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for Asante Employees

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myTECH: New Online Access to Asante ITS

myTECH – a self-service portal intended to augment existing means of making Asante ITS service and purchase requests – became available to all employees on Monday. The new portal allows ITS customers to order and track equipment and requests online.



A training module for myTECH is expected to be loaded this week into the Asante Learning and Education Center ([ALEC](#)) “Assigned Learning” folders of all Asante employees. The Asante myTECH Tutorial is optional rather than required, and is offered as a means of giving all Asante employees an opportunity to learn the new system’s capabilities. The tutorial will be removed from Assigned Learning folders on October 16.

The myTECH self-service portal provides a window into the IT Service Management System. Customers can request and track IT service jobs or purchases, or complete online documents including move requests, hardware or software requests, password resets and Computer User Application Forms (CUAF).

The new portal is intended to improve customer satisfaction and reduce delays by providing an alternative means of interacting with Asante ITS. The department can also be reached by telephone at (541) 789-4141.

The system will benefit the ITS department by upgrading the management of IT incidents, assets, software licensing and requests for services, all in a single online structure.

With all IT service and purchase requests in one system, the Asante ITS department will eliminate the manual routing of requests and offer its customers instant updates on their requests.

Asante News is published every Tuesday. Deadline for submission of articles is every Friday. Send via e-mail to asantenews@asante.org.

Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.