Homeless Management Information System (HMIS)

Help Desk Ticket

PLEASE NOTE: The agency needing help will need to submit a HMIS Help Desk Ticket that will be address by **HMIS within 72 hours**. If the ticket is received on a weekend or holiday the 72 hours will begin on the next business work day.

Name: _____ _____
First Last

Agency: _____

Phone #: _____

Email: _____

Additional Email Address: _____
(Please enter any email you would like to be cc'd on response)

HMIS Question Details

Is this an HMIS emergency? ❑ Yes ❑ No

Client ID number in question: _____

Which program are you asking about: _____

Please indicate the most appropriate corresponding category for your question

- ❑ Technical Assistance
- ❑ Custom Reporting
- ❑ Setting up new program in ServicePoint
- ❑ Work Flow
- ❑ HUD Program Requirements
- ❑ Other
- ❑ Buying New Service Point License
- ❑ Password Reset/login issues
- ❑ ART issues
- ❑ Merge a Client
- ❑ Training

Supporting documents attached? ❑ Yes ❑ No

If you have any additional questions, type them below. Note: Please include any troubleshooting you have tried thus far or error messages you have received:

Email Form