

**How can we help?**  
Improved keyword search to quickly locate the necessary service.

**Need Something**  
View commonly requested services for your daily needs including new or routine Epic requests.

**Having a Problem**  
View commonly requested issues with provided services or hardware.

**Reset Password**  
Forgot your password? Click here to change or reset your password.

**Active Alerts**  
Major Incidents: 0  
Planned Outages: 0

**Active Alerts**  
Access to UIHC Alerts as well as ITS Alerts by selecting a link on the Alerts page.

**Most Popular Service Catalog Requests**

- Epic Account - Request Epic Access**  
Request for a New Epic account with the CDR/View Only template (additional template will require training) or to submit a Patient Exception form. This request will likely
- IT Service Management - ESC Feedback**  
Leave feedback on the ESC web portal.
- Application Access - Request New Access**  
A request for access to an application for an existing Healthcare account, include the name of the application and the type of permission needed. This request will likely
- Support Services - Help Desk Email**  
Email the Help Desk
- Template Maintenance - Request a Provider Template Update**  
Request a change to Epic Cadence settings for a provider's template or associated visit types and departments.

**Most Popular Service Catalog Requests**  
Provides an easy way to locate those services that are commonly requested by others.

**My Recent Requests**

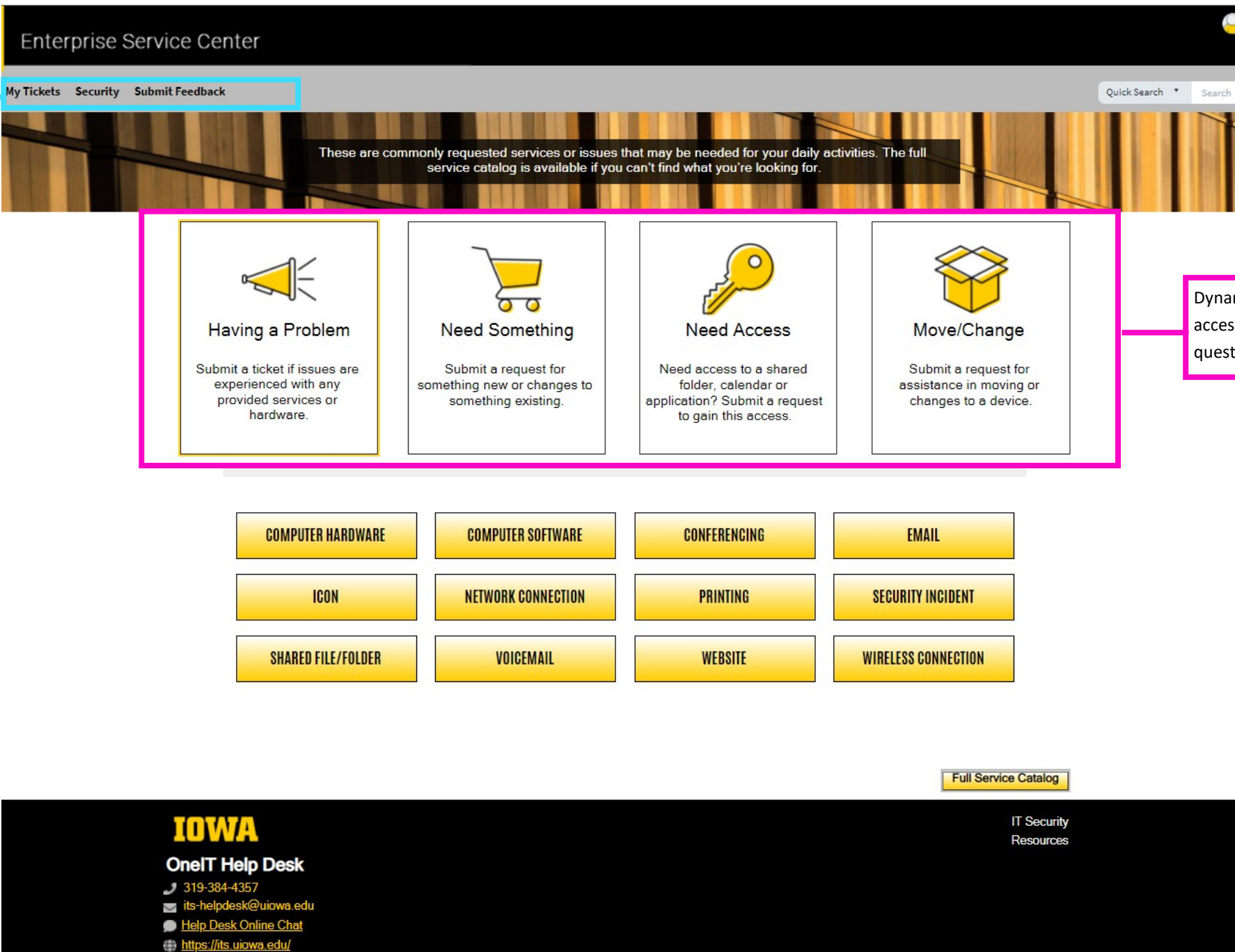
- Software Management - Update Standard Software Package**  
Update or makes changes to standard software packages deployed to clients.
- IT Service Management - Report An Incident**  
Report an incident if issues are experienced using the Service Management System, ESC.
- Software Management - Install software**  
Installation of an Operating System and approved software.
- Paging - Spok Mobile Request**
- Software Management - Report An Incident**  
Report any problems or issues experienced with installed software, including error messages and descriptions of the issue.

**My Recent Requests**  
Allows you to quickly locate services you have recently selected.

**My Tickets**

Ticket ID	Status	Summary
403939	Pending	Create an new ESC team - CQSPI - Reporting/Data Requests
1115069	Pending	Update Start Menu shortcut for ESC
1173329	Assigned	Add new Sub Category - Update Voalte Access
1174438	Reopened	Unable to access Teams
1174497	Assigned	Service descriptions not displaying in Self Service Portal

**My Tickets**  
Provides quick access to tickets you have recently created.



**Menu bar updates:**

- Service Catalog: Access to services provided by UI Health Care & University of Iowa
- My Tickets: Provides an exportable list of Open & Closed Tickets & Projects
- Security: Alerts and other information provided by the IT Security office

Dynamic button design to access common Issues & Requests.