


SOLARWINDS USER ACCOUNT

SolarWinds is a ticketing tool, utilized to track issues or questions in regards to HMIS.

Once you have submitted your first ticket to hmis.support@havenforhope.org an account with SolarWinds is automatically created for you. To access this account, open your email from Haven for Hope Service Desk, and follow the steps below.


- Click  or 
- Once directed to: <https://havenforhope.samanage.com/login> click on Forgot your password




Email

Password

[Forgot your password](#)







- Enter your email, then click send

REQUEST A NEW PASSWORD
Password reset instructions will be sent to your email address.

Email





- Follow the Reset Password instructions enclosed in the email from Haven for Hope Service Desk