

To request a **Service** such as:

- Configuring Software.
- Laptop requests.
- Video Access request.
- Access requests to any NYSIM related applications.

Go to <https://servicecatalog.nyumc.org/pages/Application-Access-or-Enhancement.aspx>

1. Login using your Kerberos ID and Password.
2. Under Request Type, select: **“Application Enhancement”**.
3. Under Application Details, select: **“Simulation Center”** (hint: you can type “sim” to jump to the selection).
4. Please also to include as much detail about what you are requesting in the **Comments** box.

The screenshot shows the 'Request Details' section of the NYSIM IT service request form. The 'Request Type' is set to 'Application Enhancement'. Under 'Application Enhancement Details', the 'Application Enhancement Details' dropdown is set to 'Simulation Center'. The 'Comments' field contains the text 'Test:'. Below this is the 'File Upload Details' section, which includes a 'Please Note' about file size and naming conventions, and a 'File Upload' section with a 'Choose File' button and 'No file chosen' text. A green 'Submit' button is at the bottom right.

5. Upload supplemental documents for your request (such as: video request forms, user access forms, etc.) by clicking on the **‘Choose File’** button in the “File Upload” Section.
6. Click **“Submit”** once you’ve finished.

To report a **Problem** such as:

- Software related issues.
- Computer Hardware or A/V related issues.

Go to <http://servicecatalog.nyumc.org/Pages/Application-Problems.aspx>

1. Login using your Kerberos ID and Password.
2. Select the appropriate application problem from the drop down selection.
3. Under Application Name, select **“Simulation Center”** (hint: you can type “sim” to jump to the selection).
4. Specify computer type; typically ‘Windows’ for NYSIM desktops and laptops.
5. Include as many details as possible in the **Problem Details** box.

The screenshot shows the 'Request Details' section of the NYSIM IT problem report form. The 'Application Problem' dropdown is set to 'Error/Not functioning properly'. The 'Application Name' dropdown is set to 'Simulation Center'. Below this is the 'Computer Details' section, which includes 'Please specify computer type.' (Windows), 'Please specify Windows OS' (Windows 7), and 'Please Specify Windows Browser' (Internet Explorer). The 'Problem Details' field contains the text 'Test:'. Below this is the 'File Upload' section, which includes a 'Please Note' about file size and naming conventions, and a 'File Upload' section with a 'Choose File' button and 'No file chosen' text. A green 'Submit' button is at the bottom right.

6. Upload any files, such as screenshots and documents, to assist us with resolving the issues by clicking on the **‘Choose File’** button in the “File Upload” section.
7. Click **“Submit”** once you’ve finished.