# UCDAVIS HEALTH

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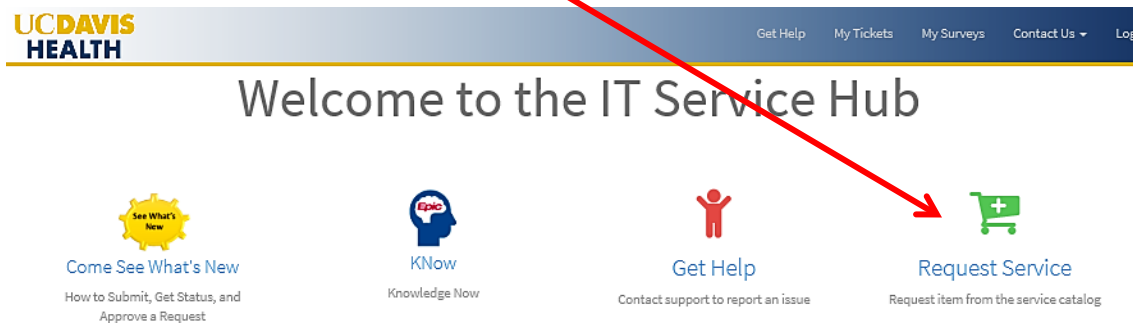
2. Search for the items you would like this person to have and place them in the cart.

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"

You are ordering items for yourself.   Change This

Your Cart

Product		Quantity	
Service Request	**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 <u>delay</u> 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	* UCDH Sponsor
Jane	Bradley Simmons

Middle Name	* Department
Maxine	Ambulatory Care Temp Pool

* Last Name	* Location
Doe	Main Hospital

* Title	Alternate E-mail
Research Analyst	

* E-mail	* Does this person need an Active Directory (aka Citrix/Network) Account?
jdoe@plaid.ucdhs.udu	Yes

* Primary Phone	Vendor
(916) 734-4563	

* StartDate	* Vendor Supervisor
2020-08-26	Harry Potter

* EndDate	* Vendor Supervisor Email
2020-10-26	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

ⓘ 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	
Access Request — **EMR (Electronic Medical Record) Access New/Change** Add or change access to EMR records and data for a UCDHS employee.	-	✏️ 🗑️

* Please select an Approver

* Detailed Description of Cart Request

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

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]

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

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

Type your message here...   [Send]