

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

The screenshot shows the eHospital Service Portal (Samanage) home page. The browser title is "eHospital Service Desk - Mozilla Firefox". The URL is "https://cambridgeuniversityhospitalsnhsfoundationtrust.samanage.com/?format=portal". The page features a navigation bar with "Home", "All Incidents", "Knowledge Base", and "New Incident" links. A search bar is located in the top right corner. The main content area includes a welcome message, instructions for submitting incidents, and a search bar with the placeholder text "How can we help you?". Below the search bar, there are sections for "Useful Articles" and "My Requests". The "My Requests" section shows a list of active requests, including a "New Ticket #44 Password re-set".

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**