Department of Veterans Affairs

yourIT **VA** | yourIT Service Portal   Menu

KB0016253 - Latest Version

ServiceNow: Create or Open an Incident in the YourIT Self-Service Portal

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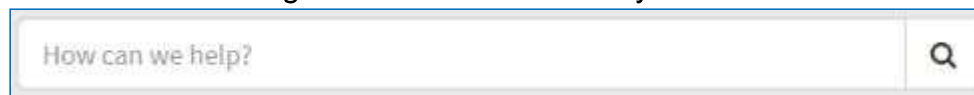📅 19d ago • 👁 835 Views • ★★★★★   Copy Permalink

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End User Solution

If you need to create/open an incident (i.e. something is broken or is not working properly) in the Self-Service Portal, follow the steps below:

NOTE: If you need to request something **new** (access, equipment, etc.) you will need to submit a request.

1. Navigate to the YourIT Self-Service portal: https://yourit.va.gov.
2. Search the knowledge base for an article on your issue in the search bar.

   - If you find an article for your issue, follow the instructions in that knowledge article.
   - If you do not find a knowledge article for your issue, continue to the next step.
3. Create an Incident.
4. Fill out the following fields in the **Create Incident** form. (Mandatory fields are denoted with *)

NOTE: Do NOT include any PII or PHI.

   - Affected End User* (Your Name)
   - Affected End User Phone Number* - format (xxx) xxx-xxxx
   - Affected End User Phone Extension
   - Affected End User Email Address*

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- Affected End User Location*
- Preferred Contact Method*
- Best Follow-up Phone Number
- Urgency*
- Category* (Based off of the type of issue)

- Subcategory*
- Brief Description*
- Detailed Description*
- Building Number, Location or Name*
- Room Number*
- Name, EE Number and/or hostname of affected system*

NOTE: There is an option at the bottom of the form to indicate whether your incident affects Patient Safety. **Patient Safety** is defined as any issues involving the operation and use of clinical software (i.e., inaccurate or mis-associated clinical data; Clinical Decision Support).

- If your incident involves issues that affect Patient Safety, follow these steps:
  - A. Select the **Affects Patient Safety** check box.
  - B. An additional field will display upon checking the box, provide a detailed description of any actual or potential patient safety issues in that field.
- If your incident does not involve Patient Safety issues, leave the check box un-checked.

5. Once you have filled out all of the required fields, click **Submit**.

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