

# MiHIN Customer Help Desk Portal Guide

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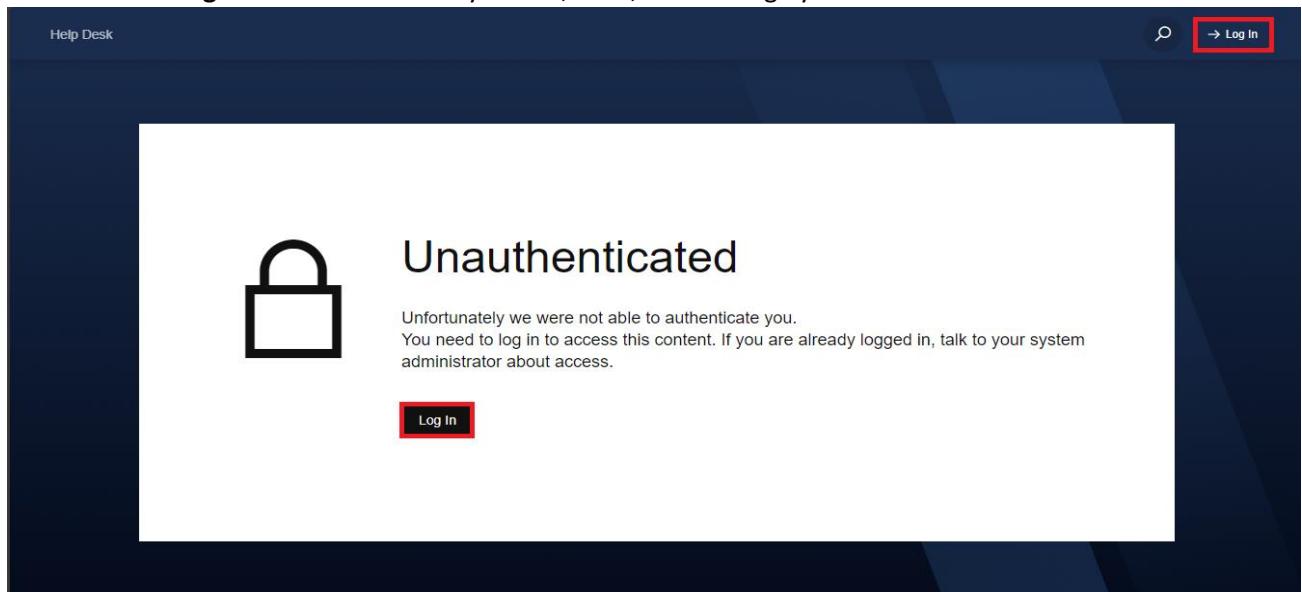
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## Benefits of Creating an Account on our Customer Help Desk Portal

- 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

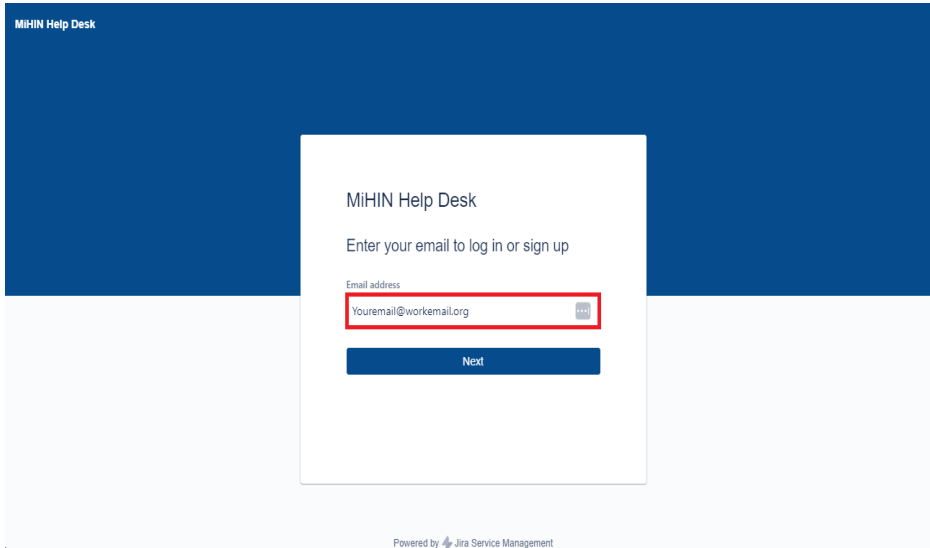
## How to Log in to Portal

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.



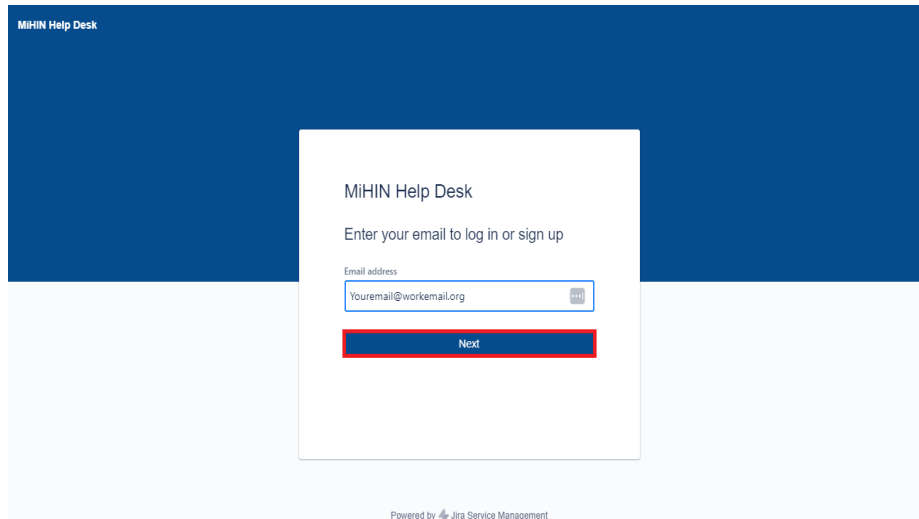
**Note:** If you are not already an existing user, you will need to create an account prior to using the help desk portal.

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.



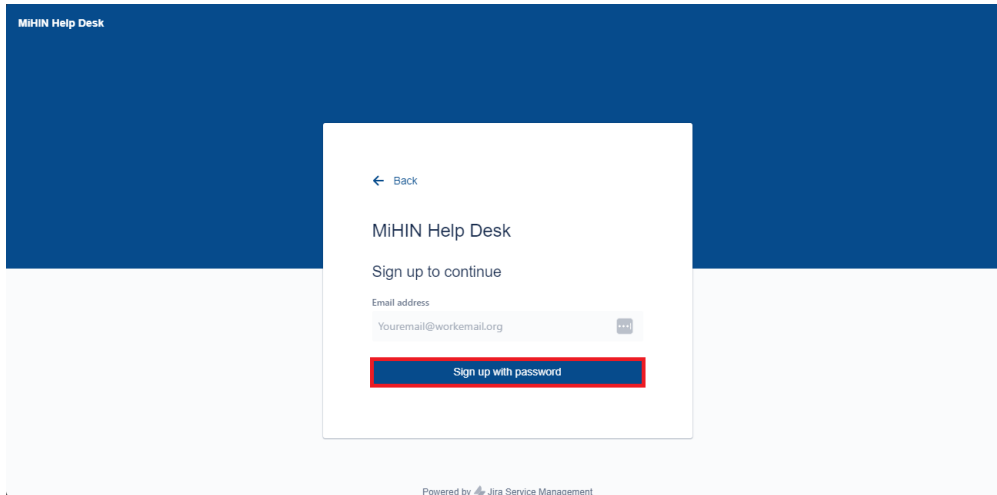
The screenshot shows the MiHIN Help Desk registration interface. It features a white central box on a blue background. The box contains the text "MiHIN Help Desk" and "Enter your email to log in or sign up". Below this is a text input field labeled "Email address" containing the placeholder text "Youremail@workemail.org". A red rectangular box highlights the email input field. Below the input field is a blue button labeled "Next". At the bottom of the page, there is a small text "Powered by Jira Service Management" with a Jira logo.

4. Click **Next**

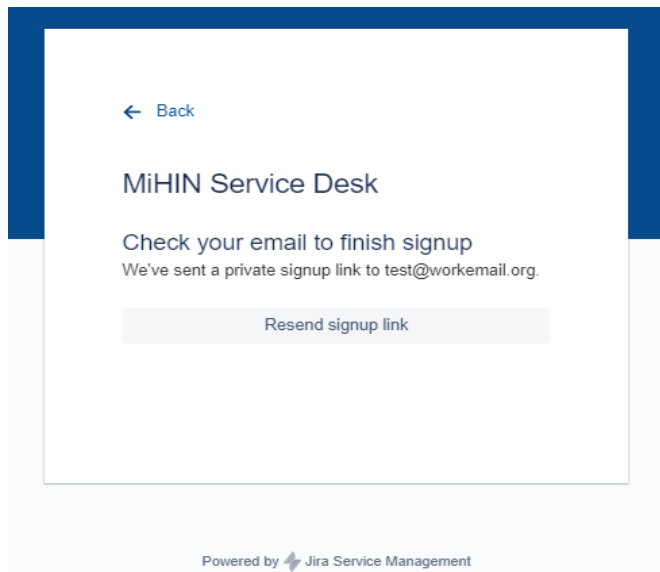


This screenshot is identical to the previous one, showing the MiHIN Help Desk registration form. However, in this image, the blue "Next" button is highlighted with a red rectangular box, indicating the next step in the process. The rest of the interface, including the email input field and the "Powered by Jira Service Management" footer, remains the same.

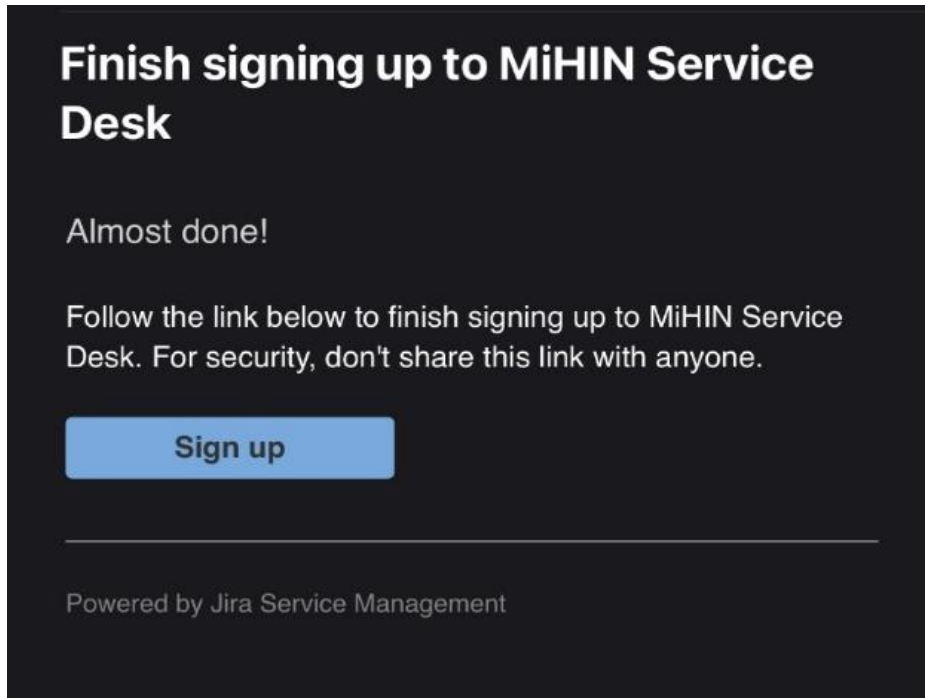
5. Click **Sign up with password**.



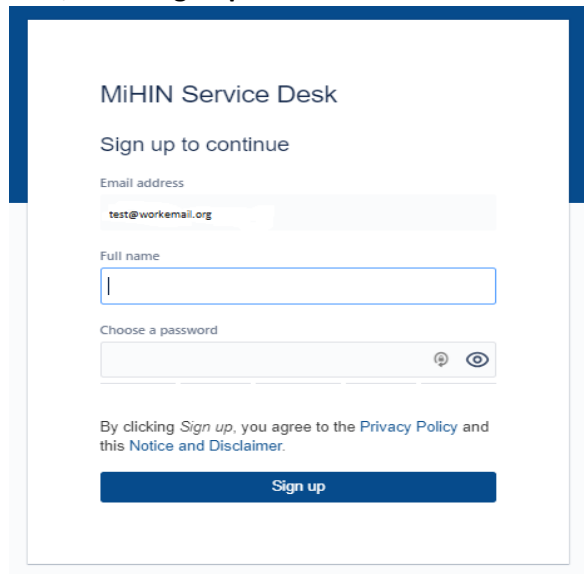
6. You will receive an email notification to the email address you entered. **Navigate to your email inbox** for next steps.



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.



MiHIN Service Desk

Sign up to continue

Email address

test@workemail.org

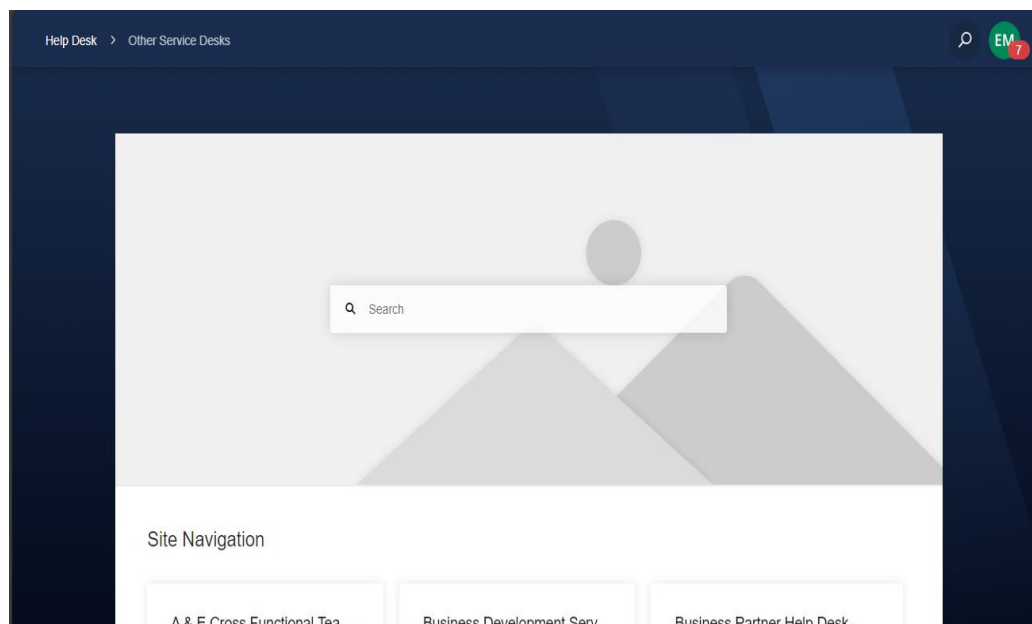
Full name

Choose a password

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

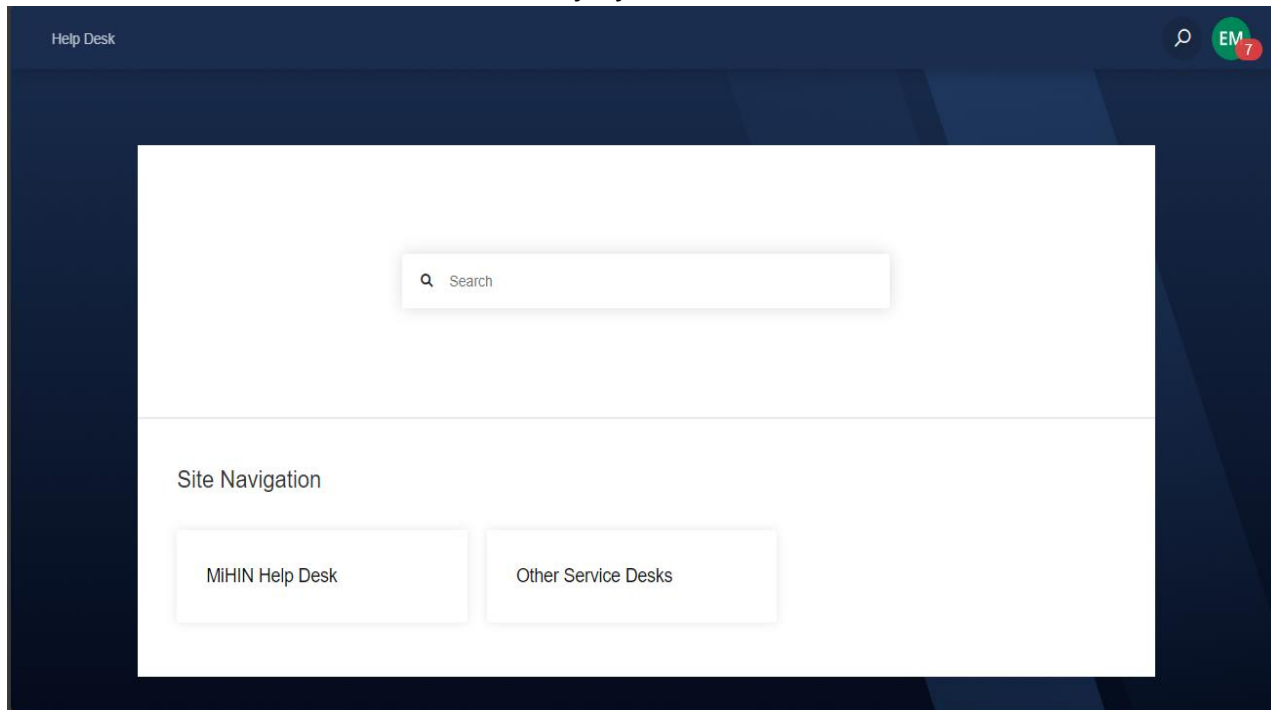
**Sign up**

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

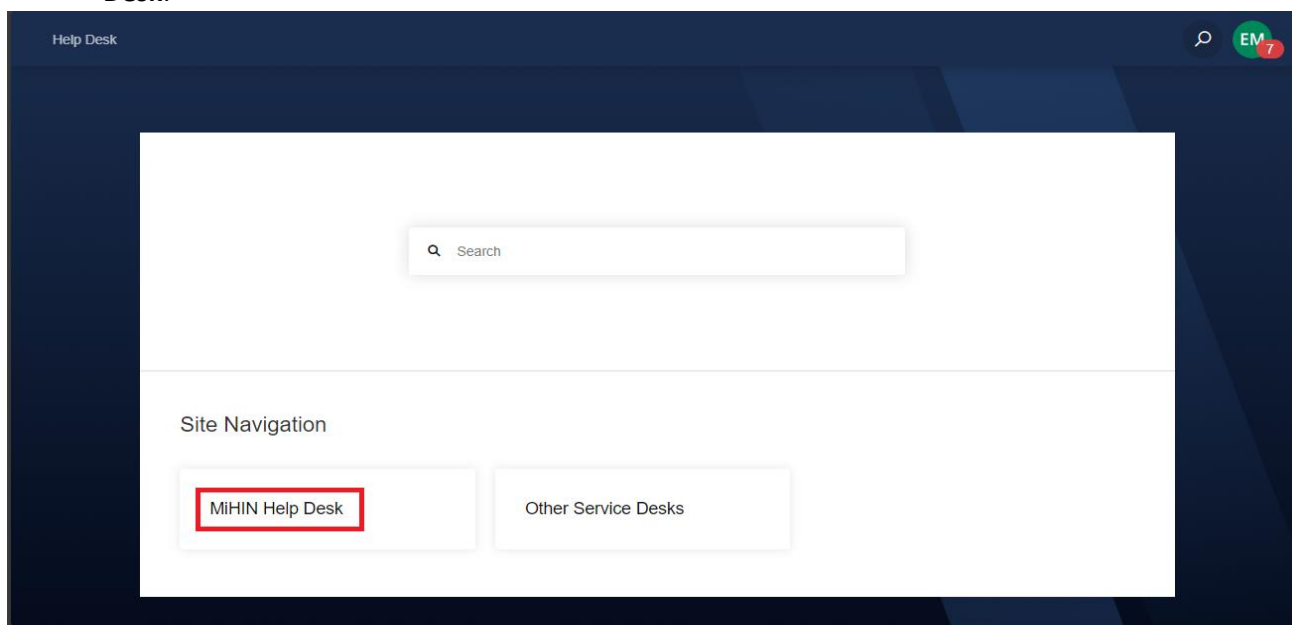


## Submitting an Issue via the Portal

1. To submit an issue, go to the [Portal](#),
  - a. *Note: Please bookmark this link for future use.*



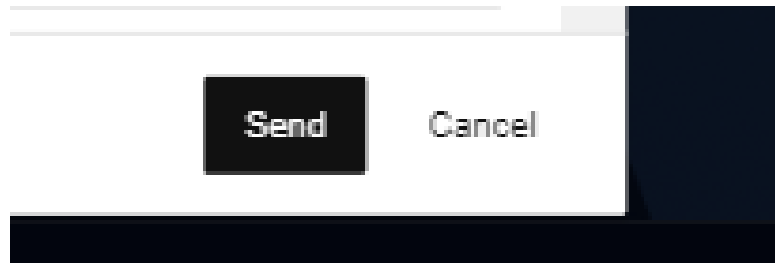
2. Click on **MiHIN Help Desk**. If sure of the specific help desk that is needed, click on **Other Service Desk**.







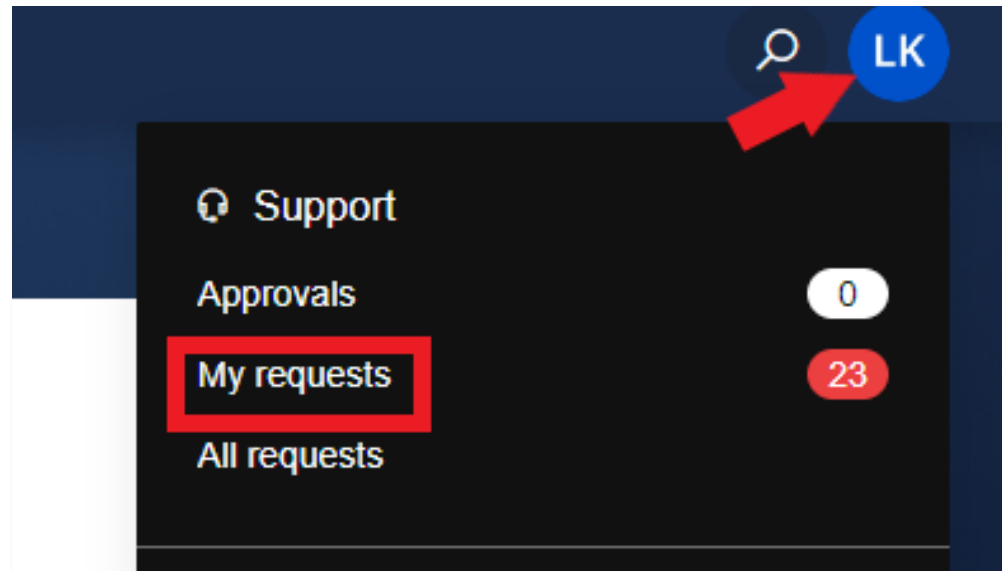
5. Make sure fill any fields with the (\*) as they are required.  
(If required fields are not filled, there will be highlighted fields indicating what fields are required to fill)
6. To submit the issue, select **Send** once the **Send** button appears black. (Your request will not be submitted if the Send button appears grey)



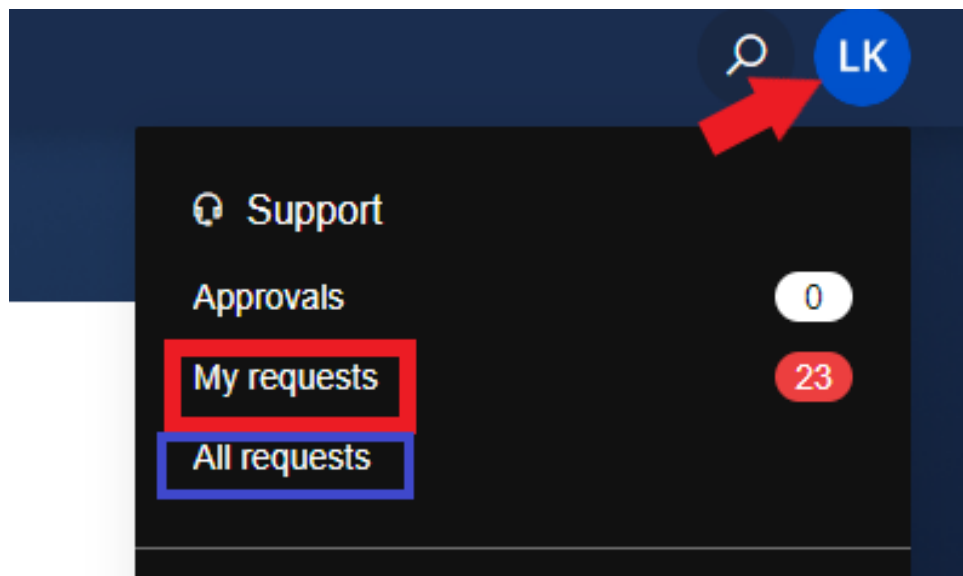
*Please note, you will receive email notifications anytime a modification is made to your ticket. This may include a status change, ticket transfer to another queue, a comment left on your ticket, etc.*

## 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.









- 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.

Help Desk > My requests
3

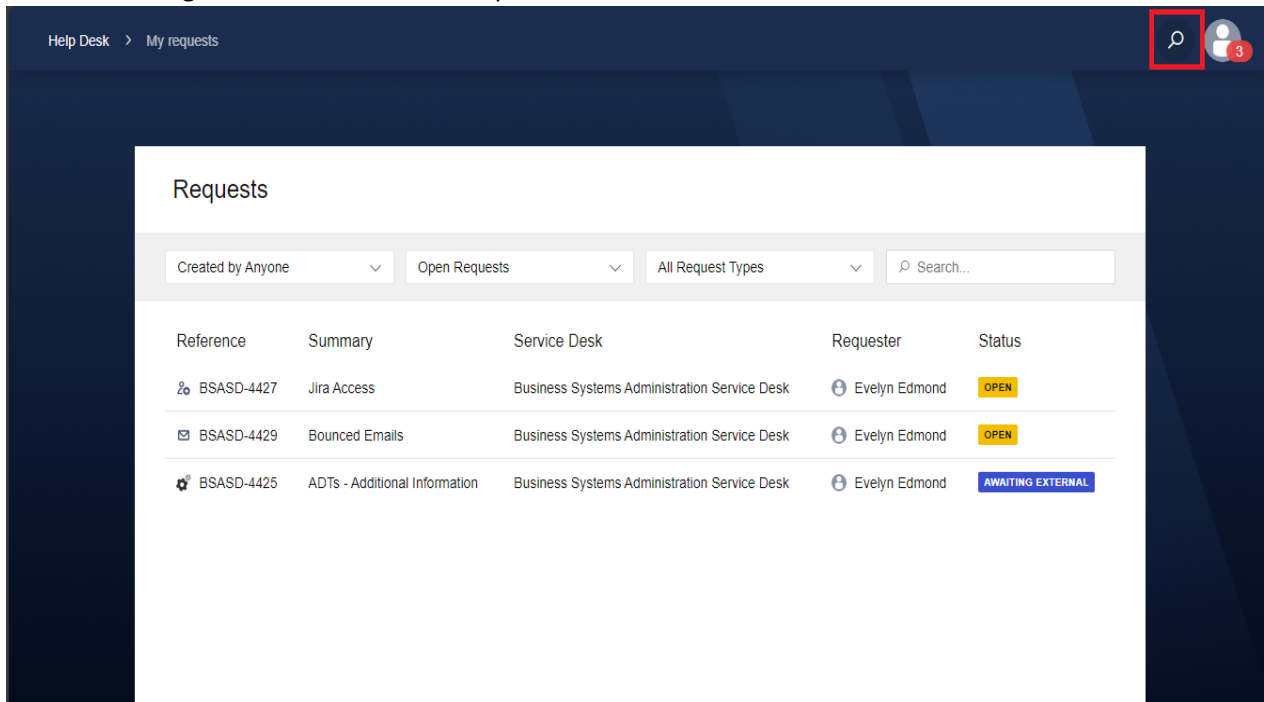
### Requests

Created by Anyone
Open Requests
All Request Types
Search...

Reference	Summary	Service Desk	Requester	Status
 <b>BSASD-4427</b>	Jira Access	Business Systems Administration Service Desk	 Evelyn Edmond	<b>OPEN</b>
 BSASD-4429	Bounced Emails	Business Systems Administration Service Desk	 Evelyn Edmond	<b>OPEN</b>
 BSASD-4425	ADTs - Additional Information	Business Systems Administration Service Desk	 Evelyn Edmond	<b>AWAITING EXTERNAL</b>

## How to Use the Search Bar

1. Utilize the global search bar at the top.

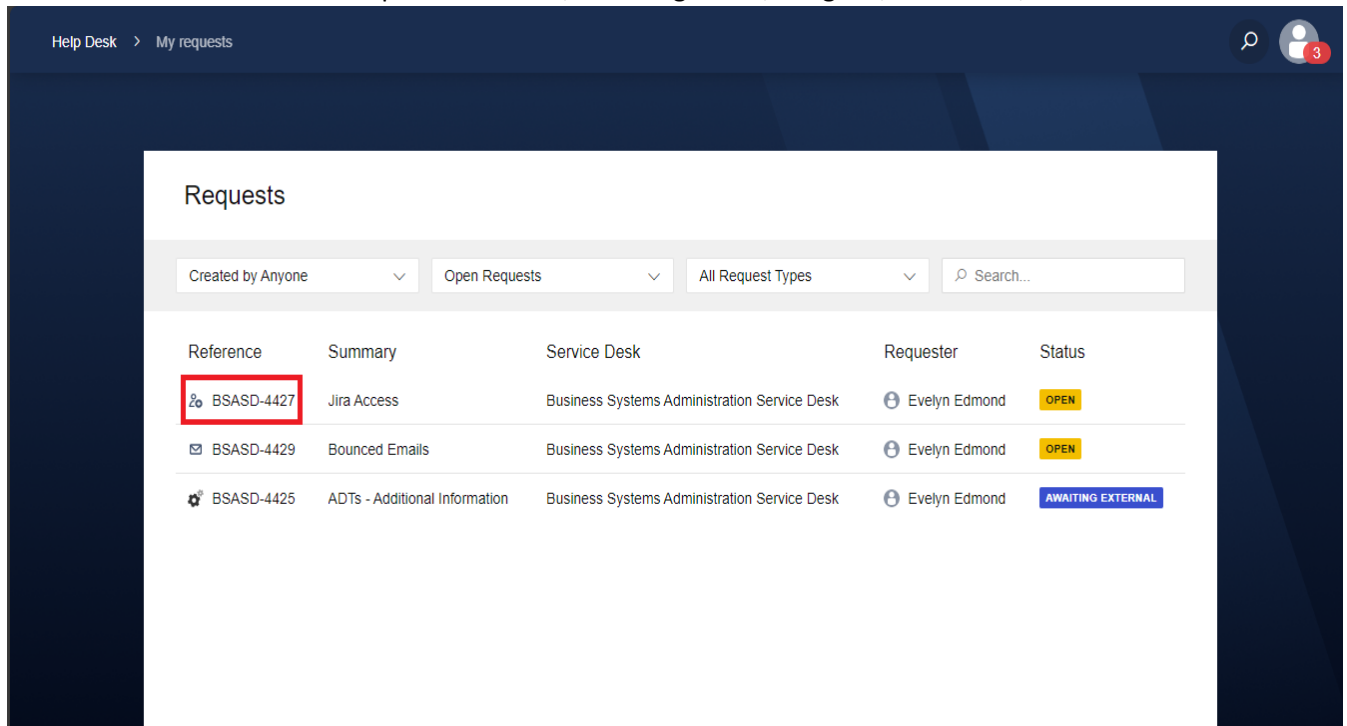


2. Apply filters to refine and narrow down search results.



## How to Share a Ticket with Someone

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



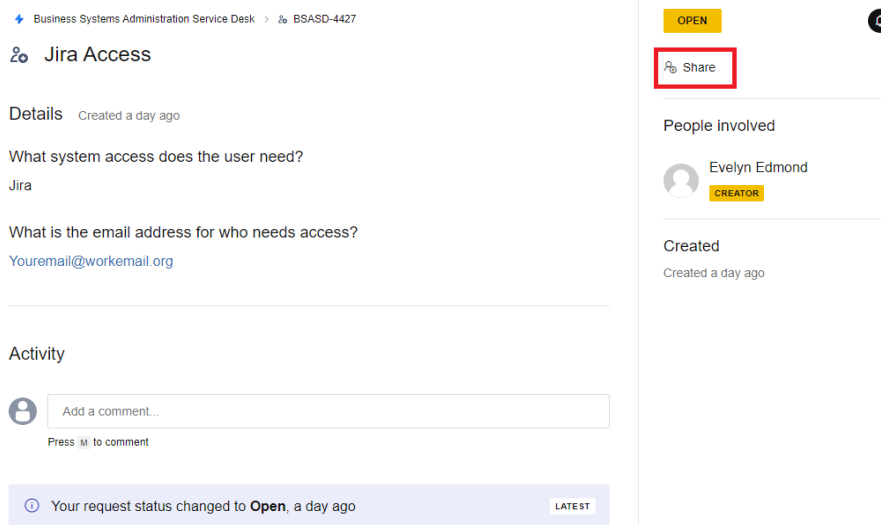
Help Desk > My requests

### Requests

Created by Anyone Open Requests All Request Types Search...

Reference	Summary	Service Desk	Requester	Status
<b>BSASD-4427</b>	Jira Access	Business Systems Administration Service Desk	Evelyn Edmond	OPEN
BSASD-4429	Bounced Emails	Business Systems Administration Service Desk	Evelyn Edmond	OPEN
BSASD-4425	ADTs - Additional Information	Business Systems Administration Service Desk	Evelyn Edmond	AWAITING EXTERNAL

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



Business Systems Administration Service Desk > BSASD-4427

### Jira Access

**Details** Created a day ago

What system access does the user need?  
Jira

What is the email address for who needs access?  
Youremail@workemail.org

**Activity**

Add a comment...

Press **M** to comment

Your request status changed to **Open**, a day ago **LATEST**

**OPEN**

**Share**

**People involved**

Evelyn Edmond  
**CREATOR**

**Created**  
Created a day ago

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

Business Systems Administration Service Desk > BSASD-4427

**Jira Access**

**Details** Created a day ago

What system access does the user need?

Jira

What is the email address for who needs access?

[Youremail@workemail.org](#)

**Activity**

Add a comment...

Press **M** to comment

Your request status changed to **Open**, a day ago **LATEST**

**OPEN**

Share

Share this request

Ashley Murphy x

Share Cancel

**Created**

Created a day ago

### 4. Click **Share**.

Business Systems Administration Service Desk > BSASD-4427

**Jira Access**

**Details** Created a day ago

What system access does the user need?

Jira

What is the email address for who needs access?

[Youremail@workemail.org](#)

**Activity**

Add a comment...

Press **M** to comment

Your request status changed to **Open**, a day ago **LATEST**

**OPEN**

Share

Share this request

Ashley Murphy x

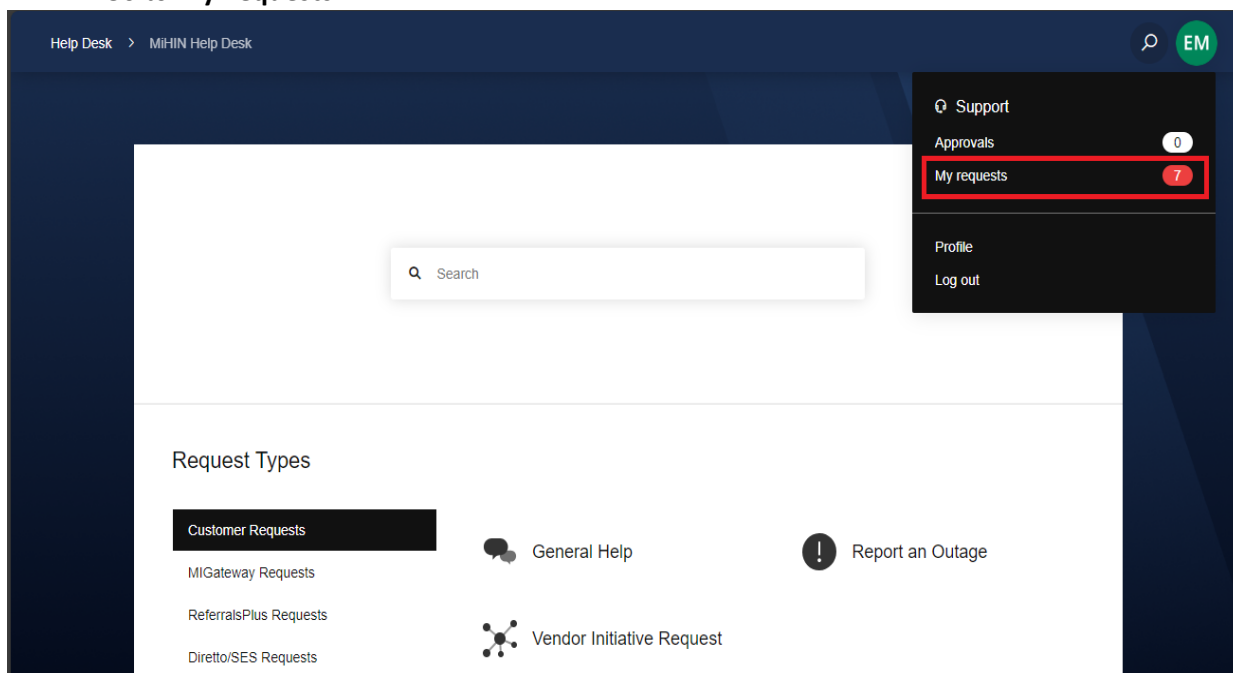
**Share** Cancel

**Created**

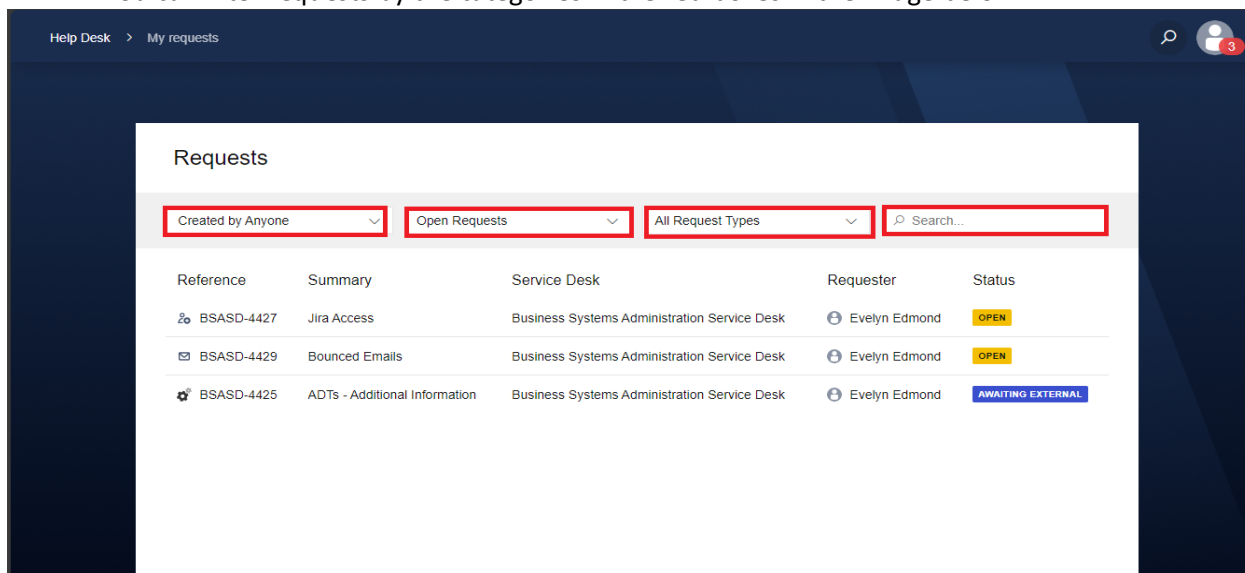
Created a day ago

## How to Use the Filtering Options Available on the Portal

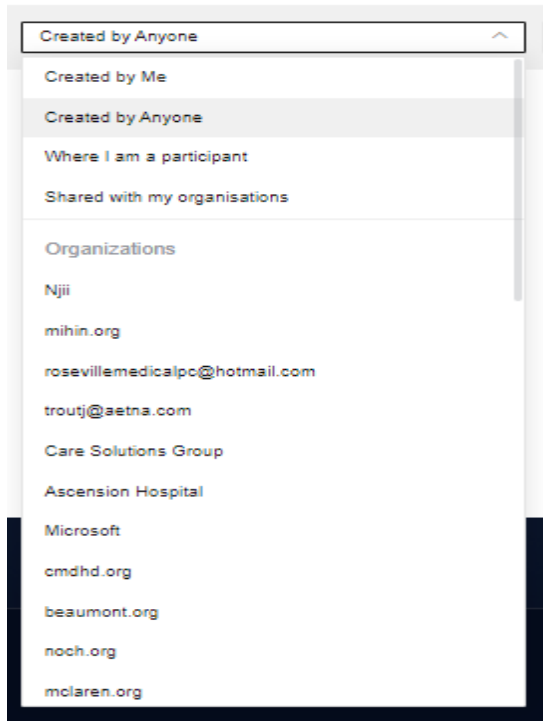
### 1. Go to **My Requests**.



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



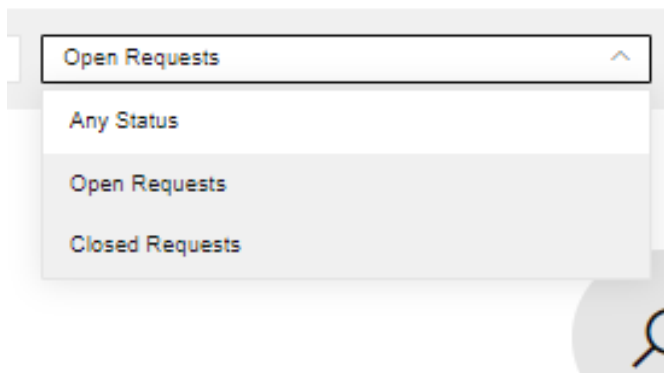
**a. Created By**



A screenshot of a web application's 'Created By' dropdown menu. The menu is open, showing a list of options. The first section contains four items: 'Created by Anyone' (highlighted), 'Created by Me', 'Where I am a participant', and 'Shared with my organisations'. The second section is titled 'Organizations' and lists several entities: 'Njii', 'mihin.org', 'rosevillemedicalpc@hotmail.com', 'troutj@aetna.com', 'Care Solutions Group', 'Ascension Hospital', 'Microsoft', 'cmdhd.org', 'beaumont.org', 'noch.org', and 'mclaren.org'.

- Created by Anyone
- Created by Me
- Created by Anyone
- Where I am a participant
- Shared with my organisations
- Organizations
  - Njii
  - mihin.org
  - rosevillemedicalpc@hotmail.com
  - troutj@aetna.com
  - Care Solutions Group
  - Ascension Hospital
  - Microsoft
  - cmdhd.org
  - beaumont.org
  - noch.org
  - mclaren.org

**b. Status of the Request**

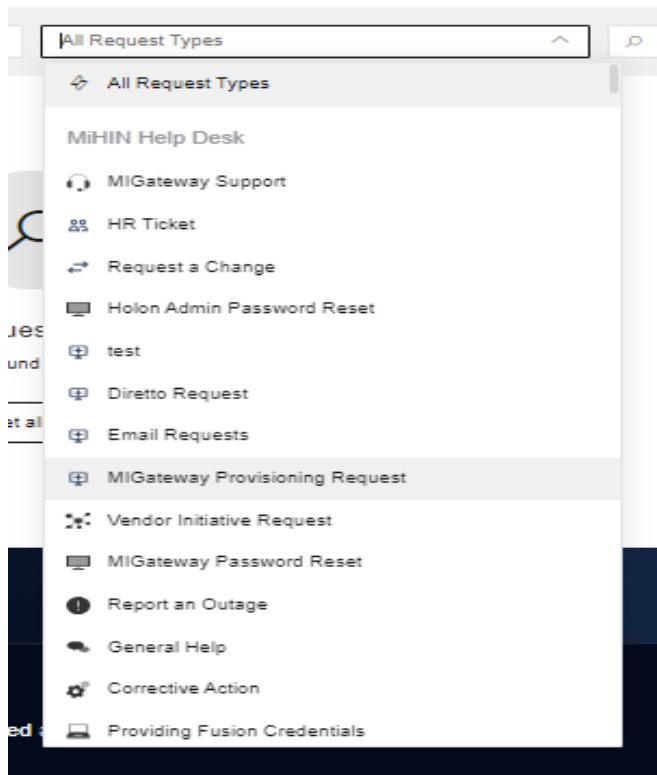


A screenshot of a web application's 'Status of the Request' dropdown menu. The menu is open, showing three options: 'Any Status', 'Open Requests' (highlighted), and 'Closed Requests'. A magnifying glass icon is visible in the bottom right corner of the dropdown area.

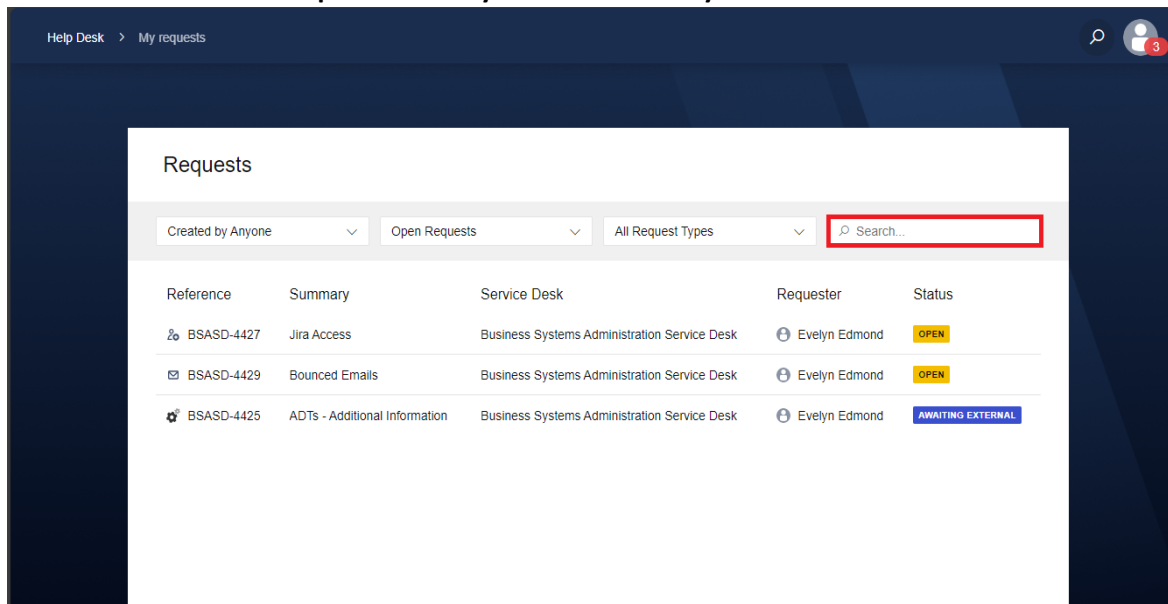
- Open Requests
- Any Status
- Open Requests
- Closed Requests



### 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](mailto: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](mailto: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:

---

BSASD-4418 ADTs - Additional Information ➤ Inbox x



**Business Systems Administration Service Desk** <jira@mihin.atlassian.net>  
to me ▼

Reply above this line.

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Evelyn Edmond.

Powered by Jira Service Management

### 2. When the status of a ticket changes:



**Ashley Murphy** <jira@mihin.atlassian.net>  
to me ▼

Reply above this line.


Ashley Murphy changed the status to In Progress.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Evelyn Edmond.

Powered by Jira Service Management

### 3. When a comment is added to a ticket:



**Ashley Murphy** <jira@mihin.atlassian.net>  
to me ▾

11:32 AM (14 minutes ago)

---

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 x



**Jira automation** <automation@mihin.atlassian.net>  
to me ▾

11:36 AM (12 minutes ago) ☆ 😊 ↶ ⋮

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
😊