Epic Tip Sheet:

Epic Self Service Issue Reporting via Ivanti

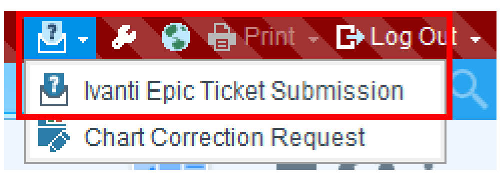
Self Service Overview

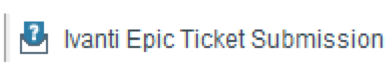
For non-critical issues, it is preferred that users submit tickets via Ivanti Self Service. Doing so will allow you to appropriately find the right category of workflow area and issue and *automatically* have tickets routed to an appropriate team. This method can be done in a quick fashion via a simple form. These steps describe how you can launch to submit Ivanti issues from within Epic and complete submissions.

Launching Ivanti from Epic

All users have 3 ways within Epic you can access to launch Ivanti.

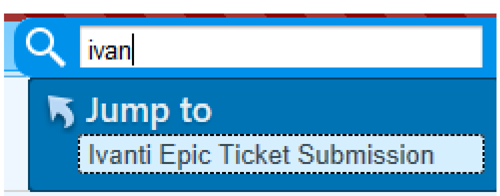
1. On the upper right portion of your screen you can select the  icon and then launch Ivanti from there.

2. From the  button you can go to the Help menu and select the 

   button

3. You can chart search Ivanti and launch the window.

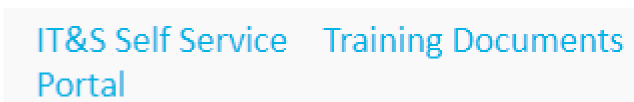
   

THIS ONLY WORKS WHEN LOGGED INTO THE SUMMA NETWORK. YOU MUST ACCESS IVANTI VIA CITRIX DIRECTLY IF NOT ON A NETWORKED DEVICE.

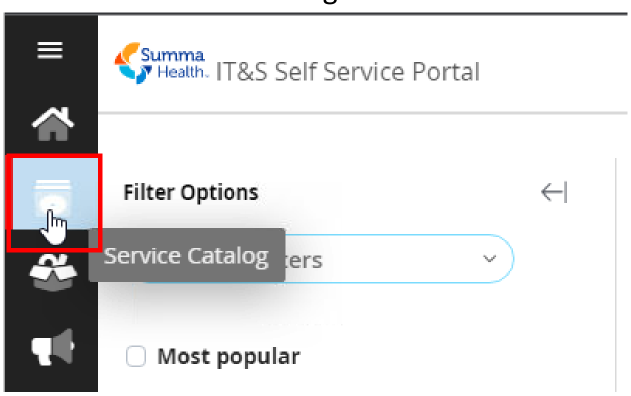
Accessing Ivanti from Summa @Work

1. From the Summa @Work home page, select the **Applications** page

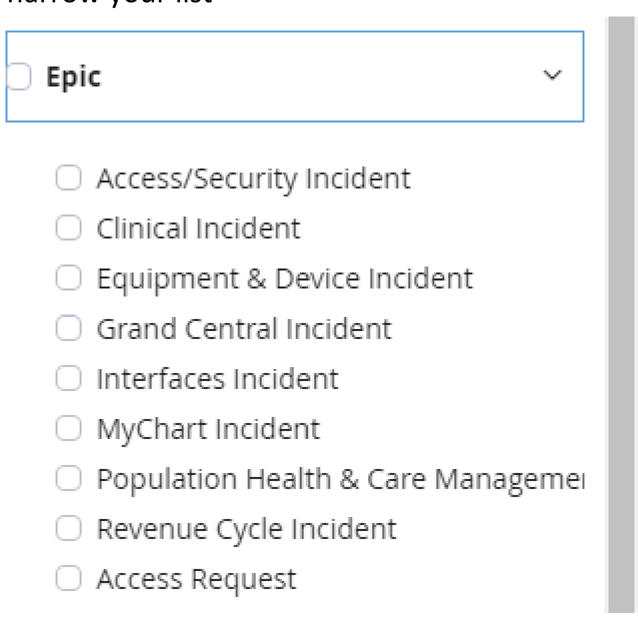
2. Scroll down the page to the link for **IT&S Self Service Portal**, which will launch Ivanti



3. Select the Service Catalog within Ivanti

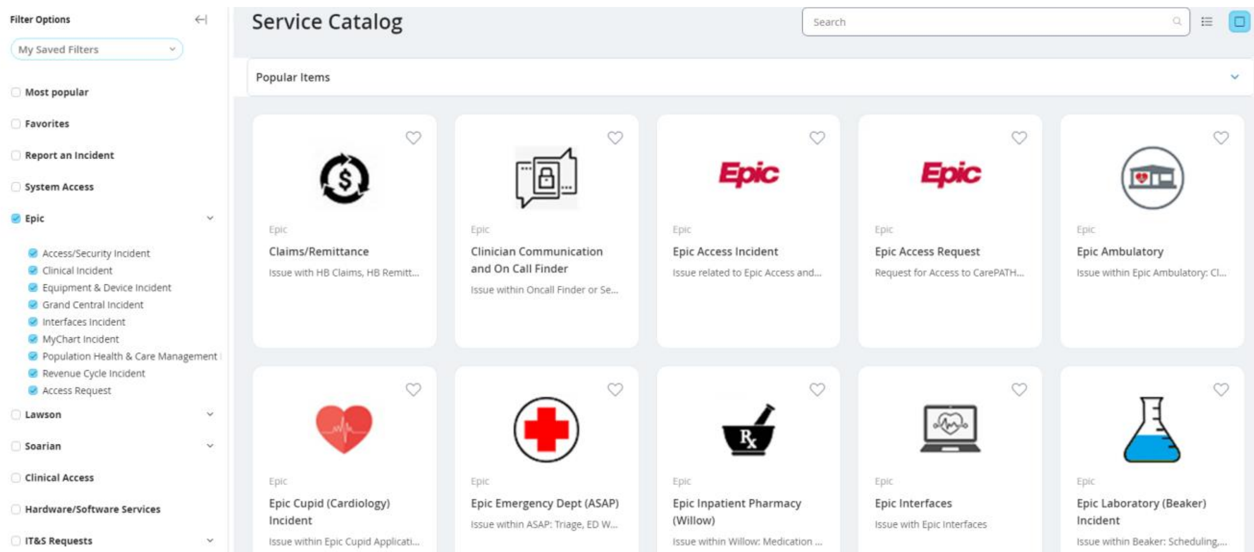


4. Utilize the saved filters for Epic incident forms on the left, or type ‘Epic’ in the search bar to narrow your list

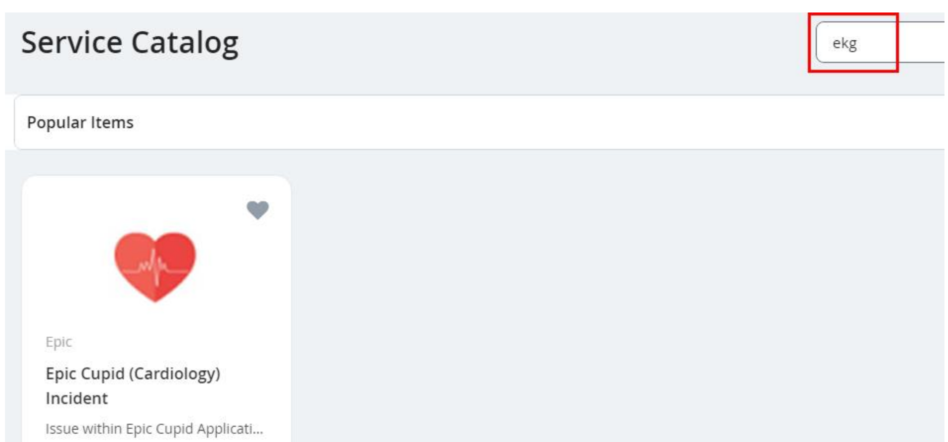


Submitting Issue Tickets

Once Ivanti launches, you may have to log in. Upon doing so, you will be brought to the various Epic services by default.



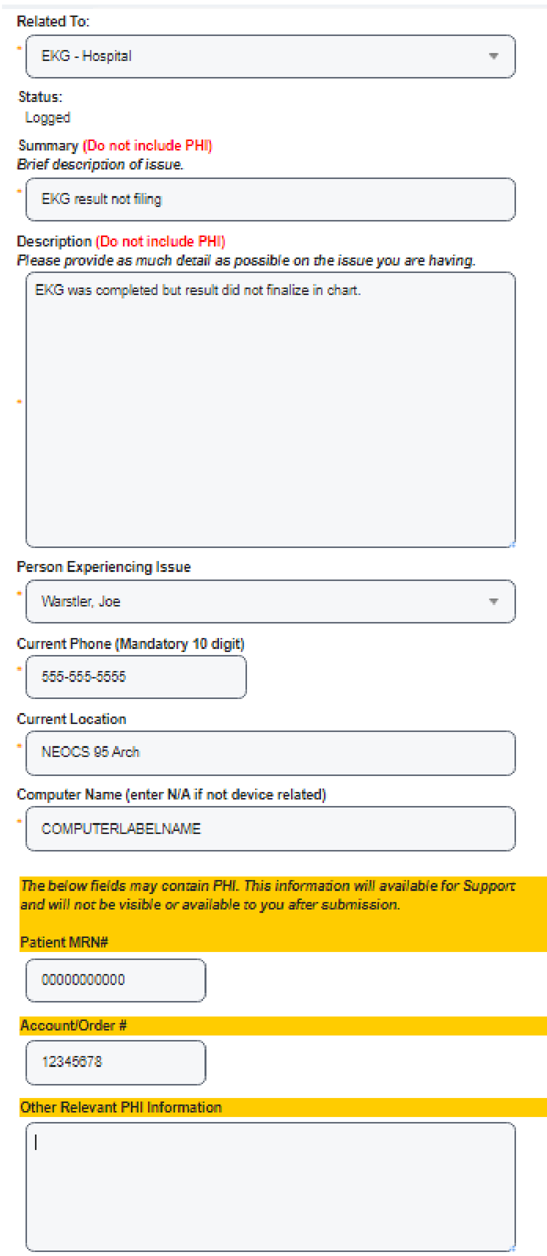
These are broken down mostly by Epic Application Team. If you know the team you want to submit a ticket to, you can select the card from the view. Alternatively, you can search for an general keyword and may limit your request:



For teams you commonly may work with, you can favorite catalog items by selecting the  icon and they will be moved to the top of the list

Select the card for the area/team you want to submit a ticket to and follow the prompts on the form.

Different services may have different items to populate. In general, provide appropriate details that will help teams troubleshoot issues in a quick fashion. By being more descriptive you will help teams to minimize questions related to the issue and come back with a fix in a quicker fashion.


Related To:
EKG - Hospital
Status:
Logged
Summary (Do not include PHI)
Brief description of issue.
EKG result not filing
Description (Do not include PHI)
Please provide as much detail as possible on the issue you are having.
EKG was completed but result did not finalize in chart.
Person Experiencing Issue
Warstler, Joe
Current Phone (Mandatory 10 digit)
555-555-5555
Current Location
NEOCS 95 Arch
Computer Name (enter N/A if not device related)
COMPUTERLABELNAME
The below fields may contain PHI. This information will available for Support and will not be visible or available to you after submission.
Patient MRN#
00000000000
Account/Order #
12345678
Other Relevant PHI Information

Select the category from the drop down list

Enter a relevant title of the issue and description. The more details the better. This section is NOT for PHI

Update if the person reporting the issue is different than who is logging the issue

Add PHI related information as is relevant for the issue. This information is typically critical for troubleshooting issues if related to workflows and problems when charting.