

Student Health Medical Systems

PnC EMR – Clinlab – Propharm – eRAD – EMS

Typical Urgent Problems

- Unlock EMR (Medical) User Accounts
- Update Medical System Permissions
- Fix Lab Orders / Results Issues
- Urgent Schedule Block
- Urgent Billing Issue
- Prescription or Label Print Issues



Planned Assistance

- New Medical System Accounts (new hires)
- Vendor (Medical) Updates
- Vendor Support Issues
- Instrument Interfaces
- SHS Reporting Needs
- EMR Templates
- EMR Web Portal Changes
- Master Schedule Templates

DSA I.T.

PC Logon – Email – Printing – Website

Typical Urgent Problems

- Unlock PC or Email Accounts
- Email Issues
- Regular Printing Problems
- Laptop / Projector Issues
- MS Office / Adobe Issues
- Java / Flash Issues



Planned Assistance

- New PC Accounts (new hires)
- Deploy New PCs
- Install New Printers / Scanners
- Install New Software

Campus Resources

SSO

sso.tamu.edu

login problems:
call SHS Business
Office

NetID

gateway.tamu.edu

login problems:
call CIS Helpdesk
845-8300

Others:

Compass
FAMIS