

# How to access the Cell Phone Request forms



Stony Brook  
Medicine



# On the intranet, click “Submit IT Tickets & Requests”

## The Latest

- Introducing ThePulse
- Celebrating East End Care
- SBUH Among America’s 100 Best Hospitals™
- Long Island’s First Mobile Stroke Unit
- SBM Diabetes Outcomes Top 10% Nationally
- Lung Cancer Research Shows Team Benefit
- SBM Groundbreaking Breast Cancer Research

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## Events

25  
AUG

Parkinson’s Disease Support Group

3  
SEP

Ballroom Dancing with Parkinson’s Disease

7  
SEP

Autoinflammatory and Autoimmune Diseases: Pragmatic Approach & New Advances

> view community events  
> view cme events

## Quick Links

- Citrix Apps: EMR/STARS/Powerchart
- + Lawson System
- Learning Management System (LMS)
- **Submit IT Tickets & Requests (Cherwell)**
- SB Safe - Patient Safety Reporting

● [Ask the CNO](#)

+ Benefits

+ Careers

+ Compliance

# Click the link to cherwell

## Introducing Cherwell

**cherwell**<sup>®</sup>

The Stony Brook Medicine Information Technology Division has successfully implemented a new IT Service Management Solution (ITSM) known as Cherwell. We are excited to offer this new system, which will take advantage of new processes and workflows for providing Information Technology support, as well as provide improved self-service Information Technology options to the Stony Brook Medicine community via a newly designed self-service portal.

Cherwell also provides a greater opportunity for collaboration with our partners at Stony Brook University and our vendors. A link to the SBMIT Cherwell self-service portal is available on the Intranet Portal, as well as on our Information Technology Portal.

<https://sbm.cherwellondemand.com/CherwellPortal>

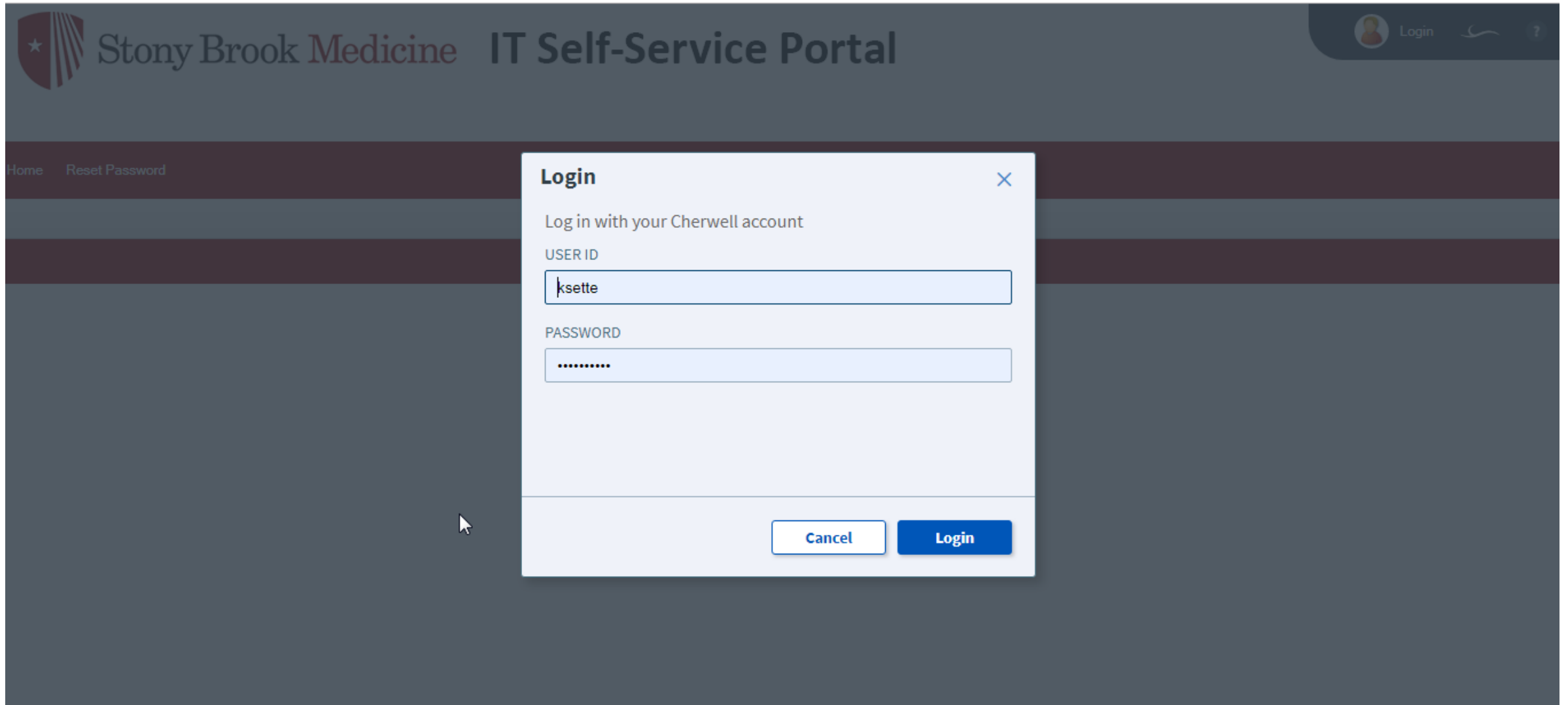
Training materials for the new Cherwell Customer Self-Service Portal are available on the IT Training SharePoint Website:

**IT Training SharePoint**

We appreciate your patience and cooperation with this initiative.

Thank you.

# Login with your UHMC (computer login)



The screenshot shows the Stony Brook Medicine IT Self-Service Portal. A modal dialog box titled "Login" is open, prompting the user to log in with their Cherwell account. The dialog contains two input fields: "USER ID" with the text "ksette" and "PASSWORD" with masked characters. At the bottom of the dialog are "Cancel" and "Login" buttons. The background shows the portal header with the Stony Brook Medicine logo and navigation links like "Home" and "Reset Password".

Stony Brook Medicine IT Self-Service Portal

Home Reset Password

Login

### Login

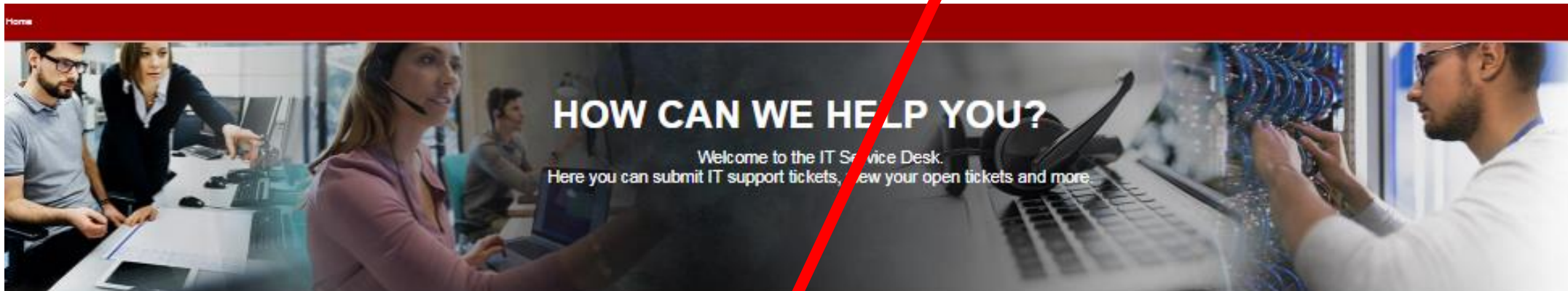
Log in with your Cherwell account

USER ID

PASSWORD

Cancel Login

# Click “Request Services”



Any issues with patient care on application systems, such as Cerner, Eclipsys or PACS, SHOULD NOT be submitted through the IT self-service portal.

Please call the Stony Brook Medicine Information Technology Help Desk at 631-444-HELP (4357) to report these issues.

<b>Report an Incident</b>  Is something broken or not working properly? Do you need to report an outage?	<b>Request Services</b>  Have an Idea? Do you need hardware or software? Do you need equipment or access to files?	<b>Reset Password</b>  	<b>My Open Tickets</b>  
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We're dedicated to providing fast, quality IT support to your organization.

Service Desk Hours: 24 hours a day, 7 days a week.

# Click “Hardware”



## Access and Identity

Support for Account Management, Network Shares and Outlook Email



## Ancillary

Support for Blood Bank, Cardiology, Lab & Radiology Departments



## Cerner

Change Requests (i.e. PowerChart, SurgiNet, Cap Man, Patient Portal, HIE, Scheduling)



## Hardware

Support for Computers, Printers, Scanners, Roll Carts, Mobile Devices and Video Conference



## Network/WiFi

Support for Networking, WiFi, CCTV and VPN



## Software

Support for Clinical and Non-Clinical Software; Installations or Assistance

# Click “Mobile Device”



## Hardware

Support for Computers, Printers, Scanners, Roll Carts, Mobile Devices and Video Conference

### Computer Equipment

Request a Quote for New Computer Equipment or Relocate Existing Equipment

### Digital Room Sign

Support for Digital Room Signs

### Mobile Device



Support for Cellular Phones and Tablets

### Printer

Support for Printers

### Server

Request a New Server or Assistance with an Existing Server

### Video Conference

Support for Video Conference Equipment and Conferences

## Mobile Device

Support for Cellular Phones and Tablets

[International Travel Request](#)

[Lost or Stolen Device](#)

[Request New Phone](#)

Select and fill out the appropriate request form

- If you are leaving the country, click “**International Travel Request.**”
- If you lost your phone, click “**Lost or Stolen Device.**” A request for a replacement will also be issued when this is filled out.
- If you’d like a replacement phone or have never received a cell phone before, click “**Request New Phone.**”



You're all done! Just wait for your request to be processed!

Call the help desk at **(631) 444-4357** if you have any questions.