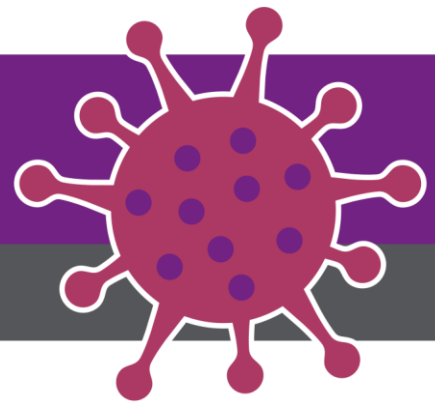


CORONAVIRUS DISEASE 2019 (COVID-19)

Remote Network Access & Other Help



Audience: All Colleagues

Revision Date: 3/24/2020

Version: #1

Due to social distancing efforts to slow the spread of COVID-19 in our communities, significantly higher numbers of Trinity Health colleagues are now working remotely, including those who are doing so for the first time.

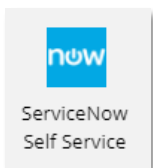
How to contact TIS for support during the COVID situation

Trinity Information Services is here to help you; however, our Help Desk is managing dramatically high volumes of calls, which is resulting in long wait times. **Now until further notice: In order to ensure phone lines and Service Desk staff are available to receive and process critical issues affecting patient care, please do NOT call the TIS Service Desk, unless your issue is critical.** Please use Service Now Self Service, which includes a new remote access feature.

If you need help setting up your remote work connection

Learn how to connect to the Trinity Health network remotely in the [training video](#) and on the [Trinity Health Remote Access Training Center](#).

1. Log into [Service Now Self Service](#) using your Trinity Health ID. It appears in the ZENWorks window as shown:



2. Click on the Remote Network Access Assistance option and complete the information as prompted.

Remote Network Access Assistance

To report issues or request assistance with remotely connecting to the Trinity Health Network. Before submitting an issue, please review the information below.

3. Your request will route to our Remote Access team, which now also includes more than 25 additional colleagues who volunteered to support you and the Help Desk during this extraordinary time.
4. The Help Desk team will work on your issue and contact you, as needed, until full resolution.

If you need help with anything else

Use [Service Now Self Service](#) for System Access Requests and to report issues; please call only if you have a critical issue.

With Self Service, you can request help for non-critical issues or requests related to:

- Applications
- Computer Support
- Email and Messaging
- Information Security
- Phone and Video Conferencing
- Printers, Copiers and Toner
- Outlook distribution group membership changes
- Desktop phone or voicemail
- Workday
- Replace toner
- Others