

How to Submit a Problem/Incident via Assyst (Client Self Service)

Please use Client Self Service to submit incidents and service request for Panorama. These requests will go to the Application Support team (Kathy, Jon and Richard) who will do the initial triaging. They have the ability to direct request to IBM for resolution.

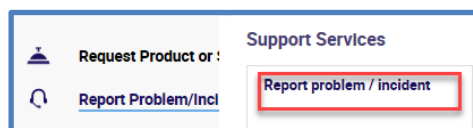
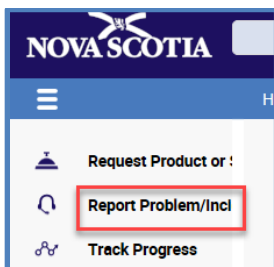
Problem/Incident:

An incident is when something is not working as expected.

1. Go to the Assyst Client Self Service URL: <https://ictservices.nshealth.ca/assystnet>
2. Login via the login screen using your network id and password.



3. Click on **Report problem/incident** in the left-hand menu. Then click on Report Problem.incident under Support Services.



4. Ensure that your name appears in the **Affected User field** (search for/enter if not).
5. In the incident **Description** field– please start with “**Panorama –**“. This will ensure that the service desk directs the ticket to the Application Support team (Kathy, Jon and Richard).

Include the following:

- A description of the problem
 - **For Client Merges** – Please include the following:
 - Panorama – Client Merge – Duplicate clients please merge. Merge Panorama Client Number – XXXXXXXX with Panorama Client Number – XXXXXXXX
 - It is the requester’s responsibility to confirm that the two client are the same individual. The second client should be the client that has the HCN.
 - Do not include any personal health information – name, birthdate, HCN
 - After the merge – the first client number will no longer be found in Panorama and all of their Panorama information will be contained on the second client number

- For other problems include:
 - Steps that you took to that resulted in the problem. Indicate if it is repeatable.
 - Any troubleshooting you tried yourself
 - Attach a screen print if applicable. Use the blue “Add Attachment” Button at the bottom of the page.

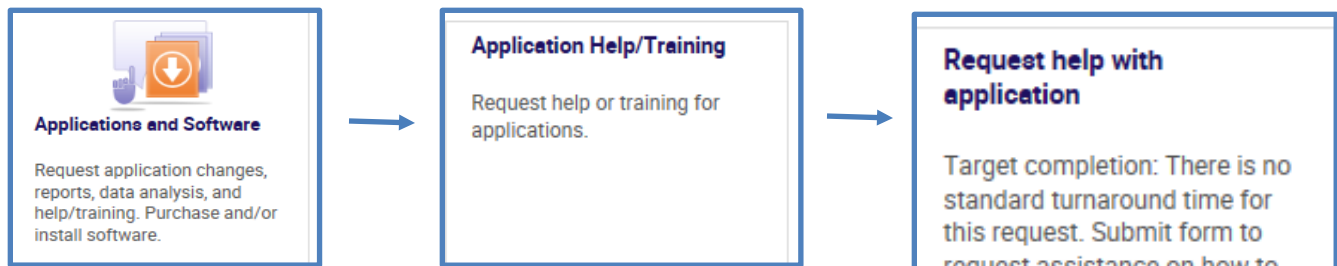


- Click **Save** (at the bottom of the page) to submit the request.

Service Request

To request help with Panorama use the “Request Help with Application” Service offering.

- Login as above and click on **Request Product or Service**. Click on the “**Application and Software**” box



- Ensure that you specify **Panorama** in the “**Select Application**” box. Note: just start typing panorama
- Provide a description of your request in the “**Remarks**” box
- Click on **Submit Now** to submit the request.

Tracking Progress

You can track your request through



[Track Progress](#)

Click on

[Open and Resolved Events Logged by Me](#)

Your open and resolved events will be displayed. Click on an event to see the details.