

MIHIN HELP DESK PORTAL



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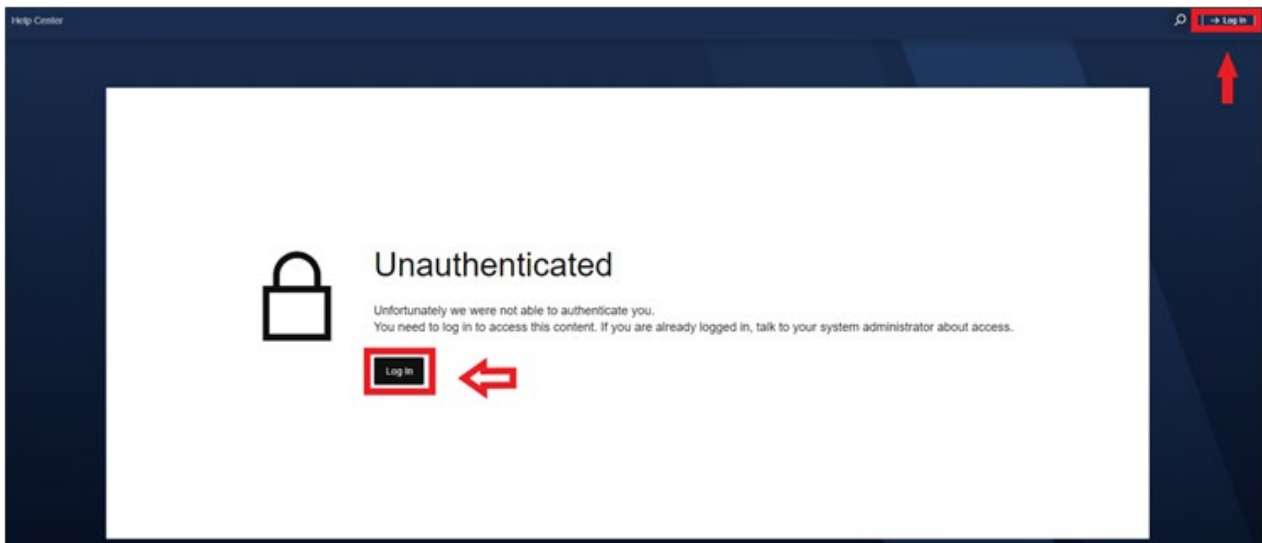
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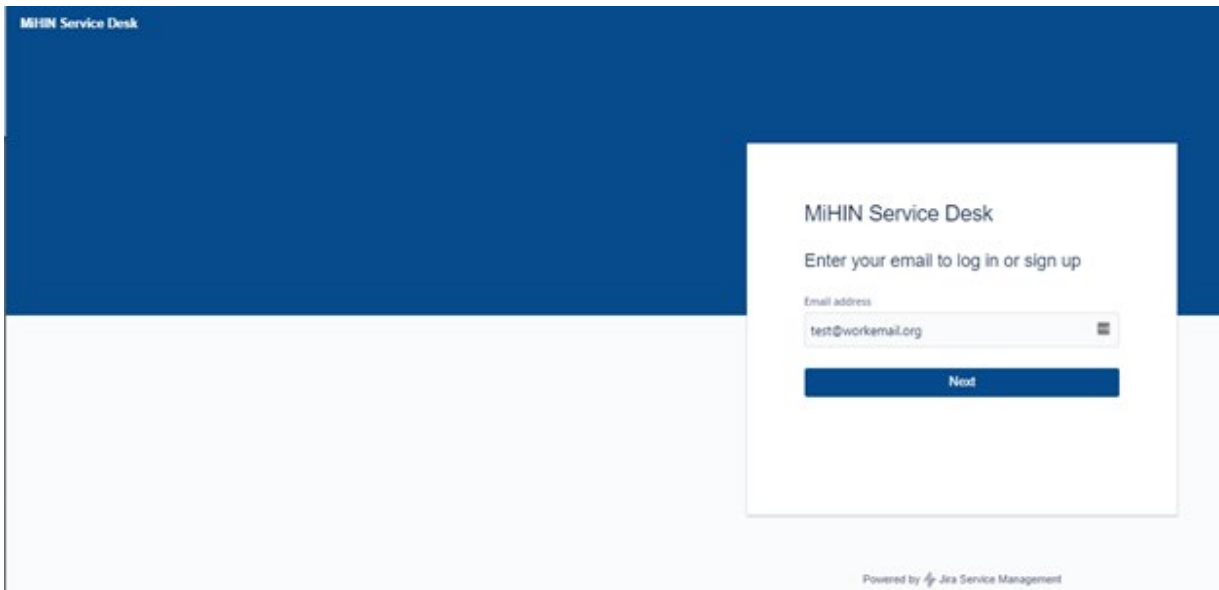
GETTING STARTED

1. To submit an issue via the Portal, visit <https://mihinhelp.refined.site/portal/50> or [click here](#).
 - a. *Note: Please bookmark this link for future use.*
2. Select **log in** to be able to easily create, view, and manage your issues.

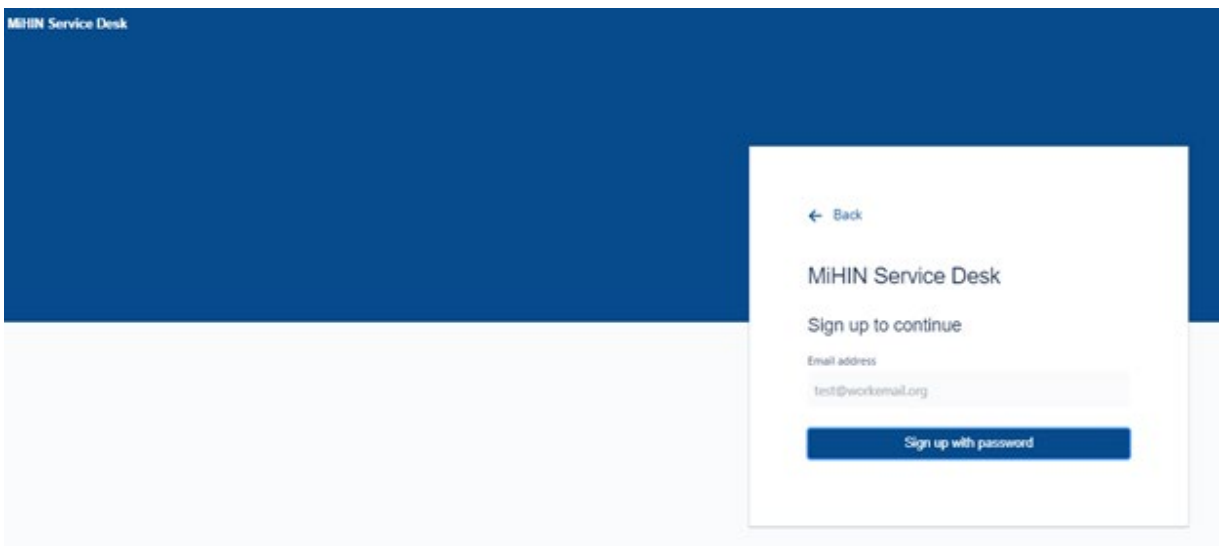


Note: If you are not already an existing user, you will need to create an account prior to using this service.

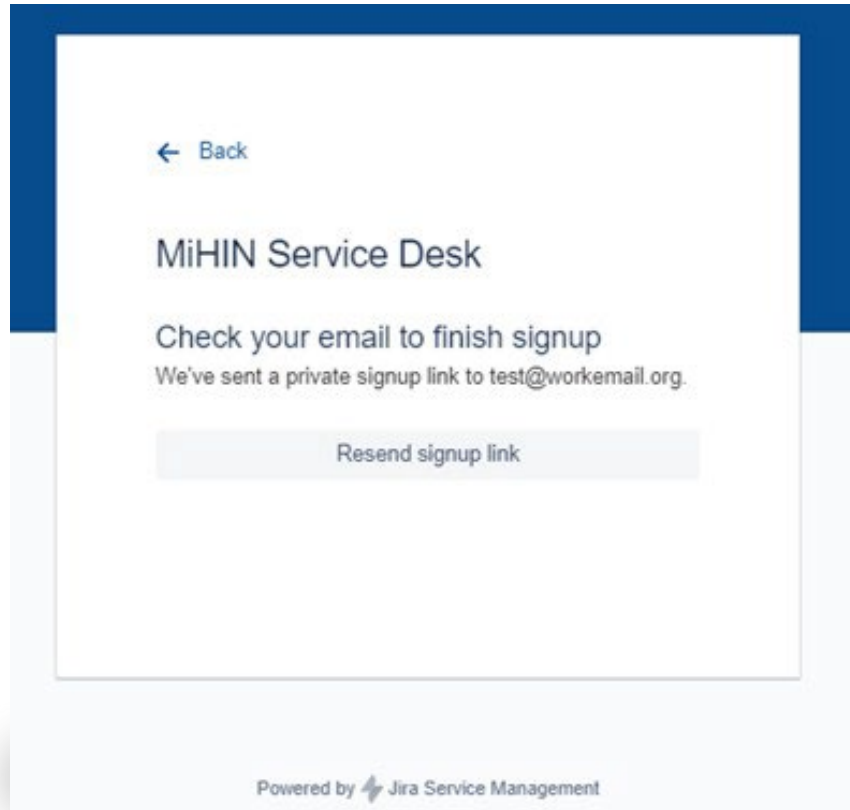
3. To register, enter your preferred work email for an account to be able to easily create, view, and manage your requests and click Next.



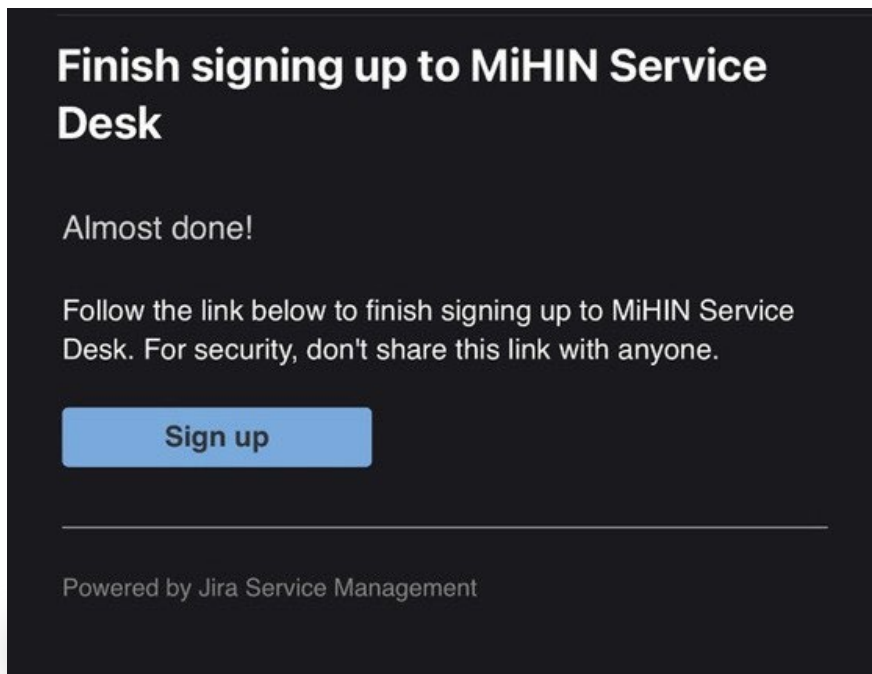
4. Click ***sign up with password***



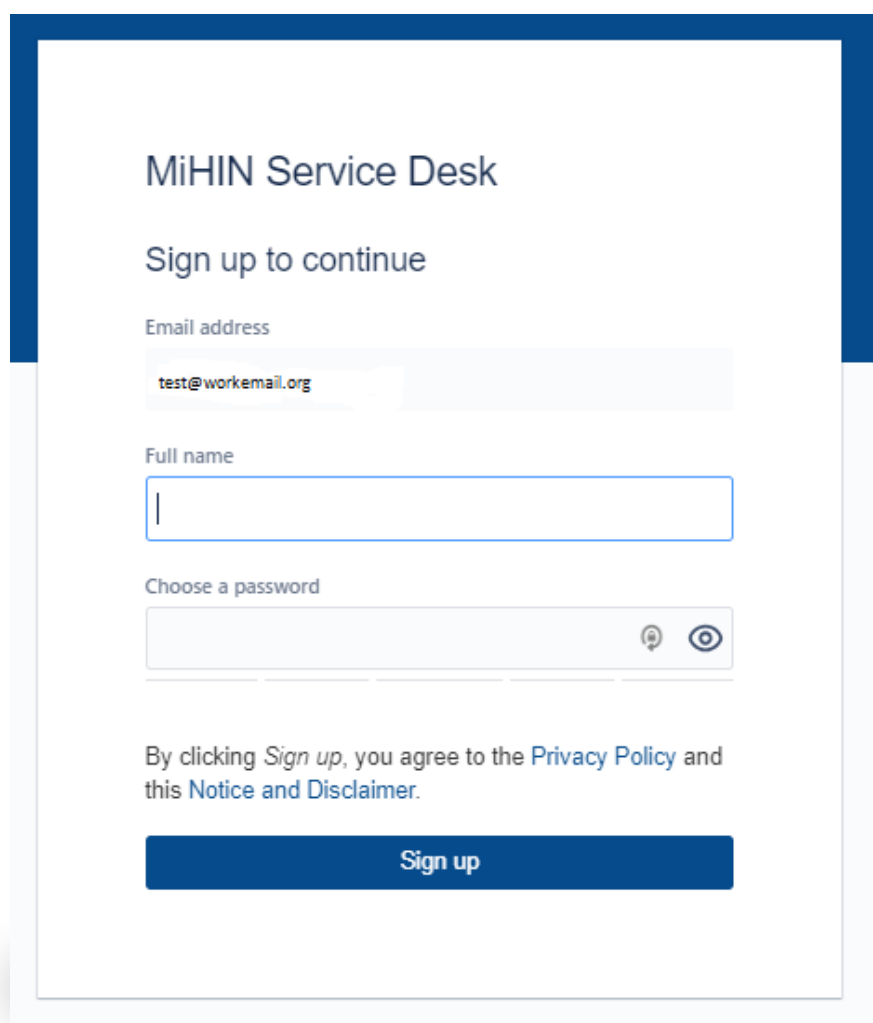
5. You will receive an email notification to the email address you entered. Navigate to your email inbox for next steps.



6. Within the sign up email, select **Sign Up**.



7. A new window will open to finish the sign up process. Enter your Full name and create a password. When completed, select Sign Up and continue.



The image shows a sign-up form for the MiHIN Service Desk. The form is titled "MiHIN Service Desk" and "Sign up to continue". It contains three input fields: "Email address" with the value "test@workemail.org", "Full name" which is empty, and "Choose a password" which is also empty. There are icons for password strength and visibility. Below the fields, there is a disclaimer: "By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer." and a blue "Sign up" button.

MiHIN Service Desk

Sign up to continue

Email address

test@workemail.org

Full name

Choose a password

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

The MiHIN Service Desk portal is now available for you to submit and/or view issues.

Please do not submit PHI through this Service Desk. If you have questions on the proper, secure method of sending PHI, please send an email to help@mihin.org, or call 1-844-454-2443 for assistance.

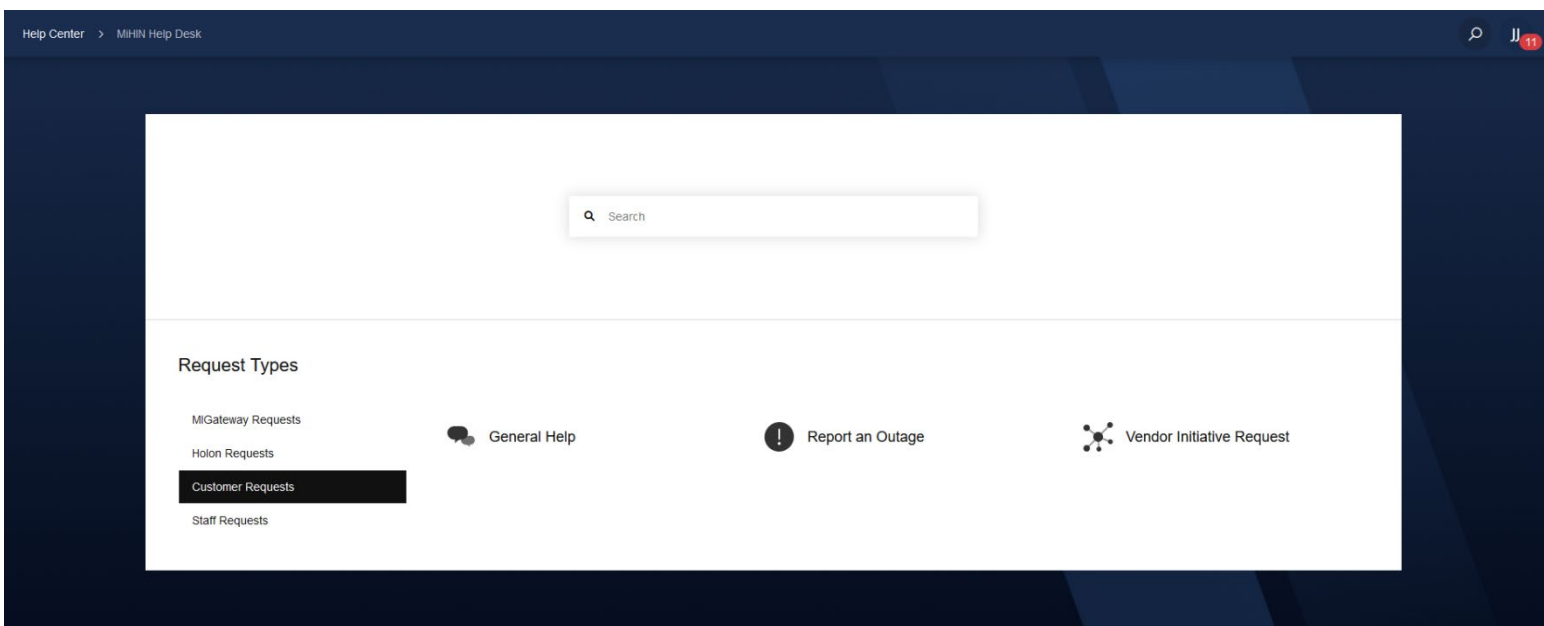
Please do not submit PHI through the Service Desk or unencrypted email. If you have questions on the proper secure method of sending PHI, please send an email to help@mihin.org, or call 1-844-454-2443 for assistance.

The screenshot displays the MiHIN Service Desk portal interface. At the top, there is a search bar with a magnifying glass icon and the text "Search". Below the search bar, the "Request Types" section is visible. On the left, there is a vertical list of request categories: "MiGateway Requests" (highlighted with a dark background), "Holon Requests", "Customer Requests", and "Staff Requests". To the right of this list, there are three main request type cards:

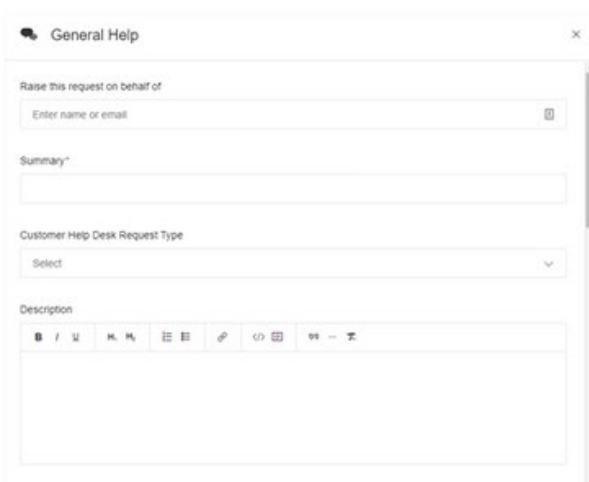
- MiGateway Password Reset**: Represented by a computer monitor icon. The text below reads: "Use this to submit a password reset or if your account is Locked/Disabled."
- MiGateway Provisioning Request**: Represented by a plus sign icon. The text below reads: "Request is for new users and companies"
- MiGateway Support**: Represented by a headset icon. The text below reads: "Support Requests for MIGATEWAY"

SUBMITTING AN ISSUE VIA THE PORTAL

1. To submit a request for help via the Portal, select **Customer Requests>General Help**.
 - a. Note: Please bookmark [www.https://mihinhelp.refined.site/portal/50](https://mihinhelp.refined.site/portal/50) for future use.



2. Populate the appropriate fields, ensuring enough detail is provided.

A screenshot of the 'General Help' form in the MIHIN Help Desk portal. The form is titled 'General Help' and has a close button (X) in the top right corner. It contains several fields: 'Raise this request on behalf of' with a text input field and a small icon; 'Summary*' with a text input field; 'Customer Help Desk Request Type' with a dropdown menu showing 'Select'; and 'Description' with a rich text editor containing various formatting icons (bold, italic, underline, link, unlink, list, list, link, unlink, undo, redo, print, search, refresh, zoom in, zoom out).

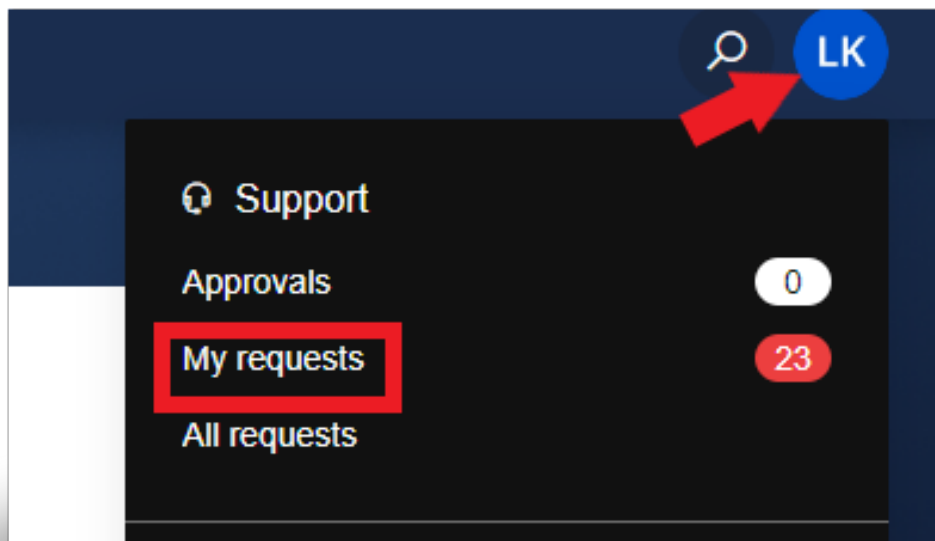
3. To submit the issue, select Send.



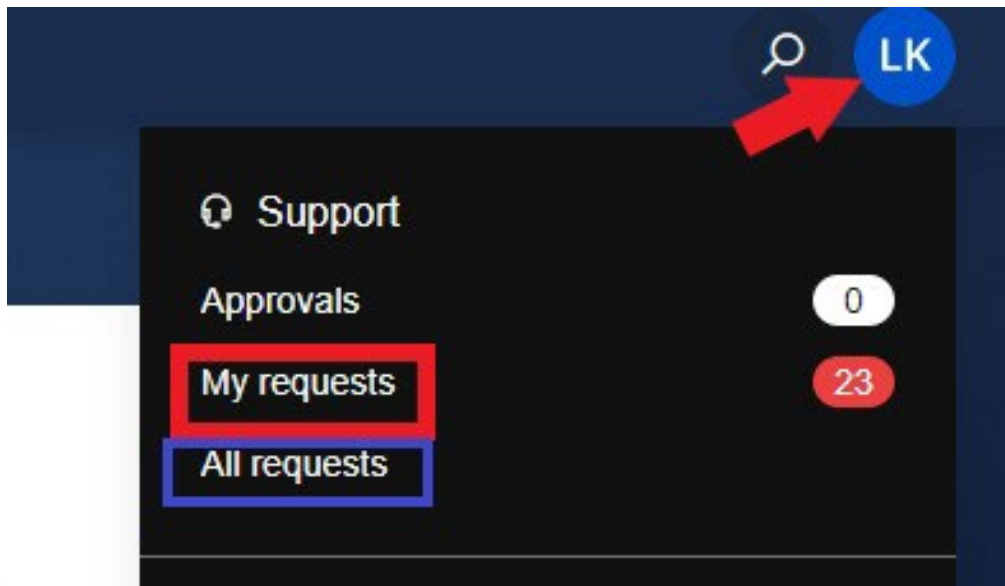
Please note, you will receive email notifications anytime a modification is made to your ticket. This may include a status change, ticket transfer to another queue, a comment left on your ticket, etc.

HOW TO VIEW/FILTER ISSUES VIA THE PORTAL

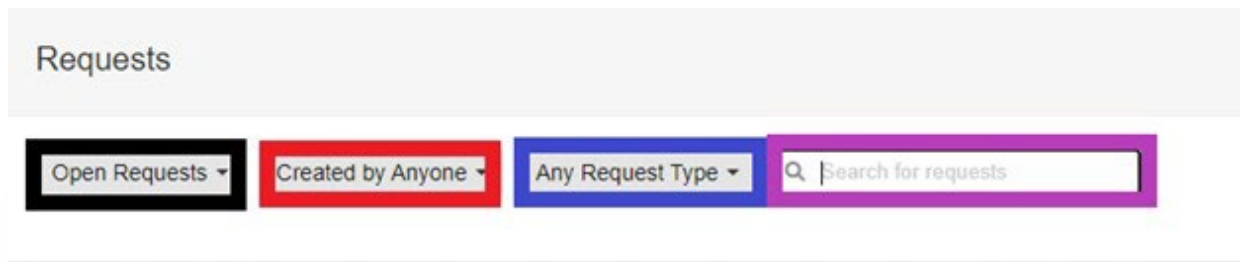
1. A user can view the issue number, the issue details, the status of the issue, and is able to view/create comments on the issue. To access this information, click the icon on the top right-hand side of the page and choose “My requests”.



2. Selecting **My requests** will display issues you have submitted. Selecting **All requests** will show issues you have submitted and issues you are noted as a participant.



3. In this view, you can filter issues for viewing ease.
4. For filtering options, you can filter by:
 - a. **Open** or **Closed** requests
 - b. Created by me, Created by anyone, Where I am a participant
 - i. *Note: If you were included on an issue as a participant, select the Shared with me filter option to view those issues*
 - c. Any request type
 - d. Open Search bar



5. If you require assistance, please contact the MiHIN Service Desk.
 - a. Portal
 - b. help@mihin.org
 - c. (844) 454-2443