Tech Resources for VUMC Finance

https://finance.mc.vanderbilt.edu/ft

Calling the Help Desk

Call 615-343-HELP (4357)

Press 1: Clinical Application Support Team
For help with any questions related to clinical applications.

Press 2: Vanderbilt IT Help Desk
For help with all other technical support calls.

- Call the Help Desk to report malfunctioning hardware, software, or other critical issues – for example, if your computer is broken and you cannot work.
- Help Desk phones are answered 24 hours a day, seven days a week.
- If possible, be in front of the equipment and prepared to provide your name, a description of the problem, and the equipment ID.

Help Desk Tickets

- Click the link on the VUMC Finance webpage to create a Help Desk Ticket online in Pegasus:

- Fill out the online form, including a complete description of the problem/request and any actions taken to resolve it on your own.
- Although it is an option, it is recommended to call the Help Desk (rather than submit a ticket) for critical issues such as not being able to work.
- The Help Desk Ticket form is also available at: https://pegasus.mc.vanderbilt.edu/CreateESS.aspx

Telephone Support

For Telephone Repair Service, call (615)421-1611

- Provide your contact name and location, type of phone extension, a description of the problem and a contact phone number.
- Do not submit a Help Desk Ticket for telephone repairs, as these are handled separately.

Other Helpful Links

VUMC Finance Home Page
https://finance.mc.vanderbilt.edu

Vanderbilt Information Technology
https://it.vanderbilt.edu

Vanderbilt Human Resources
http://hr.vanderbilt.edu

Contact for Finance Loaner Equipment:
sheila.thomas@Vanderbilt.Edu

Contact VUMC Financial Training at:
VUMCFinancialTraining@vanderbilt.edu

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