

Accessing the IST Ticketing System Web Portal

IST is moving to a new ticketing system called TMS. To submit a request or report an issue, users will now access the IST Ticketing System through a web portal. Tickets will no longer be submitted via email to UHIT@uhnj.org.

In order to access the TMS web portal, users will use one of two options.

- The first option is to launch it through **Citrix**, <https://citrix.uhnj.org/> and clicking on the IST Service Desk Request icon.
- The second option is to launch it through the **UH portal**, <https://portal.uhnj.org> and clicking on the IST Service Desk Request icon. Note, this option is only available to UH employees.



IST Service Desk
Request

IST Ticketing System: Completing a Work Order

Requestor is required to fill out the fields with the asterisks.

Requestor* - Person requesting assistance

Groups* – Represents the various subspecialties within IST. If you are unsure of the group your request should be assigned to use the default selection of SUPS-Support Services.

Phone* – Enter contact number of requestor.

Email* – Enter email address of requestor.

Please describe the issue below: * Give a detailed description of the request or issue you are reporting.

Site – This defaults to UH – University Hospital, no action needed.

Building* – Select the building in which the requester is located.

Exact location and room number – If the request requires a technician to come to a specific location to resolve the issue, the location MUST be documented here.

IST Ticketing System

[Submit a Ticket](#) | [Search Tickets](#)



If you are searching for the status of a work order that is a technical emergency, please call the IST Helpdesk at 1-973-972-1666.

Work Order New

Requester*:	<input type="text"/>
Groups*:	<input type="text" value="SUPS - Support Services"/>
Please describe the issue below *:	<input type="text"/>
Phone*:	<input type="text"/>
Email*:	<input type="text"/>
Site*:	<input type="text" value="UH - University Hospital"/>
Building*:	<input type="text"/>
Exact Location and Room Number *:	<input type="text"/>

Submit

Once you have submitted your work order, you will receive a message within the portal similar to the example below:

You have successfully submitted your request to the IST Help. Please print this page or copy down the Work Order Number for your reference.

Work Order Details

WO Number: 8
Account: Default Account
Groups: EPIC Project
Description: Testing Email Notification
Type: Service Request
Priority: Medium
Status: PENDING
Sub Status: Pending - Assignment

Once the ticket is submitted, you can print the page



Send to
Printer

You will also get an email notification.

IST Work Ticket Status WO#54



donotreply@uhnj.org

To: Dine, Sherry

Do not reply to this e-mail, it was generated by an automated system. The status of your Work Request has changed:

The Status for the Work Order has been changed

WO Number #54	
Status	PENDING (PENDG)
Sub Status	Pending - Assignment (PPOR)
Additional Values	
WO#	54
Description	Testing attachment workflow
Type	SR
Acct.	IST
Asset #	
Date Created	6/9/2022 8:22:18 AM
Requester	Sherry Dine
Priority	Medium
Skill	SUPS

For Comment or Complaint please email ISTHelp@uhnj.org Thank you

← Reply

→ Forward

[IST Ticketing System: Attaching Document](#)

Once a work order has been submitted, the requestor can add attachments. To add an attachment, click on the Document Manager.

Work Order Details

[Submit a Ticket](#) | [Search Tickets](#) | **Document Manager**

You have successfully submitted your request to the IST Help. Please print this page or copy down the Work Order Number for your reference.

Work Order Details	
WO Number:	54
Account:	Default Account
Groups:	Support Services
Description:	Testing attachment workflow
Type:	Service Request
Priority:	Medium
Status:	PENDING
Sub Status:	Pending - Assignment

Next click on New Document

Documents - Work Order

New Document | [New Link](#)

Type in the Description of the document, select file to attach and click on save.

Document Edit	
Description*:	<input type="text"/>
File Name*:	<input type="button" value="Choose File"/> No file chosen
<input type="button" value="Save"/>	

Example of saved document.

Documents	
	Description
Edit Delete	Subscription form
Record(s) 1 - 1 of 1	

[IST Ticketing System: Searching for Submitted Ticket](#)

You can search for a ticket that you have submitted to check on its status. To search for a ticket, launch the web portal from either the UH portal or Citrix. Click on Search Tickets located at the top left hand-side of the web page.

Enter the WO number, requestor's name or requestor's email and click search.

IST Ticketing System

[Submit a Ticket](#) | [Search Tickets](#)



If you are searching for the status of a work order that is a technical emergency, please call the IST Helpdesk at 1-973-972-1666.

Work Order Query

WO Number:

Account:

IST - Default Account

Requester:

Requester Email:

Search

Version: v5.25.1.1907 [Logout](#)

Report that appears after clicking Search.

IST Ticketing System

[Submit a Ticket](#) | [Search Tickets](#)

Work Order Query Results

	WO #	Description	Date Created	Acct.	Acct. Description	Status
54	54	Testing attachment workflow	6/9/2022 8:22:18 AM	IST	Default Account	PENDG

Record(s) 1 - 1 of 1