

Request for Individual User Access

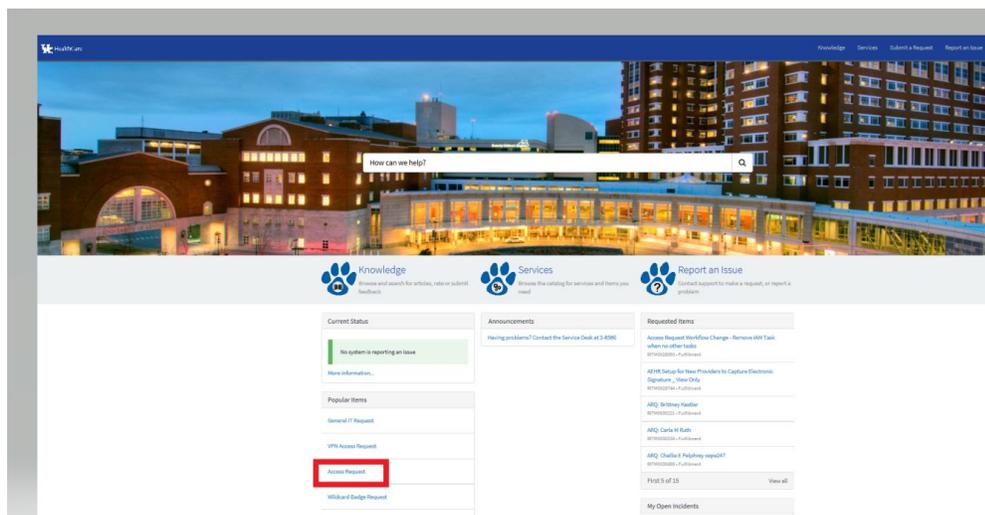
All users that need access to UK Healthcare electronic systems should have an access request submitted through the Self Service Portal in ServiceUKnow at <https://serviceuknow.service-now.com/sp?id=index>. Supervisors, managers, or a department's designated requestor must submit requests for employee and non-employee (external or student) users. **Users should not submit an access request for new access/changes in access for themselves; they will not be processed.**

Instructions:

- The manager or designated departmental requestor is responsible for completing the online Access Request Form at <https://serviceuknow.service-now.com/sp?id=index>. A UK Healthcare employee or affiliate responsible for the user's use of UK systems must complete the online form.
- Use your Link Blue ID/Password to login to <https://serviceuknow.service-now.com/sp?id=index> and click on 'Access Request' under 'Popular Items'.
- Clicking on 'Access Request' will open the online 'Access Request' form.
- If you have an issue logging in, please call the Service Desk at **859-323-8586**. Detailed instructions for submitting a request are listed below.
- Submission of the request will generate ticket for the Identity and Access Management Team for processing. You will receive an email with the request number and email updates from the Self Service Portal as the team processes the request. You can also check status of the access request online via the portal.

Submitting an Access Request via the Self Service Portal

1. Login into ServiceUKnow (<https://serviceuknow.service-now.com/sp?id=index>) using your Link Blue ID and Password.
2. Click on 'Access Request'.



3. Once you click on 'Access Request' the online form will populate. There are three 'Types' of access requests. **Types** include:

- a. **New** user requests
 - b. **Change** existing user access requests
 - c. **Delete** existing user access requests
4. Required fields will populate based on the ‘**Type**’ of access request being submitted, and will have a red asterisk. These include, but are not limited to:
- a. *Legal First Name
 - b. *Legal Last Name
 - c. *Job Title
 - d. *Date of Birth
 - e. *UK Healthcare Department/Vendor Name
 - f. *Attestation statement for The User Confidentiality and NDA as well as the Acceptable Use Policy.

****** If the user is an employee and you know the employee/SAP ID or link blue ID, please include that information on the form.

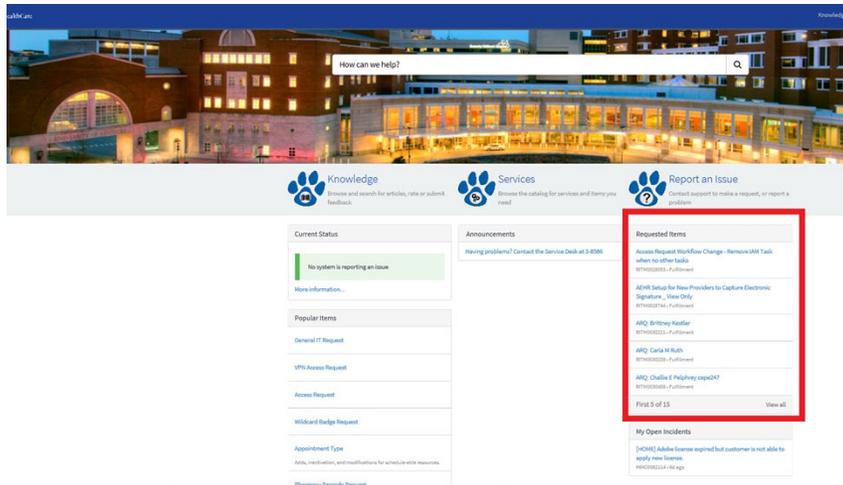
5. Once you have filled in the required information you will proceed with choosing which applications the user will need access to. If you have additional information you would like to provide you may type it in the Additional Information box. You may also drag and drop any attachments into the request using the paperclip icon at the bottom of the screen.

The screenshot shows the 'Request for a user?' form. It includes a dropdown for 'Type' (set to 'New'), a dropdown for 'UK Employee?' (set to 'None'), and an 'Options' section with 'Access' checked. There are input fields for 'Login ID (LinkBlue) of another user performing the same work', 'Login ID (LinkBlue)', 'First Name', 'Last Name', 'Job Title', and 'UK Healthcare Department/Vendor Name'. A 'UK ID' section has fields for 'UK ID', 'Middle Initial', and 'Date of Birth'. Below this is a 'User Confidentiality and Non-Disclosure Agreement' section with a dropdown set to 'None'. An 'Acceptable Use Policy' section has a dropdown set to 'None'. A 'Review Request' section is highlighted in blue. At the bottom, there is a 'Select Information' section with a list of applications categorized into 'Options' and 'Groups'. The 'Options' list includes items like 'All Change Request', 'All Clinical', 'All HR', 'All IT', 'All Lab', 'All Pharmacy', 'All Radiology', 'All Surgery', 'All Training', 'All Vendor', 'All Health Care Services', 'All Information Manager - Clinical', 'All Information Manager - Hospital', 'All Imaging', 'All New Technology (PACS)', and 'All Other'. The 'Groups' list includes items like 'G778', 'Page Center 2', 'Radiology', 'Patient Safety Commission', 'Pharmacy (PAC) Operator', 'Pharmacy (PAC) Supervisor', 'PACS Acquisition Manager', 'PACS On-Call Manager', 'PACS Off-Manager', 'Physician', 'Pharmacist', 'SP-PMH Monitoring', 'Nurse Admin', 'DCA', 'Image Operators', 'Image Technicians', 'Radiologist', 'Technologist', 'Physician Manager', 'TSP', 'Vendor', 'Admin', 'IT/IS', 'How to Use Domain', 'How to Use Domain', and 'UK Email Services (Employee Only)'. There is also an 'Additional Information' text area at the bottom.

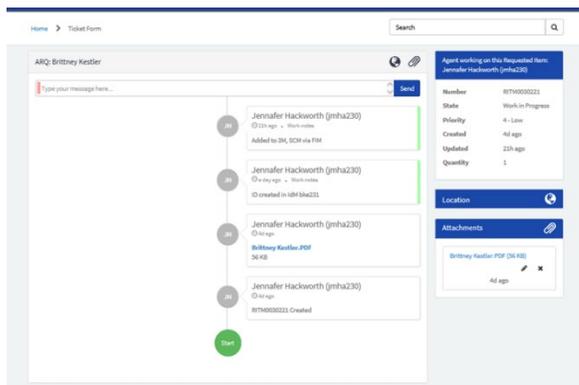
6. Click **Submit**

Checking the Status

1. Login to ServiceUKnow (<https://serviceuknow.service-now.com/sp?id=index>) using your Link Blue ID and Password.
2. You should see a list of your requested items on the right side of the page.



3. You can click on the ticket description under 'Requested Items' to see the status of your requests. You may also add to, or make notes on your requests.



4. Alternatively, you may click on the ticket number from the email you receive when the request is originally submitted to check on the status.

UK HealthCare

Request

Hello,

You are receiving this email because you recently opened or had a support request opened on your behalf in the UKHC IT Service Management System. We will continue to provide you with status updates on this request. You may also check the status online at <https://service.uknow.service-now.com>. If you need to contact the service desk regarding this request, please reference request id RITM0029278.

Attachments:

Short Description:
ARC

Task Link: [RITM0029278](#)

If you have any additional information regarding this incident, you can respond to this email.

Please remember to keep Ref:MSGxxx on the bottom of the email.

[Login to serviceUKnow](#)