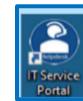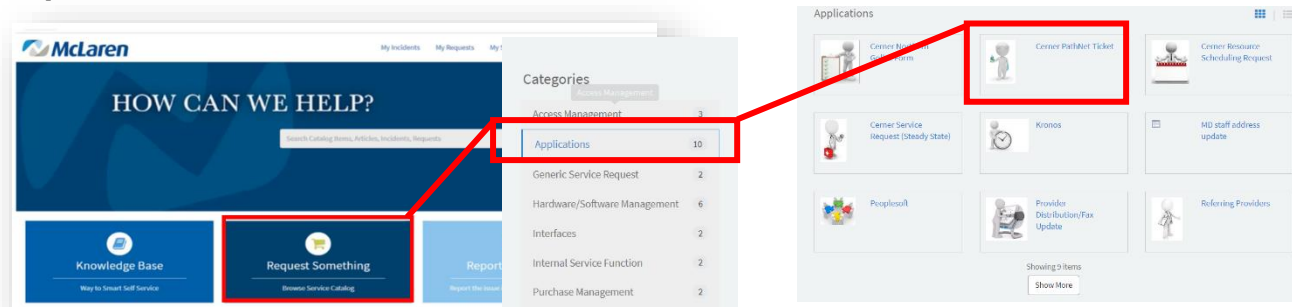# Cerner PathNet Go Live Support Requests

## Electronic Submission via ServiceNow

A specific form has been created for Cerner PathNet go live related support request that will route directly to appropriate support teams based on Classification selected.

Access ServiceNow via https://mclarenhealth.service-now.com or Desktop Icon 

Navigate to **"Request Something",** select **"Applications"** and Choose **"Cerner Golive Support Request".**


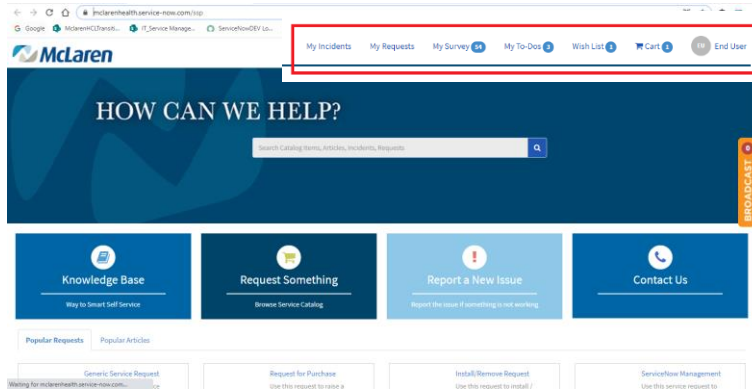
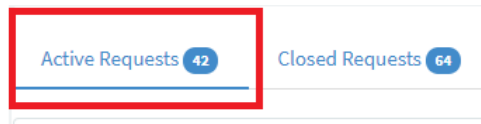Populate fields with as much detail as possible and Click "Request Now" to submit the request.

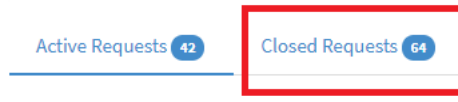# Searching for Previously Submitted Requests

On the landing page/home page of your end user portal, you will note a few options in the top right corner of your screen.



- "My Requests"
    - o  Selecting this option will take you to your list of "Active Requests' by default.



    - o  You can also review your "Closed Requests" on this page as well.



    - o  To review the details and status of your case, single click on the desired case number.