

# How to Submit a Computer Support Request



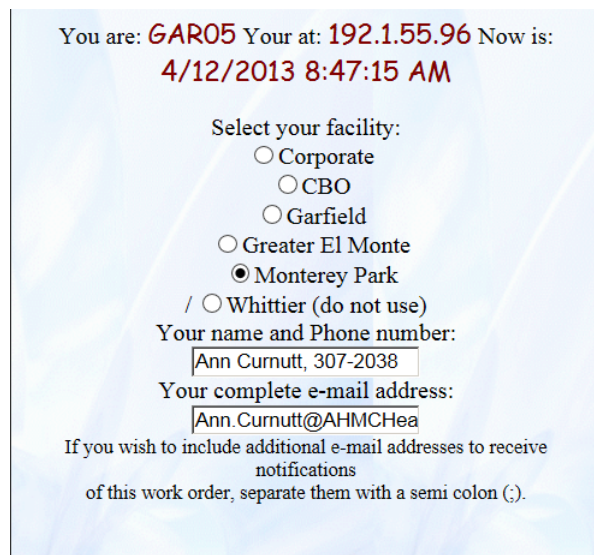
Click on the Computer Support icon on your computer desktop. If you do not see this icon, you can access the Computer Support Request Form by opening the internet browser and entering the following: [http://gar03.ahmchealth.net/ahmcweb/grp\\_ispublic/ahmc\\_support\\_request.aspx](http://gar03.ahmchealth.net/ahmcweb/grp_ispublic/ahmc_support_request.aspx)

The AHMC Healthcare, Inc. Support Request Form will appear:



The screenshot shows a web browser window displaying the AHMC Healthcare, Inc. Support Request Form. The form has a header with the AHMC logo and the title "Support Request Form". Below the header is a "Home" button. A comment states: "Comments: This function is used to submit a Support Request to the Information Systems Department." The form is divided into two main sections. The left section contains fields for "You are: GAR05", "Your at: 192.155.96", and "Now is: 4/12/2013 8:47:15 AM". It also has a "Select your facility:" section with radio buttons for Corporate, CBO, Garfield, Greater El Monte, Monterey Park, and Whittier (do not use). Below this is a "Your name and Phone number:" field and a "Your complete e-mail address:" field. A note at the bottom of this section says: "If you wish to include additional e-mail addresses to receive notifications of this work order, separate them with a semi colon (;)." The right section has a "Your department:" dropdown menu and a text input field for "Or enter your department name:". Below this is a checkbox for "This is an emergency support request (system is down)." and a "Version 4.51" label. At the bottom right are "Submit" and "Cancel" buttons.

Use this form to submit requests for assistance with CPOE or for hardware or software support or to report a problem such as a broken printer. Make sure you complete all sections of the form. This will speed completion of your request.

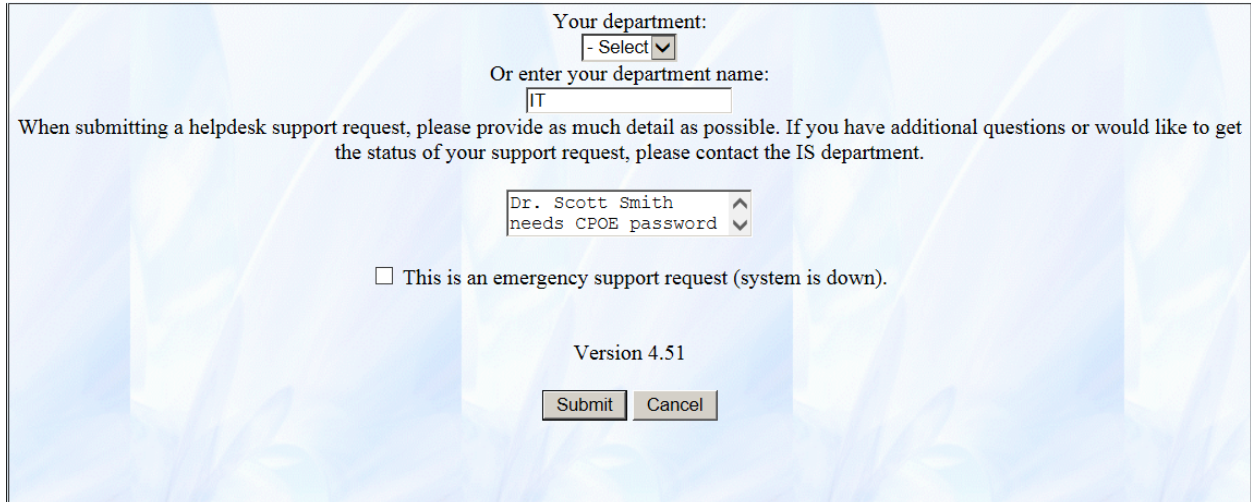


This block shows a detailed view of the form fields. The header information is: "You are: GAR05 Your at: 192.155.96 Now is: 4/12/2013 8:47:15 AM". The "Select your facility:" section has radio buttons for Corporate, CBO, Garfield, Greater El Monte, Monterey Park (selected), and Whittier (do not use). The "Your name and Phone number:" field contains "Ann Curnutt, 307-2038". The "Your complete e-mail address:" field contains "Ann.Curnutt@AHMCHea". A note at the bottom says: "If you wish to include additional e-mail addresses to receive notifications of this work order, separate them with a semi colon (;)." The "Your department:" dropdown menu is set to "Select". The "Or enter your department name:" field is empty. The "This is an emergency support request (system is down)." checkbox is unchecked. The "Version 4.51" label is present. The "Submit" and "Cancel" buttons are at the bottom right.

- Select your facility: Click on the radio button next to Monterey Park. This insures that your email will be routed to support staff for Monterey Park Hospital.
- Your name and Phone number: The support desk needs to know how to reach you. If you do not have a Spectralink, you should enter the telephone number (or extension) for a phone where you can be reached.
- Your complete e-mail address: You are encouraged to complete this step if you have an email address because (1) a confirmation that your request has been received will be sent to this address and (2) this is another way for us to contact you if you cannot be reached by telephone. You may skip this step if you do not have an email address.

## How to Submit a Computer Support Request

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Your department:  
- Select ▾

Or enter your department name:

When submitting a helpdesk support request, please provide as much detail as possible. If you have additional questions or would like to get the status of your support request, please contact the IS department.

☐ This is an emergency support request (system is down).

Version 4.51

You will need to complete the following items on the right side of the form:

- Enter your department name: The drop-down box for selecting a department name does not work so you will need to enter your department name in the box underneath.
- Description of problem: Please be as complete as possible when describing the issue. This will insure your request is routed to the appropriate people. Note that, although the space for typing the problem appears small on the screen, it allows you to enter as much detail as necessary.
- Emergency support request: Check this box only for emergencies such as CPSI being down for all users.



Once you have completed the form, click on the  button. This will take you to the screen shown at left. You may want to make a note of the work order number in case you need to follow-up.

If you entered an email address on the form, you will also receive email confirmation.

Your request will be routed to the appropriate individuals and you will be contacted as soon as a support person becomes available.