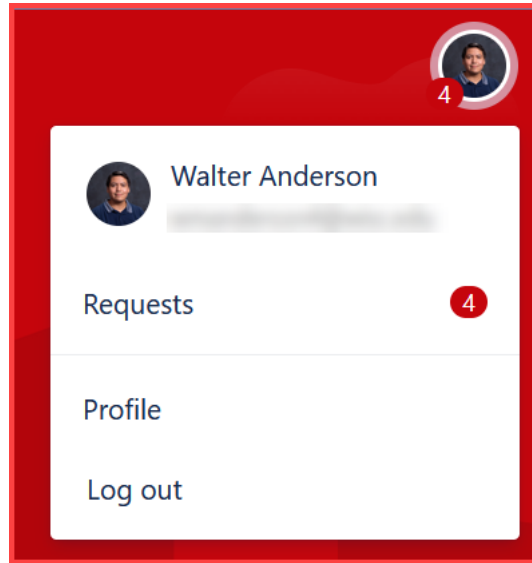


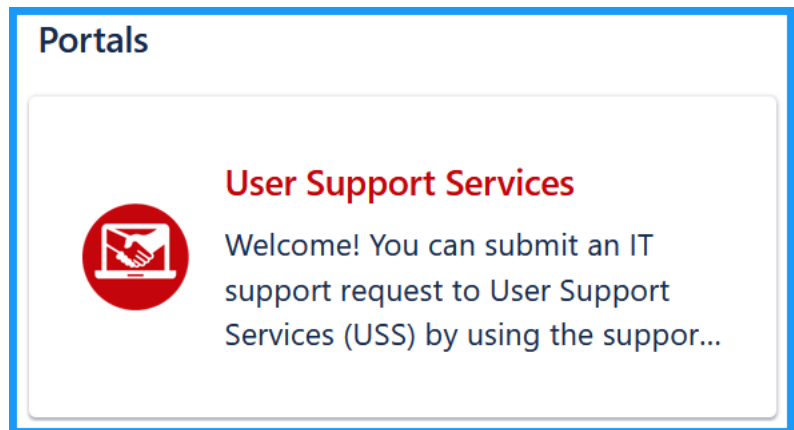
FAQ - The new SMPH Navigator Ticketing System

1. Can I still email support@psychiatry.wisc.edu?
 - a. Yes! New tickets are monitored by multiple staff.
2. What is SMPH Navigator (navigator.med.wisc.edu)?
 - a. It's a HIPAA-compliant portal that consolidates and organizes your requests and tickets.



- i. [top-right corner of Navigator page]

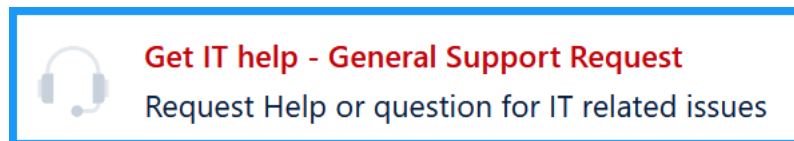
3. Where do I go to get help after signing into Navigator?
 - a. Click the User Support Services button:



- i.

4. When starting a new request, I don't see the category I need!

- a. Click the top option for a general support:

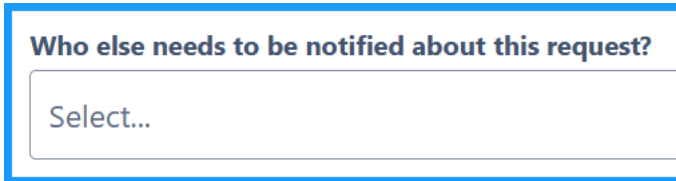


- i.

FAQ - The new SMPH Navigator Ticketing System

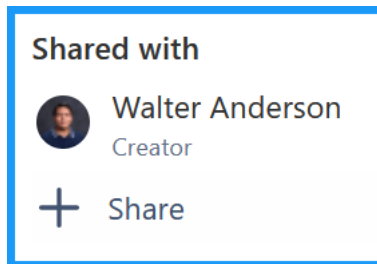
5. What if I want to be kept up to date on someone else's issue?

- a. Ask them to add you by either (i) typing your name in the 'to-be-notified' field or (ii) clicking "+ Share" then adding your name:



A screenshot of a dropdown menu titled "Who else needs to be notified about this request?". The menu is open, showing a single option: "Select..."

- i. [starting]



A screenshot of a "Shared with" section. It shows a profile picture of Walter Anderson, labeled "Walter Anderson" and "Creator". Below this is a "+ Share" button.

- ii. [existing request]

6. What if I don't want to see email notifications anymore?

- a. In the alert email, click "Turn off this request's notifications"



A screenshot of an email notification bar. It contains two links: "View request" and "Turn off this request's notifications".

- i.

7. Why can't I see the responses in emails?

- a. This is a HIPAA-compliant setting, requiring a secure sign-in. This cannot be changed.

8. Can I still walk in for help? Can I still message an individual person?

- a. Yes, you can walk in for help. (A ticket may be created for documentation purposes afterwards). Email remains the best option to reach multiple IT staff members.

9. What if nobody is there?

- a. It is highly likely we are helping others in-person. Please start a new ticket with as much information as possible and we'll be in touch promptly.