

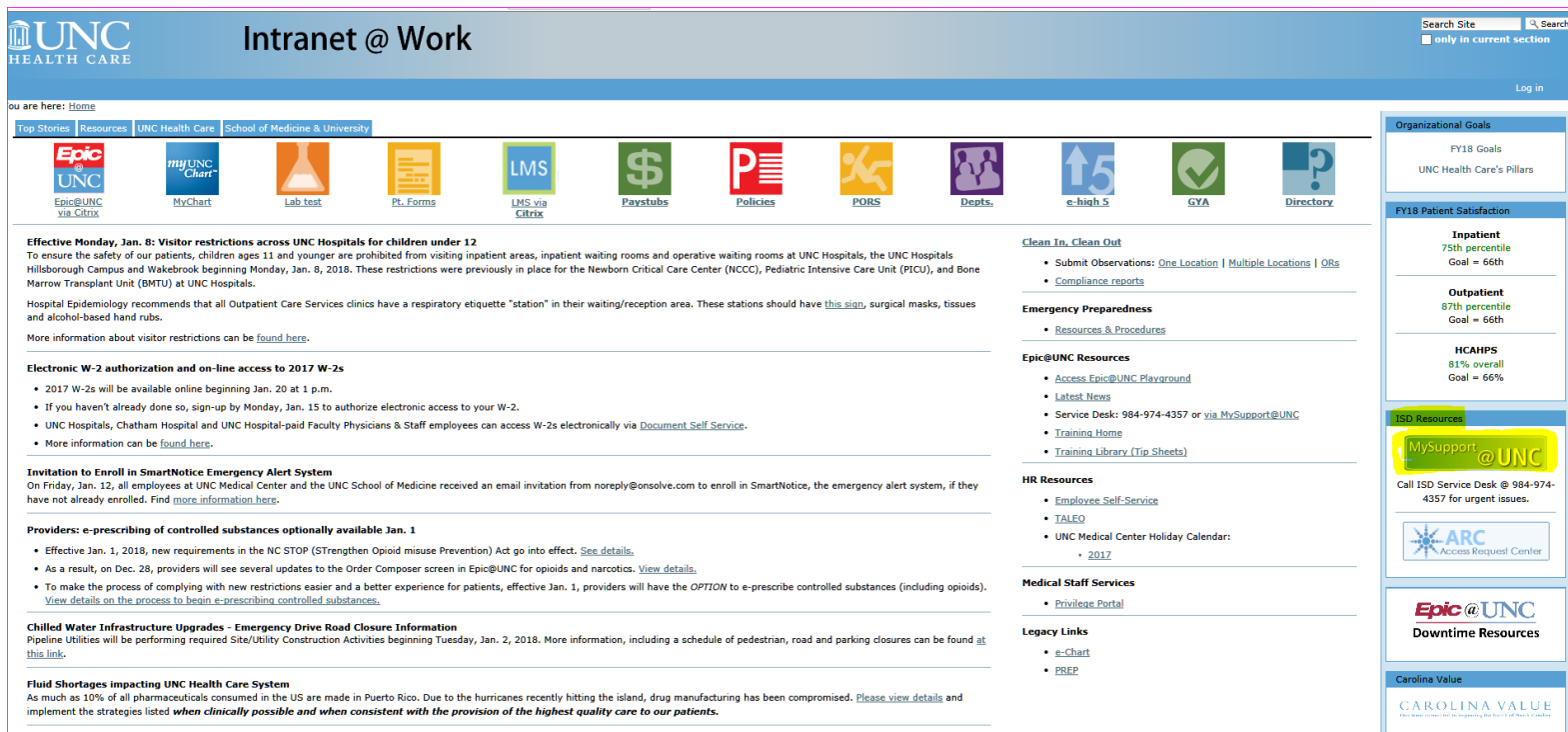
If you add spreadsheets on the Supply Chain Informatics SharePoint site or email the Lawson inbox – this applies to you.

Coming January 18, 2018 the Supply Chain Informatics department will start using the MySupport@unc for all general Lawson issues that you might send to the Lawson MMIS email Inbox, spreadsheets you would upload onto SharePoint, Lawson Vendor questions, for questions regarding Lawson vendors, and any questions for GHX/EDI Accounts; you will now need to put in a ticket instead of sending us an email or uploading to SharePoint. The link you will need to use is below and instructions on how to find the requests:

<https://unhc.service-now.com/sp?id=index>

Please see the steps below on how to request something for our group:

1. Go to the Intranet site and click on **MySupport@UNC**



The screenshot shows the UNC Health Care Intranet @ Work homepage. At the top, there is a search bar and a navigation menu with links for Home, Top Stories, Resources, UNC Health Care, and School of Medicine & University. Below the navigation is a row of icons for various services: Epic@UNC, MyChart, Lab test, Pt. Forms, LMS, Paystubs, Policies, PORS, Depts., e-high 5, GYA, and Directory. The main content area is divided into several sections:

- Effective Monday, Jan. 8: Visitor restrictions across UNC Hospitals for children under 12**: A notice about visitor restrictions for children under 12 at UNC Hospitals.
- Hospital Epidemiology**: A notice recommending a respiratory etiquette "station" in waiting/reception areas.
- Electronic W-2 authorization and on-line access to 2017 W-2s**: A notice about the availability of electronic W-2s starting Jan. 20.
- Invitation to Enroll in SmartNotice Emergency Alert System**: A notice about enrolling in the SmartNotice emergency alert system.
- Providers: e-prescribing of controlled substances optionally available Jan. 1**: A notice about the availability of e-prescribing for controlled substances.
- Chilled Water Infrastructure Upgrades - Emergency Drive Road Closure Information**: A notice about road closures due to infrastructure upgrades.
- Fluid Shortages impacting UNC Health Care System**: A notice about fluid shortages and the impact on patients.

On the right side of the page, there is a sidebar with several sections:

- Organizational Goals**: A section showing FY18 Goals and UNC Health Care's Pillars.
- FY18 Patient Satisfaction**: A section showing Inpatient (75th percentile, Goal = 66th), Outpatient (87th percentile, Goal = 66th), and HCAHPS (81% overall, Goal = 66%) metrics.
- ISD Resources**: A section with a MySupport@UNC logo and contact information for the ISD Service Desk.
- ARC Access Request Center**: A section with the ARC logo.
- Epic@UNC Downtime Resources**: A section with the Epic@UNC logo.
- Carolina Value**: A section with the Carolina Value logo.

2. Click on **Request Something**

The screenshot shows the MySupport@UNC homepage. At the top, there is a navigation bar with links for Knowledge, Service Catalog, My Items, Cart, and a user profile for Vickers, Tonya. The main heading is "How can we help?" with a search bar below it. Below the search bar are four main navigation icons: "Request Something" (highlighted in yellow), "Knowledge Base", "Get Help", and "Community". The "Request Something" section includes a sub-heading "Browse the catalog for services and items you need". Below this are several service request sections: "Current Status" (with a message about document imaging services), "Top Rated Articles" (with a 2-Step Verification article), "Popular Questions" (with questions about MySupport@UNC, EPIC Template, Heat Tickets, open incidents, and closed items), "My Approvals" (no pending approvals), "My Surveys" (no surveys to take), "My Open Incidents" (E-mail Broken), and "My Service Requests".

3. Click on **Software and Applications**

The screenshot shows the Service Catalog page. At the top, there is a navigation bar with "Home" and "Service Catalog" links, and a search bar. On the left, there is a "Categories" sidebar with a list of categories and their counts. The "Software and Applications" category is highlighted in yellow. The main content area is titled "Popular Items" and features a grid of service request cards. Each card includes an icon, a title, a brief description, and a "View Details" link. The cards are: "Create an Incident", "Submit an Idea", "Conferencing and AV Requests", "Computer Requests", "Business Application Requests", "Unlock Epic Access - Required Training Completed", "UNC ARC Request", "Computer Accessory Requests", and "Epic Operational Build Request".

4. Here you will have several options. You can choose Lawson Requests, which is for general questions you have, building and changing items on a PAR or Template, Reporting questions/requests, or Lawson Training.

Home > Service Catalog > Software and Applications

Search

Categories

- Can We Help You? 3
- Computers and Printers 5
- Data Backup and Storage 2
- Departmental Services 1
- Email and Calendar 4
- File and Document Management/Disposal 4
- IT Services 1
- Networks and Connectivity 7
- Optimization and Innovation 5
- Productivity and Collaboration Tools 4
- Projects and Consulting 2
- Quick Links 2
- Reporting and Analytics 7
- Security 11
- Servers and Databases 8
- Software and Applications 43
- Standard Changes 0
- Support and Training 4
- Telecommunications and Conferencing 6
- User Access 4

Software and Applications

LawTrac Changes/Enhancements requests

LawTrac Changes/enhancements requests

[View Details](#)

Data Courier Build Request

Data Courier service request to open/block items for manual build (EGC) or add/remove

[View Details](#)

ISD Clinical Imaging VNA Request - VNA Questionnaire

VNA Questionnaire for storing to the HCS VNA

[View Details](#)

New/Enhancement/Upgrade Application Requests

[View Details](#)

UNCHCS Create New or Modify AD Security Group

Request a new AD Security Group or change information on an existing

[View Details](#)

Epic Order Set/SmartSet

Use this form to request a New Epic Order Set/SmartSet, Modifications or Coov of

[View Details](#)

MySupport@UNC Requests

Enhancements/Requests for MySupport@UNC

[View Details](#)

UNCHCS Beaker Submitter Request

Request a new Beaker Submitter or change information on an

[View Details](#)

Data Interface Request

Use this form for requesting modifications to existing data interface feeds.

[View Details](#)

Lawson Requests

Use this item to request building and changing items on PARS and templates, and other

Ambulatory Application Requests

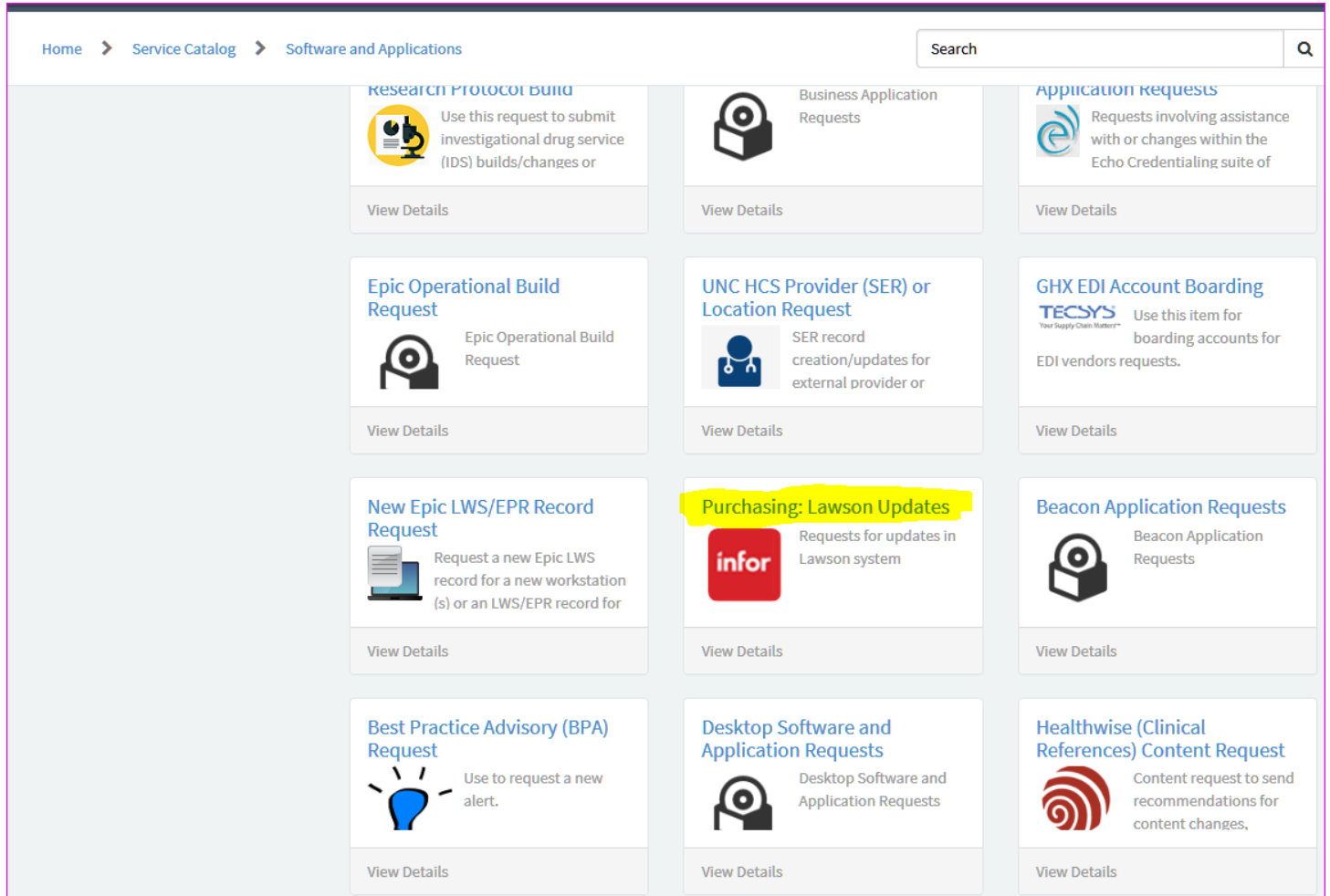
Ambulatory Application Requests

Beacon Protocol (New or Modify), Content Request

Request a new Beacon Protocol, modify an existing Beacon Protocol.













5. If you scroll down more, you will find Purchasing: Lawson Updates. **You will not see this option if you are not currently adding spreadsheets.**

This field is for those that are now adding items to our SharePoint site for new Item Adds, Lawson item changes, adding to locations, Price changes, etc.

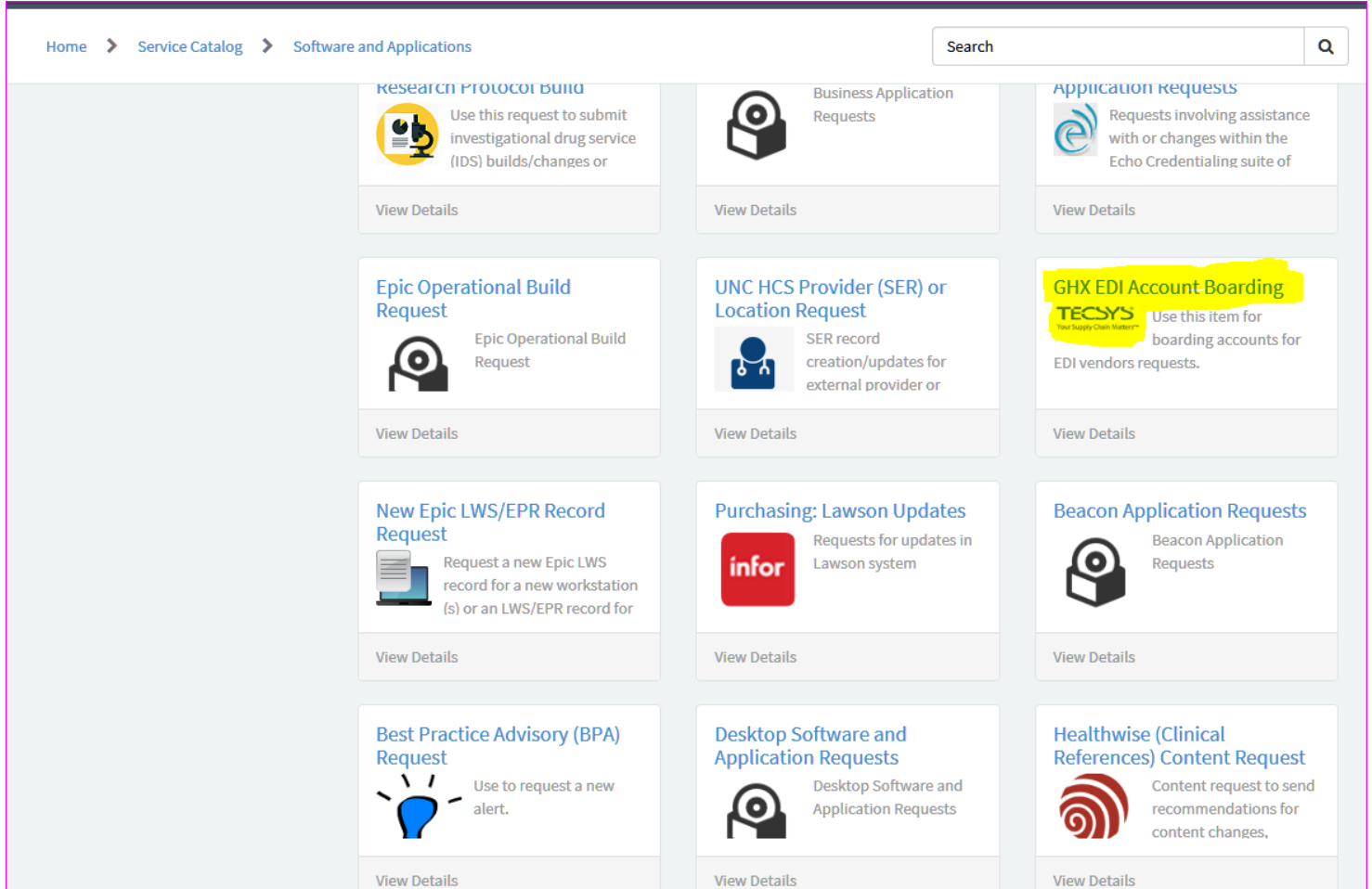


Home > Service Catalog > Software and Applications

Search

<p>Research Protocol Build</p> <p> Use this request to submit investigational drug service (IDS) builds/changes or</p> <p>View Details</p>	<p>Business Application Requests</p> <p> Business Application Requests</p> <p>View Details</p>	<p>Application Requests</p> <p> Requests involving assistance with or changes within the Echo Credentialing suite of</p> <p>View Details</p>
<p>Epic Operational Build Request</p> <p> Epic Operational Build Request</p> <p>View Details</p>	<p>UNC HCS Provider (SER) or Location Request</p> <p> SER record creation/updates for external provider or</p> <p>View Details</p>	<p>GHX EDI Account Boarding</p> <p> Use this item for boarding accounts for EDI vendors requests.</p> <p>View Details</p>
<p>New Epic LWS/EPR Record Request</p> <p> Request a new Epic LWS record for a new workstation (s) or an LWS/EPR record for</p> <p>View Details</p>	<p>Purchasing: Lawson Updates</p> <p> Requests for updates in Lawson system</p> <p>View Details</p>	<p>Beacon Application Requests</p> <p> Beacon Application Requests</p> <p>View Details</p>
<p>Best Practice Advisory (BPA) Request</p> <p> Use to request a new alert.</p> <p>View Details</p>	<p>Desktop Software and Application Requests</p> <p> Desktop Software and Application Requests</p> <p>View Details</p>	<p>Healthwise (Clinical References) Content Request</p> <p> Content request to send recommendations for content changes.</p> <p>View Details</p>

6. The last option we have is **GHX/EDI Account Boarding/TecSYS**. If you have questions regarding a GHX/EDI account for a name change, address change, have a new account that needs to be boarded or any issues in TecSYS, you will click here.



The screenshot shows a web interface for 'Software and Applications' with a search bar and a grid of service cards. The 'GHX EDI Account Boarding' card is highlighted in yellow.

Service Name	Description	Action
Research Protocol Build	Use this request to submit investigational drug service (IDS) builds/changes or	View Details
Business Application Requests		View Details
Application requests	Requests involving assistance with or changes within the Echo Credentialing suite of	View Details
Epic Operational Build Request	Epic Operational Build Request	View Details
UNC HCS Provider (SER) or Location Request	SER record creation/updates for external provider or	View Details
GHX EDI Account Boarding	Use this item for boarding accounts for EDI vendors requests.	View Details
New Epic LWS/EPR Record Request	Request a new Epic LWS record for a new workstation (s) or an LWS/EPR record for	View Details
Purchasing: Lawson Updates	Requests for updates in Lawson system	View Details
Beacon Application Requests	Beacon Application Requests	View Details
Best Practice Advisory (BPA) Request	Use to request a new alert.	View Details
Desktop Software and Application Requests	Desktop Software and Application Requests	View Details
Healthwise (Clinical References) Content Request	Content request to send recommendations for content changes.	View Details

If you have any questions on how to submit a ticket, you can call the ISD Service Desk at 984-974-4357 and they will assist you.