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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.

   ![Login Screen](image)

   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 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.
1. To submit a request for help via the Portal, select Customer Requests>General Help.

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