

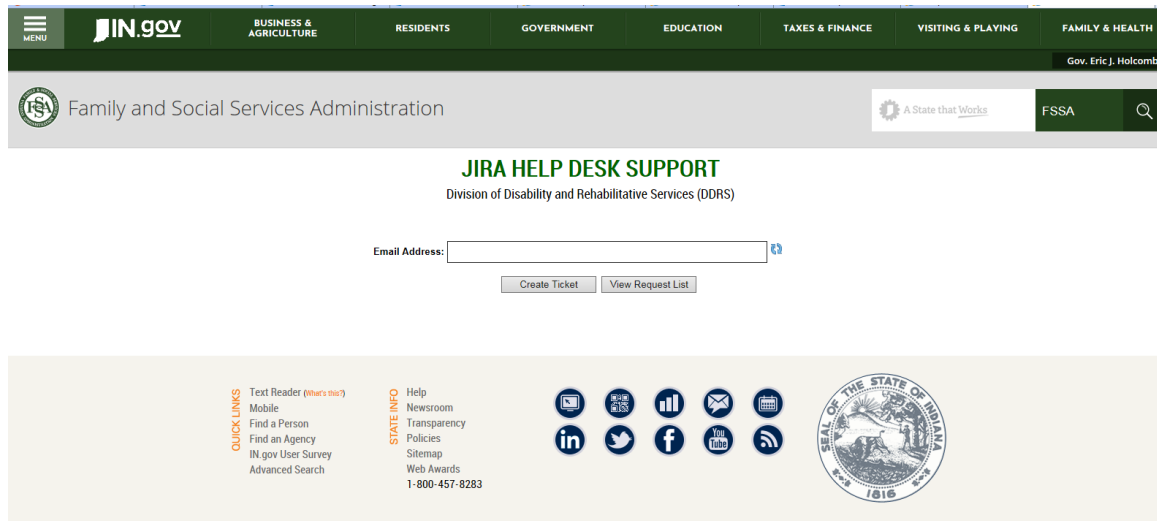
As of January 1, 2018, BDDS will utilize the JIRA Help Desk Web Portal for all help desk ticketing. When you have any system issue, a ticket will need to be created for assistance.

This guide will provide instructions on how to create a ticket, what happens when your ticket has been submitted, resolution of a ticket, how to provide additional information and view all past tickets.

Create a Ticket

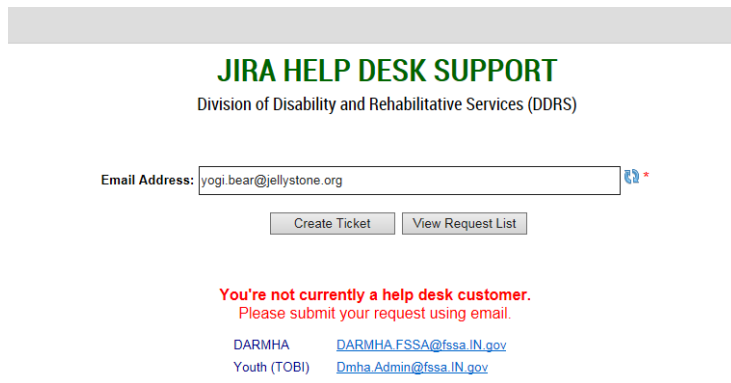
1. To access the Help Desk Web Portal to submit a ticket for assistance, open a browser window and go to:

<https://dmha.fssa.in.gov/helpdesk/?div=ddrs>



2. Enter your email address and click 'Create Ticket'.

If you have not yet been registered as a Help Desk customer, you will be directed to submit your ticket via email. Please submit your request to DTS-DAS@fssa.in.gov.



If you are registered as a Help Desk Customer, the new ticket screen will open.

- The Customer Name and Related Provider field will automatically be populated when the new ticket opens. These values are not changeable. If this information is incorrect, please note that in the Description box below.

JIRA HELP DESK SUPPORT

Division of Disability and Rehabilitative Services (DDRS)

Customer Name: Test, Teresa - teresa@roeing.com

Related Provider:

Related Application:

CC Address Emails:

Comma/Space delimited (Email@xxx.xx.sss, EmailB@xxx.xx.ss)

Note: If you have only one choice for a field, the drop down will be grayed out. If a field is not grayed out, you will need to choose from the drop-down options.

- Next, select the Related Application (descriptions in the table below) and enter any CC Address Emails. These are REQUIRED fields.

JIRA HELP DESK SUPPORT

Division of Disability and Rehabilitative Services (DDRS)

Customer Name: Test, Teresa - teresa@roeing.com

Related Provider:

Related Application:

CC Address Emails:

Comma/Space delimited (Email@xxx.xx.sss, EmailB@xxx.xx.ss)

Select the application that most closely matches what you are having an issue with.

Related Application	Description
BDDS Portal – General – DDRS	Performance, log in issues, navigation problems and data consistency
BDDS Portal – Monitoring Checklist - DDRS	Any issue related to the Monitoring Checklist
BDDS Portal – PCISP – DDRS	Any issue related to the PCISP
BDDS Portal – Transition - DDRS	Any issue related to a transition
BDDS Portal – Provider	Any issue related to a provider web tool
Citrix – General - DDRS	Performance, login issues
Claims – DA Billing – DA	Any issue related to DA Billing
Claims – BDDS Billing - DDRS	Any issue related to BDDS Billing
Document Library – All – DDRS	Any issue related to Document library
IFUR – All – DDRS	Any issue related to the IFUR tool
LOCSI – ALL – DDRS	Any issue related to the LOCSI tool
Policy – General - DDRS	Policy questions, issues or requests
INsite – Fiscal – DDRS	Request by individuals (through Case Manager) to move from the RHS Daily Rate to the RHS Hourly Rate

CC Address Emails

Enter the email addresses for other people that you want copied on the correspondence regarding the ticket. You must put a comma and a space between multiple emails.

Example: My.Supervisor@mycompany.org, AnotherPerson@anothercompnay.com

5. Select the **Service Request Type** and **Severity** of the ticket.

Service Request Type:

Severity:

Service Request Type (**REQUIRED**)

This is a general categorization of the issue you are reporting. Although there are several choices, please only select one of the following that best fits your issue:

- Access Problem
- Question
- Performance
- Data Issue

Severity

If desired, indicate the severity level of the issue.

Service Request Type:

Severity:

Summary:

Minor
Average
Major
Critical

6. Finally, enter a **Summary**, **Description** and **Attachments** for your issue.

Summary (REQUIRED)

Please enter a brief description of the issue. Please do NOT include any PHI.

Summary:

Enter Short Description of Issue

Description (REQUIRED)

Description:

Please include client information.

If you are experiencing an error, please describe the steps leading up to the error.

Attachments

Use the 'Select File' button to locate and upload any supporting documents such as screenshots that help illustrate your issue.

7. Review the ticket information entered and click the 'Submit' button.

What happens next?

The ticket will appear in the queue for the Help Desk staff. The customer and any people who were in the CC Box will receive an email acknowledging that the issue been received. The issue will be assigned a ticket number and it will be triaged and reviewed.

Resolution

You will receive an email advising you of the resolution and closure of the ticket. This email will also go to any individuals indicated in the CC box.

Request for additional information

The Help Desk staff may need additional information in order to resolve your issue. If so, you will receive an email with the requested information. To respond to this request, return to the Help Desk Web Portal (<https://dmha.fssa.in.gov/helpdesk/?div=ddrs>) and enter you email address. Click on **'View Tickets'**.

JIRA HELP DESK SUPPORT
Division of Disability and Rehabilitative Services (DDRS)

Email Address: 

Your recent tickets will be displayed showing the status of each. For tickets that need additional information, the status will have a link that says 'Waiting on Customer'.

JIRA HELP DESK SUPPORT
Hughes, Teresa - teresa.hughes2@fssa.in.gov
(Showing from most recent ticket submitted)

ID	Created On	Application	Request Type	Summary	Status
THD-45614	8/25/2017 8:24 AM	Monitoring Checklists for DDRS - All - DDRS	Business Process Disrupted - Data Issue	Please help me with this problem (Test)	Resolved
THD-26583	8/10/2016 11:50 AM	Monitoring Checklists for DDRS - All - DDRS	Information Request	TEST ticket	Waiting on Customer
THD-17361	1/29/2016 3:14 PM	Incident Reporting Database - All - DMHA	Information Request	Test ticket	Resolved
				Another test of the CC	

Click the link to respond to the request. The following screen will appear:

Update Ticket: THD-26583

Previous Comment : Please provider more info

New Comment : Provide the additional details here.

Attach any relevant documents.

Attachment :

Notes from the Help Desk Team will be in the box at the top.

Type the additional details in the box at the bottom. Attach any relevant documents such as screenshots.

Click Submit Update.

After submitting the update, the Help Desk staff will review the ticket.

View of all past requests

From the Help Desk Web Portal, you may view all past requests that you have submitted. To do so, , return to the Help Desk Web Portal (<https://dmha.fssa.in.gov/helpdesk/?div=ddrs>) and enter you email address. Click on **‘View Tickets’**.

JIRA HELP DESK SUPPORT
Division of Disability and Rehabilitative Services (DDRS)

Email Address:

Your recent tickets will be displayed showing the status of each.

JIRA HELP DESK SUPPORT

Division of Mental Health and Addiction (DMHA)

dmha@fssa.in.gov

(Showing from most recent ticket submitted)

ID	Created On	Application	Request Type	Summary	Status
THD-40402	5/11/2017 4:13 PM	1915i Children's Program - CRM - All - DMHA	Access Problem	Please issue user license	Resolved
THD-39958	5/4/2017 11:21 AM	1915i Children's Program - CRM - All - DMHA	Billing Issues	Crossroad CMHW claims	Waiting on Customer
THD-39821	5/2/2017 11:09 AM	1915i Children's Program - CRM - All - DMHA	Access Problem	Important Message Concerning Your IOT Ticket #1452762	Resolved
THD-39692	4/28/2017 2:55 PM	1915i Children's Program - CRM - All - DMHA	Account Edit	RE: Tobi access for Vivian F.	Waiting For Triage
THD-39491	4/26/2017 10:11 AM	1915i Children's Program - CRM - All - DMHA	Account Edit	State of Indiana - Contractor Network Account Expiration Notice	Resolved
THD-38505	4/10/2017 1:33 PM	1915i Children's Program - CRM - All - DMHA	Question	FW: JM Claims being denied (1228)	Waiting on Customer
THD-36254	3/2/2017 12:42 PM	1915i Children's Program - CRM - All - DMHA	Question	FSSA Account Control Notice: Important message concerning your ticket #1393043	Resolved
THD-35580	2/17/2017 7:31 AM	1915i Children's Program - CRM - All - DMHA	Application Error	FW: FSSA Account Control Notice: Important message concerning your ticket #1379527	Resolved