E1E Update September 12, 2022
BJC Service Portal – Reporting Issues during Go-Live
Final

E1E
Epic1 Enterprise

E1E Go-Live Specific Options in BJC Service Portal
With the Soft E1E Community Go-Live that took place this past weekend of September 10-11, the BJC Service Portal is now available, and includes options specific to "Epic" for reporting issues during Go-Live.

1. Login to https://bjcprod.service-now.com/sp
2. Click **Report Something broken**
3. Under **Type of Issue** select **EPIC**
   You are now being directed to EPIC support area
4. Enter Contact Details (Phone number, Location & preferred contact method
5. Under **What issue are you having?** Select applicable scenario
   Note! *If your situation is not listed please select **Other***
6. Fill out required fields
7. Click **Submit**

When reporting an issue
What's required by me?

Contact Details & Location

Customer Information
*Customer Name
[Linus Tisell]   *E-mail Address
[Linus.Tisell@bjc.org]

*Phone/Pager Number *including area code
[Enter your phone number here]   *Preferred Contact Method
[Phone/Pager]

*Location (include Facility/Floor/Area/Rm or Suite)
[Enter your location here]

Select applicable scenario
Note! *If your issue is not listed please select Other*

*What issue are you having?
-- None --

Issues with Patient Movement
Missing Tabs in EPIC
Billing
EPIC account is blocked
Issues with patient chart
Referral/Authorization
Registration
Scheduling

Each scenario has specific questions which needs a response before a ticket can be submitted.

Requested information is vital for the support team to initiate investigation without having to contact customer.

Reminder: During Go-Live the *preferred* process for reporting an issue or incident is:
   First: Super Users, your first point of contact
   Second: ATEs are back-up to Super Users.
   Third: If you cannot locate a Super User or ATE, only then should you use the new Self-Service Portal in ServiceNow.
   Fourth: Contact the E1E Help Desk: **314-273-5000**.

Questions? Contact EpicProgram@bjc.org