Student Health Medical Systems
PnC EMR – Clinlab – Propharm – eRAD – EMS

Typical Urgent Problems
- Unlock EMR (Medical) User Accounts
- Update Medical System Permissions
- Fix Lab Orders / Results Issues
- Urgent Schedule Block
- Urgent Billing Issue
- Prescription or Label Print Issues

SHS Informatics (Judd)
458-8304
emr@shs.tamu.edu

Planned Assistance
- New Medical System Accounts (new hires)
- Vendor (Medical) Updates
- Vendor Support Issues
- Instrument Interfaces
- SHS Reporting Needs
- EMR Templates
- EMR Web Portal Changes
- Master Web Portal Templates

DSA I.T.
PC Logon – Email – Printing – Website

Typical Urgent Problems
- Unlock PC or Email Accounts
- Email Issues
- Regular Printing Problems
- Laptop / Projector Issues
- MS Office / Adobe Issues
- Java / Flash Issues

DOIT Helpdesk
862-7990
help@doit.tamu.edu

Planned Assistance
- New PC Accounts (new hires)
- Deploy New PCs
- Install New Printers / Scanners
- Install New Software

Campus Resources

SSO
sso.tamu.edu
login problems: call SHS Business Office

NetID
gateway.tamu.edu
login problems: call CIS Helpdesk 845-8300

Others:
Compass
FAMIS