


Creating a new JIRA Web Helpdesk ticket:

New JIRA Web Helpdesk ticket link: <https://dmha.fssa.in.gov/helpdesk/?div=dmha>

- 1 Type your email address
- 2 Click the “Create Ticket” button to make a new ticket
  - a. If you have only one choice, the drop down fields will be greyed out.
  - b. If they are not greyed out, you will have to choose from the drop down list.
- 3 Click the “View Request List” button to see your latest help desk tickets.
- 4 You can reply to a question by clicking the link “Waiting on Customer”

## JIRA HELP DESK SUPPORT

Division of Mental Health and Addiction (DMHA)

Email Address:  

# JIRA HELP DESK SUPPORT

Division of Mental Health and Addiction (DMHA)

Customer Name:  @fssa.in.gov

Related Provider:

Related Application:

CC Address Emails:

Comma/Space delimited (Email@xxx.xx.ss, EmailB@xxx.xx.ss)

Service Request Type:

Severity:

Summary:

Enter Short Description of Issue

Description:

Attachment:

## View of past requests

# JIRA HELP DESK SUPPORT

Division of Mental Health and Addiction (DMHA)

██████████@fssa.in.gov

(Showing from most recent ticket submitted)

ID	Created On	Application	Request Type	Summary	Status
THD-40402	5/11/2017 4:13 PM	1915i Children's Program - CRM - All - DMHA	Access Problem	Please issue user license	Resolved
THD-39958	5/4/2017 11:21 AM	1915i Children's Program - CRM - All - DMHA	Billing Issues	Crossroad CMHW claims	<a href="#">Waiting on Customer</a>
THD-39821	5/2/2017 11:09 AM	1915i Children's Program - CRM - All - DMHA	Access Problem	Important Message Concerning Your IOT Ticket #1452762	Resolved
THD-39692	4/28/2017 2:55 PM	1915i Children's Program - CRM - All - DMHA	Account Edit	RE: Tobi access for Vivian F.	Waiting For Triage
THD-39491	4/26/2017 10:11 AM	1915i Children's Program - CRM - All - DMHA	Account Edit	State of Indiana - Contractor Network Account Expiration Notice	Resolved
THD-38505	4/10/2017 1:33 PM	1915i Children's Program - CRM - All - DMHA	Question	FW: JM Claims being denied (1228)	<a href="#">Waiting on Customer</a>
THD-36254	3/2/2017 12:42 PM	1915i Children's Program - CRM - All - DMHA	Question	FSSA Account Control Notice: Important message concerning your ticket #1393043	Resolved
THD-35580	2/17/2017 7:31 AM	1915i Children's Program - CRM - All - DMHA	Application Error	FW: FSSA Account Control Notice: Important message concerning your ticket #1379527	Resolved

**Respond to Waiting on Customer request**

**Update Ticket: THD- [REDACTED]**

**Previous Comment :** Hi Julie -  
[REDACTED]

Jenifer

**New Comment :** [REDACTED]

**Attachment :**  