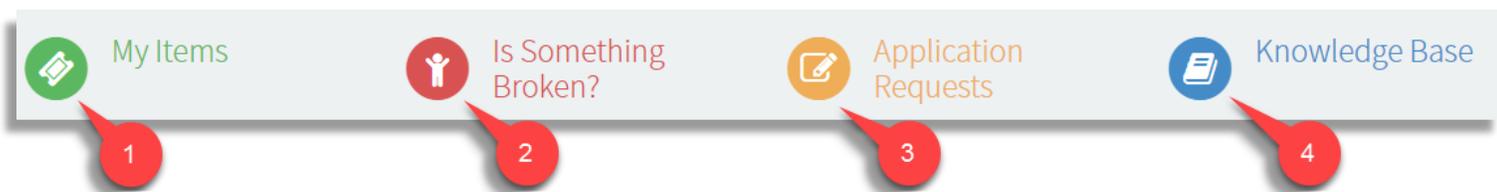


USING THE UMMS IT PORTAL



IMPORTANT

The IT Portal is the central-location for you to obtain help on a broad range of issues related to your computer and the computer applications that you depend on day-to-day.

UMMS IT Portal URL:

<https://umassmed.service-now.com/sp>

1. Check on the status of previous requests
2. Report an Outage with any system
3. Request Assistance with REDCap or any application
4. Refer to Help documentation

- Login to the portal - *Use your UMMS network ID and Password*
- Select Option 1 through 4, as fits your needs
- If Option 3 (Application Request) – for requesting help with the REDCap application complete the form

Application Request Form

- Requester – your name will be entered
- Application Name – type “REDCap,” select REDCap
- Application Request Type – choose the item most related to your needs
- Additional Information – describe your need. Please enter the *Project Name* associated with your question
- Add attachment (optional) – Add a screenshot if applicable
- Submit your request

Follow up Action

- You will receive a confirming Email from IT
- Update emails will be sent as your request is worked



- You can check the status of your request by selecting the My Items (#1.) option