



Homeless Management Information System (HMIS)
www.nh-hmis.org



HMIS Support Ticket System User Guide

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With the upgrade to ServicePoint 5, the ticket system has changed. Homeless Management Information System (HMIS) strives to provide a system that is the most efficient, usable, and resolves your issues quickly. This manual explains how to use the ticket system most effectively. If you have an issue accessing the Support Ticket System, please email the HMIS Help Desk at hmishelpdesk@nh-hmis.org with any questions.

To learn more about user and administrator topics, see the following documentation on the www.nh-hmis.org website:

- End User Training
- Admin Training
- Advanced Reporting Tool (ART) Reports

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 (CoC). 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, the HMIS lead Agency, manages the HMIS Support Ticket System and provides training, user group interaction, and technical support.

System Requirements

The system requirements for the Support Ticket System are:

- The newest version of Google Chrome (recommended) or Internet Explorer
- Windows XP or higher

Helpful Hints and Tips

The more complete a ticket is, the faster HMIS can help resolve and close the ticket. To help us quickly resolve your issue, please follow these guidelines:

- Before opening a ticket to reset your HMIS password, ask your Agency Administrator if they can reset it instead.
- Make the subject of your issue as descriptive as possible. More description is better than limited information, so we do not have to call or email you for more details which lengthens the time to resolve your issue.
- In the message area, information such as client number (if appropriate) and error messages are helpful.
- Ensure the ticket is opened by the person having the problem. Do not open tickets on the behalf of others. The name and email on the ticket should be those of the person with the question/problem.
- Make sure the priority you choose indicates the true urgency of the issue. Please reserve the Emergency priority for the more important and truly urgent issues. HMIS reserves the right to change the status of an issue.
- If an issue is closed but still exists, create another ticket and reference the original ticket number.

Using the Support Ticket System

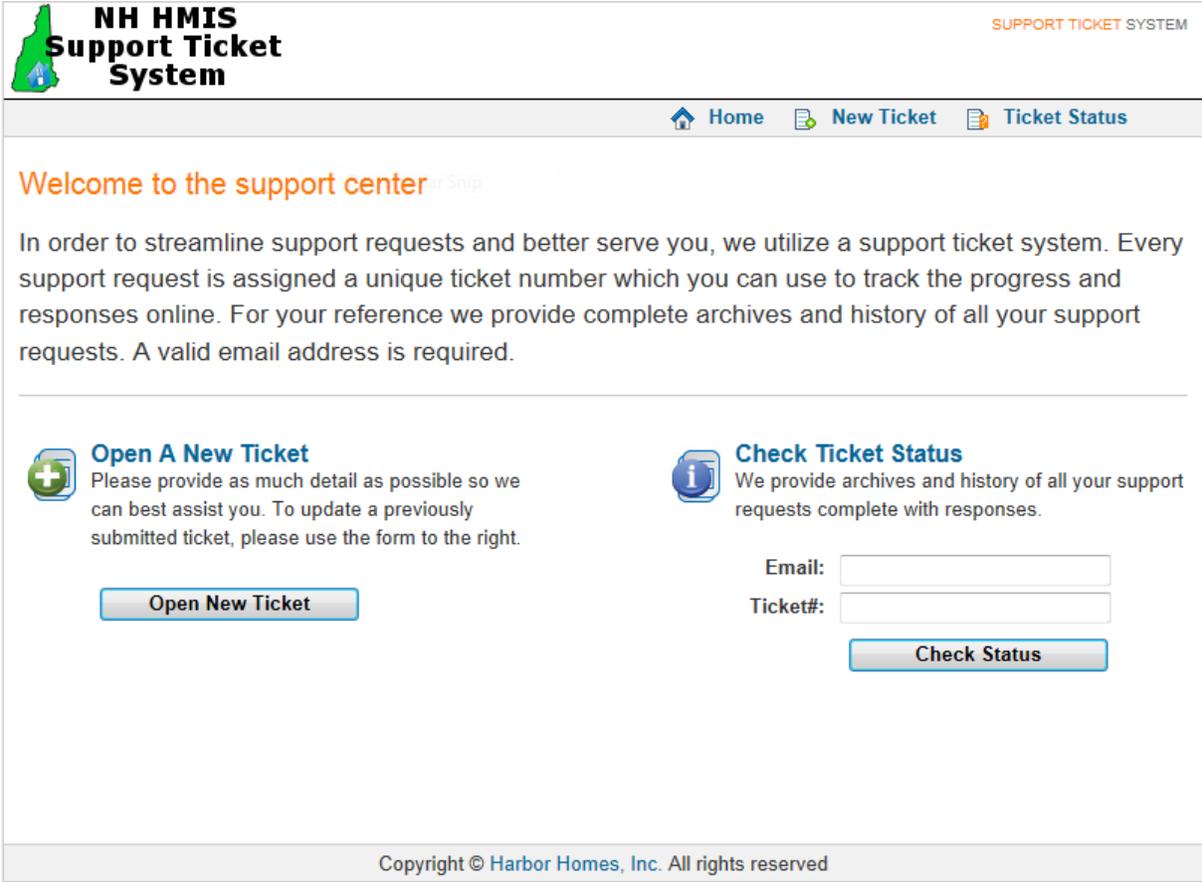
Perform the following steps to open, create, and view tickets.

Opening a New Ticket

Open Internet Explorer, and browse to <http://support.nh-hmis.org> to logon to the Support Ticket System. Use the login username: “**hmisagencies**” and password: “**Support2010**”.

NOTE: The login and password must be typed in without the quotes and are case sensitive. Do not copy and paste this information. You cannot change this password.

If you have an issue accessing the Support Ticket System, email the HMIS Help Desk at:
hmishelpdesk@nh-hmis.org



The screenshot shows the NH HMIS Support Ticket System Welcome Screen. At the top left is the logo, and at the top right is the text "SUPPORT TICKET SYSTEM". Below the logo is a navigation bar with "Home", "New Ticket", and "Ticket Status" links. The main content area has a heading "Welcome to the support center" followed by a paragraph explaining the ticket system. Below this are two columns: "Open A New Ticket" with a description and an "Open New Ticket" button, and "Check Ticket Status" with a description, "Email:" and "Ticket#:" input fields, and a "Check Status" button. At the bottom is a copyright notice: "Copyright © Harbor Homes, Inc. All rights reserved".

Figure 1: Support TicketSystem Welcome Screen

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

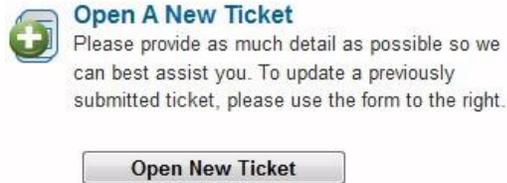


Figure 2: Open New Ticket

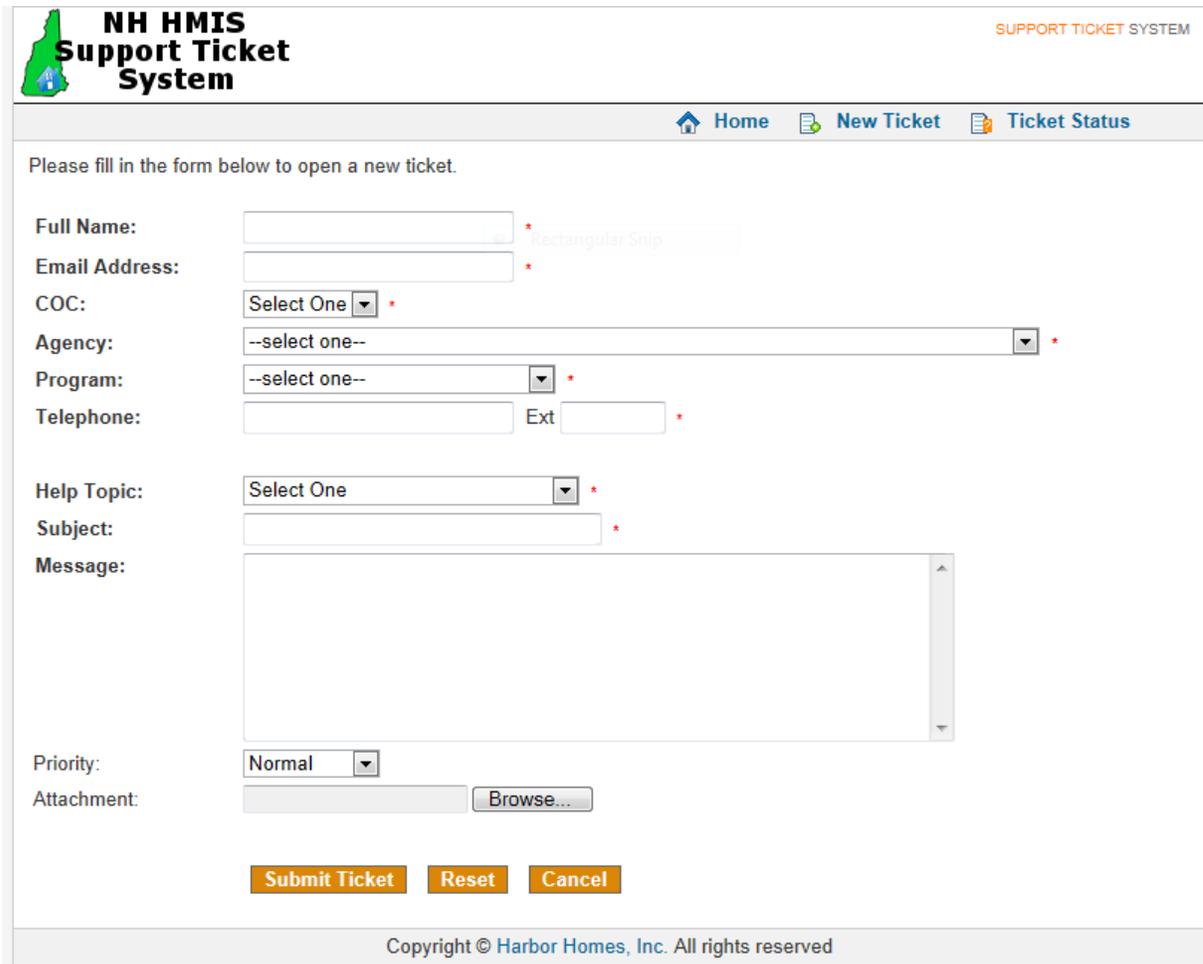
3. Enter relevant data into the new ticket window. Required fields are marked with an asterisk (*).
 - a. Enter full name of the creator of the ticket. Do not open a ticket for someone else.
 - b. Enter a valid email address. This should be the email of the creator of the ticket so HMIS can email you back, if needed.
 - c. Select the CoC you are associated with for this call.
 - d. Select an Agency from the list.
 - e. Select the Program you are associated with from the list.
 - f. Enter a phone number and extension.
 - g. Select a help topic from the list.
 - h. Enter a descriptive subject. In your subject, it is helpful to include a brief description of the issue, such as Data Quality, Households, Reports, Password, etc.

NOTE: Agency Administrators now have the ability to reset HMIS passwords.

- i. Enter a detailed message describing the issue as thoroughly as possible. The text can be up to 65000 characters in length.
- j. Select the Priority level based on the priorities shown below. See section *Priority Levels and Descriptions* at the end of this document for more information and descriptions of the priorities. HMIS will review the priority of the call and respond appropriately. HMIS reserves the right to modify the ticket priority and will respond if a re-prioritization is needed. If any changes are made, you will receive an email from HMIS.
 - Emergency - Mission Critical, user is unable to perform mandated work.
 - High - Not Mission Critical as system is accessible; however, needs to be addressed quickly to meet either a State or HUD requirement.
 - Normal - Not Mission Critical, nor a state or HUD requirement. Any normal changes and or additions.
 - Low - Scheduled training or similar needs.

k. Add an attachment, if applicable. The attachment cannot be more than 5 Mb and must be in one of the following formats:

- .doc
- .docx
- .gif
- .pdf
- .png
- .txt
- .xls
- .xlsx
- .zip



NH HMIS Support Ticket System SUPPORT TICKET SYSTEM

Home New Ticket Ticket Status

Please fill in the form below to open a new ticket.

Full Name: *

Email Address: *

COC: *

Agency: *

Program: *

Telephone: Ext *

Help Topic: *

Subject: *

Message:

Priority: *

Attachment: Browse...

Submit Ticket **Reset** **Cancel**

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Figure 3: New Ticket Window

NOTE: A message appears if you do not complete all the required fields. Correct any errors and try again.

- When finished, click **Submit Ticket**. A confirmation displays similar to Figure 4.

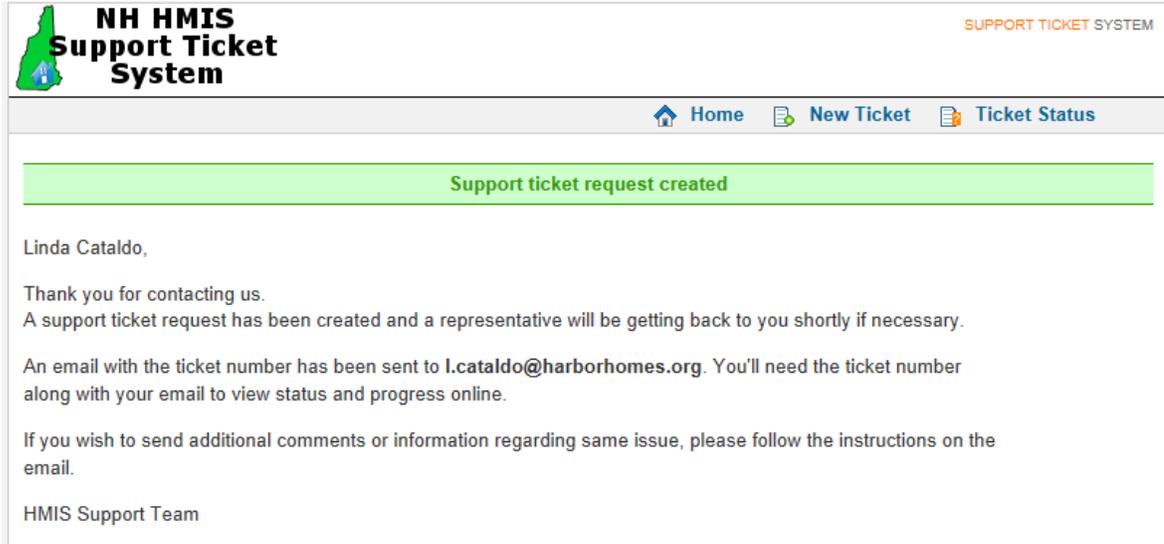


Figure 4: Ticket Confirmation

- 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.

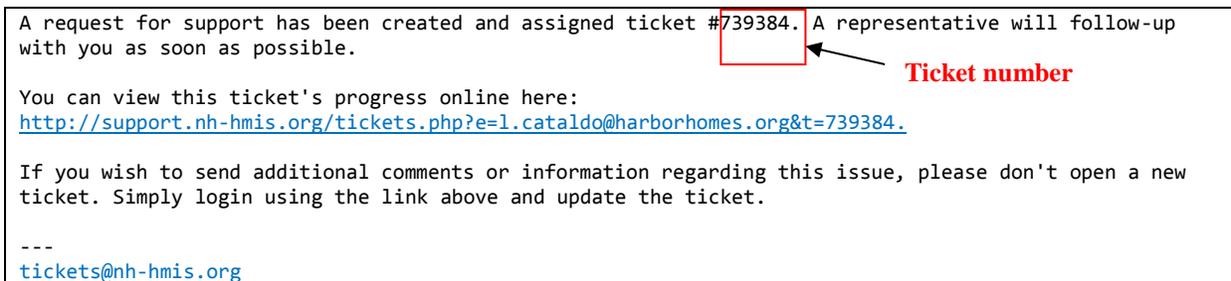


Figure 5: Confirmation Email

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 confirmation email.

A request for support has been created and assigned ticket #739384. A representative will follow-up with you as soon as possible.

You can view this ticket's progress online here:

[http://support.nh-hmis.org/tickets.php?e=l.cataldo@harborhomes.org&t=739384.](http://support.nh-hmis.org/tickets.php?e=l.cataldo@harborhomes.org&t=739384)

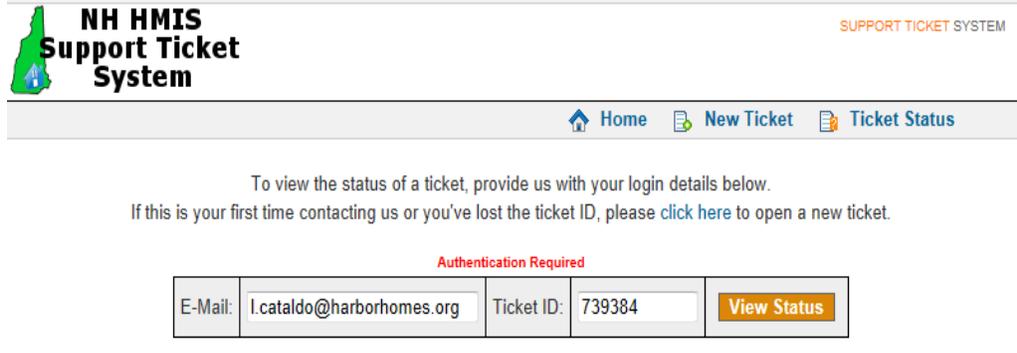
If you wish to send additional comments or information regarding this issue, please don't open a new ticket. Simply login using the link above and update the ticket.

tickets@nh-hmis.org

Click URL to view ticket status

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**.



The screenshot shows the NH HMIS Support Ticket System interface. At the top left is the logo and name. At the top right is the text 'SUPPORT TICKET SYSTEM'. Below the header is a navigation bar with links for 'Home', 'New Ticket', and 'Ticket Status'. The main content area contains instructions: '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.' Below this is a red heading 'Authentication Required'. The form consists of three input fields: 'E-Mail:' with the value 'l.cataldo@harborhomes.org', 'Ticket ID:' with the value '739384', and a 'View Status' button.

Figure 7: View Status

- 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 from the confirmation email. Click **Check Status**.

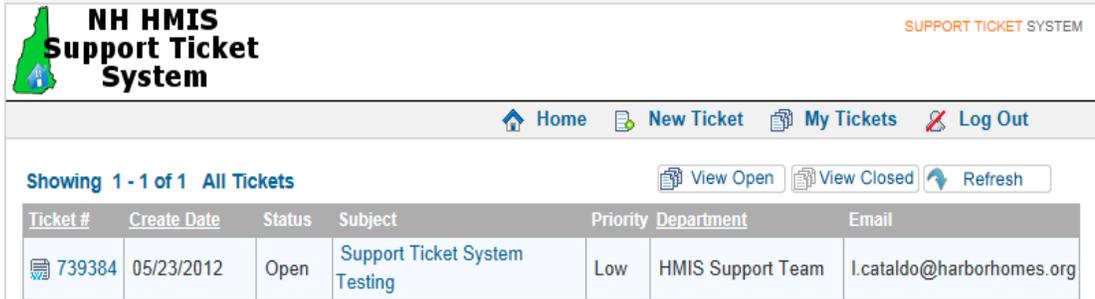


The screenshot shows the 'Check Ticket Status' section of the interface. It features an information icon (i) and the heading 'Check Ticket Status'. Below the heading is a paragraph: 'We provide archives and history of all your support requests complete with responses.' There are two input fields: 'Email:' and 'Ticket#:', both of which are empty. Below these fields is a 'Check Status' button.

Figure 8: Checking Ticket Status

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

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

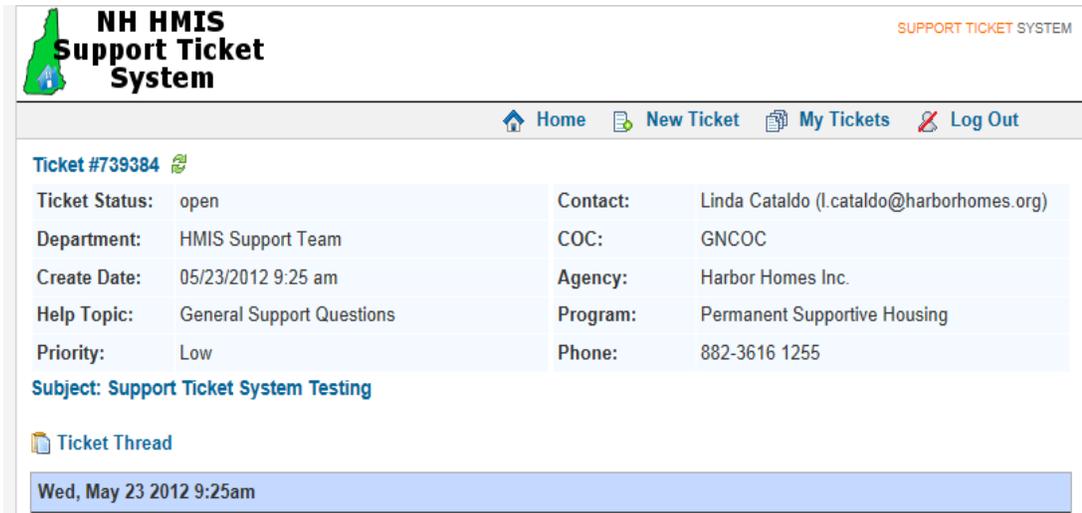


The screenshot shows the NH HMIS Support Ticket System interface. At the top left is the logo and title. At the top right is the text 'SUPPORT TICKET SYSTEM'. Below the header is a navigation bar with links for Home, New Ticket, My Tickets, and Log Out. The main content area shows 'Showing 1 - 1 of 1 All Tickets' with buttons for View Open, View Closed, and Refresh. Below this is a table with one ticket entry.

| Ticket # | Create Date | Status | Subject | Priority | Department | Email |
|----------|-------------|--------|-------------------------------|----------|-------------------|---------------------------|
| 739384 | 05/23/2012 | Open | Support Ticket System Testing | Low | HMIS Support Team | l.cataldo@harborhomes.org |

Figure 9: Ticket History

8. Click the desired ticket number.
9. Verify the ticket details for accuracy.



The screenshot shows the detailed view of ticket #739384. It includes a navigation bar and a list of ticket details in a two-column format. Below the details is a 'Ticket Thread' section with a message from Wednesday, May 23, 2012 at 9:25am.

| | |
|-----------------------------------------------|----------------------------------------------------|
| Ticket #739384 | |
| Ticket Status: open | Contact: Linda Cataldo (l.cataldo@harborhomes.org) |
| Department: HMIS Support Team | COC: GNCOC |
| Create Date: 05/23/2012 9:25 am | Agency: Harbor Homes Inc. |
| Help Topic: General Support Questions | Program: Permanent Supportive Housing |
| Priority: Low | Phone: 882-3616 1255 |
| Subject: Support Ticket System Testing | |
| Ticket Thread | |
| Wed, May 23 2012 9:25am | |

Figure 10: Ticket Details

NOTE: A ticket's status can be either Open or Closed. Once a ticket has been Closed, you will need to open a new ticket, even if you are referencing the same issue.

10. To review your messages and replies from HMIS, click **Ticket Thread**.

Creating Another Ticket

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



Figure 11: New Ticket

Logging Out

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



Figure 12. Log Out

How HMIS Responds to and Closes Tickets

HMIS needs to ensure that tickets do not remain open in the system and that every ticket is read and responded to in a timely fashion. Some tickets take longer to resolve than others, so please be patient.

In order to close the ticket, HMIS needs to receive a response from you to ensure your issue has been resolved. After HMIS responds to your question we will wait about 24-48 hours to hear back from you. If we do not get a response, we will make an attempt to contact you via email and/or phone. If still no response, the ticket will be closed explaining the reason for closing. For example, “Ticket closed due to inactivity”.

If the issue still has not been resolved, but has been closed, create a new ticket and reference the old ticket number in the new message.

NOTE: Any responses to a closed ticket will not be viewed by HMIS – you must open a new ticket.

Priority Levels and Descriptions

| Priority Level | Priority Description | Incident | Time to Respond* |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Emergency | Emergency, Mission Critical, Unable to perform mandated work. | Work needed to get user or provider back to normal operation. | Within 1 day during business operation hours. |
| High | High Priority not Mission Critical, system is accessible. However, needs to be addressed quickly to meet either a state or HUD requirement. | New Shelters or Programs that need to be entered into HMIS to meet HUD or state requirements, Or, there is an issue that is not mission critical; however, requires some kind of expedited changes. | Ticket will be reviewed within 1 to 2 business days . A response will be generated as to the estimated time to address the issue. |
| Normal | Normal Priority, not Mission Critical, nor a state or HUD requirement. Any normal changes and or additions. | Not Critical to the day-to-day operation but does need HMIS attention. | Ticket will be reviewed within 3 to 5 business days . A response will be generated as to the estimated time to address the issue. |
| Low | Low Priority, Scheduled Training or similar need. | Scheduled training or similar need. | Ticket will be reviewed within 7 to 10 business days . A response will be generated as to the estimated time to address the issue. |

* If a ticket is opened after normal business hours, HMIS will respond within 24-48 hours.