Service Desk Self-Service Portal

Target Audience	All Users at Independent Practices
Effective Date	June 8, 2020
Location(s)	☒ AMB Independent
Module	☒ EpicCare AMB
Overview	Service Desk Self-Service Portal Update

Effective immediately and until further notice, if you need to submit a Problem Ticket (PT) or a Service Request (SR) through the Self-Service Portal, you can navigate to BHAPPS and launch the icon for the Self-Service Portal. Or, you can call the Service Desk at 888-481-2448.

1. Access the Citrix Receiver icon on your desktop or navigate to bhapps.beaumont.org (Note: Citrix must be installed on office computers)
2. Login using your Beaumont User ID and Password.
3. The IT Service Desk icon will display under the Apps tab
4. Click on the IT Service Desk icon to open the Self-Service Portal

The Self-Service Portal will continue to be available to physicians and staff when they are on the Beaumont Health Network - either working physically onsite at a Beaumont facility or connected through VPN (Virtual Protected Network).

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