How to submit a help ticket to the HIT Help Desk

The HIT help desk is no longer accepting problems/questions via email.

If you have an **urgent request** (something that is keeping you from working), please call the HIT help desk at 434.924.5334.

For less urgent requests, please submit a ticket via HIT's new Service Management System, ***UVA Health ServiceNow***. (See basic instructions below.)

1. Please click on the **ServiceNow Health shortcut** on your desktop [ServiceNow Health icon] or go to https://uvahprod.service-now.com/.
   a. You can also access *UVA Health ServiceNow* via HIT's website, https://hit.healthsystem.virginia.edu/.
   b. If asked to log in, please use your HS credentials.

2. Click on **All**.
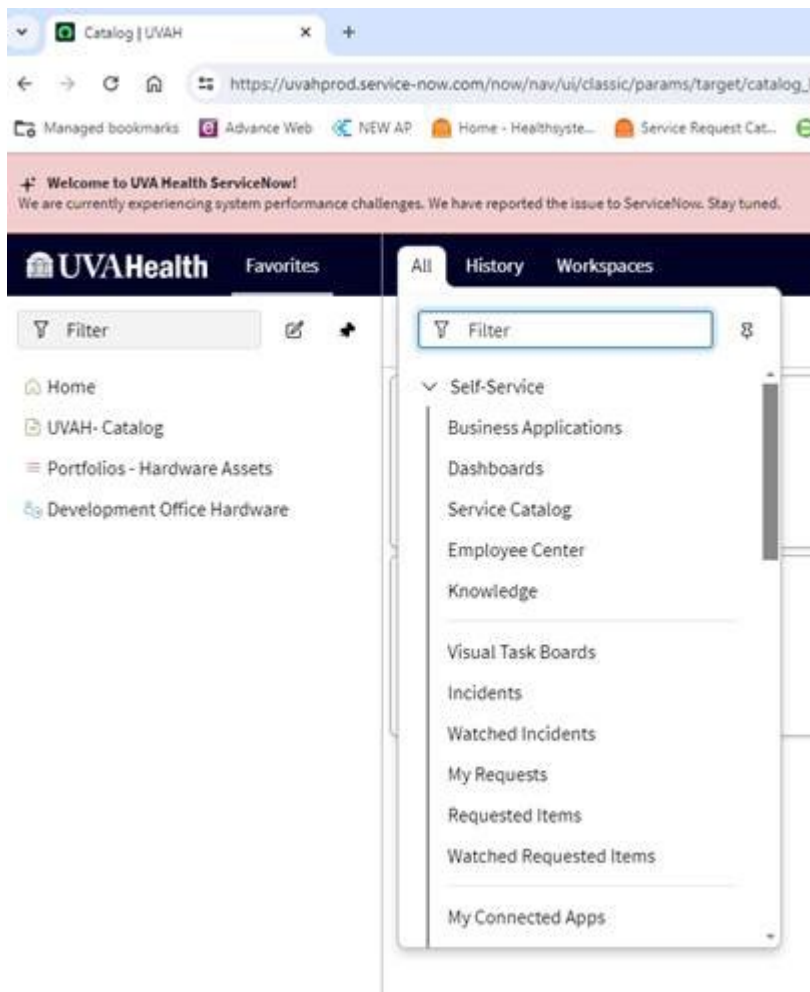
3. Scroll down and click on **Service Catalog**.

4. From here, you have different categories to choose from (**Hardware, Network, and Software**) and various forms under each category.
    a. If you need **more email space**, choose Email accounts under Software and click on Mailbox Quota Increase.
    b. If you need **more space on your F: drive**, choose F Drive Quota Increase under Network.
    c. If you need **access to a folder on the Y: drive**, choose Network Folder Access under Network.
    d. If **none of the categories match your request**, choose General Request Form under Software.
        i. <u>I would use the General Request Form for more Y: drive space.</u>

5. You can add a request form or the Service Catalog to your **Favorites** (menu on left) by clicking on the star next to the title.
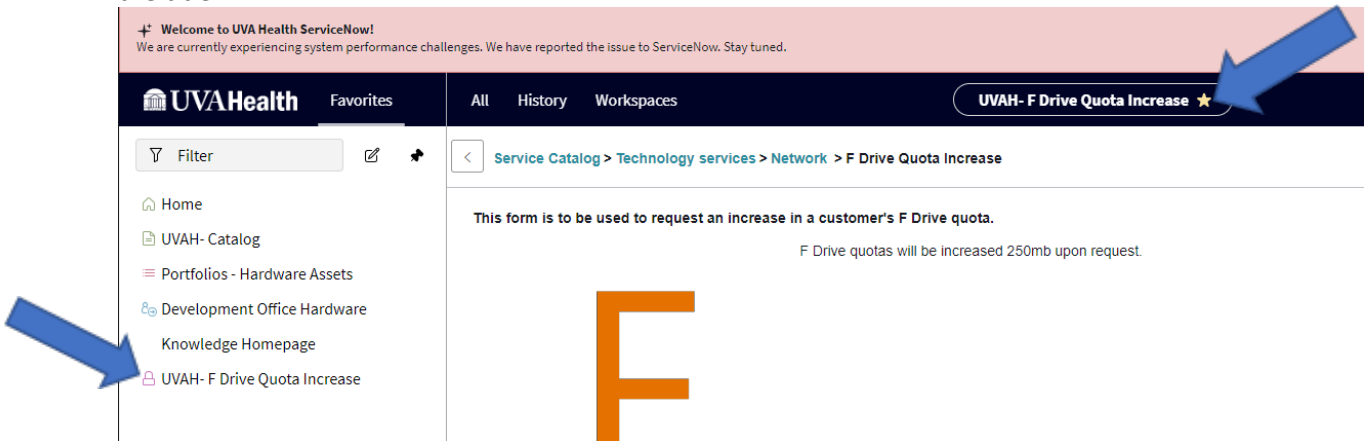
6. You can also look at your submitted requests via <u>All, My Requests</u>.

7. There are also helpful articles under <u>All, Knowledge</u>.