



# HMIS Support Ticket System

## Welcome to the HMIS Support Ticket System

The HMIS Support Ticket System is a Web-based application that tracks the human services needs of an individual agency across a continuum of care. The HMIS Support Ticket System assigns a unique ticket number to every support request. You can view the progress and responses for each ticket and review a complete ticket history. Harbor Homes Inc. manages the HMIS Support Ticket System and provides training, user group interaction, and technical support.

### System Requirements

These are the system requirements for the Support Ticket System:

- Internet Explorer: Version 7.0 or higher
- Windows XP or higher

## Using the Support Ticket System

Perform the following steps to open and view tickets.

### Opening a New Ticket

1. Open Internet Explorer, and browse to <http://support.nh-hmis.org> to display the Support Ticket System welcome screen.

Figure 1. Support Ticket System Welcome Screen

Harbor Homes Inc. & Affiliates  
**Support Ticket System** SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

### Welcome to the support center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.

**Open A New Ticket**  
Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

**Check Ticket Status**  
We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:

2. In the lower left corner of the Support Ticket System welcome screen, click **Open New Ticket**.

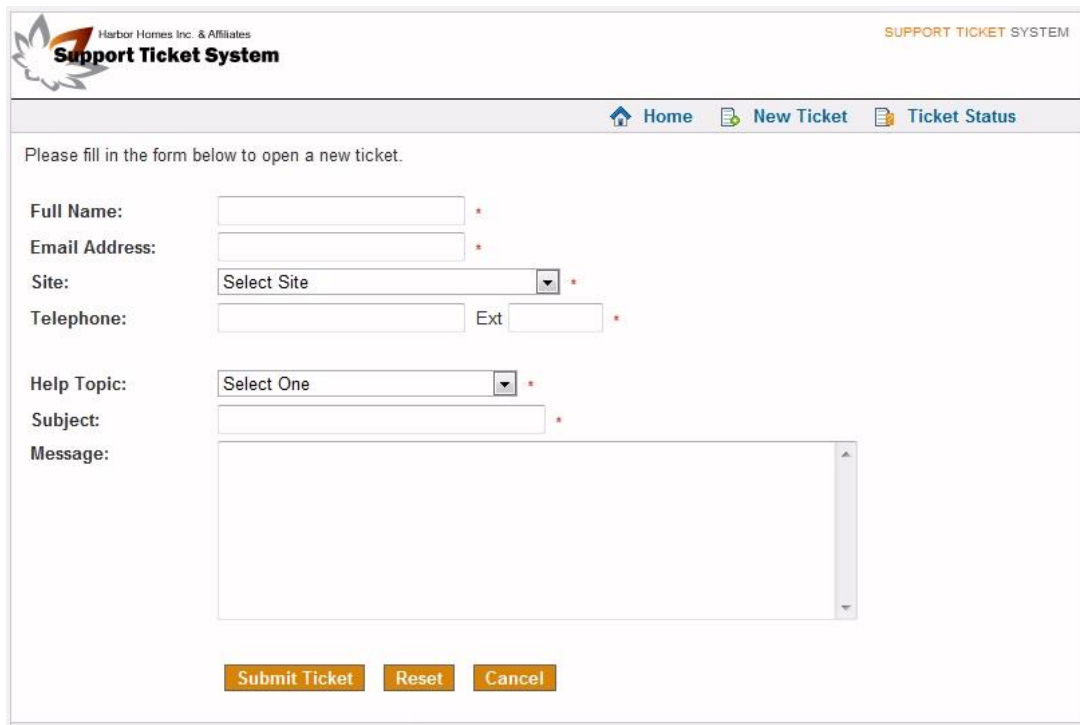
**Figure 2. Open New Ticket**



[Open New Ticket](#)

3. Enter relevant data into the new ticket window. Required fields are marked with an asterisk (\*).
  - a. Enter your full name.
  - b. Enter a valid email address.
  - c. Select a site from the list.
  - d. Enter a phone number and extension.
  - e. Select a help topic from the list.
  - f. Enter a subject, or select one from the list.
  - g. Enter a brief message describing the ticket.

**Figure 3. New Ticket Window**

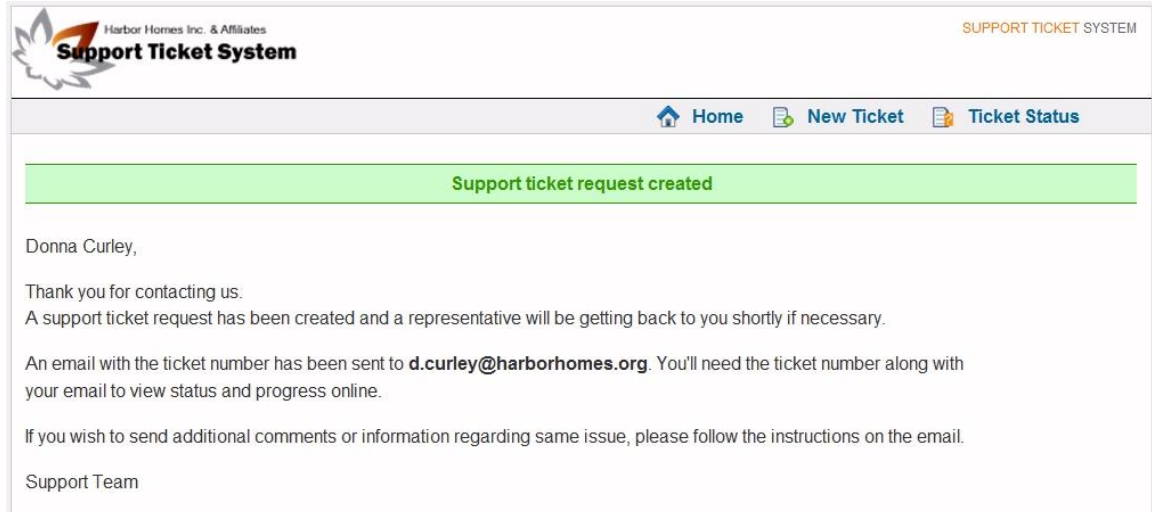


The screenshot shows the 'New Ticket' window in the Support Ticket System. The header includes the Harbor Homes Inc. & Affiliates logo and the text 'Support Ticket System' on the left, and 'SUPPORT TICKET SYSTEM' on the right. Below the header is a navigation bar with links for 'Home', 'New Ticket', and 'Ticket Status'. The main content area contains the instruction 'Please fill in the form below to open a new ticket.' followed by a form with the following fields: 'Full Name:' (text input, required), 'Email Address:' (text input, required), 'Site:' (dropdown menu, required), 'Telephone:' (text input) and 'Ext' (text input, required), 'Help Topic:' (dropdown menu, required), 'Subject:' (text input, required), and 'Message:' (text area). At the bottom of the form are three buttons: 'Submit Ticket', 'Reset', and 'Cancel'.

**Note:** A message appears if you do not complete all the required fields.

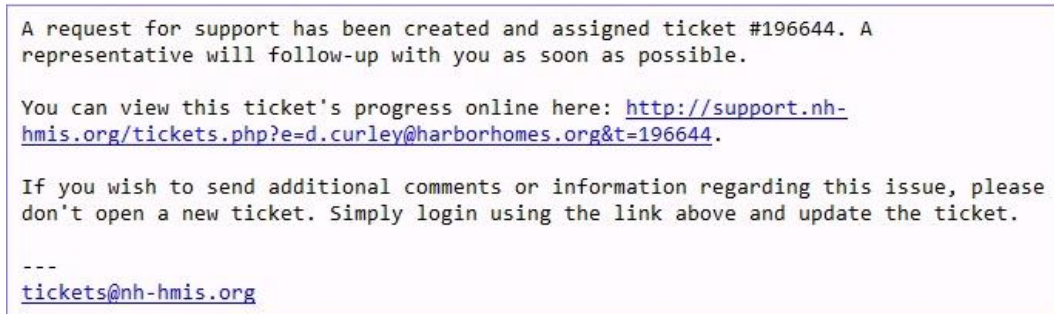
- When finished, click **Submit Ticket**. A confirmation appears in the window.

**Figure 4. Ticket Confirmation**



- Check for an email sent to you that also confirms the new ticket. This email specifies the assigned ticket number and a URL to track the ticket's progress online.

**Figure 5. Confirming Email**

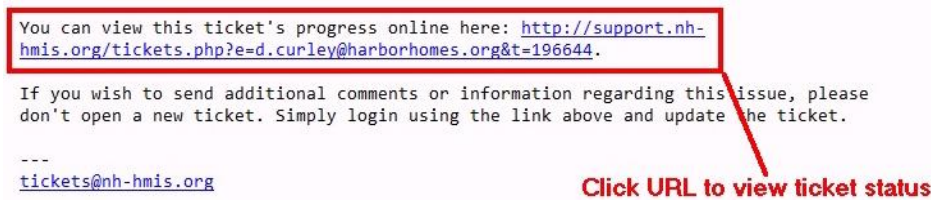


## Viewing a Ticket

6. There are two ways to view the status of a ticket. Choose the desired method:

- **Method 1**
  - a. Click the URL in the confirming email.

**Figure 6. URL to View Ticket Status**



- b. The Support Ticket System automatically pre-populates your email address and ticket number in the Support Ticket System window. Click **View Status**.

**Figure 7. View Status**



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**Support Ticket System**

SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

To view the status of a ticket, provide us with your login details below.  
If this is your first time contacting us or you've lost the ticket ID, please [click here](#) to open a new ticket.

**Authentication Required**

E-Mail:	<input type="text" value="d.curley@harborhomes.org"/>	Ticket ID:	<input type="text" value="196644"/>	<input type="button" value="View Status"/>
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- **Method 2**
  - a. From **Check Ticket Status**, located in the lower right corner of the Support Ticket System welcome screen, enter your email address and the assigned ticket number.

**Figure 8. Checking Ticket Status**



**Check Ticket Status**

We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:

**Note:** The system alerts you if there is a problem with your login. If you need assistance, email the HMIS Help Desk at [hmishelpdesk@nh-hmis.org](mailto:hmishelpdesk@nh-hmis.org)

- A list of tickets appears in the window. You can take several actions, including viewing open tickets, viewing closed tickets, and refreshing the list.

**Figure 9. Ticket History**



Harbor Homes Inc. & Affiliates  
**Support Ticket System** SUPPORT TICKET SYSTEM

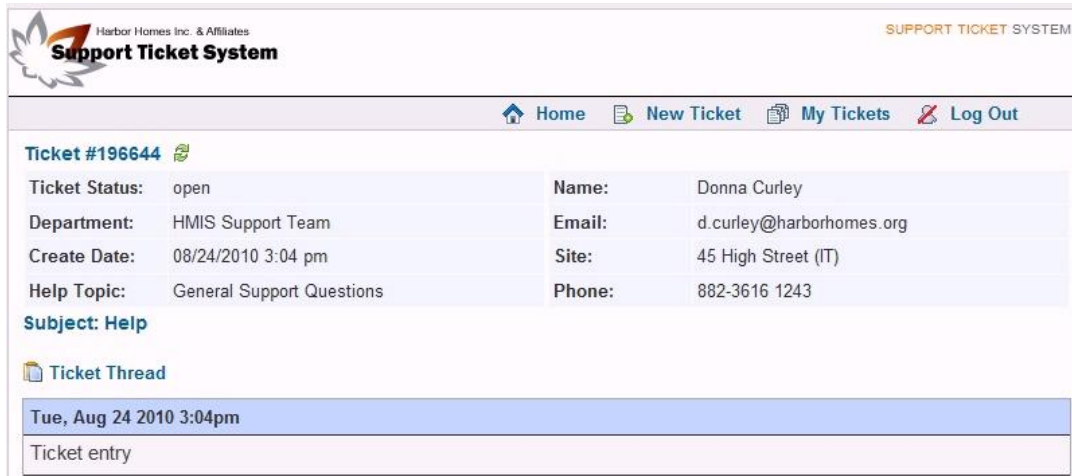
Home New Ticket My Tickets Log Out

Showing 2 - 2 of 2 Open Tickets View Open View Closed Refresh

Ticket #	Create Date	Status	Subject	Department	Email
196644	08/24/2010	Open	Help	HMIS Support Team	d.curley@harborhomes.org
195440	08/24/2010	Open	Help	HMIS Support Team	d.curley@harborhomes.org

- Click the desired ticket number.
- Verify the ticket details for accuracy.

**Figure 10. Ticket Details**



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Home New Ticket My Tickets Log Out

**Ticket #196644**

Ticket Status:	open	Name:	Donna Curley
Department:	HMIS Support Team	Email:	d.curley@harborhomes.org
Create Date:	08/24/2010 3:04 pm	Site:	45 High Street (IT)
Help Topic:	General Support Questions	Phone:	882-3616 1243

**Subject: Help**

Ticket Thread

Tue, Aug 24 2010 3:04pm

Ticket entry

- To create another new ticket from this window, click **New Ticket**, and repeat steps 3 and 4.

**Figure 11. New Ticket**



- When finished, click **Log Out**.

**Figure 12. Log Out**



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