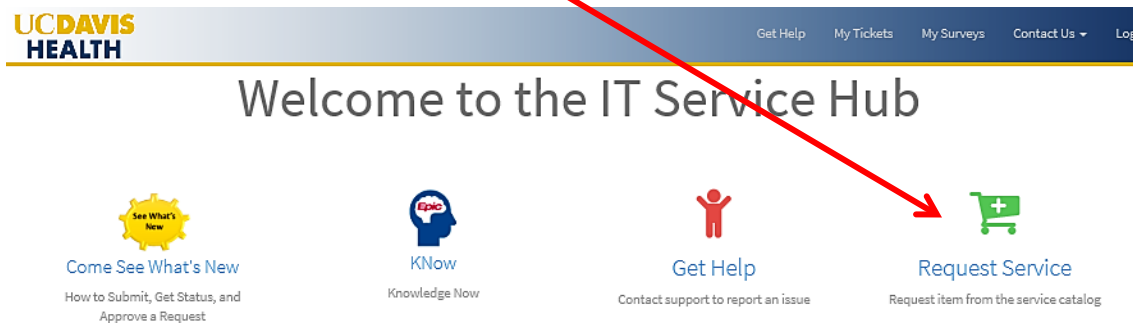


Step-By-Step Instructions to Request Access for Non-UC Davis Health Personnel

All Non-UC Davis Health users must have a Kerberos login, which they can obtain from the [UC Davis Computing Account Services](#) website. They will also need to complete and submit a [UC Davis Confidentiality Agreement \(PDF\)](#). A UC Davis Health sponsor must then submit a service request through the UC Davis Health IT Service Hub on their behalf.

1. Log in to ServiceNow by clicking this [link](#) or typing “ITSS” on your Internet Explorer Browser.

Once logged in, click on “Request Service”.



2. Search for the items you would like this person to have and place them in the cart.

3. View the cart to make sure you have requested everything this person will need.


Your item has been added to your Cart. To make changes to the items in your cart, click [View Cart](#)

EMR (Electronic Medical Record) Access New/Change

Add or change access to EMR records and data for a UCDHS employee.

Access Request

Add or change access to EMR records and data for a UCDHS employee.



* Access Type

New access


Change to existing access

4. Select the option to “Change This”

Get Help My Tickets Request Service My Surveys Requests 1 Contact Us

You are ordering items for yourself. [Change This](#)

Your Cart

Product	Quantity
 Report/Data/Visualization Research Request new EMR report, modification to existing report (including change in distribution), or removal of existing report. (Research)	-

* Please select an Approver

* Brief Cart Title (ex. Access for John Doe)

* Detailed Description of Cart Request

[Continue Shopping](#) [Save as Bundle](#) [Clear Cart](#) [Checkout](#)

5. Select “This order is for someone other than me”

For whom would you like to place this order?

- This order is for me
- This order is for someone other than me
- This order is for multiple people

6. Search to confirm the person you are requesting access for is not already in the system. Submitting a new request for someone already in the system will delay your request.

For whom would you like to place this order?

Not finding the person in the list? [Click here to create a new person for this order.](#)

7. If they do not show up in the system, select “Not finding the person in the list? Click here to create a new person for this order.”

For whom would you like to place this order?

Not finding the person in the list? [Click here to create a new person for this order.](#)

8. Select “An outside contractor or vendor”

Please select the category that best describes the person that you were unable to locate:

- An employee of the UC Davis campus
- A UC Davis student
- An outside contractor or vendor
- A student from an institution other than UC Davis

9. Fill in all fields and click “Continue”.

Complete the form below to provide the details for this person:

* First Name Jane	* UCDH Sponsor Bredley Simmons
Middle Name Maxine	* Department Ambulatory Care Temp Pool
* Last Name Doe	* Location Main Hospital
* Title Research Analyst	Alternate E-mail
* E-mail jdoe@plaid.ucdhs.edu	* Does this person need an Active Directory (aka Citrix/Network) Account? Yes
* Primary Phone (916) 734-4563	Vendor
* StartDate 2020-08-26	* Vendor Supervisor Harry Potter
* EndDate 2020-10-26	* Vendor Supervisor Email hpotter@plaid.ucdhs.edu
	* PO Number N/A


Continue

10. Fill in all fields and click “Checkout”.

You are ordering items for Jane Doe. [Change This](#)

i You are ordering items for person(s) whose identity needs to be created/updated.
The cart order will be released for fulfillment when the user onboarding processes have completed.

Your Cart

Product	Quantity
 EMR (Electronic Medical Record) Access New/Change Add or change access to EMR records and data for a UCDHS employee.	-


* Please select an Approver


* Brief Cart Title (ex. Access for John Doe)

* Detailed Description of Cart Request

[Continue Shopping](#) [Save as Bundle](#) [Clear Cart](#) [Checkout](#)


11. After checking out, you should see a confirmation screen, which includes the Requisition Number. If you call the Help Desk for a status update, you will need to provide them with this number.

Home > Request Search 

 REQ0122053 - test ?

Number REQ0122053	Short description test
Description test	Priority 4 - Low
Request state Pending Approval	Opened by Cheryl Busman
Requested for Cheryl Busman	Created just now
Updated just now	

Waiting for approval from: Vincetta Lombardo Change Approver

REQ0122053 - Add or change access to EMR records and data for a UCDHS employee. 


Send

Requested Items

Add or change access to EMR records and data for a UCDHS employee.
RITM0126512

Waiting for Approval (In progress)

Completed (Pending - has not started)

Attachments 

Drop files here