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] 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** and scroll down and click on **Service Catalog**.
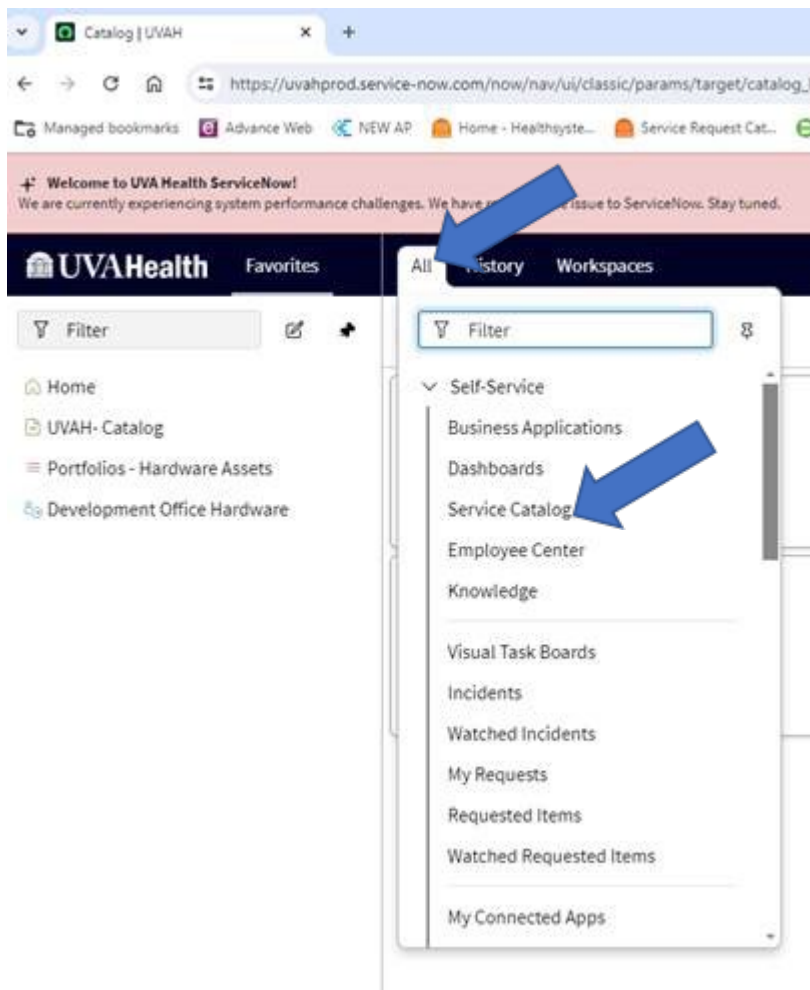
3. From here, you have different categories to choose from (**Hardware, Network, and Software**) and various forms under each category.
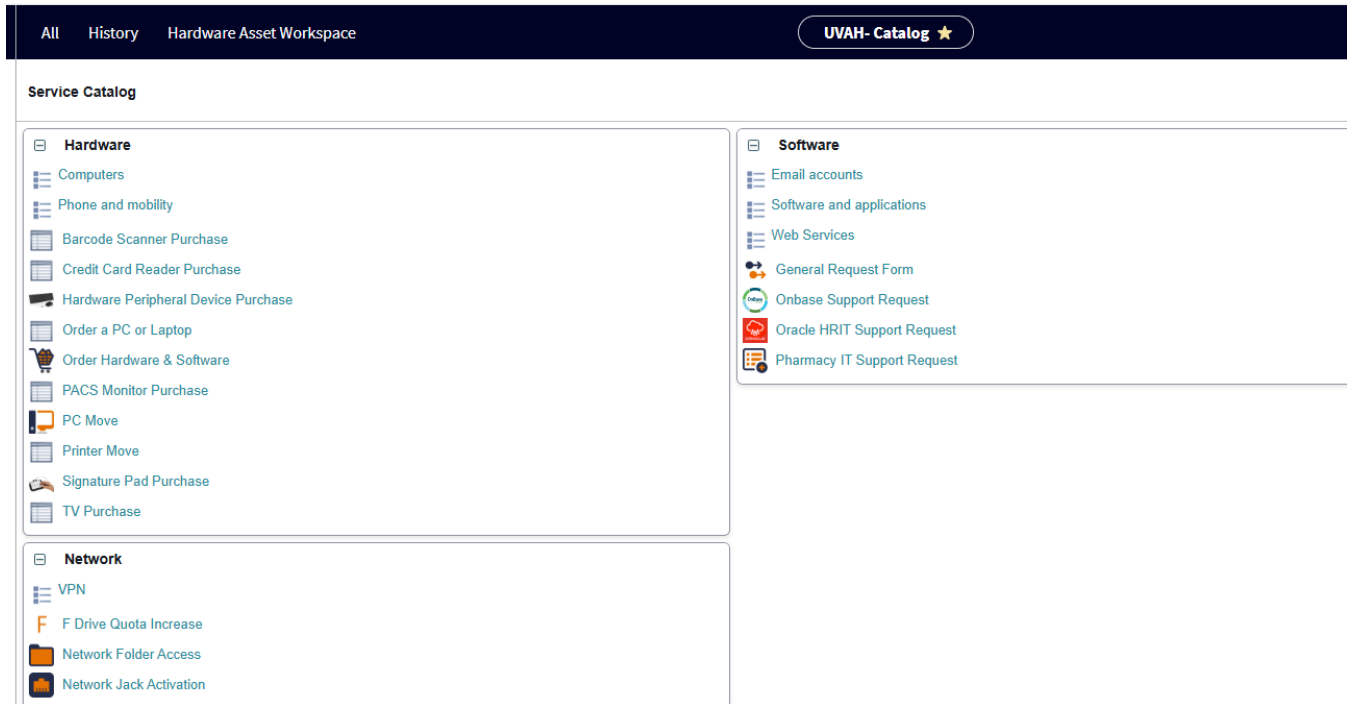
a. **MORE EMAIL SPACE:** Choose **Email accounts under Software** and click on Mailbox Quota Increase.

b. **MORE F: DRIVE SPACE:** Choose **F Drive Quota Increase under Network**.

c. **MORE Y: DRIVE SPACE:** Choose **General Request Form under Software**, type in the descriptions, including exactly what folder on the Y: drive you're using that needs more space.

d. **ACCESS TO A FOLDER:** Choose **Network Folder Access under Network**.

e. If **none of the categories match your request**, choose **General Request Form under Software**.

4. Fill out the form and click on **Order Now** (near top right).

5. You can also look at **your submitted requests** via All, My Requests.

6. There are also **helpful articles** under All, Knowledge.

7. 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.