



# Velatura Help Desk Help Desk Portal Guide

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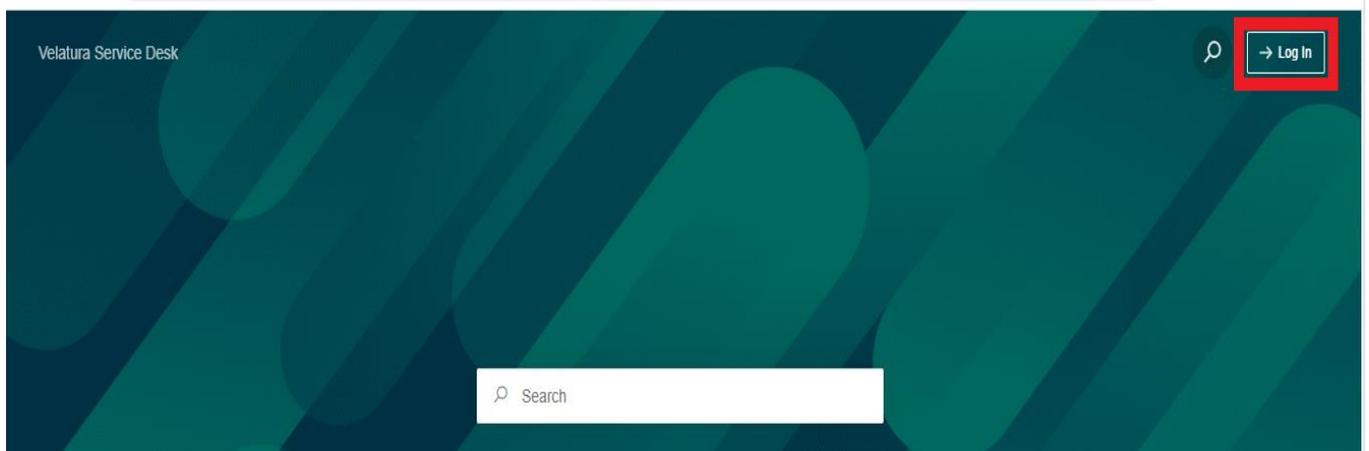


## Benefits of Creating an Account on our Customer Help Desk Portal

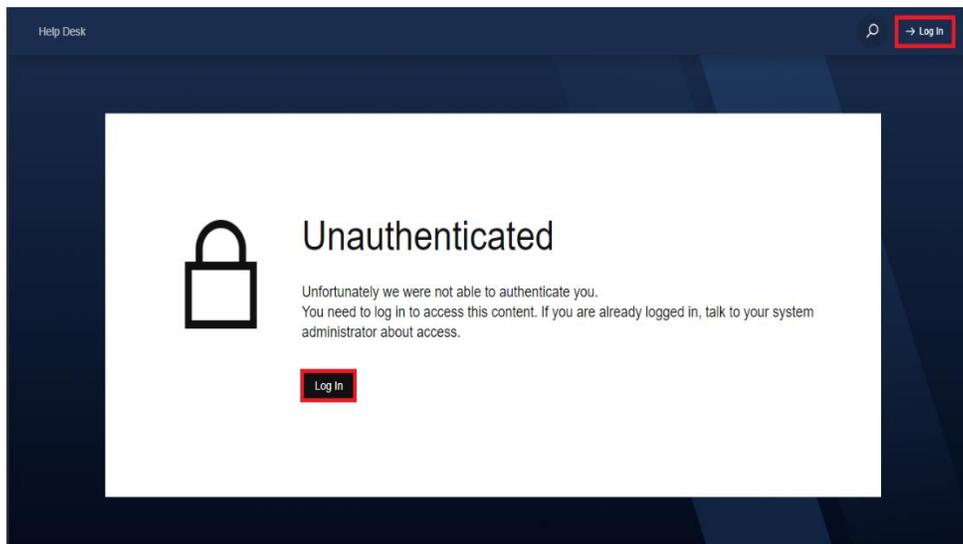
- Track all of your tickets with us in one location
- Communicate directly with our staff through your tickets
- Share tickets with your colleagues to keep them up to date on tickets

## How to Log in to Help Desk Portal

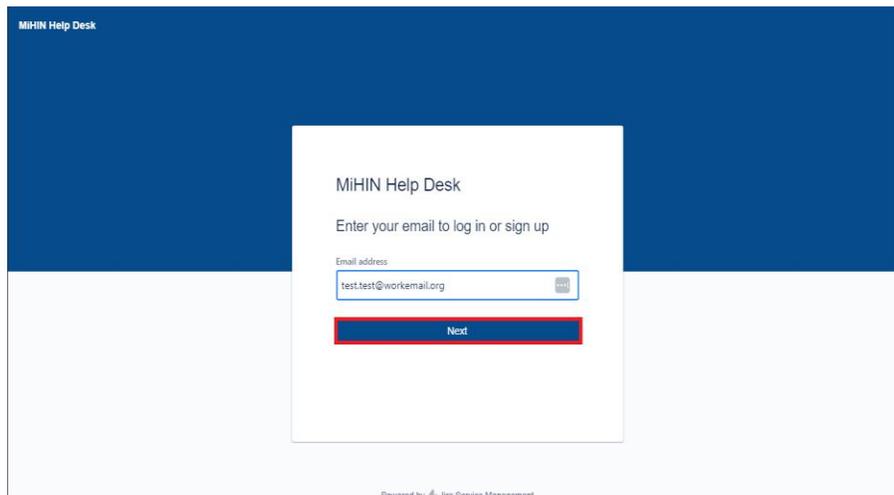
1. To **login**, go to the [Help Desk Portal Link](#)
  - a. *Note: Please bookmark this link for future use.*
2. Select **log in** to be able to easily create, view, and manage your issues.



**Note:** *If you are not already an existing user, you will need to create an account prior to using this service.*



3. To register, enter your preferred work email for an account to be able to easily create, view, and manage your requests





4. Click **Next**

MiHIN Help Desk

MiHIN Help Desk

Enter your email to log in or sign up

Email address

Youremail@workemail.org

Next

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

MiHIN Help Desk

← Back

MiHIN Help Desk

Sign up to continue

Email address

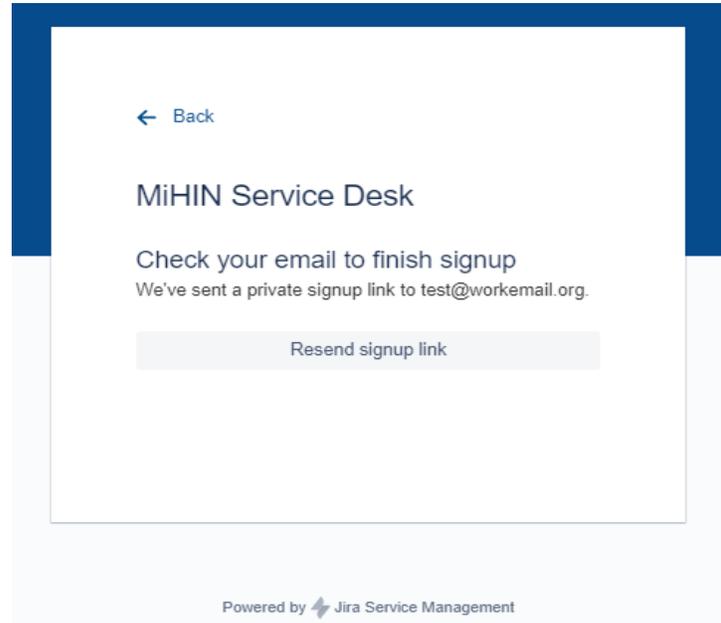
test.test@workemail.org

Sign up with password

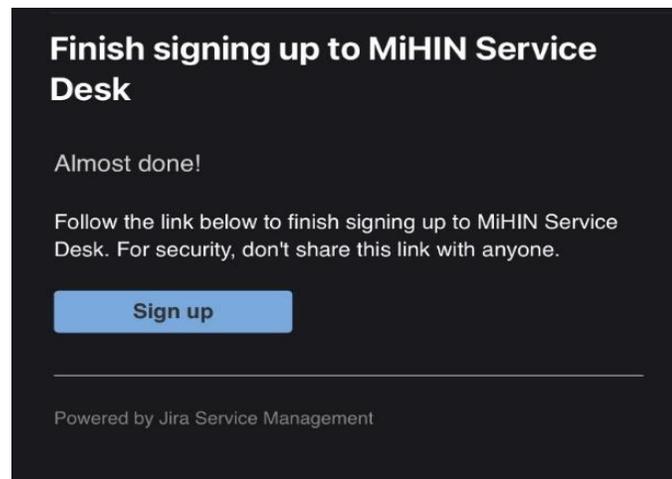
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6. You will receive an email notification to the email address you entered. **Navigate to your email inbox** for next steps.



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

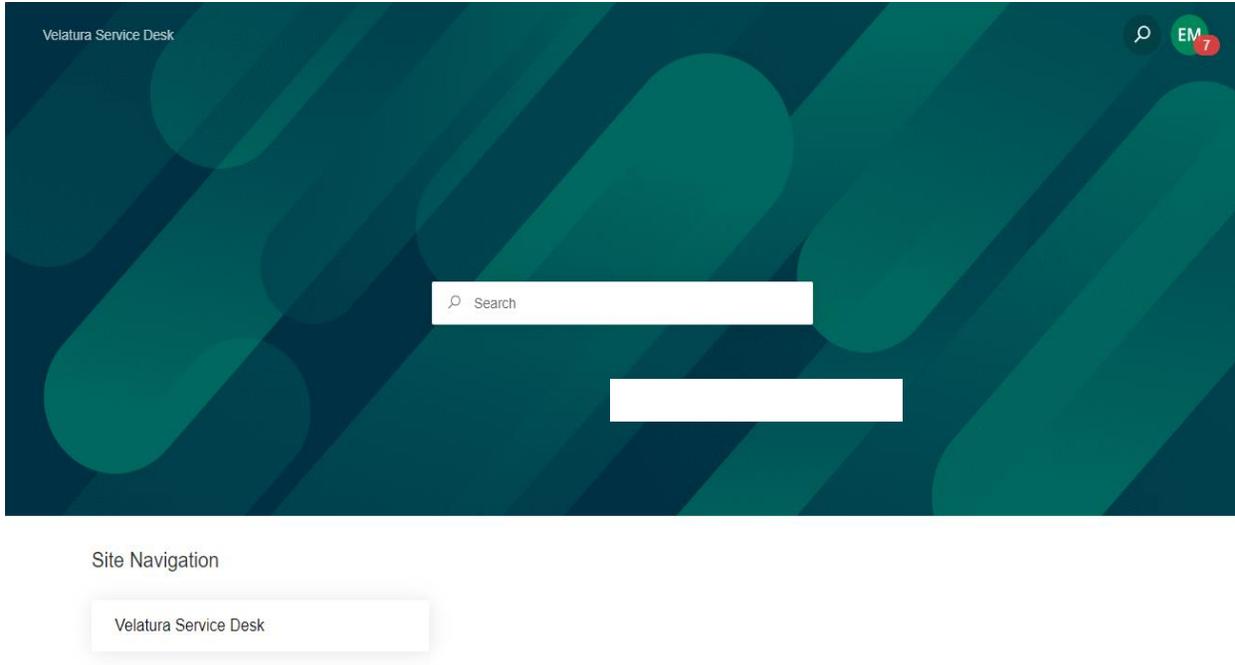
Email address

Full name

Choose a password  
  

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

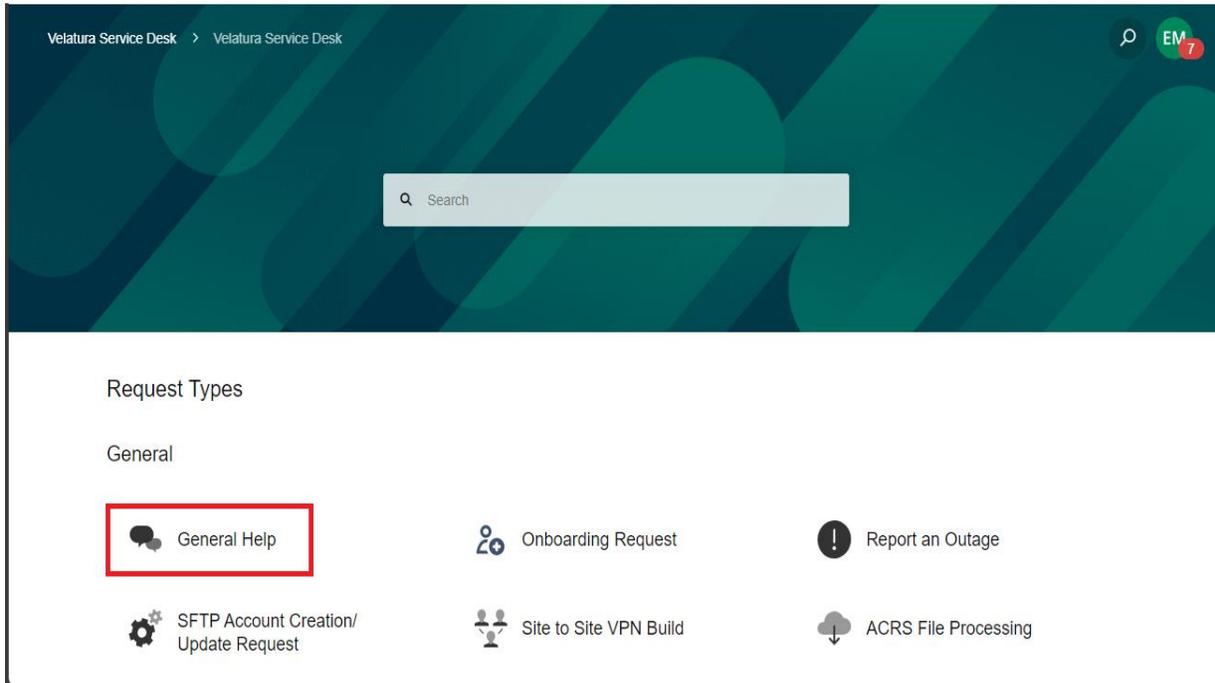
9. The Velatura Service Desk Portal is now available for you to submit and/or view issues.





## Submitting an Issue via the Help Desk Portal

1. Submit an issue via the [Help Desk Portal](#), select **General Help**.
  - a. *Note: Please bookmark this link for future use.*





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

**General Help** [X]

Raise this request on behalf of

Enter name or email

Summary\*

Use the usecase and followed by the issue.

Description\*

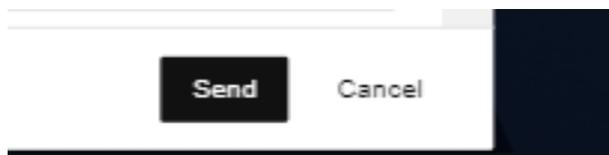
**B** / *I* / U | H<sub>1</sub> H<sub>2</sub> | [List] [List] | [Link] [Unlink] | `</>` [Image] | 99 — [Undo] [Redo]

Organization Name\*

First Name\*

Send Cancel

3. 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)
4. To submit the issue, select **Send** once the **Send** button appears black. (Your request will not be submitted if the Send button appears grey)

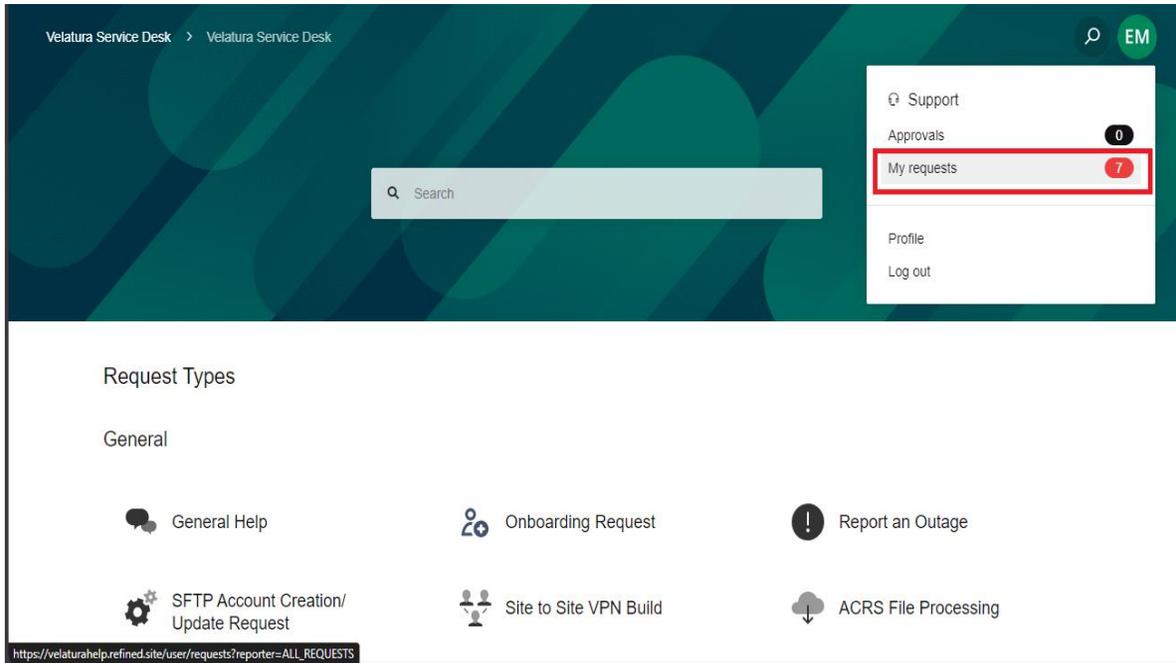


***Please note, you will receive email notifications anytime a modification is made to your ticket. This may include a status change, ticket transfer to another queue, a comment left on your ticket, etc.***

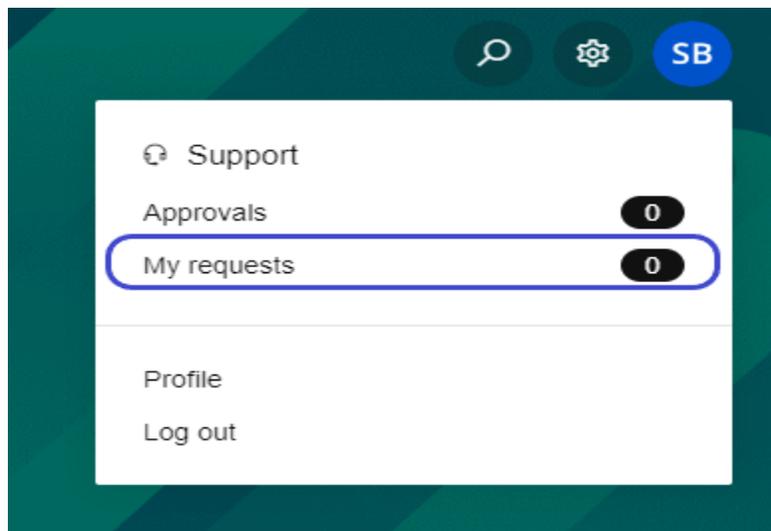


## How to View Tickets/Issues via Help Desk Portal

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 and issues you are noted as a participant.





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

Velatura Service Desk > My requests

### Requests

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

Reference	Summary	Service Desk	Requester	Status
BSASD-4427	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.

Velatura Service Desk > My requests

Search icon (highlighted in red) and user profile icon with 3 notifications.

### Requests

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

Reference	Summary	Service Desk	Requester	Status
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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. Apply filters to refine and narrow down search results.

Search in Velatura Service Desk... In Velatura Service Desk

Pages: Raise a Request

Velatura Service Desk  
RECENTLY VIEWED: Velatura Service Desk



## How to Share a Ticket with Someone

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

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](mailto: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 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 this request

Ashley Murphy x

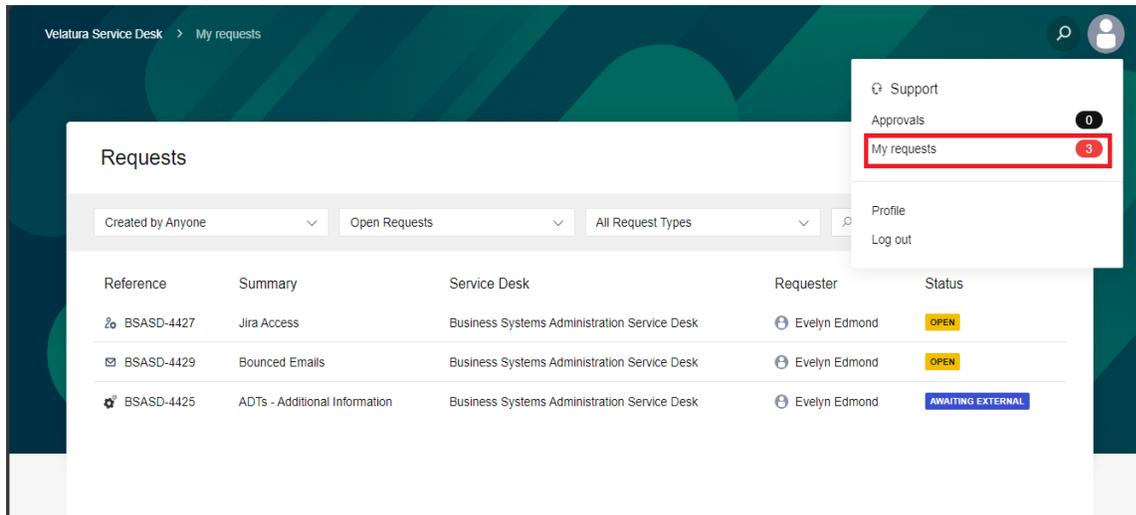
**Share** Cancel

**Created**  
Created a day ago

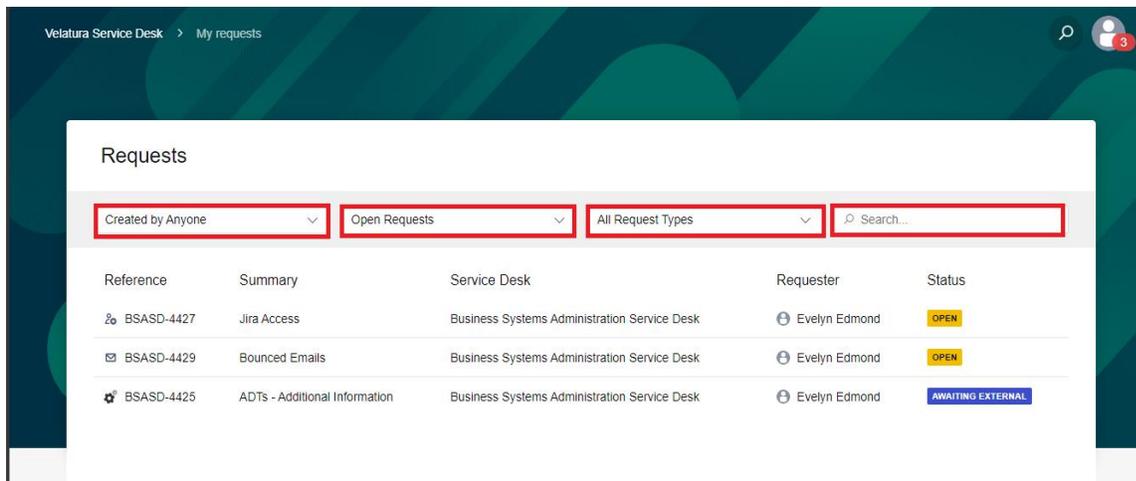


## How to Use the Filtering Options Available on the Help Desk Portal

### 1. Go to My Requests.

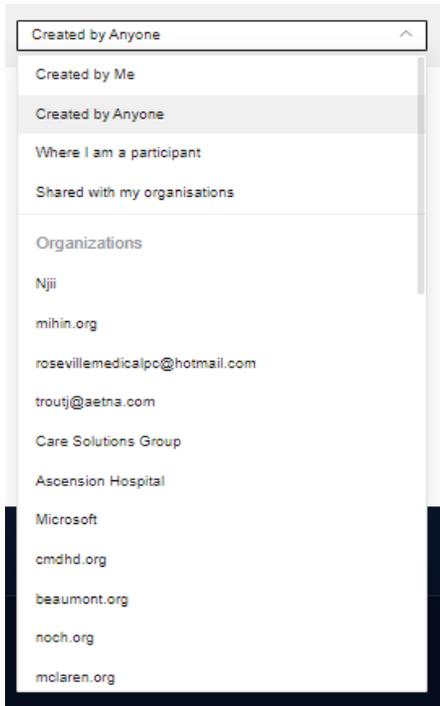


### 2. You can filter requests by the categories in the red boxes in the image below:

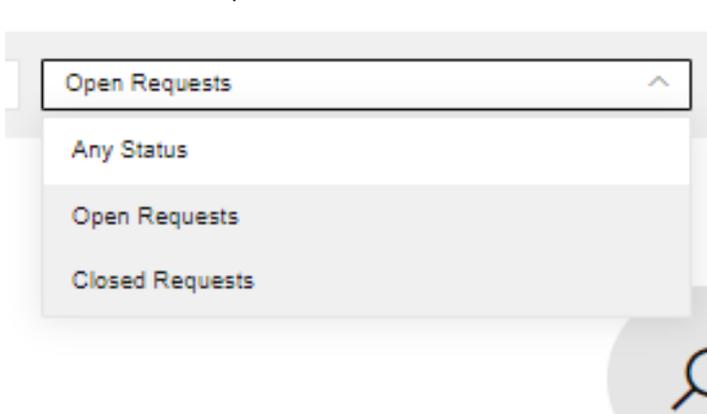




a. Created By

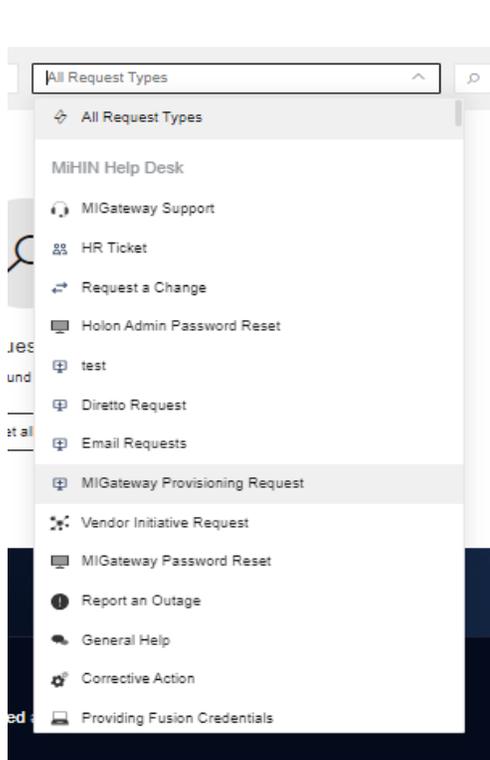


b. Status of the Request

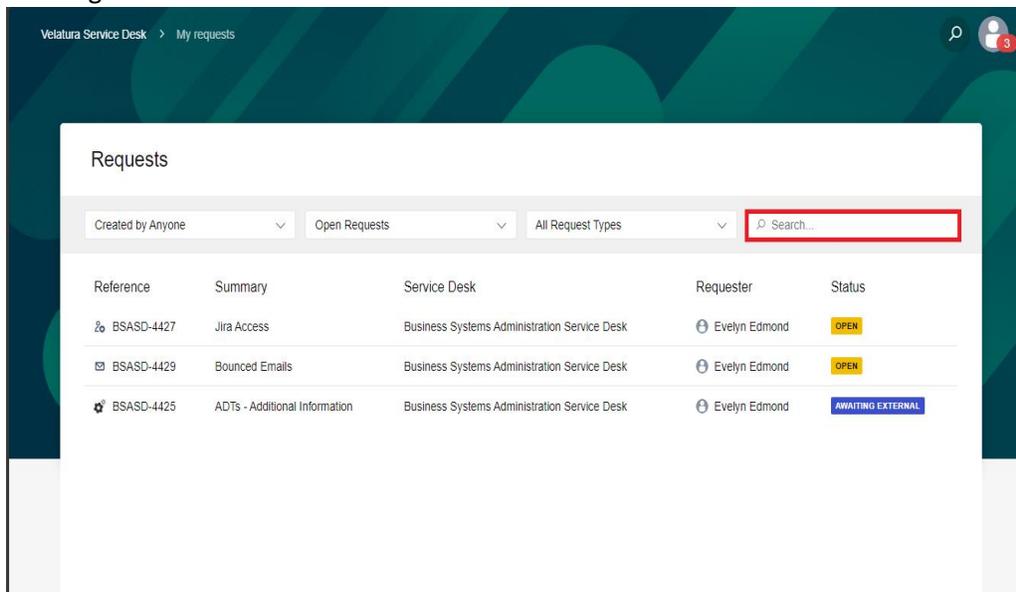




### c. Request Types



### d. Using the search bar.





## How to securely submit PHI

### 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.

*Please do not add or upload PHI to ticket via the Help Desk Help Desk Portal or email.*



## Understanding email notifications

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

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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> 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.

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### 4. When the ticket is moved to a different Service Desk:

Issue CUESD-1580 was moved  Inbox x  

 **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

If you require assistance and cannot use our portal, please contact the Help Desk

- **Email:** [help@velatura.org](mailto:help@velatura.org)
- **Call:** 844-454-2443