

Website:
<https://prhit.topdesk.net>

Use your normal citrix login to access the "IT Self-Service Portal"

Hôpital Régional de Pembroke Regional Hospital

Login

Log in to Self-Service Portal

Operator Login

Username
P03000

Password
.....

Remember my password

Login

[Operator Login](#)

Hôpital Régional de Pembroke Regional Hospital

JC

Use keywords to search

My Tickets

Employee Onboarding, Account & Permissions Services

Equipment Issues & Changes

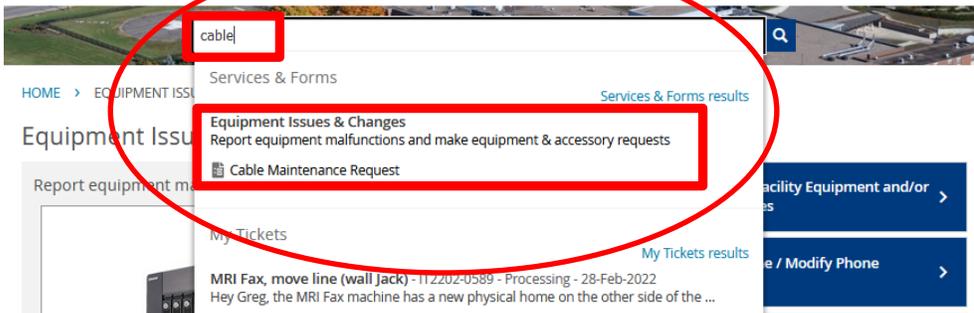
Email Changes and Problems

Networking Issues (Wifi, Internet Access)

Applications (Including Citrix and HIS)

Select one of the blue boxes to create a new ticket; or click "My Tickets" to review your open IT issues.

1.



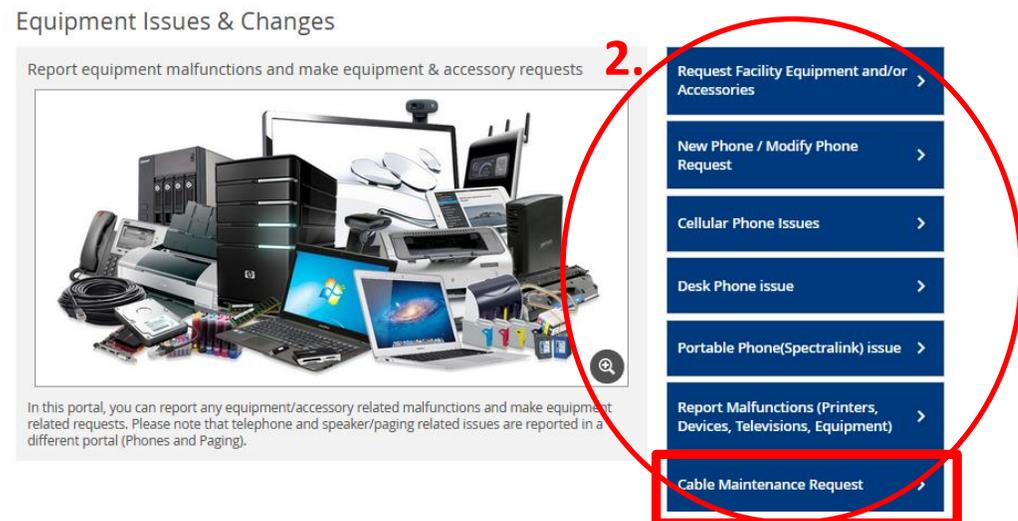
You can either use the:

1. Search box to search for open tickets OR net ticket categories

2. Blue buttons to narrow down what category of new ticket to create,

In this case I want to create a new cable cleanup request

2.



HOME > EQUIPMENT ISSUES & CHANGES > CABLE MAINTENANCE REQUEST

Cable Maintenance Request

Share

Will be shared with victoria pezzutto

Caller

Name: jeremy connor
 Branch: Pembroke Regional Hospital
 Telephone Number: 6529
 Email: jeremy.connor@pemreghos.org
 Department: INFORMATION TECHNOLOGY SYSTEMS
 Room (Caller): A528

Ticket Details

What type of Cabling do you need? Cable Reorganization
 Please enter the room number in which you want to make this request. * A529
 Please Enter the Bed Number (if applicable) First Desk, closest to the entrance of the room
 Please Describe your Request. *
 There is a computer located under the spare desk in this office. There is currently a mess of cables that are sticking out the right side.
 Please either clean up the cables, or move the computer onto of the desk so it is no longer a tripping hazard. Victoria Pezzutto (x6527) works in this office and can point out the mess of cables if I am not available

* Required fields

Submit

Please be sure to fill in as much info as possible. The more info you provide, the more likely we are to be able to action your ticket quickly.

Feel free to also include another co-worker in the description in case you're unavailable when a tech can come by; use the share button to share this ticket with the person

Click "Submit" to create the ticket

Cable Maintenance Request

Thank you!

Your Cable Maintenance Request form was sent.

Your request is registered under number [IT2205-0054](#)

[Go to Home Page](#)

You can click on the Ticket number to go directly to the ticket you just created. You can also click HOME at any time, and select MY TICKETS to see your open tickets and their current status.

Cable Maintenance Request

IT2205-0054

jeremy connor
Logged on May 5, 2022, 10:50 a.m.

What type of Cabling do you need?
- Cable Reorganization

Please enter the room number in which you want to make this request.
- A529

Please Enter the Bed Number (if applicable)
- First Desk, closest to the entrance of the room

Please Describe your Request.
- There is a computer located under the spare desk in this office. There is currently a mess of cables that are sticking out the right side.

Please either clean up the cables, or move the computer on top of the desk so it is no longer a tripping hazard. Victoria Pezzutto (x6527) works in this office and can point out the mess of cables if I am not available

[Hide](#)

jeremy connor May 5, 2022, 10:50 a.m.
[Original request.pdf](#)

jeremy connor Tech Comment May 5, 2022, 11:01 a.m.
I went to look, I could not find an issue, I called you and Victoria but no one was available at the time.

Add reply

Sorry, not under, I meant BEHIND the desk. I took a picture of the issue I'm talking about

2.jpg

[Attach file](#)

[Send](#)

[Share](#)

Will be shared with
victoria pezzutto

Processing
by Helpdesk

Due date
May 9, 2022, 10:50 a.m.

[Close](#)

Status
Logged

Type
Request

Categorization
Hardware Issues

When you view a ticket, you can see its current status and add extra comments. Comments and files sent will be attached to the ticket and will also be sent to the tech working on the issue.

In this case I am attaching a photo of the area that needs work

You can also click the close button to close your ticket in case it's either Already been resolved, or does not need to be looked at anymore