

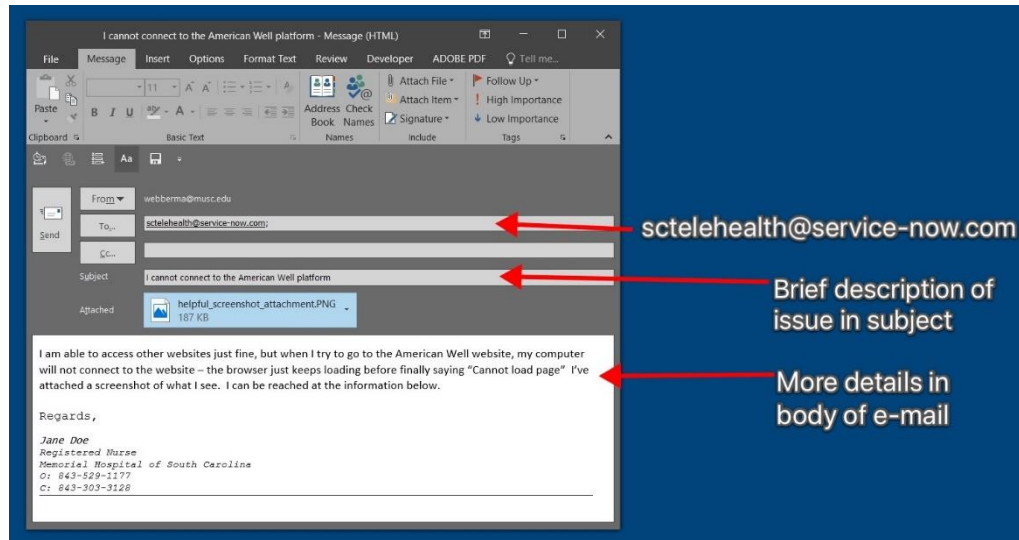
Opening Telehealth tickets via e-mail in ServiceNow

When you have a technical issue with performing a telehealth consult, one of the easiest and simplest ways to bring it to the attention of IT is by sending an e-mail.

MUSC's Telehealth IT team uses a powerful online platform called ServiceNow to log and track technical issues with telehealth equipment. For customer convenience, ServiceNow allows you to create problem tickets simply by sending an e-mail to one of our ServiceNow addresses (see **below**).

To create a problem ticket via e-mail, simply follow the steps below:

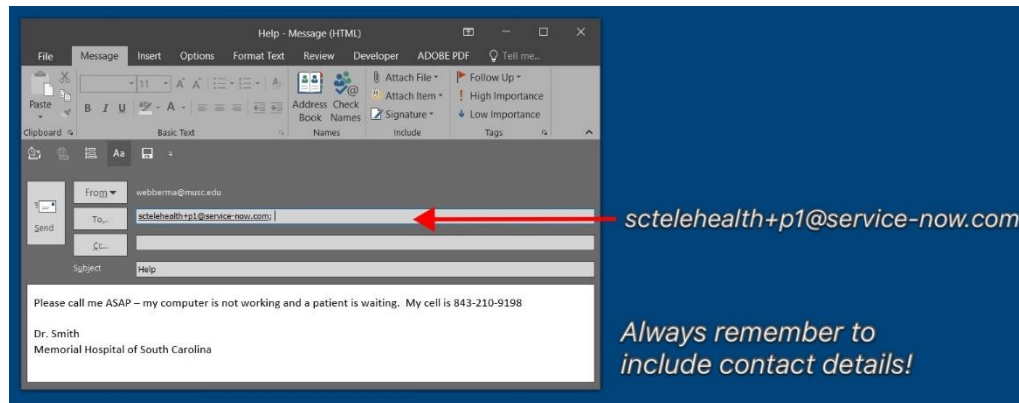
1. Create a new e-mail to **sctelehealth@service-now.com**
2. In the subject line, include a brief description of your problem
3. In the body*, include any additional details which might help explain the problem you are experiencing (i.e. the "who/what/when/where/how" of your problem). You can even attach a screenshot for even more clarity.
4. Send it!



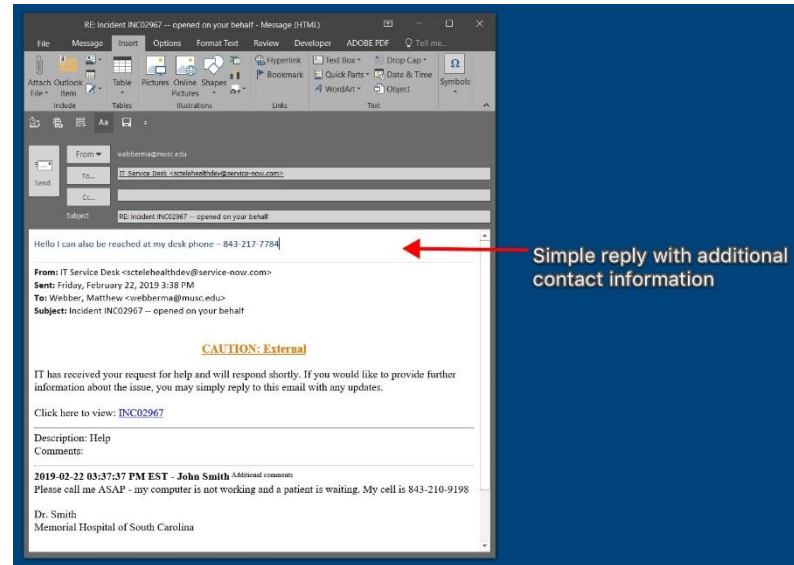
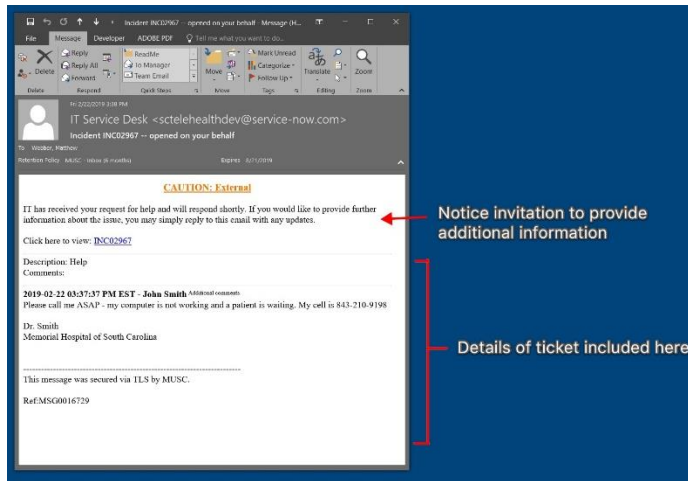
** Don't forget to include contact details so that IT may contact you directly if additional clarification is needed!*

Sometimes, your issue might require immediate attention. If this is the case, follow the same steps as before, except change the e-mail address to: **sctelehealth+p1@service-now.com**.

By adding the "+p1" to the e-mail address, your problem gets tagged as a *critical issue*. In cases like this, simply indicating that help is needed along with a direct phone number tends to be the most appropriate e-mail format to receive immediate attention (see **right**).



Once you send your e-mail, a ticket is created in ServiceNow and IT is notified. You will receive a confirmation e-mail containing the details of your ticket as they appear in the system (see **below**).



Opening a ticket via e-mail is designed to be a simple, effective way to communicate technical issues with your telehealth equipment without the need for additional accounts or software. If you are ever confused as to which e-mail address to use for YOUR problem, refer to the table below.

For your convenience, you may also update your ticket with additional information, etc. simply by responding to the confirmation e-mail for your ticket. In this case, only the text from the e-mail body will be included – *the subject and the e-mail address in the “To” line will not need to be changed* (see **above**).

	sctelehealth@service-now.com	sctelehealth+p1@service-now.com
Is your problem immediately affecting patient care?		✓
Would this be considered an emergency?		✓
Is your problem serious, but not an emergency?	✓	
All other problems/issues	✓	

Thank you for the great care you provide every day!