

# Submitting Trackvia Form for IT

1

Navigate to the provided Trackvia link and provide the necessary credentials to complete the incident form

2

Click and fill out the name field

**Evergreen RT Hopedale - PWF**

\* Name  ROC Extension  \* Email   
This field is required

\* Facility  \* Category   
Hopedale X

Other/Description

\* Date  Appliance/ Equipment Issue

- 3 Phone Number is optional please provide the phone # of the site as needed

### Evergreen RT Hopedale - PWF

\* Name Undo ROC Extension Undo \* Email

Name | |

\* Facility X \* Category ▼ Urgent?  Yes

Hopedale

Other/Description

\* Date 01/27/2025 Appliance/ Equipment Issue ▼

- 4 Click the "\*Email" field as email is required, only company emails are accepted otherwise the ticket cannot be submitted

### Evergreen RT Hopedale - PWF

\* Name Undo ROC Extension Undo \* Email Undo

Name | Phone Number of site | |

\* Facility X \* Category ▼ Urgent?  Yes

Hopedale

Other/Description

\* Date 01/27/2025 Appliance/ Equipment Issue ▼

- 5 The Facility will be autopopulated per site with the site specific form

## Evergreen RT Hopedale - PWF

The screenshot shows a form titled "Evergreen RT Hopedale - PWF". The form contains several fields: "Name" (empty), "ROC Extension" (empty), "Email" (filled with "Probinson@hsmc.org"), "Facility" (dropdown menu open with "Hopedale" selected), "Category" (filled with "Information Technology"), and "Other/Description" (empty). There are "Undo" buttons next to the "Email" and "Category" fields. A blue circle highlights the "Hopedale" option in the "Facility" dropdown menu.

- 6 Select the category for the ticket; Information Technology or Facilities

## Evergreen RT Hopedale - PWF

The screenshot shows the same form as above, but with the "Category" dropdown menu open. The "Category" field is now empty, and the dropdown menu shows "Information Technology" and "Facilities" as options. A blue circle highlights the "Information Technology" option in the dropdown menu. The "Facility" field remains "Hopedale". There are "Undo" buttons next to the "Name", "ROC Extension", and "Email" fields. The "Urgent?" checkbox is unchecked. The "Date" field is filled with "01/27/2025" and the "Appliance/ Equipment Issue" field is empty.

7 If urgent, please select so as well

### T Hopedale - PWF

Form fields:

- Phone Number of site
- Company email
- Category: Information Technology
- Urgent?  Yes

8 Enter the description for the ticket and provide as much detail as necessary

### EVERGREEN KI HOPEDALE - PWF

Form fields:

- Name
- Phone Number of site
- Company email
- Facility: Hopedale
- Category: Information Technology
- Urgent?  Yes
- Date: 01/27/2025
- Appliance/ Equipment Issue

9 In the event of an equipment issue, please select yes

The screenshot shows a feedback form with the following elements:

- Date:** A date picker set to 01/27/2025.
- Appliance/ Equipment Issue:** A dropdown menu with 'Yes' selected. An orange circle highlights the 'Yes' option.
- Want to give us Feedback?:** A checkbox.
- Click this link to open Feedback Form:** A blue link.

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10 In the event this is an equipment issue, please select from the menu the equipment that is experiencing the issue

The screenshot shows a feedback form with the following elements:

- Date:** A date picker set to 01/27/2025.
- Appliance/ Equipment Issue:** A dropdown menu with 'Yes' selected. An 'Undo' link is visible next to it.
- IT equipment:** A dropdown menu with 'Laptop' selected. An orange circle highlights the 'Laptop' option. The dropdown list includes: Laptop, Mobile/ Tablet, Docking Station, Desktop, Charger, Monitor, Desk Phone, and Other - IT.
- Want to give us Feedback?:** A checkbox.
- Click this link to open Feedback Form:** A blue link.

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11 Select if the issue has to do with software, hardware, or if it is a network issue

Want to give us Feedback?  
[Click this link to open Feedback Form](#)

IT equipment Undo  
Laptop X

Software Issue?  
 Yes

Hardware Issue?  
 Yes

Network?  
 Yes

12 Click "Submit"

^

Undo

^

^

^

Submit

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