

Computer IT



Support Resources



IT Self Service Portal

<https://mclarenhealth.service-now.com/>

- Report an Incident
- Request for Something
- Application/Software Request
- Hardware Request
- IT Access/Modification/Termination Request (ITAR 2.0)
- and many more...

Estimated 4 hours or less to acknowledge and begin processing requests



Phone Support Urgent & General Issue Reporting

(844) MHC-TECH
(844) 642-8324

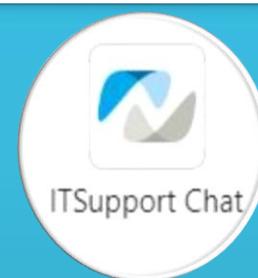
Main Menu

- 8 - Life Threatening Patient Critical Non-Cerner
- 9 - Life Threatening Patient Critical Cerner
- 2 - Cerner Related
- 3 - Password Reset/Account Related
- 4 - Citrix, Outlook, Email
- 5 - All other issues

Cerner Sub Menu (9 & 2)

- 1 - Cerner Password, Citrix, Printer
- 2 - Karmanos Cerner
- 3 - All other Cerner Application issues

Phone Agents Staffed (24x7x365)



Teams Chat

Within Teams on the left panel Search for "ITSupport"

Describe your issue/question in the chat. A live chat agent will reply and begin assisting and support.

Get realtime responses for: Password resets, Basic PC issues, PC/Application Questions, etc.

Chat Agents staffed (24x7x365)