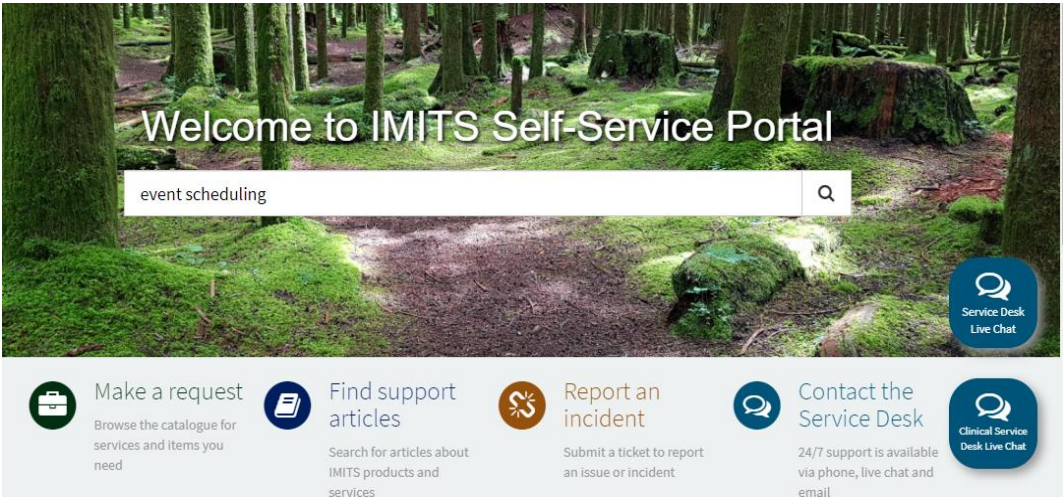














How to Access	You must be on the network to access the IMITS Self-Service Portal.
<p>Submit a Request &amp; Add Attachments</p>	<div><div><div><div>1. Connect to the network and use the below link to access the IMITS Self-Service Portal. <a href="https://healthbc.service-now.com/sp_phsa_vch_phc?sysparm_stack=no">https://healthbc.service-now.com/sp_phsa_vch_phc?sysparm_stack=no</a></div><div>2. Search for “event scheduling” then click on Videoconferencing – Event Scheduling.</div></div><div></div><div><div>3. A request form will appear. Complete the fields and click <b>Order Now</b> at the top left of the page. <b>NOTE:</b> If you are requesting the meeting for someone else, check “Is this request for someone else?” and enter their information.</div><div>4. You will receive an email from ServiceNow with the request number “RIT...” and your videoconference request information. Use this RIT number when referencing your videoconference request.</div><div>5. For <b>clinical</b> requests, fill in <i>Personal Health Number</i>, <i>Date of Birth</i>, and <i>Legal Name of patient</i>. These fields are masked, but can be shown by clicking on SHOW or masked by clicking on HIDE.</div><div><div>* Event Type ⓘ <div>Clinical</div></div><div>Personal Health Number <div>1111111111</div><div>HIDE</div></div><div>Date of Birth (YYYY-MM-DD) <div>*****</div><div>SHOW</div></div><div>Legal Name <div></div></div></div></div></div></div>

<p>Submit a Request &amp; Add Attachments (cont.)</p>	<p>6. To add attachments, click on the RIT number link in the email.</p> <div data-bbox="459 242 1425 373"><div> Health BC Service Desk (Test) &lt;healthbc.servicedeskt@bc-services.nttdataservices.com&gt; <span>Stewardson, Olivia [PHSA]</span></div><div>Your Request RITM0027632 has been submitted: New Video Conference Event Request Form - PHSA - Olivia Stewardson</div><div>EXTERNAL SENDER. If you suspect this message is malicious, please forward to <a href="mailto:spam@phsa.ca">spam@phsa.ca</a> and do not open attachments or click on links.</div></div> <p>This is to inform you that one or more Request Items have been submitted. Please reference the <a href="#">RITM0027632</a> for details and status.</p> <p>Short description: New Video Conference Event Request Form - PHSA - Olivia Stewardson</p> <p>Opened: 06/04/2021 10:47:13 PDT</p> <p>Then add any attachments. <b>Please do not attach any private patient information.</b></p> <div data-bbox="467 602 1373 770"><div>Attachments </div><div>Click on the icon to add an attachment. Attachments can be images, or in pdf, spreadsheet, text, word, ppt format.</div></div>
<p>Update a Request</p>	<ol style="list-style-type: none"><li>1. Submit a new ticket with reference to the “RIT...” number of the original request.</li><li>2. “Is this an existing ticket” select Yes.</li><li>3. Enter the RIT number of existing request. <b>NOTE:</b> if another update is needed then follow the same process and use the previous RIT number (not the original RIT number).</li></ol> <div data-bbox="459 1154 1211 1586"><div>* Is this an existing ticketed request?</div><div>Yes </div><div>* Existing Request ID </div><div>If there's more than one tickets on this request please use the very first request ID </div><div></div><div>* Select action for existing ticket?</div><div><div>-- None -- </div><div><div></div><div>-- None -- </div><div>Update</div><div>Cancel</div></div></div><p><b>Please refrain from emailing to update a request.</b></p></div>
<p>Cancel a Request</p>	<ol style="list-style-type: none"><li>1. Reply to the confirmation email or,</li><li>2. Submit another ticket with reference to the request to cancel.</li></ol> <div data-bbox="459 1849 1211 2230"><div>* Is this an existing ticketed request?</div><div>Yes </div><div>* Existing Request ID </div><div>If there's more than one tickets on this request please use the very first request ID </div><div></div><div>* Select action for existing ticket?</div><div><div>-- None -- </div><div><div></div><div>-- None -- </div><div>Update</div><div>Cancel</div></div></div></div>

Management

1. Go to the IMITS Self-Service Portal [here](#)

2. Scroll down until you see “My Open Requests”.

My Open Requests

New Video Conference Event Request Form - First Nations Health Authority

RITM0027444 • 5d ago

New Video Conference Event Request Form - First Nations Health Authority

RITM0027266 • 26d ago

New Video Conference Event Request Form - Fraser Health Authority

RITM0027440 • 17d ago

3. Status of ticket, correspondence and attachments can be viewed and updated to an open request.

Home > Videoconferencing - Event Scheduling

Request Details

Number

RITM0027266

Request

REQ0025568

State

Open

Priority

3 - Moderate

Created

26d ago

Updated

1m ago

Quantity

1

Additional information (click to expand)

Attachments

Click on the icon to add an attachment. Attachments can be images, or in pdf, spreadsheet, text, word, ppt format.

New Video Conference Event Request Form - First Nations Health Authority - William Hu

Type your message here...

Send

WH

William Hu

1m ago

Additional comments

Do you have an ETA for this?

WH

William Hu

26d ago

RITM0027266 Created

Start

Revision History

Revision	Revision Date	Description	Revised By
1.0	July 27, 2021	Initial Document Release	William Hu

Revision: 1.0

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