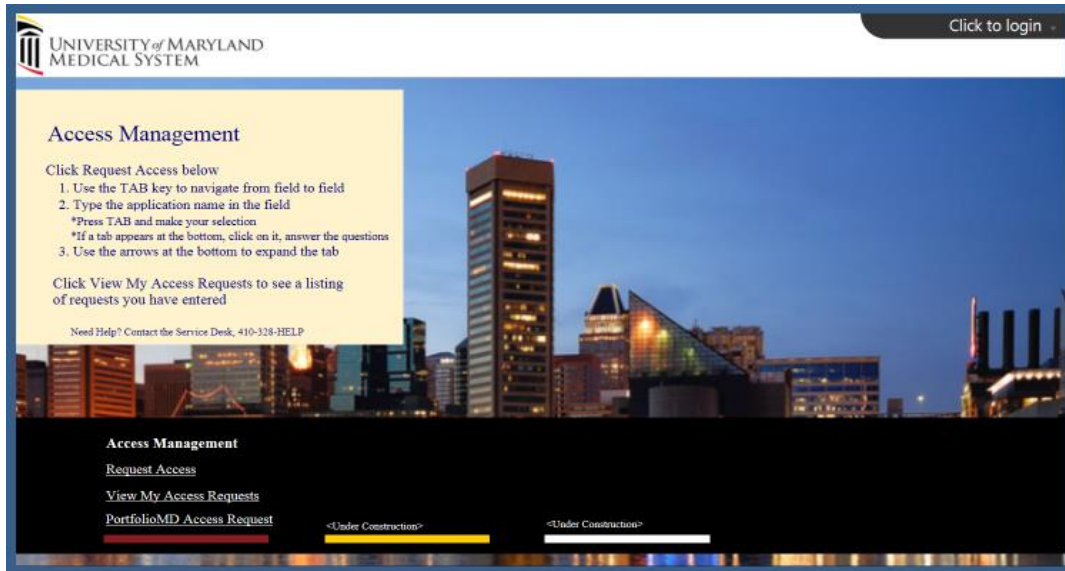


# Cherwell—Application Access Request - Online

## Application Access Request through the Service Desk Portal

1. Access the Service Desk Portal
  - <https://istportal.umms.org>
  - Copy and paste into your browser






2. **Read** the Welcome Screen
3. Click **login** at the top right of the screen
4. Type your **UMMS Network username and password**
5. Press the **Enter key or click Sign-in**
6. Click the link **Request Access**

## Completing the Demographics Form:

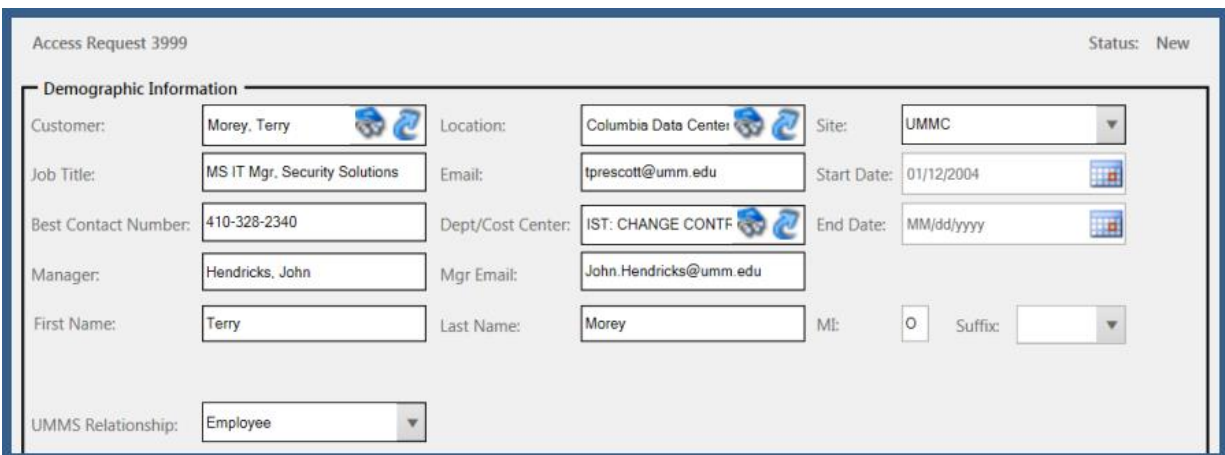
Access Request 3999 Status: New

**Demographic Information**

Customer:	<input type="text"/>	Location:	<input type="text"/>	Site:	<input type="text"/>
Job Title:	<input type="text"/>	Email:	<input type="text"/>	Start Date:	MM/dd/yyyy
Best Contact Number:	<input type="text"/>	Dept/Cost Center:	<input type="text"/>	End Date:	MM/dd/yyyy
Manager:	<input type="text"/>	Mgr Email:	<input type="text"/>	MI:	<input type="text"/>
First Name:	<input type="text"/>	Last Name:	<input type="text"/>	Suffix:	<input type="text"/>
DOB Mo:	<input type="text"/>	DOB Day:	<input type="text"/>	Last 4 SS#:	<input type="text"/>
UMMS Relationship:	<input type="text"/>				





1. Click in the **Customer field**
  - Note: **Hover over any field** for details on that field 
2. Type the person's **last name**, press **tab** or click the **icon** 
3. **Select** from the look up screen
  - **Verify Department** and **Job Title** to select the correct person
  - Information defaults in from the existing customer record
4. **Click the icon** in the site field  **Select the correct location** where this person works
  - Information will default in from their customer record
5. If **NO** email displays, **type a personal email**
6. **Complete** all fields on the form
  - **Note:** Press the **tab** key to move from field to field
7. **Department field, type the first few letters** of the department name, select **OR**  
**Type the Cost Center number**


### Completed Demographic Form for an Existing Customer:






Access Request 3999 Status: New


**Demographic Information**


Customer: Morey, Terry   Location: Columbia Data Center   Site: UMMC

Job Title: MS IT Mgr. Security Solutions Email: tprescott@umm.edu Start Date: 01/12/2004 

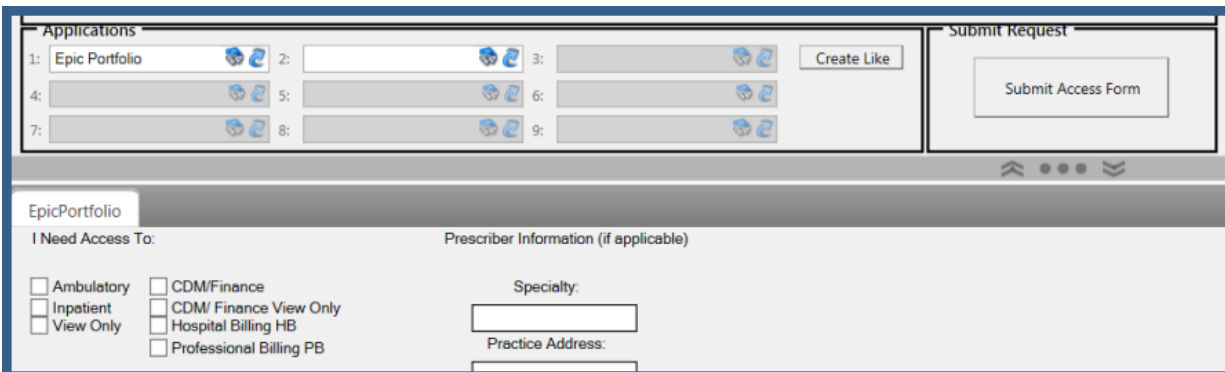
Best Contact Number: 410-328-2340 Dept/Cost Center: IST: CHANGE CONF   End Date: MM/dd/yyyy 

Manager: Hendricks, John Mgr Email: John.Hendricks@umm.edu



















First Name: Terry Last Name: Morey MI: O Suffix: 


UMMS Relationship: Employee 

### Requesting Access to Specific Applications:

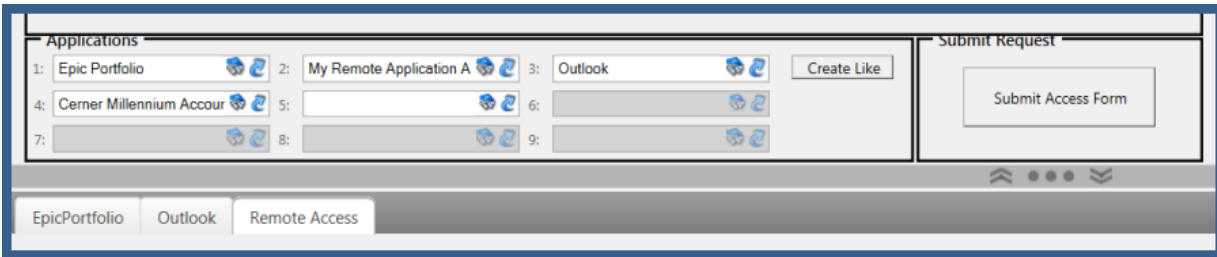


**Applications**

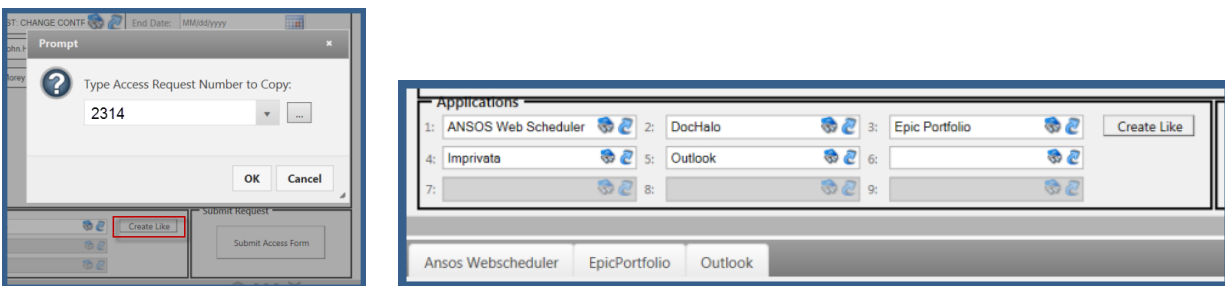
1: Epic Portfolio   2:   3:                 

1. **Field #1, type the name of the first application**
2. Press **tab** or click the **icon**  **Select** from the look up screen
3. **Additional Questions to answer MAY display on a tab** at the bottom of the screen.
4. Use the **Wildcard “%”**, when looking up an application if you are not sure of the name
5. **Repeat steps** 1 through 4 for up to 9 applications

### Completed Application Request Form:



### Create Like Button:



1. Click the **Create Like button**
2. Type in a **previous Portal ticket number**
  - The Portal ticket number can be found on the portal home screen under **Access Requests for my staff**
3. Click **OK**
  - The applications requested on the previous portal access request will default into the application fields
  - The tabs will fill-in with the information from the previous portal access request
  - **Review the details in the tabs to ensure the information you are providing is accurate**

### Submitting your request for access:

1. Click the **Submit Form button**
2. Click the **Exit button**, OR if you have another access request, the **New Request button**

### Completing the Demographics Form for a New Customer:

1. Skip the Customer and Site Fields
2. Type the **Job Title**
3. Type the **work email**, or if not available, **type a personal email address**
  - a. **Note:** An email address is required, communication will be emailed once this form is submitted
4. **Complete** the remaining fields

- a. Office Phone number, if unknown, type "no phone"
- b. **Note:** Press the **tab** key to move from field to field
5. **Department field, type the first few letters** of the name, then make a selection  
**OR**  
**Type the Cost Center number**
- 6.
7. **Department field, type the first few letters** of the name, then make a selection  
**OR**  
**Type the Cost Center number**

Completed Demographic Form for an NEW Customer:

Access Request 4000 Status: New

**Demographic Information**

Customer:	<input type="text"/>	Location:	<input type="text"/>	Site:	<input type="text" value="UMMC"/>
Job Title:	<input type="text" value="Nurse"/>	Email:	<input type="text" value="nursenancy@comcast.net"/>	Start Date:	<input type="text" value="01/28/2019"/>
Best Contact Number:	<input type="text" value="443-222-9090"/>	Dept/Cost Center:	<input type="text" value="UMH: WOMEN/CHILD"/>	End Date:	<input type="text" value="MM/dd/yyyy"/>
Manager:	<input type="text" value="Harriett Smith"/>	Mgr Email:	<input type="text" value="hsmith@umm.edu"/>		
First Name:	<input type="text" value="Nancy"/>	Last Name:	<input type="text" value="Williamson"/>	MI:	<input type="text" value="k"/>
DOB Mo:	<input type="text" value="06"/>	DOB Day:	<input type="text" value="08"/>	Suffix: <input type="text"/>	
UMMS Relationship:	<input type="text" value="Employee"/>	Last 4 SS#:	<input type="text" value="7533"/>		

Refer back to the previous page and follow the directions for

- [Requesting Access to Specific Applications](#)
- [Submitting your Request](#)