IT Education Training Requests

Beginning February 20th, requests for IT Education training should be submitted through BMC Service Request Management. A new form has been created specifically for requesting IT Education training. You can use this form to request training for yourself or another individual.

To Request IT Education Training:

1. Double Click on the Help icon on your Desktop or call the Service Desk at 323-8586 to request training.
2. The UK HealthCare IT Help System screen will display. Type your linkblue id and password and click on Log In. **Please Note:** The first time you logon you will want to add the IT Training Request form to your favorites. This will take a few additional minutes, but will you save time on subsequent requests.
3. The BMC Service Request will display a General Incident Request. Click on the X to close this incident.
4. Click on the **Browse Button** and select “**Support and Training**” from the list of categories.

5. Click on the **Add to Favorites Button**.
   By adding the training request as a Favorite you will not have to search for the form every time you sign on to enter a training request. Instead, you will click on Favorites and select Training Request.
6. **Training Request Form** has been added as a Favorite.
   You may get a confirmation message that the Training Request Form has been added as a favorite. If you receive this message, click OK.

7. **Click on the Request Now Button** to open the Request Form
8. The Training Request form will open. Complete the form and click Submit. The requestors contact information (name, email address, phone) is listed at the top of the form. Remedy has a glitch in that it doesn’t default the phone number. Click on the Edit button to change/update this information.

*All questions with a Red Asterisk are required fields and must be completed before you can submit the form.
9. **To Logout of the system you MUST click on the Logout icon.** Closing your browser tab will NOT log you off.

![Logout Icon]

**Entering Additional Training Requests**

Since you have added the Training Request form to your Favorites, the next time you log on to enter a training request you simply:

1. Click on Favorites
2. Click Request Now
3. Complete and Submit Training Form.

![Favorites Icon]

**Tracking the Progress of Your Request**

You can track the progress of your training request by clicking on the Details of the tickets. Please **do NOT use the Request Again option.** It will duplicate your request and require clarification, thus possibly delaying your request.

![Request Details]

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