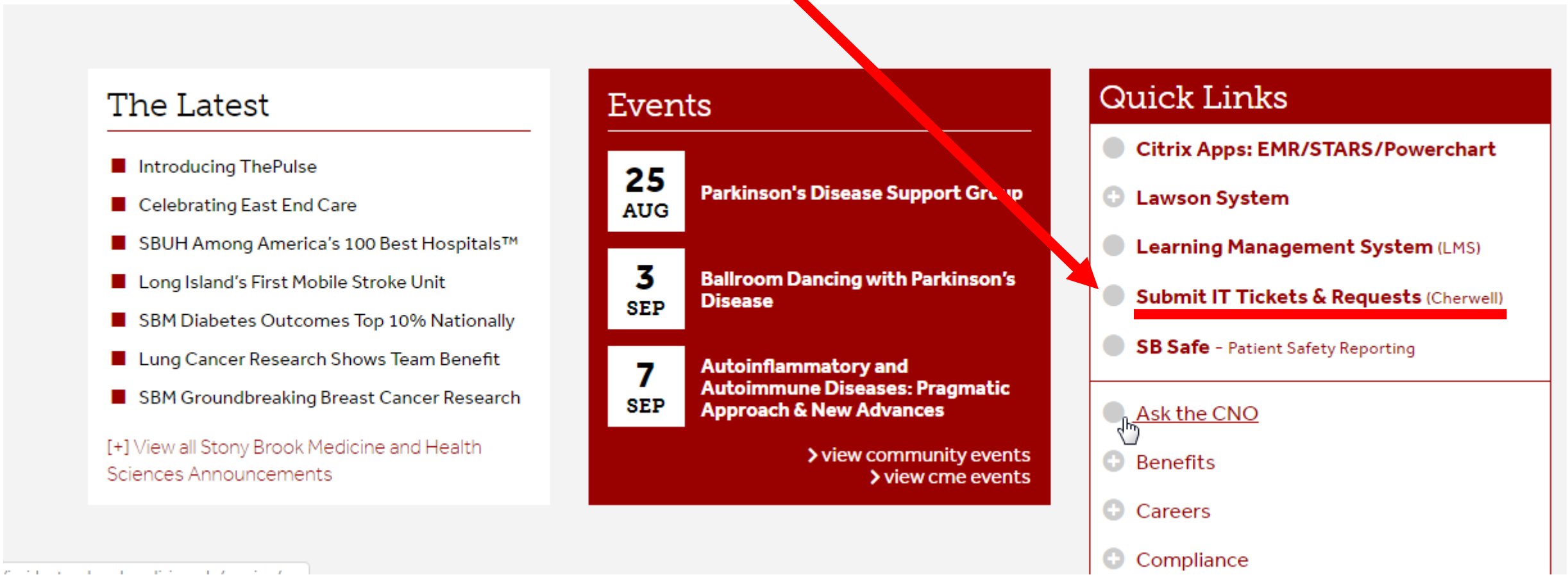
How to access the Cell Phone Request forms

Stony Brook Medicine

On the intranet, click "Submit IT Tickets & Requests"



Click the link to cherwell

Introducing Cherwell

cherwell®

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.

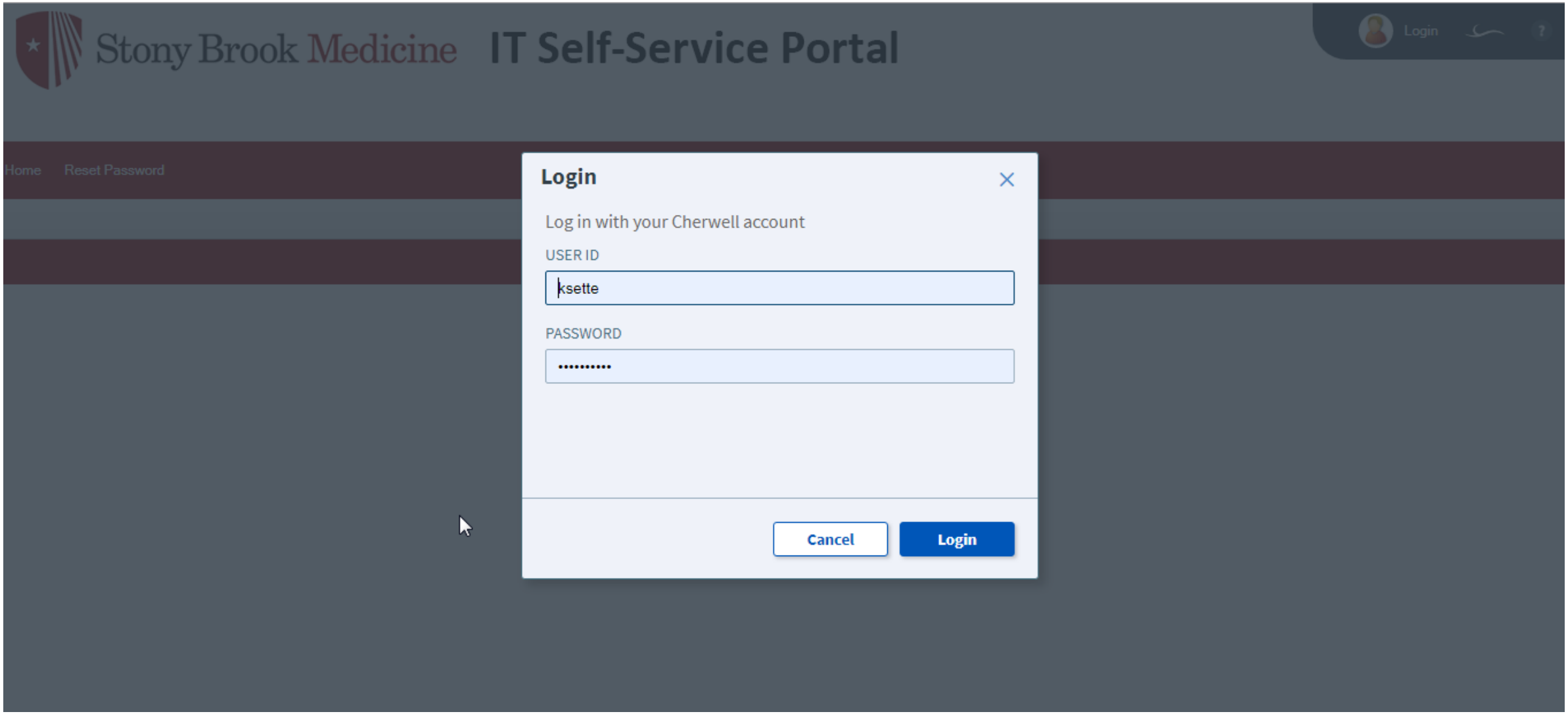
https://sbm.cherwellondemand.com/CherwellPortal

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

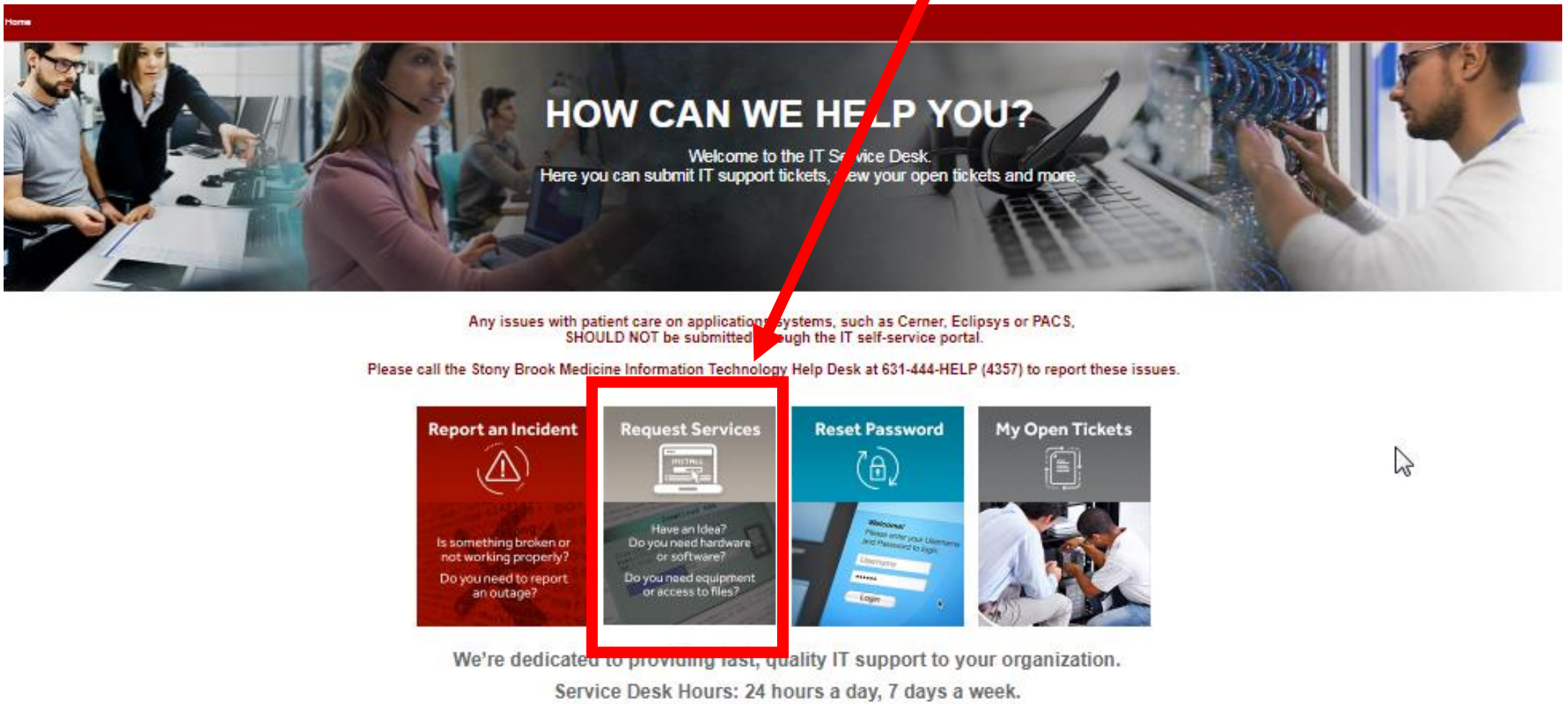
IT Training SharePoint

We appreciate your patience and cooperation with this initiative.
Thank you.

Login with your UHMC (computer login)



Click “**Request Services**”



Click “Hardware”

Access and Identity

Support for Account Management, Network Shares and Outlook Email

Ancillary

Support for Blood Bank, Cardiology, Lab & Radiology Departments

Cerner

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

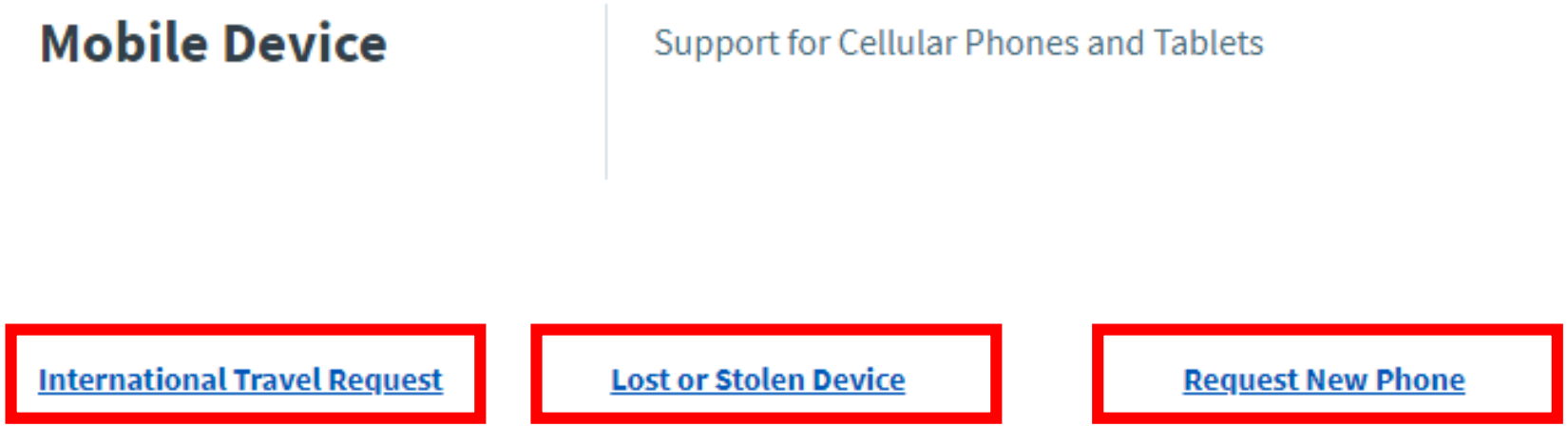
Support for Printers

Server

Request a New Server or Assistance with an Existing Server

Video Conference

Support for Video Conference Equipment and Conferences



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.