 Department of Pathology <small>UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS</small>	University of Colorado School of Medicine Department of Pathology 12631 East 17th Avenue Aurora, CO 80045
Title: Non-Emergency IT Assistance Request	Document type: Procedure
CAP Checklist item(s): GEN.43066	

1. PURPOSE

1.1. To set a standard procedure for contacting Pathology IT in Non-Emergency situations.

2. SCOPE

2.1. This applies to all members of the Department of Pathology.

3. RESPONSIBILITIES

3.1. It is the responsibility of the end user making the request to submit computer errors in a way consistent with this procedure.

3.2. It is the responsibility of the Pathology IT\LIS staff to follow this procedure in a timely manner.

4. PROCEDURE

4.1. If there is a clinical emergency please refer to the Emergency Contact Procedure.

4.2. In the event of a computer or software issue please describe the issue in detail in an email to UCD-PathHelpDesk@ucdenver.edu


4.2.1. When you send a message to this email a ticket is created in the Pathology ticket system. This is monitored by all of the Pathology LIS\IT staff and will be answered in order of urgency and ticket position.

4.2.2. When submitting a ticket please include...

4.2.2.1. A summary and description of the problem

4.2.2.2. The urgency level or Date and Time it is due

4.2.2.3. Your contact info

 Department of Pathology <small>UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS</small>	University of Colorado School of Medicine Department of Pathology 12631 East 17th Avenue Aurora, CO 80045
Title: Non-Emergency IT Assistance Request	Document type: Procedure
CAP Checklist item(s): GEN.43066	

- 4.2.2.4. Any applicable attachments.**
- 4.3. Alternative option is to call the shared Pathology IT line 303-72(4-5539). This rings all of the Pathology IT Staffs numbers.**
- 4.3.1. If you do not get and answer or you would like to contact someone specifically you can find the Pathology IT staff member’s phone numbers and email addresses on the department phone list located on our website.**
- 4.4. If you need to speak with us in person you can come to the IT cubicles on the second floor of Academic Office 1 in the Pathology Suite.**
- 4.5. Finally the shared Pathology IT email is UCD-PathologyITServices@ucdenver.edu This email contact all of the Pathology IT staff but please use the helpdesk email for making initial contact on a problem.**

5. REFERENCES

- 5.1. Emergency Contact Procedure Z:___CAP inspection 2016\updated responses to CAP questions\GEN.43066 Computer Malfunction Notification**
- 5.1.1. This will be posted to the website soon**
- 5.2. Department Website and Phone list**
- 5.2.1. <http://www.ucdenver.edu/academics/colleges/medicalschoo/department/Pathology/Pages/Department-Links.aspx>**