

# 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.

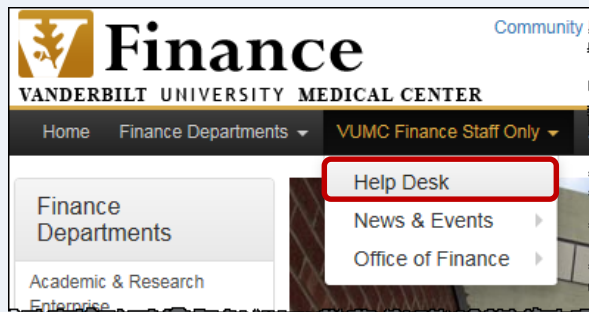
Press 2: Vanderbilt IT Help Desk

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](mailto:sheila.thomas@Vanderbilt.Edu)

Contact VUMC Financial Training at:

[VUMCFinancialTraining@vanderbilt.edu](mailto:VUMCFinancialTraining@vanderbilt.edu)