

TICKETING SYSTEM

QUICK FACT OVERVIEW



Application Support Specialist

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WHAT

The ticketing system is used as a line of support between HMIS users and the HMIS team. If you submit a ticket, please include a client identification number, client initials, the issue you are experiencing, and a screenshot of the issue if applicable.

PURPOSE

The ticketing system allows the HMIS team to provide assistance to the HMIS user when experiencing issues, keeping record of the issue. Issues can fall into the following categories: Application Support, Data Management, Program Support, Security, Data Request, etc.

WHO



ANYONE WITH HMIS ACCESS OR
SEEKING TO GAIN ACCESS

WHEN

A ticket can be submitted at any time, however the HMIS team is available to provide support during operating hours:

Monday - Friday

8:00 a.m. - 5:00 p.m.

Urgent requests are taken into consideration and addressed on a case by case basis.

WHY

Tickets can be submitted for a variety of reasons that relate to HMIS. If any questions or concerns about HMIS occur, a ticket can be submitted.

HOW

You can submit a ticket in 2 ways: by emailing HMIS.Support@havenforhope.org or by accessing your SolarWinds account. Instructions on how to access your SolarWinds account can be found on the HMIS website > Questions? > SolarWinds Login Guide

When submitting tickets, remember the following:

- Omit client Protected Health Information (PHI)
- Include client ID, enrollment ID, case note ID, etc. if applicable
- Include the report name if applicable
- Submitting an HMIS form results in a ticket creation

We respond to 100% of tickets within 1 business day. If you do not receive a response, then your ticket was not received.