1. Visit the [IS Self Service](https://umassmemorial.service-now.com/sp) web page to submit your Physician/APP Concierge Service request. Select ‘I have a request…’



1. Under the Training category, select ‘Physician/APP Concierge Services’



1. Ensure the User who is entering information has all up-to-date and accurate information by reviewing the ‘**Best Contact Number and Desk Location**’ field.



1. It’s imperative to list an **Alternate Contact** familiar with the request for further communication in the event the recipient is not available.
	1. This can be an Admin, Front Desk Associate, Nurse Manager etc.



1. Be sure to accurately list the Recipient in the event the services are for someone else. This field will auto-populate the User who is creating the request.



1. This section specifies the Provider/APP requesting the services and the specialty they correspond with.



1. This field allows the User to free text what they would like to discuss in detail and chose where they would like to conduct these services.



* 1. If **‘Your office Space’** is chosen, you’re prompted to enter the specifics of your location.



* 1. If **‘Front Street’** is chosen, we will contact you directly when we’ve organized a qualified classroom.



1. In this section, we will select the dates/times of availability for these services. Please review the prerequisites in scheduling these services highlighted below.



* 1. To add dates and times, select **‘Add’**



1. To enter a Service Date, select the Calendar.
	1. **\*Note:** It must be 10 days in advance or it will not accept the date.
2. Select a day of the week in the **Monday-Friday** drop down.
3. Choose a Start Time from **0800-1700** in the drop down.
4. Choose either **1, 1.5 or 2-hour** duration of the service.
	1. Please ensure you have offered at a minimum **TWO (2)** dates of availability.



1. Please review the expectations of the Epic Personalization Session listed below prior to any upcoming Services.



1. Once you have completed all Required Information, please **Submit** the request and the Personalization Coordinator will be in touch with you.