

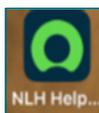
The NLH Help icon opens the Self Service portal (Service Now) where a ticket can be submitted and forms can be completed for requests.

Navigating to Service Now

STEP 1: Tap **Edge** icon.



STEP 2: Tap **NLH Help** icon.



Submitting a Help Desk Ticket

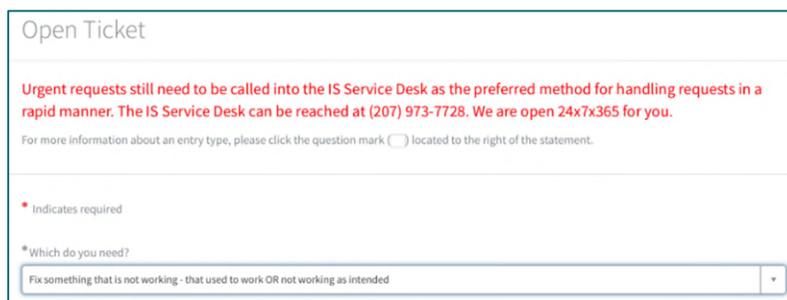
STEP 1: Tap **Open a Ticket**.



NOTE: This is not recommended for urgent issues affecting patient care.

STEP 2: Which do you need?

- Use dropdown to choose Fix something that is not working.



STEP 3: Fill out required fields, indicated by red asterisk.

- Under **Ticket Subject**, enter the software with the issue: Ex. Netsmart, OnBase, VPN, Outlook, etc.

Submitting a form for a request

Different forms will be available for certain requests i.e. adding a medication to the Netsmart database.

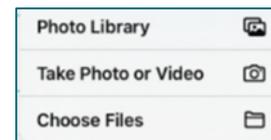
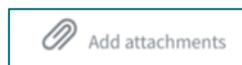
STEP 1: Enter **medication** in search box.

STEP 2: Tap the appropriate form, i.e. Netsmart Medication Request.



STEP 3: Fill out required fields.

- To add a photo of the label:
- Tap **Add Attachment**.
- Tap **Take Photo**.
- Capture image, then tap **Use Photo** in lower right.
- Tap **Submit**.



For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.