Samanage Portal – Log On & Navigation

- System view seen by Super User & Floor Walkers

Access is only via the following browsers:
- IE 9+, Firefox 5+ or Chrome 8+
- If your default browser is not one of these you will have to open one that is, save the below Samanage link in your bookmarks/favourites then access via this route instead each time you want to log in

Link:
- Link can be found on the Go Live Support Page - http://www.my-ehospital.org/support/go-live-support

Access eHospital incident logging system (Samanage users only) »»

- Link can be found in the Quicklinks section of the Connect Portal – **eHospital Service Portal**
- Or direct link - https://cambridgeuniversityhospitalsnhsfoundationtrust.samanage.com

User Log On
- Click on the link then enter your email address and password to login (if a Samanage Account has been created for you but you have not setup your password ignore the main Login fields – instead click the link underneath the No Password? heading which says 'Get a password', follow the instructions and the password reset email you will receive)

Samanage Portal Home Page

Review **All Incidents**   Review the **Solutions** published in the **Knowledge Base**

Log Out or change your password

Search your tickets and the Knowledge Base

Create a **New Incident** – Fully complete all the fields displayed > NB: When you select the Category and Subcategory the fields you need to complete will change

View your tickets – You can filter by Active or Closed Requests then click into the relevant ticket to see further details, any updates which have been made to your ticket or to post a new comment

See the most **recently added Solutions** which have been published in the **Knowledge Base**