

## MIGRATION SPECIFICS

<b>WHAT:</b>	The Idaho Health Data Exchange (IHDE) is migrating to a web-based ticketing system.
<b>WHO:</b>	All users of the Idaho Health Data Exchange services.
<b>WHERE:</b>	Any location where IHDE participants have Internet access. Please see below for specific details where to access this feature.
<b>WHEN:</b>	Any time a participant needs assistance from IHDE Support. This new system will be available on January 15, 2018.
<b>WHY:</b>	The migration to this new ticketing system will provide participants with the flexibility to directly log issues. In turn, this will provide a resource for IHDE to better track, manage, and resolve participant issues.

## STEPS ON HOW TO CREATE AND SUBMIT A TICKET TO IHDE SUPPORT


**Step 1:** Go to <http://www.idahohde.org/support/> and click on the  button on the web page.


**Step 2:** Fill out the required fields on the **new ticket** web page, displayed on the right.

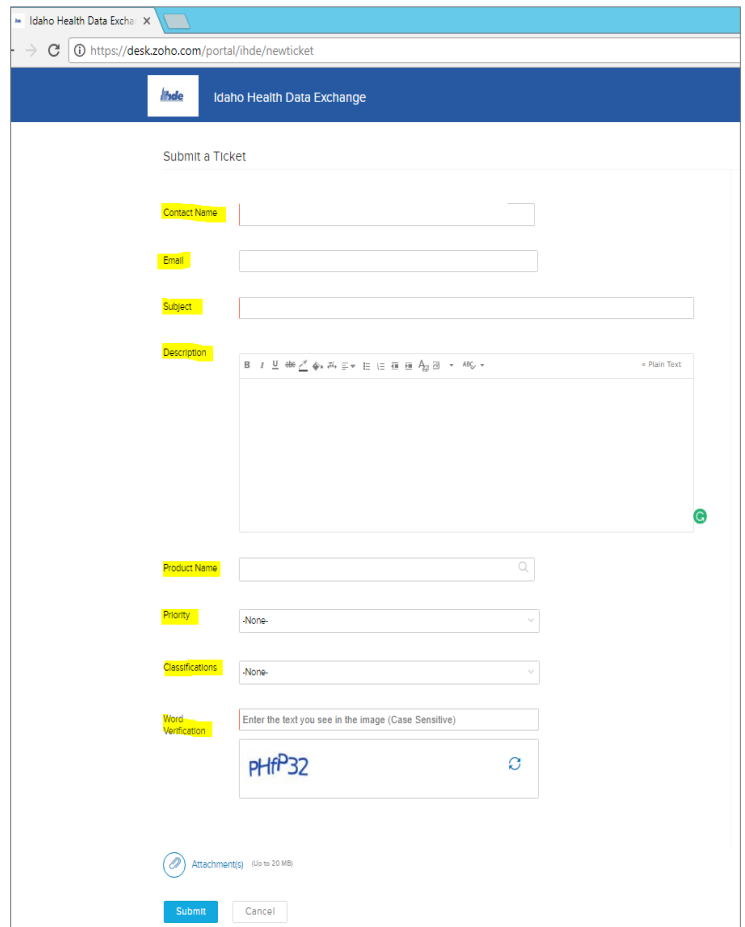
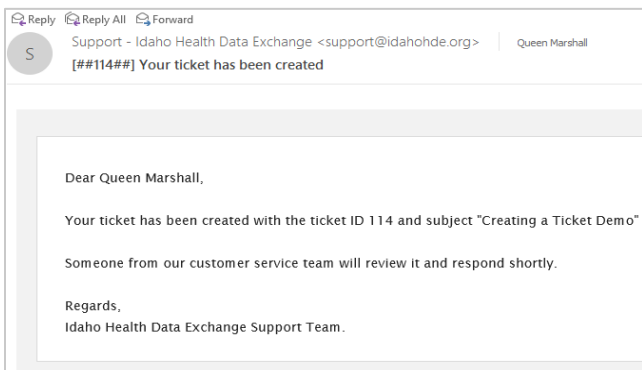
**Note:** The text in “Word Verification” field is case sensitive. 

 **DO NOT ATTACH OR INCLUDE ANY PHI WITH YOUR TICKET.**

Please contact IHDE Support directly at [support@idahohde.org](mailto:support@idahohde.org) to coordinate how best to send tickets with protected health information (PHI).

**Step 3:** After filling out the required fields, click on the  button located at the bottom of the web page.

 Clicking the **Submit** button will trigger an email notification to the person who created a ticket. The email contains the information of a ticket as shown below.

### New Ticket Form Label Definitions/Usage

**Contact Name** – Name of the person who is going to create and submit a ticket.

**Email** – Email address of the person/client user.

**Subject** – Any specific topic a client user wants to address to IHDE Support.

**Description** – Explains the reasoning of the ticket.

**Product Name** – A lookup for specific IHDE user interfaces (e.g. Clinical Portal, Provider Portal, etc.)

**Priority** – A ticket’s level of importance based on three options: Low, Medium, and High.

**Classifications** – Ticket classification with the following categories: Questions, Problem, Feature, and Other.

**Word Verification** – A verification test that requires a user to type in specific characters (case sensitive) in the assigned field.