

# IHS IT SUPPORT REQUESTS (SNOW)

Please email your issue to - [ITSUPPORT@IHS.GOV](mailto:ITSUPPORT@IHS.GOV)

If using IHS the network - <https://ihsitsupport.servicenowservices.com>

Provide a detailed description of your issue:

- Include statement “Please assign to BEMRPMHELPDESK@IHS.GOV”
- State whether it is a patient care issue/critical issue
- RPMS package name and version if known
- Provide contact information



The more information provided, the easier time the support organization will have in diagnosing and resolving your incident.

**WARNING:** The entry, attachment, discussion or sharing of sensitive information (e.g., PHI, PII) is strictly prohibited within this system. Please take appropriate measures in ensuring you are in compliance with this IHS policy.

Should you need to send information with PI/PII, please use the IHS Secure Data Transfer System:  
<https://securedata.ihs.gov/bds/Login.do>