

## Pembroke Regional Hospital

# MEMO

**To:** Everyone

**From:** Corey Graveline-Dumouchel,  
Manager, Information Technology

**Date:** July 11, 2022

**Subject:** “NEW” IT Self Service Portal

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The Information Technology department is pleased to announce the launch of a new work order system.

**IT Self Service Portal will be launched July 11, 2022**



Access to the **IT Self Service Portal** will be available in 3 convenient ways:

- A shortcut on most desktops in the organization
- A link on the PRH Intranet
- Staff Resources on the PRH website

You will be prompted to enter your username and password. This is the same username (your P number) and password you currently use to enter any PRH software application. You will be able to open a new ticket or check the status of your existing tickets. Proceed to select the type of request and the fields can be completed to your specific request. Hit Submit and your request ticket has been submitted. Simple and user friendly!!

A **PRH IT Self Service Portal** Ticket request Submission Guide accompanies this memo for your reference.