

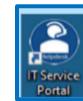


Cerner PathNet Go Live Support Requests

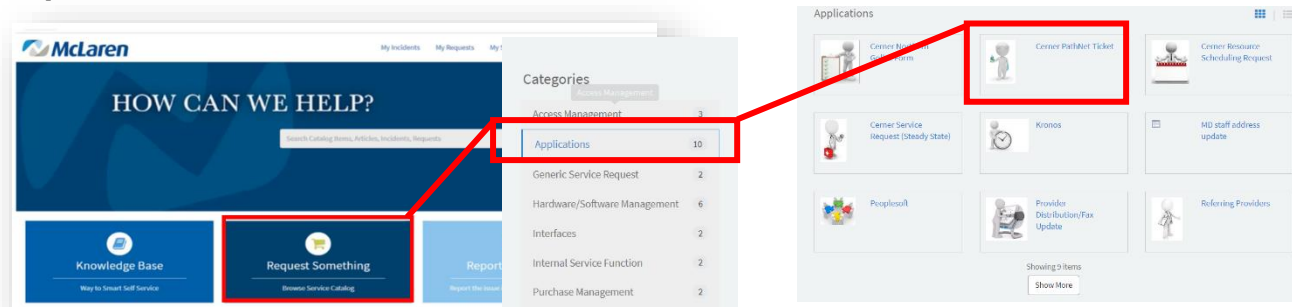
Electronic Submission via ServiceNow

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.

Cerner PathNet Ticket
Cerner PathNet Ticket

Requested By: Tiffany Frier

Email Address: [Empty]

Business Unit: [Empty]

Location: [Empty]

Phone Number: [Empty]

Summary: [Empty]

Description: [Empty]

Urgency: -- None --

Region: -- None --

Requested For: [Empty]

Reporting Manager: [Empty]

Department: [Empty]

Business Hours (Eastern Timezone): [Empty]

Extn / Cellphone: [Empty]

Add attachments

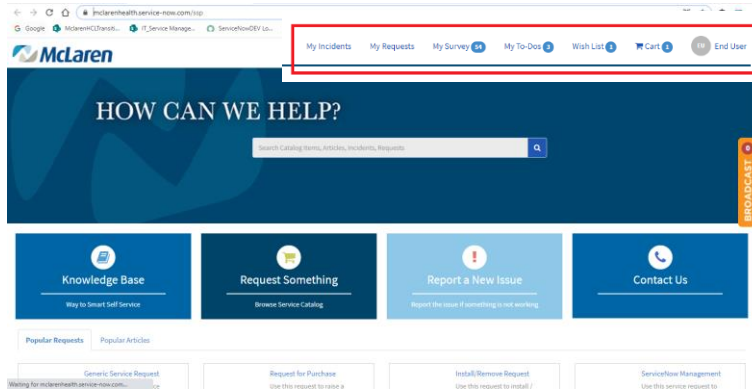
Add to Cart

Add to Wish List

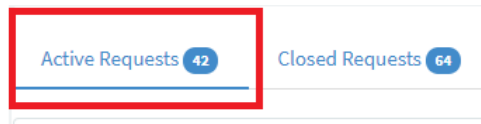
Request Now

Searching for Previously Submitted Requests

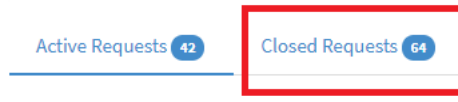
On the landing page/home page of your end user portal, you will note a few options in the top right corner of your screen.



- “My Requests”
 - Selecting this option will take you to your list of “Active Requests” by default.



- You can also review your “Closed Requests” on this page as well.



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

Active Requests 14 Closed Requests 423

Active Requests View: Request Keyword Search Q

All > Opened by = Tiffany Freier > Active = true

Number	Short description	Opened by	Status	Created
REQ0043242	ServiceNow Management - NEW SRs Needed	Tiffany Freier	Under Fulfillment	2021-09-01 13:13:18
REQ0043188	ServiceNow Management - NEW SR for Apps	Tiffany Freier	Under Fulfillment	2021-09-01 11:19:30