MiHIN Customer Help Desk Portal Guide

Table of Contents

How to Log in to Portal 2

Submitting an Issue via the Portal 7

How to View Tickets/Issues via Portal 10

How to Use the Search Bar 12

How to Share a Ticket with Someone 13

How to Use the Filtering Options Available on the Portal 15

How to Securely Submit PHI 18

Understanding Email Notifications 19

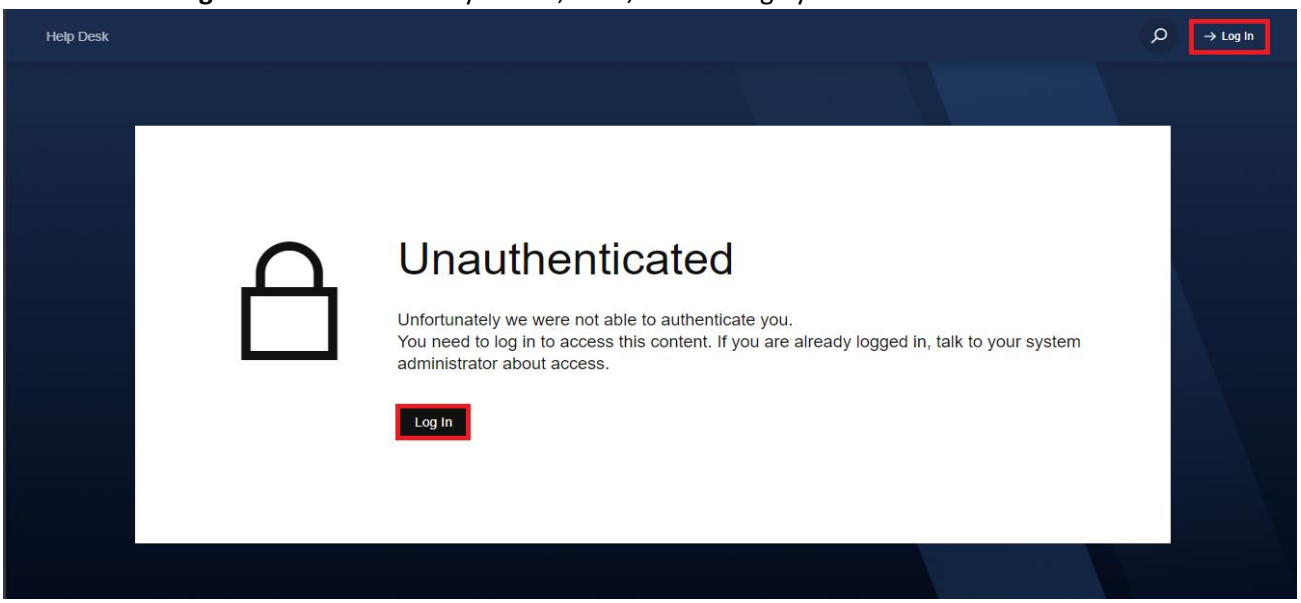
Copyright 2024 | www.mihin.org |help@mihin.org

Benefits of Creating an Account on our Customer Help Desk Portal

- Track all of your tickets with us in one location
- Communicate directly with our staff through your tickets
- Share tickets with your colleagues to keep them up to date on tickets

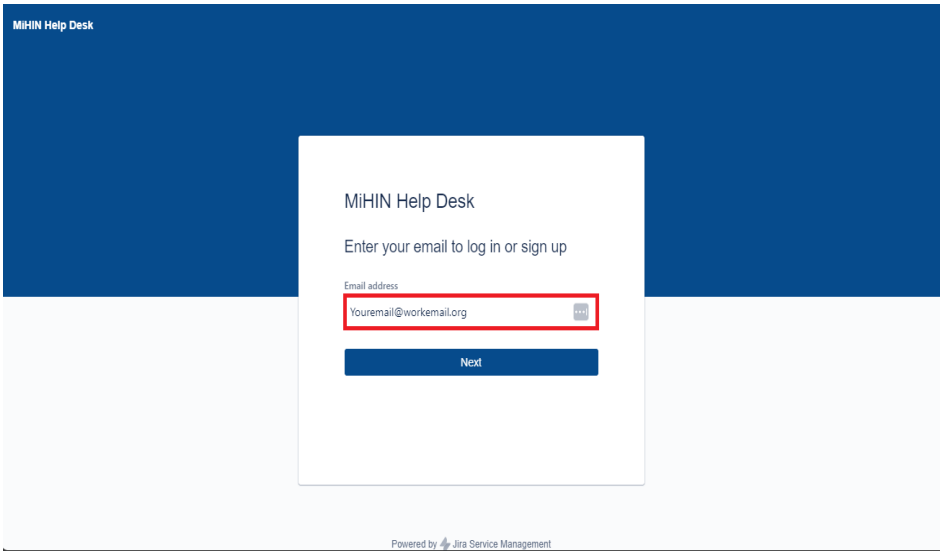
How to Log in to Portal

1. To **login**, go to the Portal Link
    a. *Note: Please bookmark this link for future use.*
2. Select **log in** to be able to easily create, view, and manage your issues.

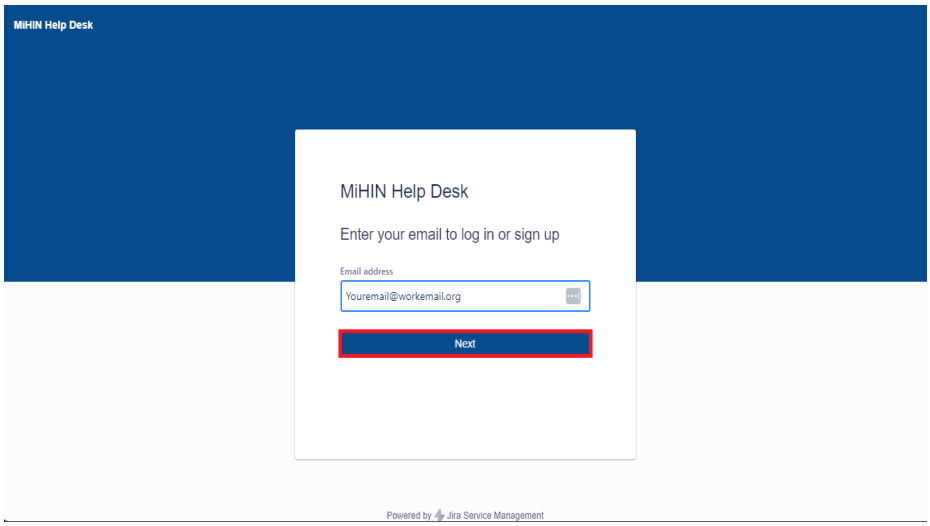


Note: *If you are not already an existing user, you will need to create an account prior to using the help desk portal.*

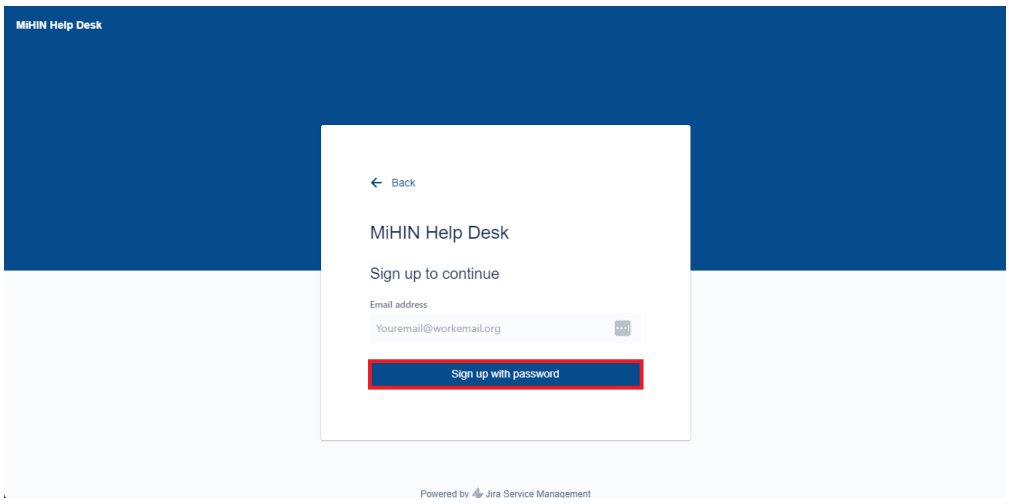
3. To register, enter your preferred work email for an account. A help desk portal account will allow you to create, view, and manage your requests.



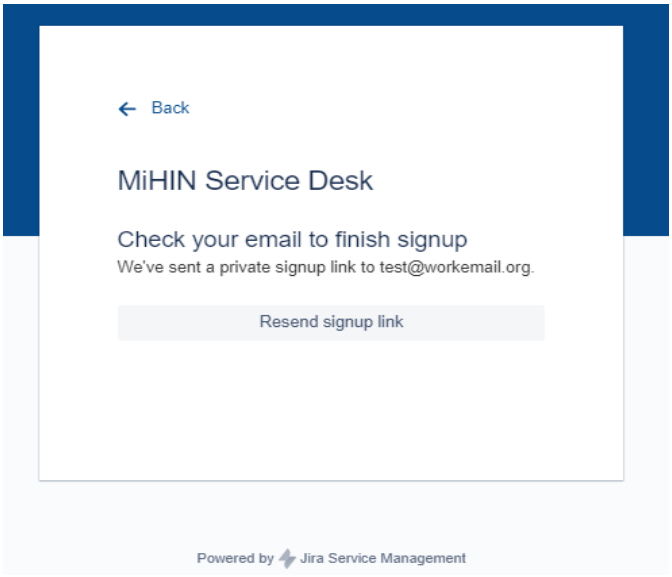
4. Click **Next**



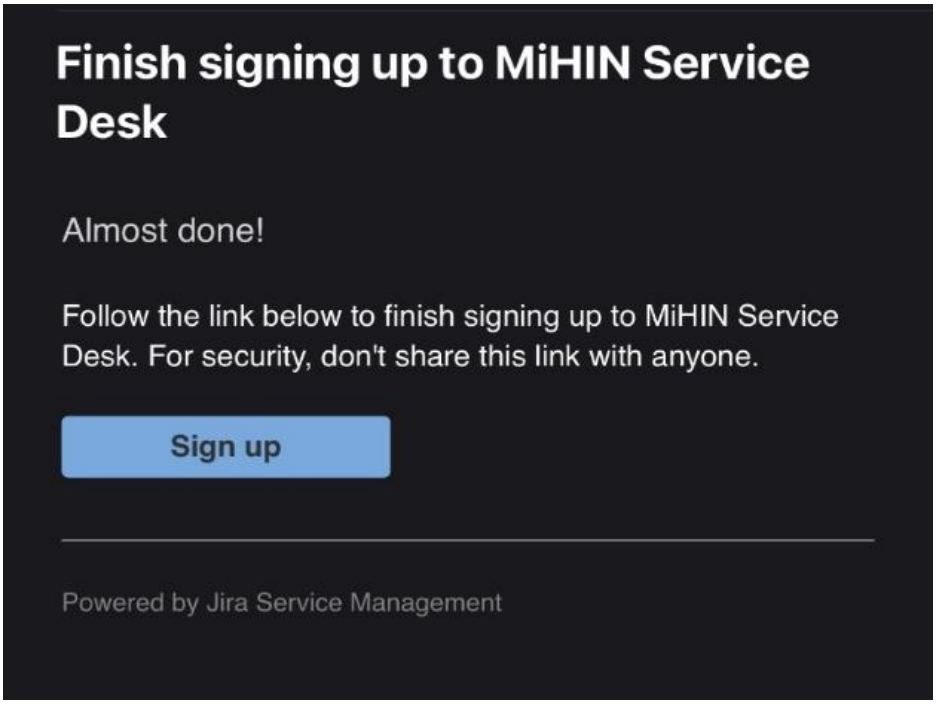
5. Click **Sign up with password.**



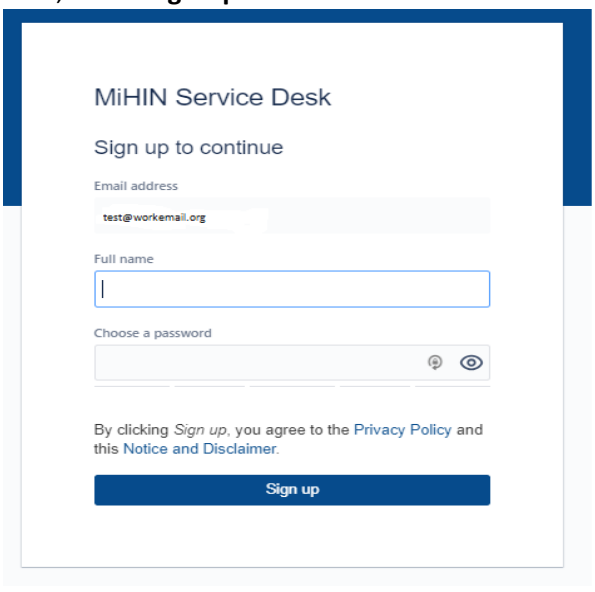
6. You will receive an email notification to the email address you entered. **Navigate to your email** inbox for next steps.



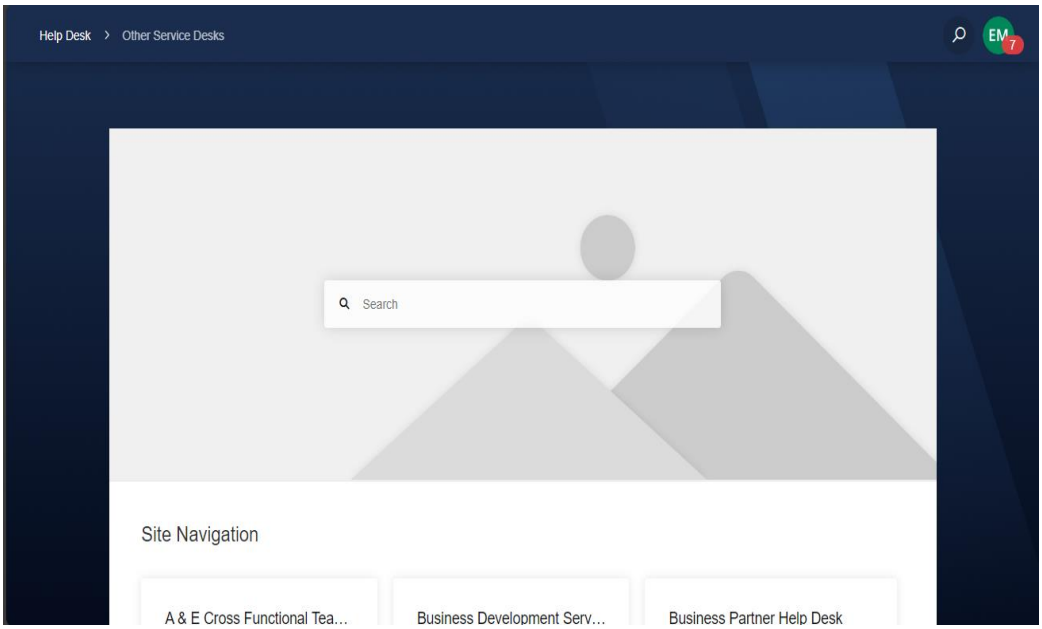
7. Within the sign-up email, select **Sign Up.**



8. 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.

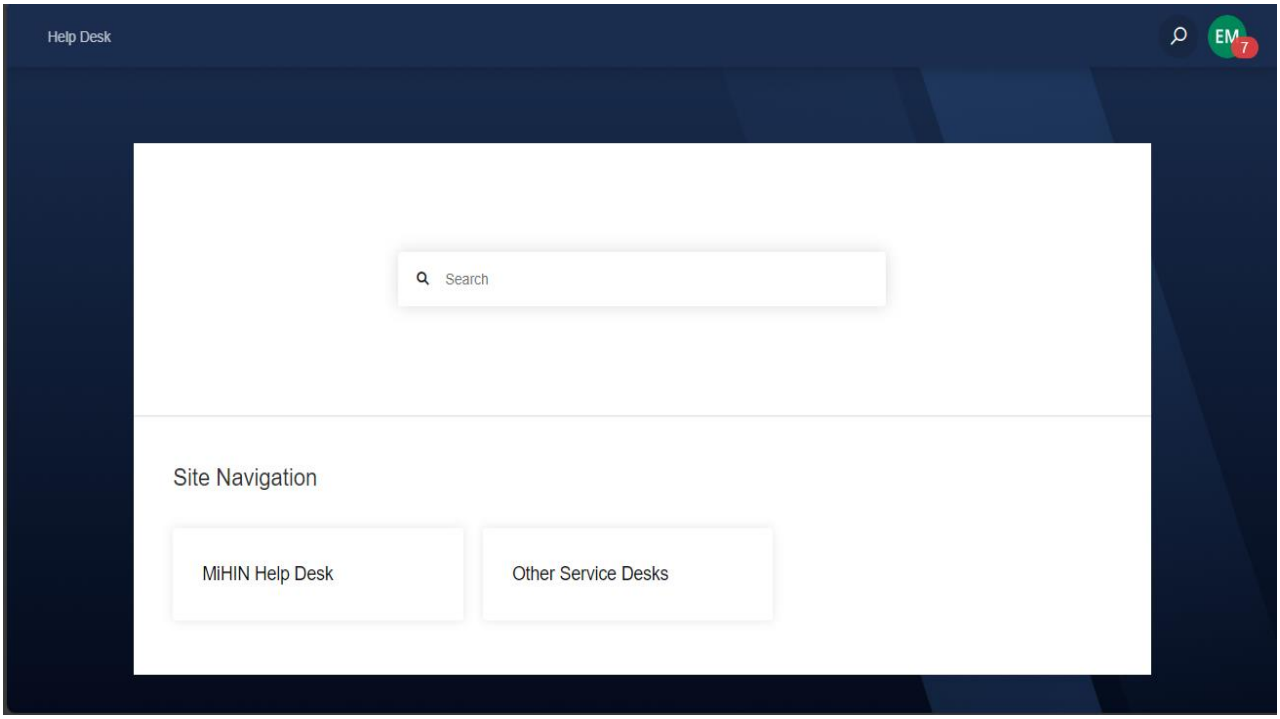


9. The MiHIN Service Desk portal is now available for you to submit and/or view issues.

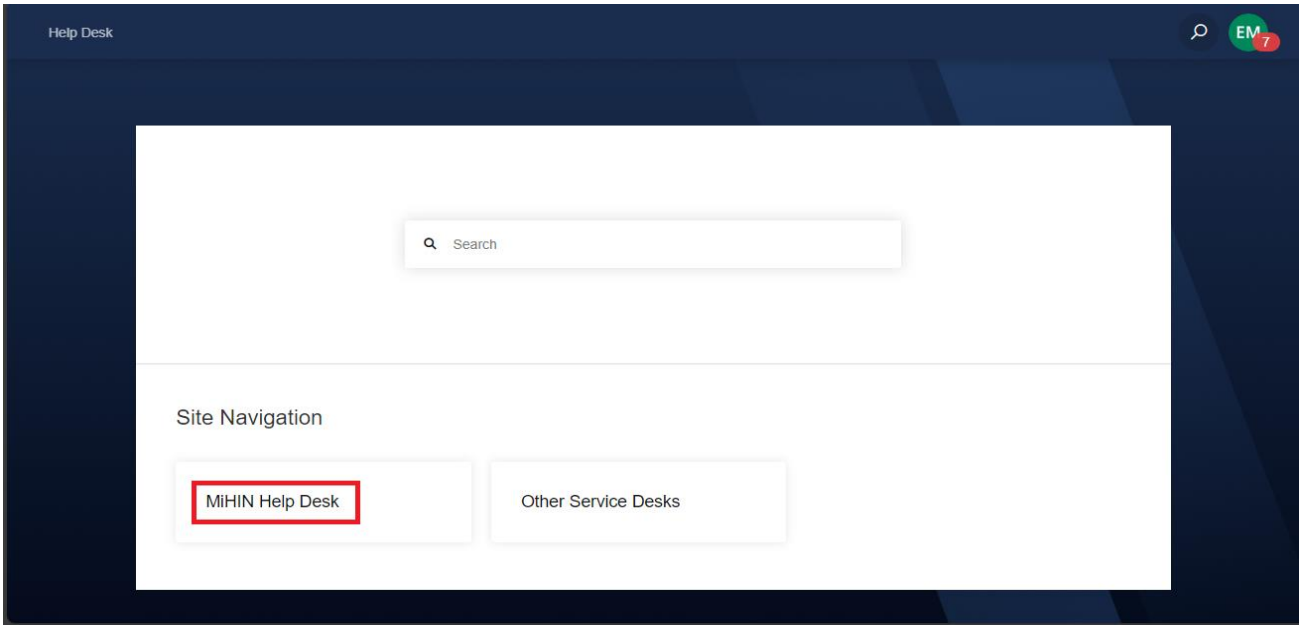


Submitting an Issue via the Portal

1. To submit an issue, go to the Portal,
    a. *Note: Please bookmark this link for future use.*

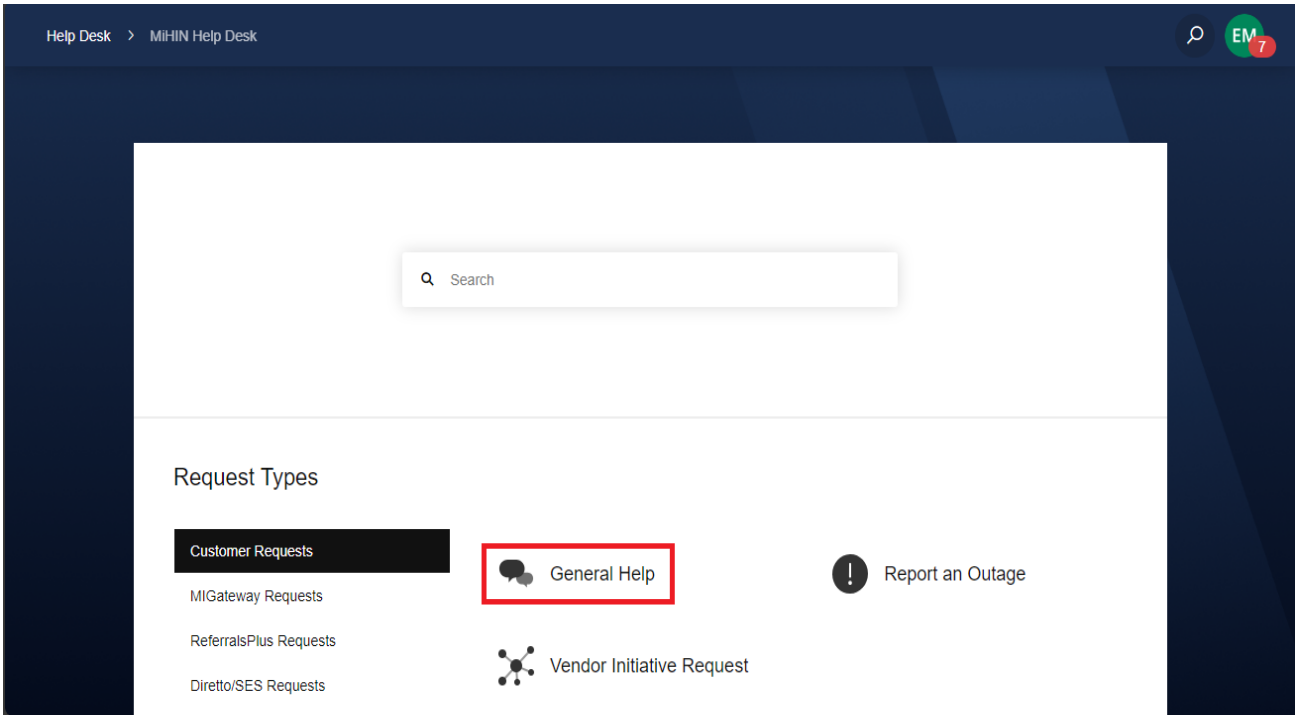


2. Click on **MiHIN Help Desk.** If sure of the specific help desk that is needed, click on **Other Service Desk**.

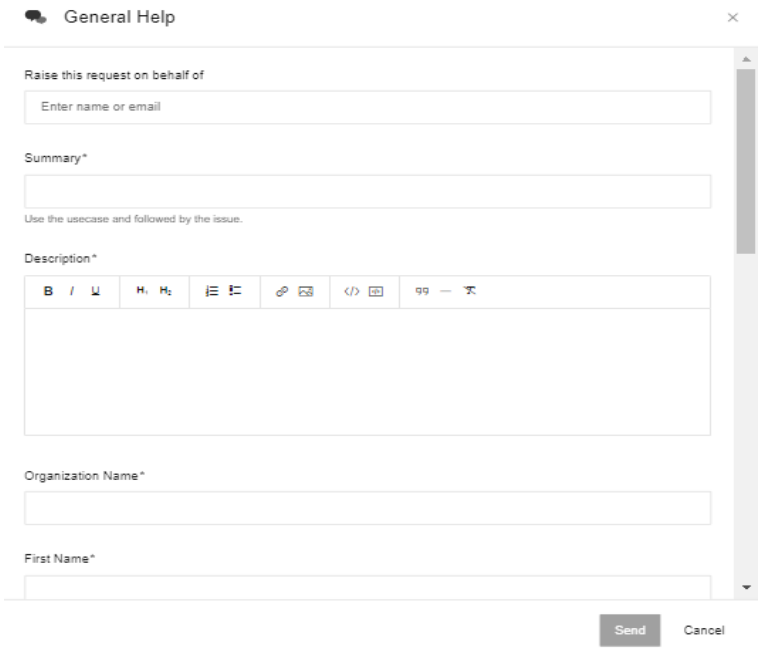


Copyright 2024 | www.mihin.org |help@mihin.org

3. Select **General Help**.



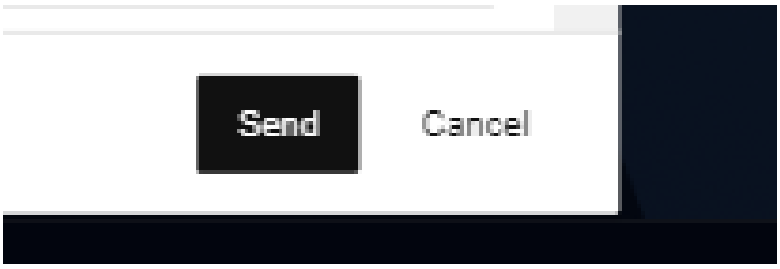
4. Populate the appropriate fields, ensuring enough detail is provided.



Copyright 2024 | www.mihin.org |help@mihin.org

5. Make sure fill any fields with the (*) as they are required.
   (If required fields are not filled, there will be highlighted fields indicating what fields are required to fill)

6. To submit the issue, select **Send** once the **Send** button appears black. (Your request will not be submitted if the Send button appears grey)

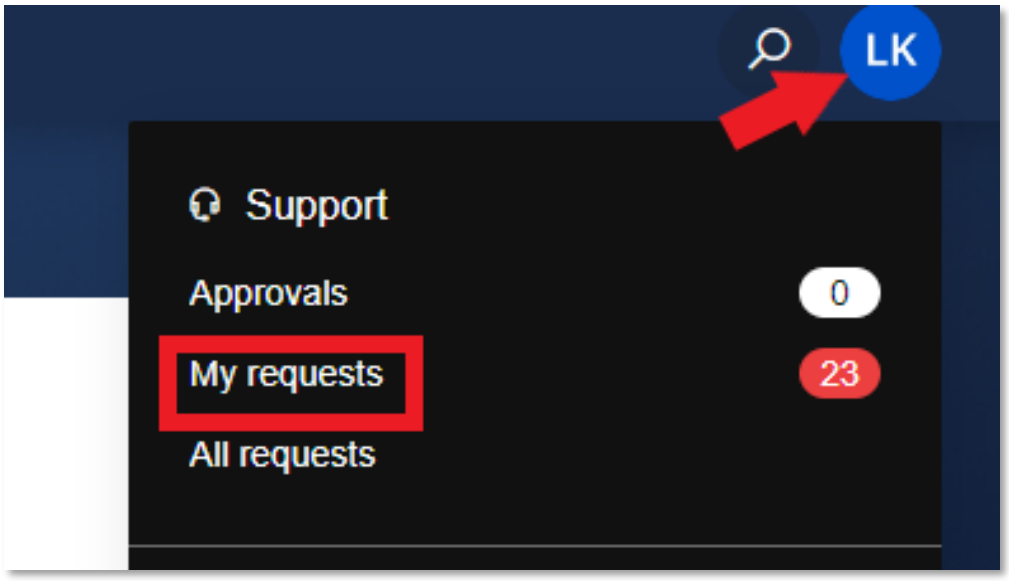


Please note, you will receive email notifications anytime a modification is made to your ticket. This may include a status change, ticket transfer to another queue, a comment left on your ticket, etc.

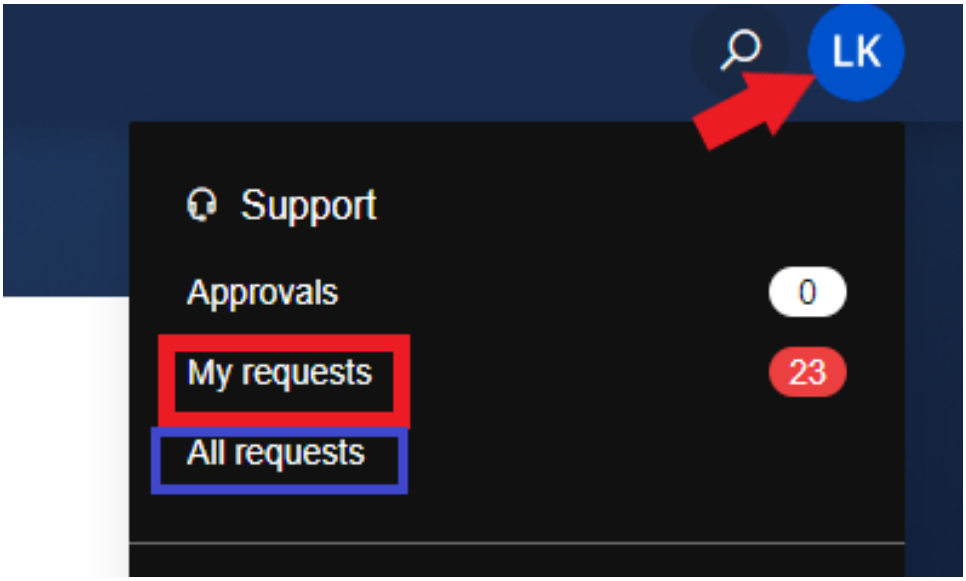
Copyright 2024 | www.mihin.org |help@mihin.org

How to View Tickets/Issues via Portal

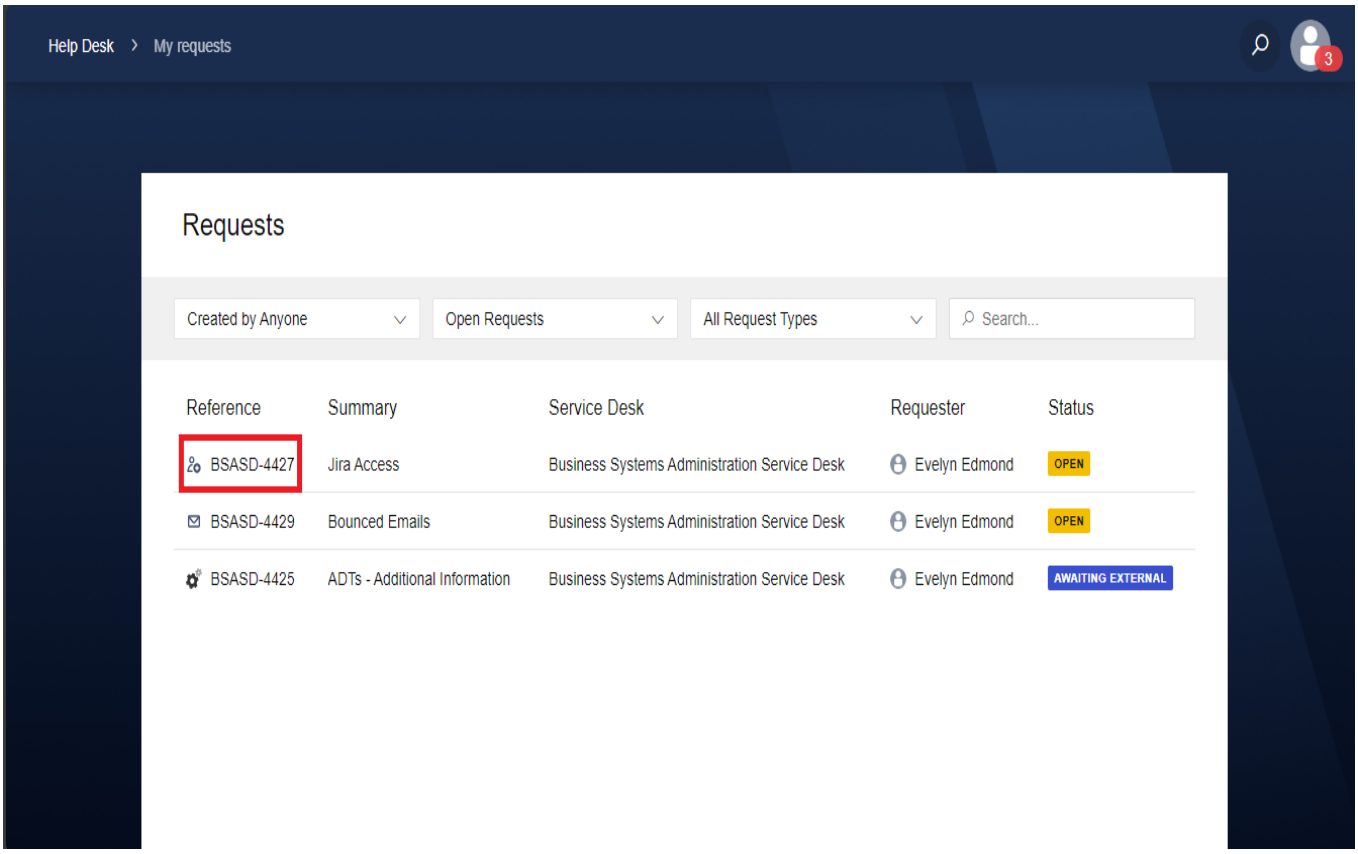
1. The user can view the issue number, the issue details, the status of the issue, and is able to view/create comments on the issue. To access this information, click the icon on the top right-hand side of the page and choose "**My requests**".



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.



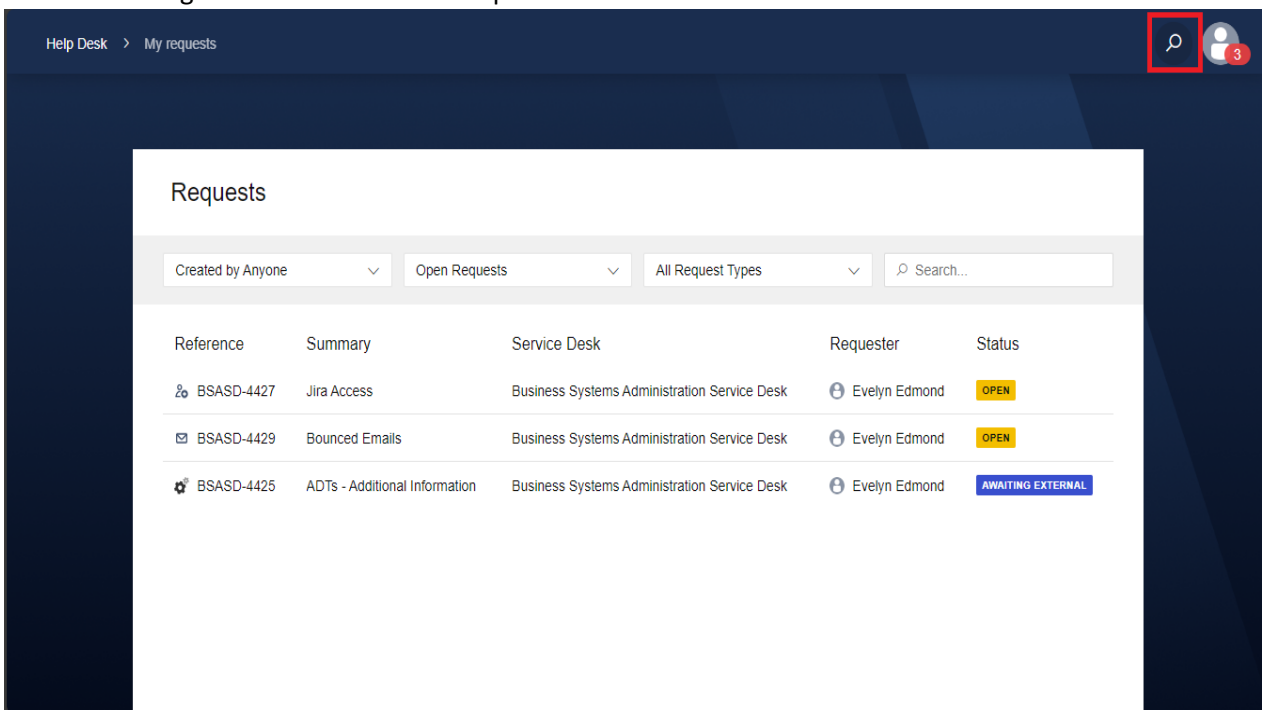
3. Click on the ticket to explore its details, including status, assignee, comments, and attachments Click on the ticket to explore its details, including status, assignee, comments, and attachments.



Copyright 2024 | www.mihin.org |help@mihin.org

How to Use the Search Bar

1. Utilize the global search bar at the top.

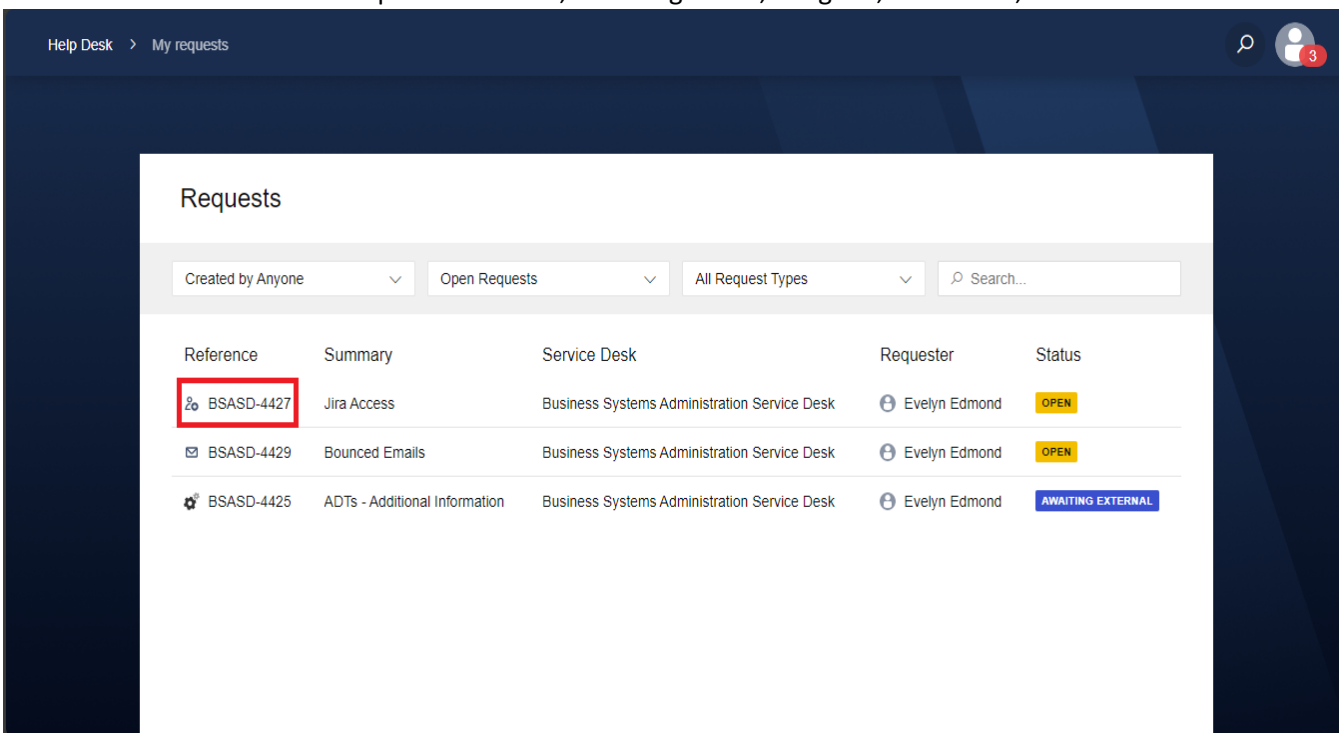


2. Apply filters to refine and narrow down search results.

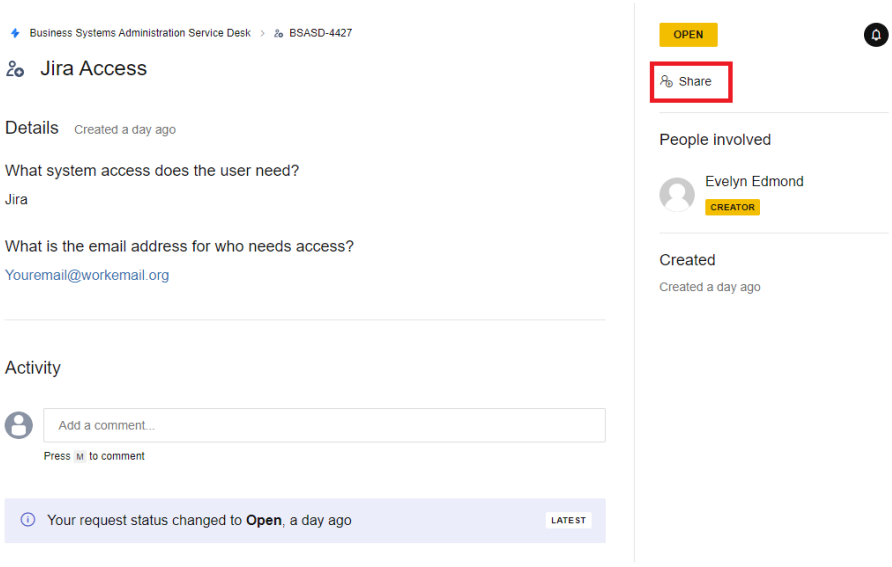
Copyright 2024 | www.mihin.org |help@mihin.org

How to Share a Ticket with Someone

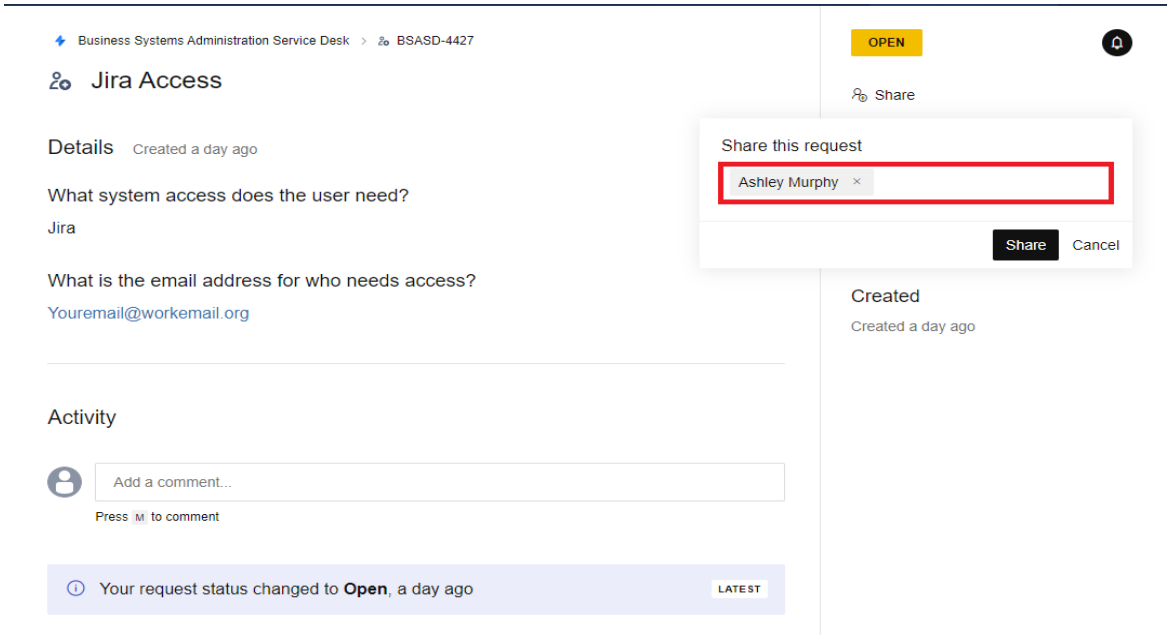
1. Click on the ticket to explore its details, including status, assignee, comments, and attachments.



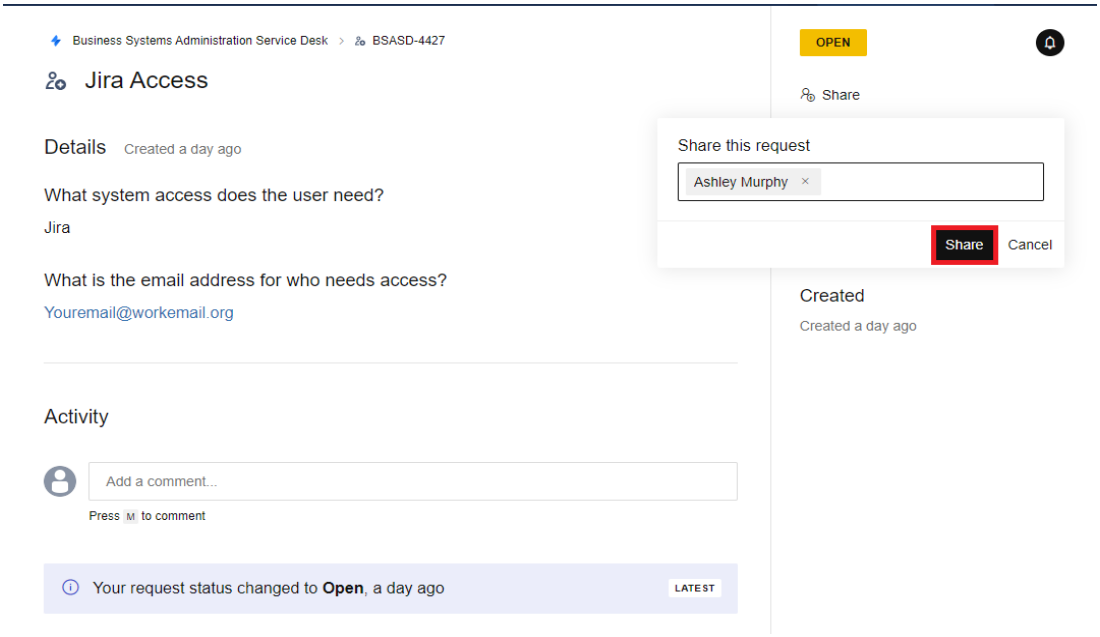
2. Click on the "**Share**" button within the issue.



3. Enter the email address or Jira username of the person you want to share the ticket with.

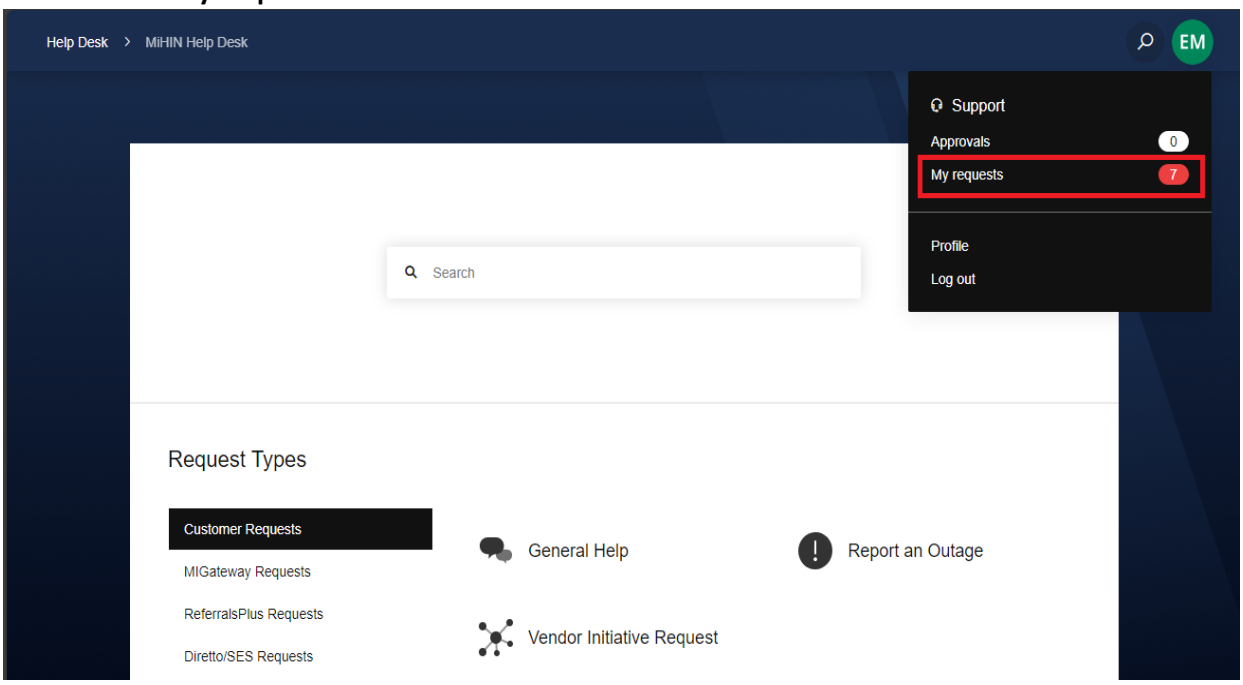


4. Click **Share**.

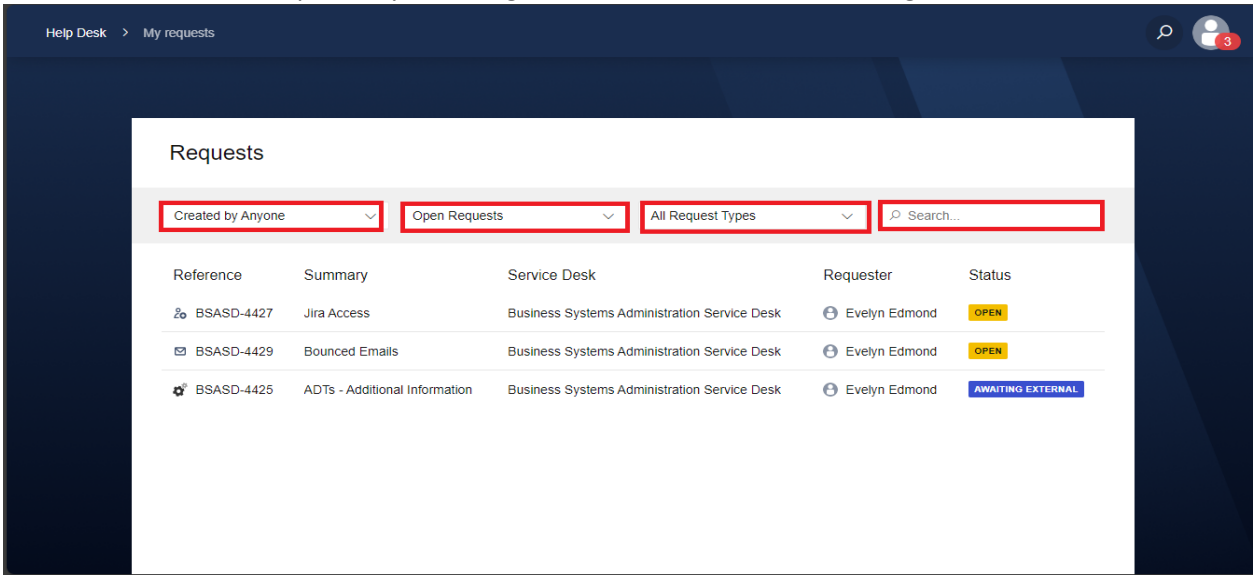


How to Use the Filtering Options Available on the Portal

1. Go to **My Requests**.

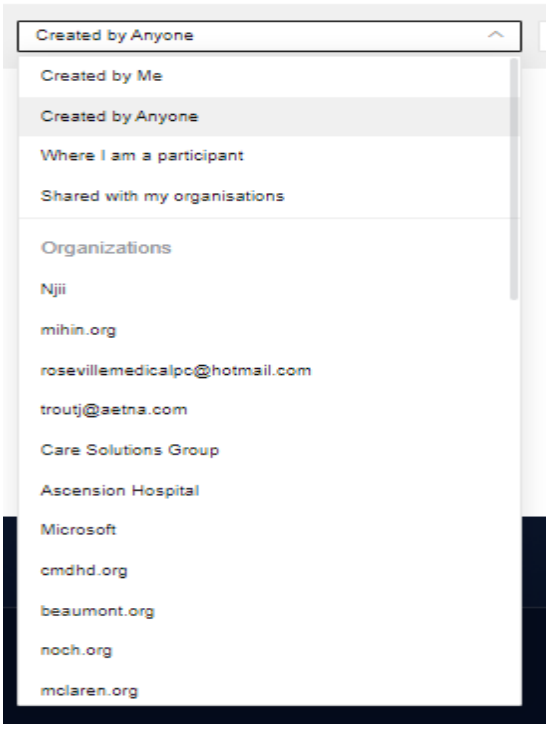


2. You can filter requests by the categories in the red boxes in the image below:

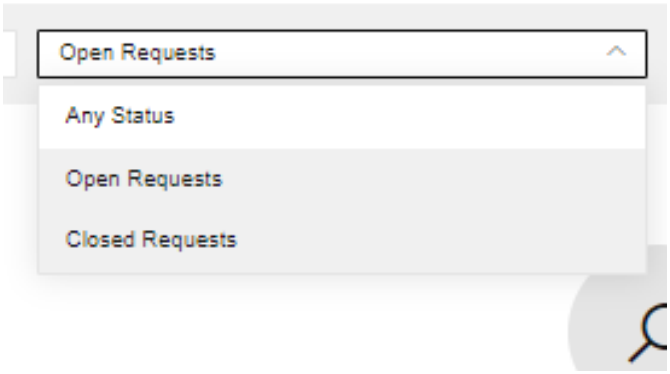


Copyright 2024 | www.mihin.org |help@mihin.org

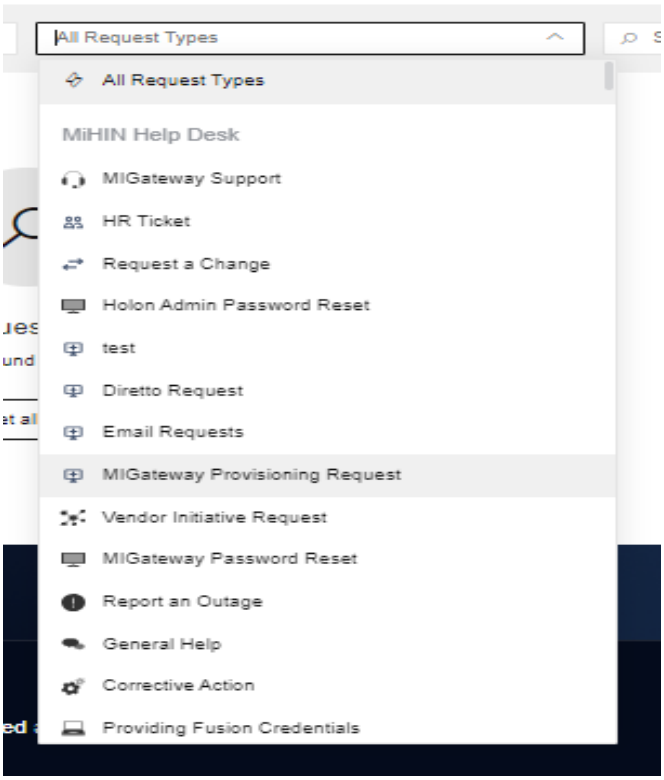
a. **Created By**



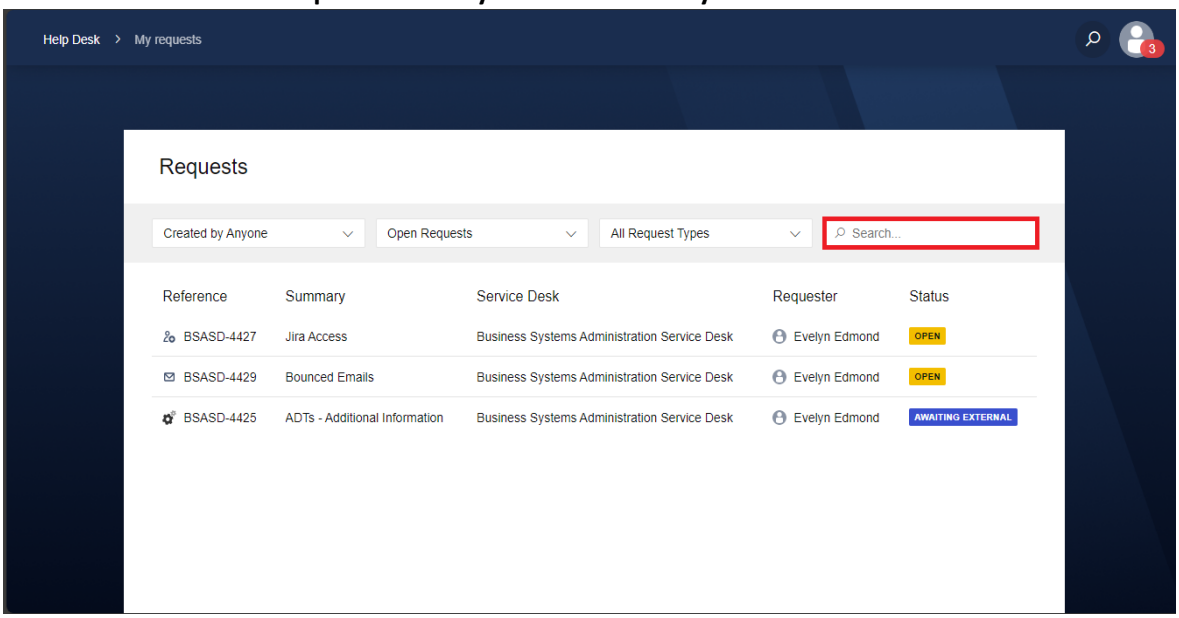
b. **Status of the Request**



c. **Request Types**



d. **Utilize the search bar option with keywords to narrow your results.**



How to securely submit PHI

We do not accept PHI submitted via email or through this Help Desk Portal due to security concerns. Please do not add or upload PHI to a ticket. If you must send us PHI to assist with troubleshooting, please choose one of these 4 options.

1. **Direct Secure Messaging (preferred):**

PHI may be sent via Direct Secure Messaging to help@direct.mihin.net with your ticket number included in the subject line. To send a Direct message to that address, you must have either a MiHIN Diretto account or else another Direct Secure Messaging account that is compatible with our HISP. Note that this inbox is not actively monitored. Please let us know if you attempt to send to help@direct.mihin.net and provide the DSM address from which you sent the message.

2. **Encrypted email:**

PHI may be sent directly to the assigned agent via Microsoft 365 Message Encryption. Please await assignment and outreach by a staff member regarding your case before sending PHI via this method and follow the instructions provided in this article: Encrypt email messages - Microsoft Support. (Note: MiHIN is not configured for receiving emails via S/MIME encryption at this time.)

3. **Phone:**

PHI may also be exchanged verbally over the phone with the assigned agent.

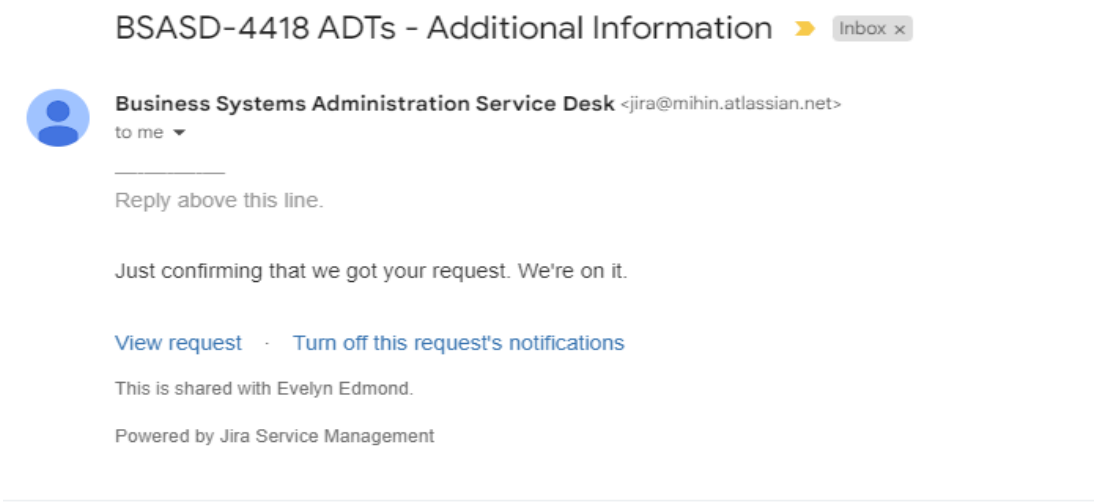
4. **Other:**

The above methods are typically the most efficient and effective means for exchanging the minimum data necessary to investigate an issue or fulfill a request. Alternatives such as SFTP may be appropriate if needed to exchange large files or a process has already been established for your organization to exchange case-related PHI in that way.

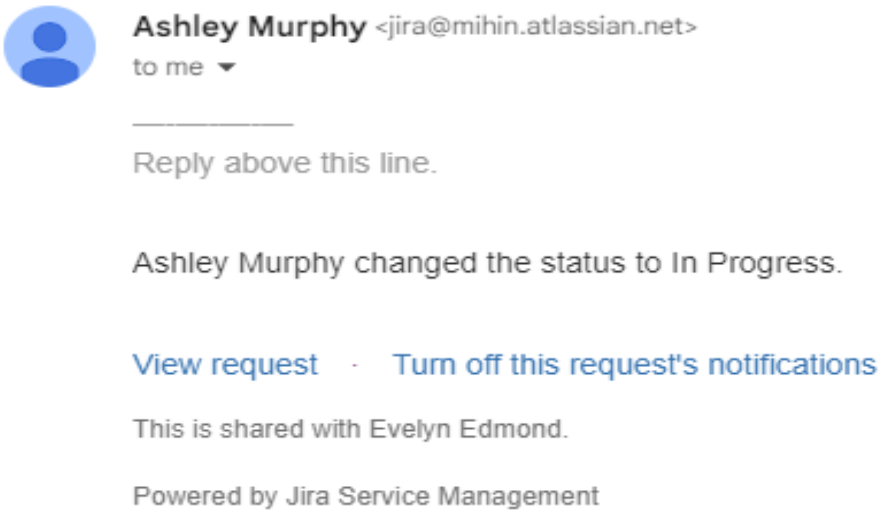
Understanding email notifications

When you receive an email notification from Jira, it contains several important details. Here are some examples of email notifications and when you would receive them:

1. After submitting the ticket:

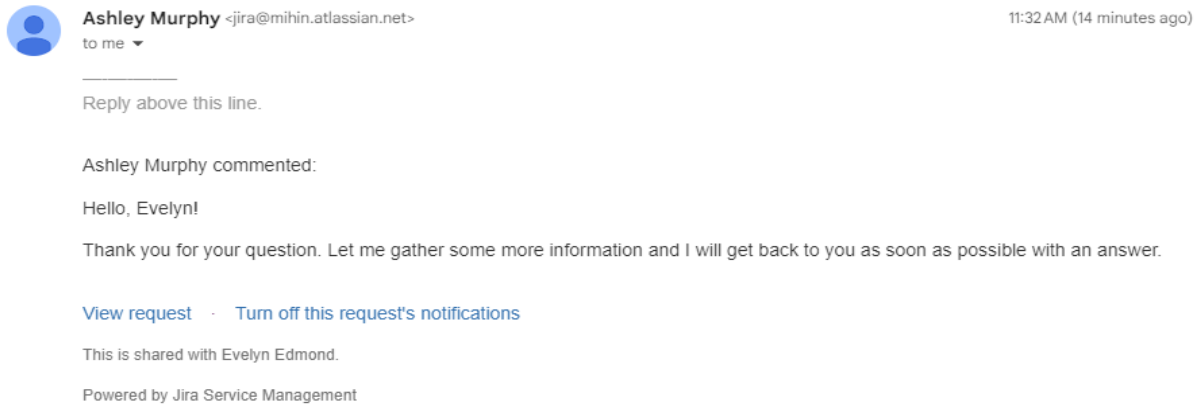


2. When the status of a ticket changes:



Copyright 2024 | www.mihin.org |help@mihin.org

3. When a comment is added to a ticket:



Ashley Murphy <jira@mihin.atlassian.net> 11:32 AM (14 minutes ago)
to me

Reply above this line.

Ashley Murphy commented:

Hello, Evelyn!

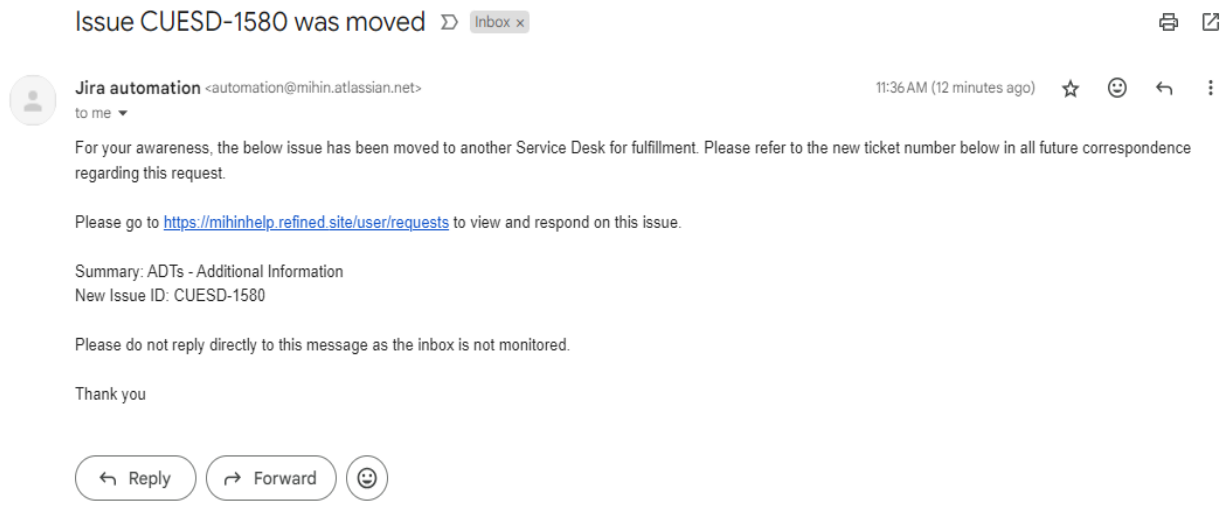
Thank you for your question. Let me gather some more information and I will get back to you as soon as possible with an answer.

View request · Turn off this request's notifications

This is shared with Evelyn Edmond.

Powered by Jira Service Management

4. When the ticket is moved to a different Service Desk – note that the Issue ID will change when a ticket is transfer to a different service desk.



Issue CUESD-1580 was moved Inbox ×

Jira automation <automation@mihin.atlassian.net> 11:36 AM (12 minutes ago)
to me

For your awareness, the below issue has been moved to another Service Desk for fulfillment. Please refer to the new ticket number below in all future correspondence regarding this request.

Please go to https://mihinhelp.refined.site/user/requests to view and respond on this issue.

Summary: ADTs - Additional Information
New Issue ID: CUESD-1580

Please do not reply directly to this message as the inbox is not monitored.

Thank you

Reply Forward