the Edit button

5. Click 'Submit Request'

How to create and route a MyHIT ticket to **Requests** for **Hardware Acquisition or Service...**

1. Click on the MyHIT link - <https://myit.hscs.virginia.edu>
2. From the MyHIT Service Desk page, click on the 'Request Desktop PC/Phone Service' icon.



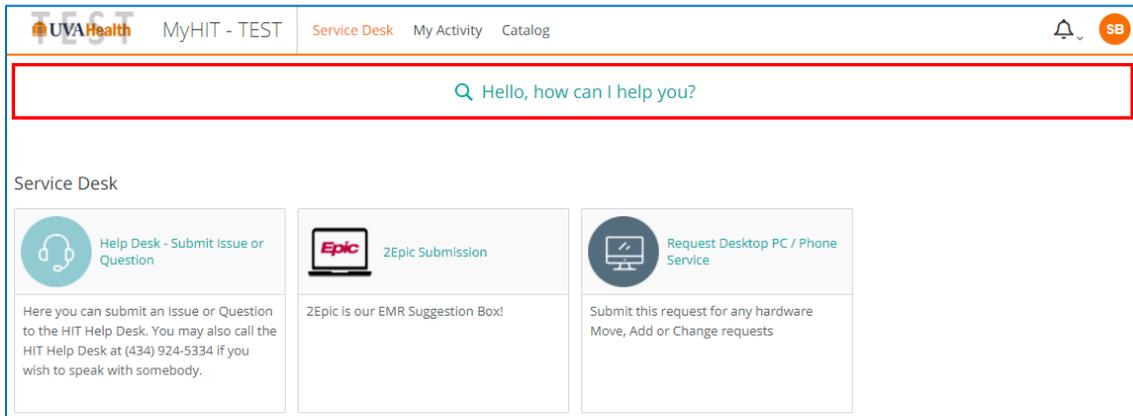
3. Complete the fields in the 'Request Desktop PC/Phone Service' page.

4. If you are submitting the ticket for someone else, change the information by clicking the edit button.

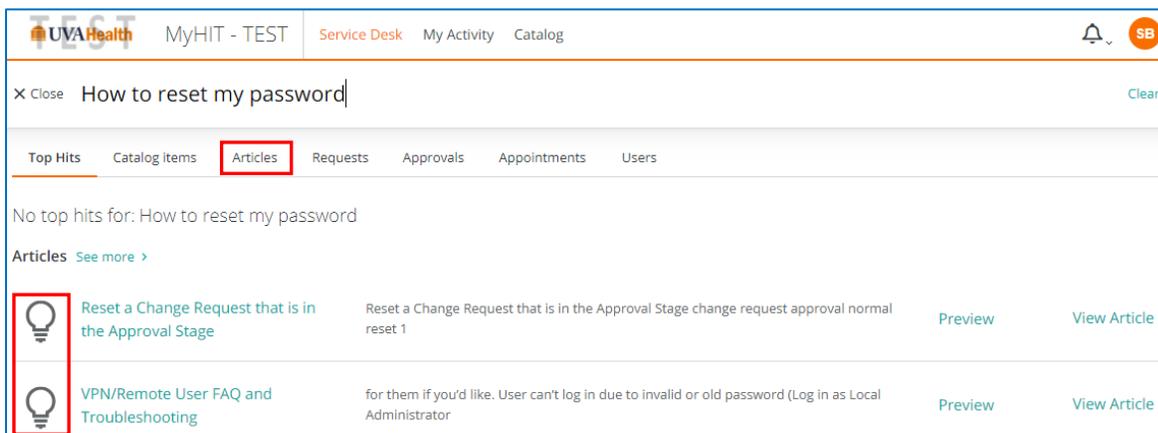
5. Click 'Submit Request'

How to access **Self-Help**

7. Click on the MyHIT link - <https://myit.hscs.virginia.edu>
8. At the top of the MyHIT page, click in the box that says 'Hello, how can I help you?'



9. The search will bring up a selection of items. Look for **Articles**. These are identified with a lightbulb icon  or by clicking on 'Articles' in the top menu to show only articles.



10. Identify the article that best describes your issue and click on 'View Article', to the right, to view it.