myTech &
Northwell Service Desk

When to report an incident

➤ **Select *Open a Ticket* or *Chat* 💬 via myTech***
- Low priority issues *(e.g., broken hardware such as a mouse, keyboard, monitor; computer does not turn on or is slow; software or computer program does not work)*

➤ **Call the Northwell Service Desk at (914) 366-2400**
- Critical issues that affect patient safety
- High priority issues *(e.g., an outage affecting multiple workstations; application that is down)*

When reporting an incident, please provide the following details:

- Device name
- Application name
- Physical location
- Details of issue
  (e.g., what is broken or not working)
- Impact/level of severity
  (e.g., how many workstations are affected)

*If you have a request *(e.g., access to a new application),* please select *IS Service Catalog* in myTech

Click or scan the code to access myTech
(you will need to log in using your Northwell credentials)

If you have any questions, please contact site IT leadership.