

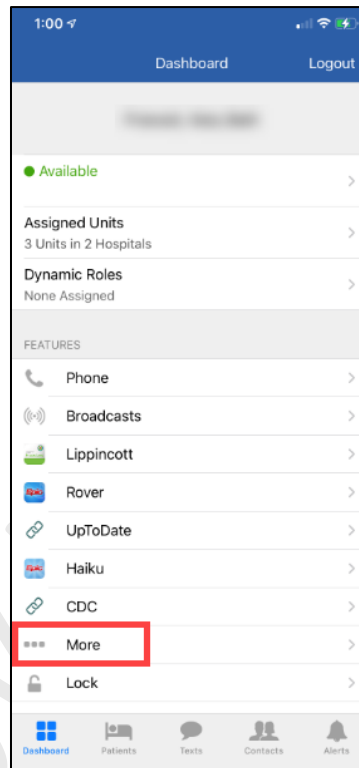
Submit an Application Log

Hospital Staff using Mobile Heartbeat may need to upload Application Logs to Mobile Heartbeat from a shared or personal device to troubleshoot a problem. Logs need to accompany an IT problem ticket with details of the issue and the time the issue occurred.

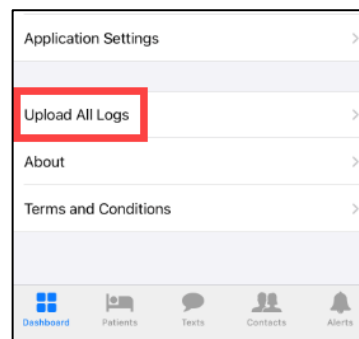
IT Education

To send Application Logs:

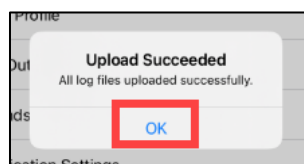
- Tap **More** from the **Dashboard**.



- Tap **Upload All Logs**.



- An **Upload Succeeded** window will display.
- Tap **OK**.



To enter an IT Problem Ticket:

- Navigate to the Beaumont Health Intranet at <https://intranet.beaumont.org/>
- **Top Links**, located on the right-hand side, click **Submit a Service Request**.

TOP LINKS

[ANSOS Web Scheduler](#)
[Beaumont Locations](#)
[Beaumont Community Resource Network](#)
[Blood drives - January](#)
[Blogs](#)
[Brand Central](#)
[Bwell](#)
[Careers](#)
[Charge Description Master](#)
[Code of Conduct](#)
[Concur Expense Reporting](#)
[Emergency Preparedness](#)
[Employee Discounts](#)
[Employee Self Service \(PeopleSoft HR\)](#)
[Life Advisor EAP](#)
[Payroll](#)
[Performance Development Discussions](#)
[Scrub Portal](#)
[Spirit of Giving](#)
[Submit a Service Request](#)

- Click **Submit A Service Request**.

Information Technology

Beaumont Health Information Technology (Beaumont IT) is responsible for the strategy, planning, policy, and oversight of IT infrastructure, applications, resources and services within Beaumont Health. The customer base of Beaumont IT is vast and includes all sites, physicians, and staff, including all outsourced personnel and third party affiliates. Beaumont IT partners with the Beaumont community to enable innovation, discovery, and service.

Beaumont IT knows that collaboration is the key driver for successful business solutions. These solutions must address three core elements: people, process and technology to effectively support Beaumont's Mission, Vision, and Strategy. Therefore we include process owners, clinicians and technology staff in the planning, quality control, and implementation of projects and process changes whenever possible.

CHANGE MY PASSWORD

COMPUTER EQUIPMENT CATALOG

SUBMIT A SERVICE REQUEST

SUBMIT AN ESARF

- Scroll down and click **Submit Problem Ticket**.
- Follow instructions to report the issue. Be sure to include a detailed description of the issue and the time that it occurred.



Submit Problem Ticket

Submit a Problem Ticket if you are experiencing problems with your IT Device, Application, or System.

If your issue is an Urgent or High priority, you must call the Service Desk at 888-481-2448.