

PRIME REGISTRY™

Improving America's Health

Service Desk

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of Family Medicine

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1. Overview of Service Desk

The Service Desk module is a tool to create, view, and track service request tickets and incident tickets related to PRIME Registry.

- A service request ticket is made to request data correction or to request reports.
- An incident ticket is made to record any issue observed while using PRIME Registry.

When a Support representative takes action on a ticket, the ticket status reflects in the PRIME Registry Service Desk.

2. Logging into PRIME Registry Dashboard

The 2019 dashboard link is present near the top-right corner of every page.

- Access your legacy registry dashboard in any browser.
- Enter your credentials. Use the same credentials you use to access the registry dashboard.
- Click Login. The legacy registry dashboard opens.
- Click 2019 Dashboard link. The 2019 dashboard opens in a new tab.
- From the left navigation bar, click the Service Desk icon. This is the 6th option in the navigation pane. The Service Desk page opens.

3. Service Desk Module

This module helps Practice Admins and Providers raise, view, and track service requests in real time. All user roles can view only tickets raised by them. The status of the ticket in PRIME Registry reflects the progression status of the ticket in the Service Desk. This dashboard is the homepage of this module, and consists of two elements:

1. **Add New Ticket:** This button helps in the creation of a new service ticket (Service Request Ticket or Incident Ticket).
2. **Service Request Grid:** Use this section to view the status of the tickets raised.

Service Desk

B **A** [+ ADD NEW TICKET](#)

TICKET ID	TICKET TYPE	SUMMARY	DESCRIPTION	STATUS	ACTION
TSD-298	Incident	Dashboard not working	My Dashboard is not working	Open	VIEW DETAILS
TSD-329	Incident	QPP 128 performance not right	QPP 128 performance not right	Closed	VIEW DETAILS
TSD-332	Service Request	Dashboard not working	Dashboard not working	Work in progress	VIEW DETAILS

3.1 Create a Service Request or Incident Ticket

To create a service ticket or incident ticket:

1. On the Service Desk homepage, click Add New Ticket.

Service Desk

[+ ADD NEW TICKET](#) **1**

TICKET ID	TICKET TYPE	SUMMARY	DESCRIPTION	STATUS	ACTION
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TSD-329	Incident	QPP 128 performance not right	QPP 128 performance not right	Closed	VIEW DETAILS
TSD-332	Service Request	Dashboard not working	Dashboard not working	Work in progress	VIEW DETAILS

Add New Ticket * Mandatory Fields

Ticket Type*

Service Request

Summary*

Dashboard unavailable

Description*

Dashboard freezes after login

2

3

[CANCEL](#) [CREATE](#)

2. In the Add New Ticket window, select the ticket type, and type a summary and description of the ticket.
3. Click CREATE.
4. On the Service Desk homepage, the new ticket record appears with a default status as Open.
5. Click CANCEL if you don't wish to create the ticket and exit without saving.

Service Desk					
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TSD-332	Service Request	Dashboard not working	Dashboard not working	Work in progress	VIEW DETAILS

View / Add Comments to Ticket

- On the Service Desk homepage, in the required ticket row, click VIEW DETAILS. The ticket details page opens.
- Type comments or updates, as applicable.
- Click to add the new comment.

TICKET ID	TICKET TYPE	SUMMARY	DESCRIPTION	STATUS	ACTION
TSD-380	Service Request	Dashboard unavailable	On login, dashboard hangs.	Open	VIEW DETAILS

< TSD-380

Status: Open Ticket Type: Service Request

SUMMARY:
Dashboard unavailable

DESCRIPTION:
On login, dashboard hangs.

No comments found.
Client unreachable.

The page displays the comments of the Support representative on the left, and the Provider's or Practice Admin's comment on the right.