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 Heath Intranet at [https://intranet.beaumont.org/](https://intranet.beaumont.org/)
- **Top Links**, located on the right-hand side, click **Submit a Service Request**.

- **Click Submit A Service Request**.

- **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.**

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**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.