

How To Use The HMMH IT Customer Self-Service Portal

May, 2019



Hackensack
Meridian *Health*

Access the Customer Self-Service Portal via the following link:

<http://servicedesk.hmhn.org>

Enter User Name and Password

User Name is same Network ID used to login to PC (e.g. emily.haines, ehaines, EH5555)

Click Login button

BMC **FootPrints** Service Core

Please log in

User Name

Password

Login

[Create a new account](#)

Click **Find Services** in the blue tile to submit a **non-urgent** issue.

To view tickets previously submitted, click the home icon.


If you experience issues using the portal, please email ITServiceDesk@HackensackMeridian.org

For urgent issues, please call the IT Service Desk at ext 3333 or 848-237-3333

Service Catalog


Categories

Click
here



1 - Report an IT Issue

Find Services



**2 - Access Requests
(Southern Region)**

Find Services

Common Issues / Requests

- [Report an Epic Issue](#)
- [Report a Non-Epic Issue](#)

Welcome, Emily H

[Sign-out](#) [Help](#)

SEARCH 
Advanced

You are in the **Service Desk** workspace.



Home



Service Catalog

Service Catalog → 1 - Report an IT Issue

Search Category 

Services in this Category

[Report an Epic Issue](#)

[Report a Non-Epic Issue](#)

Click
here



[Service Catalog](#) → [1 - Report an IT Issue](#) → [Report an Epic Issue](#)

[Request this Service](#)

Click

Details of Report an Epic Issue

Status

Live

Service Category

1 - Report an IT Issue

Attributes

Attachments

Name

Report an Epic Issue

Description

Please click on **"Request this Service"** located in upper left hand corner of this window to submit an Epic Issue to the Epic team.

Please fill in the subsequent form and provide as much detail in the Customer Communication field so that we may provide faster and better service in resolving the issue.

SAVE

Help

New Incident for Service Desk

Subject*

Epic Issue Reported

Your Personal Information*

Last Name*

Haines

First Name*

Emily

User ID

emily.haines

Provide preferred contact phone number, including area code and ext.

Email Address

emily.haines@hackensackmeridian.org

Preferred Contact Number*

888-555-1000

Campus:*

PMC

Departments

MIS

Sites

PMC

Job Title

Systems Analyst

Phone

732 897 7333

Town

Neptune

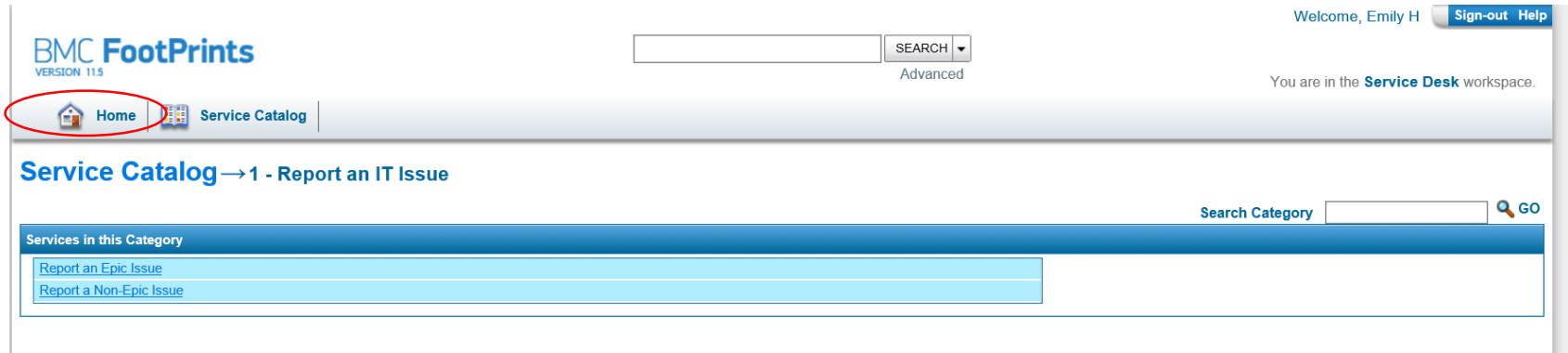
Customer Communication - Description of Issue*

Customer Communication - Description of Issue*

I am unable to login to Epic

Populate 3 fields and then click save in the upper left-hand corner.

Ticket will be created and display on screen for a few seconds. To view your tickets, select Home



The screenshot shows the BMC Footprints interface. At the top left is the BMC Footprints logo with 'VERSION 11.5' below it. To the right is a search bar with a 'SEARCH' button and a dropdown arrow, with 'Advanced' text below it. In the top right corner, it says 'Welcome, Emily H' and has 'Sign-out' and 'Help' links. Below the search bar is a navigation bar with 'Home' (highlighted with a red oval) and 'Service Catalog' links. The main content area shows 'Service Catalog → 1 - Report an IT Issue'. On the right side of this area is a 'Search Category' input field and a 'GO' button. Below this is a section titled 'Services in this Category' containing two links: 'Report an Epic Issue' and 'Report a Non-Epic Issue'.

Select My Service Requests from the dropdown menu

To logoff site,
select Sign-out



Welcome, Emily H

[Sign-out](#) [Help](#)

BMC FootPrints
VERSION 11.5

SEARCH
Advanced

You are in the **Service Desk** workspace.

Home Service Catalog

My Service Requests

1 - 2 of 2

Priority	Status	Submitted On	Last Updated	Number ▲	Subject	Last Name	First Name
	Open	05/08/2019	1 day 4 hrs ago	2204424	TEST - CAN BE REMOVED mouse not working [more...]	Haines	Emily
	Open	05/09/2019	3 min ago	2205868	Epic Issue Reported I am unable to login to Epic [more...]	Haines	Emily



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