

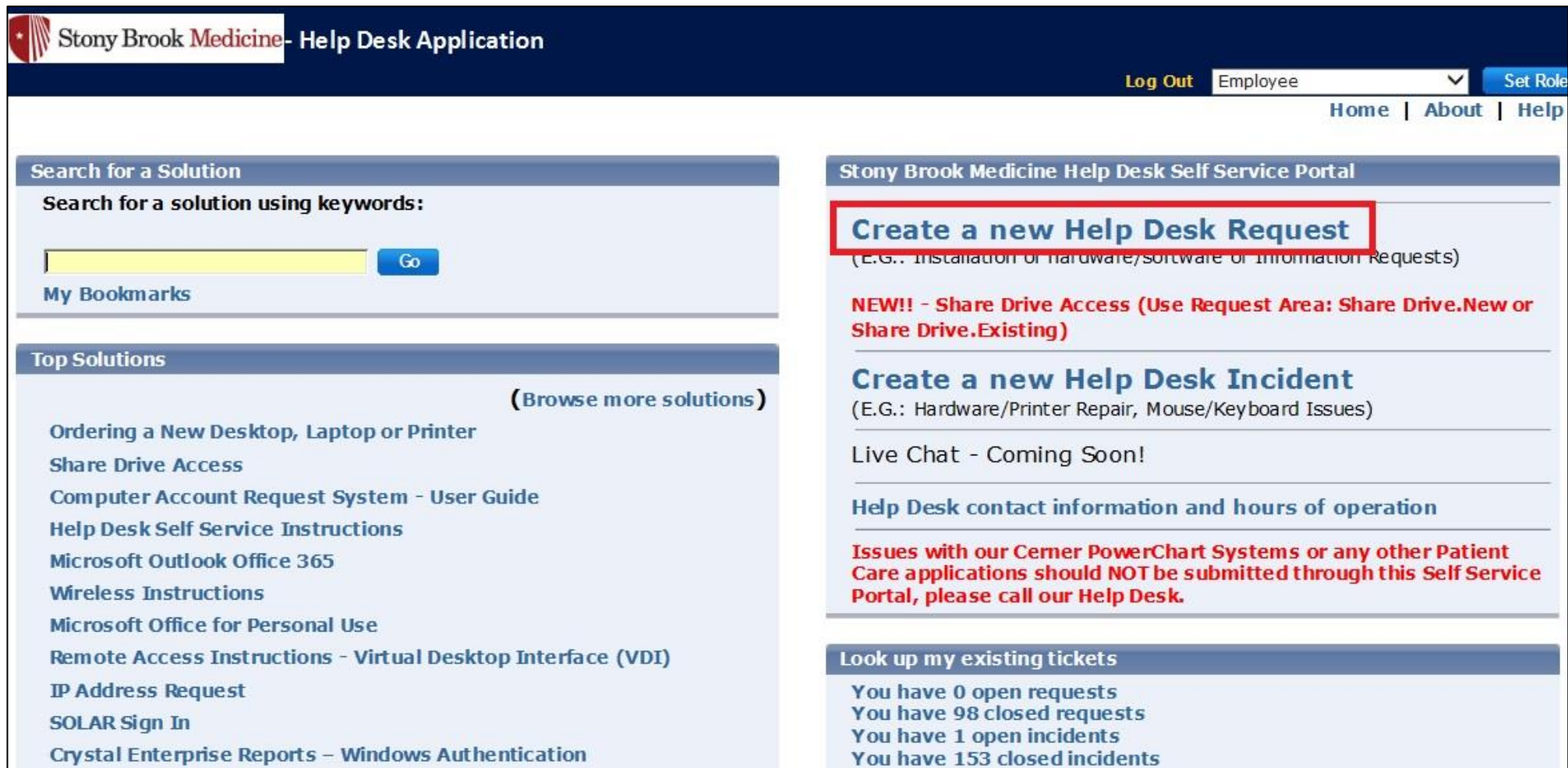
Cerner Printer Form Instructions

Please note that if you would like to print from the Cerner suite of applications, you will need to complete a Request Ticket through Self Service so that the printer can be defined to the Cerner applications.

1. Sign onto the Help Desk Self Service Portal using the link below:

<http://uhmc-helpdeskapp/CAisd/pdmweb.exe>

2. Select create a new Help Desk Request:



Stony Brook Medicine - Help Desk Application

Log Out Employee Set Role

Home | About | Help

Search for a Solution

Search for a solution using keywords:

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My Bookmarks

Top Solutions (Browse more solutions)

- Ordering a New Desktop, Laptop or Printer
- Share Drive Access
- Computer Account Request System - User Guide
- Help Desk Self Service Instructions
- Microsoft Outlook Office 365
- Wireless Instructions
- Microsoft Office for Personal Use
- Remote Access Instructions - Virtual Desktop Interface (VDI)
- IP Address Request
- SOLAR Sign In
- Crystal Enterprise Reports - Windows Authentication

Stony Brook Medicine Help Desk Self Service Portal

Create a new Help Desk Request
(E.G.: Installation of Hardware/software or Information Requests)

NEW!! - Share Drive Access (Use Request Area: Share Drive.New or Share Drive.Existing)

Create a new Help Desk Incident
(E.G.: Hardware/Printer Repair, Mouse/Keyboard Issues)

Live Chat - Coming Soon!

Help Desk contact information and hours of operation

Issues with our Cerner PowerChart Systems or any other Patient Care applications should NOT be submitted through this Self Service Portal, please call our Help Desk.

Look up my existing tickets

- You have 0 open requests
- You have 98 closed requests
- You have 1 open incidents
- You have 153 closed incidents

3. Enter Request Area: (Cerner Printer Form (ONLY))

Stony Brook Medicine - Help Desk Application

Hanly, Lorraine Log Out Employee

Home | About | Help

Create New Request 108722

Reported by

Phone Number (required) Email Address

Urgency (required) **Request Area** Building (required) Level (required) Department (required) Room / Suite (required)

Request Description (required)

Model of Printer: (required) (i.e. HP LaserJet 600)

IP Address of Printer (required) (i.e. 129.49.***.*** or 172.31.***.***)

Requesting the following types of print outs (check all that apply)

Cerner Requisitions

Labels and Arm Bands

XR

Discharge Paperwork

Prescription

Host Name: (required) (i.e. UHMC-DEPT-*** or HSC-DEPT-***)

Does the print have dual tray? If so, which tray? (required) (i.e. Please enter Yes or No.)

No identifiable patient information, like name / DOB, has been entered in ticket (required)

4. Then complete all the necessary information:

Reported by

Phone Number (required) **Email Address**

Urgency (required) **Request Area** **Building (required)** **Level (required)** **Department (required)** **Room / Suite (required)**

Request Description (required) [Spelling](#)

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5. Click Save:

Home | About | Help

Create New Request 108722

Save Cancel Reset Attach Document

Reported by
Hanly, Lorraine

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