**INGALLS HOSPITAL HELP DESK WEB PORTAL**

**Login, Click, Submit, Review, and Update. It’s that easy.**

Please remember ***issues of higher impact and urgency still must be called in to the Help Desk at 708-915-6444.***

**\*Create an Account**

Prior to using the [***Ingalls Hospital Help Desk Web Portal***](https://support.ucern.com/)for the first time, you will be required to follow a few simple steps to setup an account:



1. From the Login page, select **Create an account>>**
2. Enter your Ingalls email address
3. Enter a password
4. Select security questions
5. Solve the puzzle
6. Acknowledge agreement to the terms of use policy
7. Click **Create Account**
8. Confirm your email
   * An email is sent to the account(s) you provided with a link that you must access to complete the account setup
   * Click **Log Out** *(in the upper right corner of the window)* 

*\*\*Please note it may take up to 1 hour for your account to be activated in the system.*

**How Does the Ingalls Hospital Web Portal Work?**

**Access the *Help Desk Web Portal*** via the Intranet or at https://support.ucern.com

**Login:** (*the first time accessing the portal, you must create an account – See \*Create an Account above.*

**Click:** Select from the Categories listed or click the ***New Service Record***button

* + - Enter the required and optional information

**Submit:** Click **Save Service Record** to submit request

**Review:** Updates and Service Record Status

*(If an update with PHI exists, it will be identified, but will not be viewable from the portal)*

* + - Your recently created records are available under ***My Recent Service Records***

**Update:** If a Service Record is still open, an update or attachment can be provided

* + - To access the record, click the Summary of the Service Record
    - Provide an update or attachment by clicking the appropriate button and following instructions
    - Click **Save**

**Additional Information**

If you should need additional assistance, please call the Help Desk Internally at \*48 or externally at (845) 483-5723.