

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

- | | |
|---|---|
| <input type="checkbox"/> Technical Assistance | <input type="checkbox"/> Buying New Service Point License |
| <input type="checkbox"/> Custom Reporting | <input type="checkbox"/> Password Reset/login issues |
| <input type="checkbox"/> Setting up new program in ServicePoint | <input type="checkbox"/> ART issues |
| <input type="checkbox"/> Work Flow | <input type="checkbox"/> Merge a Client |
| <input type="checkbox"/> HUD Program Requirements | <input type="checkbox"/> Training |
| <input type="checkbox"/> Other | |

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: