HALO Project Tracking System
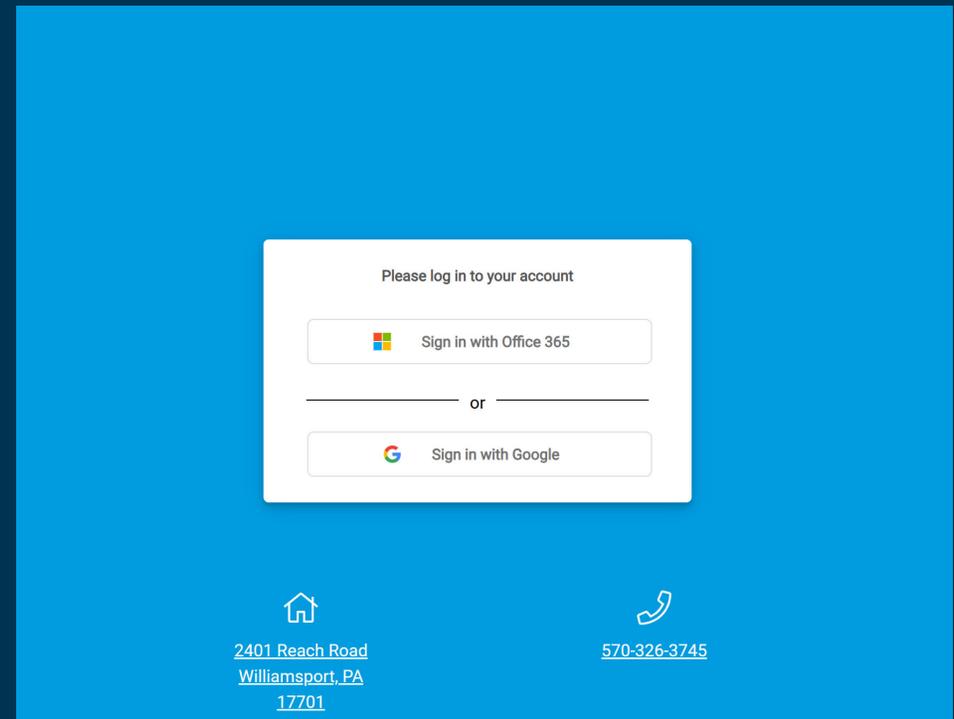
AKA: New Ticket System

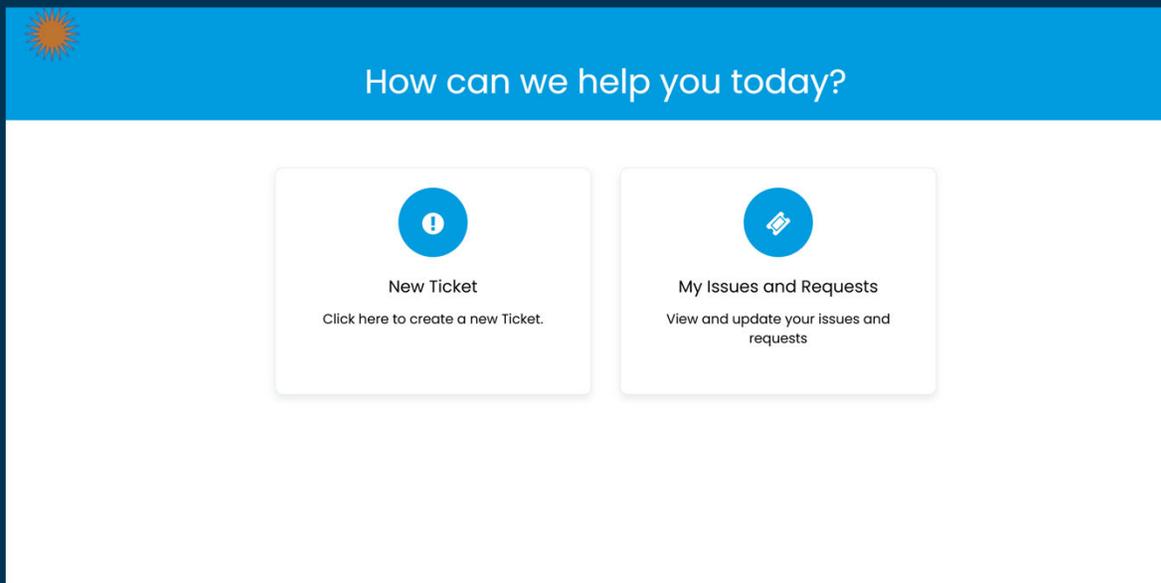# Beginning January 6th Hope will transition to a new ticket system.

iupts.org will no longer be available after this date.

supportticket.hopeability.org

- Click "Sign in with Office 365"

- Log-in with your hopeability username and password (the same information you use to log-in into email or a work computer).

Please log in to your account

Sign in with Office 365

or

Sign in with Google

2401 Reach Road
Williamsport, PA
17701

570-326-3745
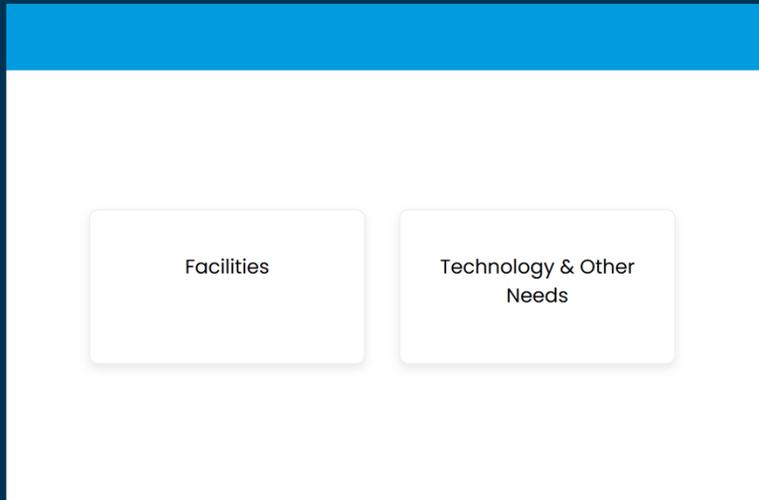
After Signing In...

There be 2 options to choose from:

➢ **New Tickets:**
- ➢ **Click here when you need to submit a new ticket for yourself, site, or a direct report.**

➢ **My Issues & Requests:**
- ➢ **Click here to check on previously submitted tickets.**
- ➢ **Notes and updates can be viewed here.**

There will be two options:

Facilities

Technology & Other Needs

Facilities	Technology & Other Needs
➢ Residential Home Issues (Examples: Chipped Paint, broken window, broken furniture or appliances)	➢ Hope-Issued Computer or Printer problems
➢ Office Building Needs (Examples: large items/furniture moved, lights need replaced, painting)	➢ Internet issue at residential homes or office buildings
➢ Relocation of rooms (after approval)	➢ Hope-Issued cell phone issues
	➢ New employee needs

-Sohdvh#grwh=li#wkh#vvxh#v#dq#hp hujhqf|#h{#krw#z dwhu#khdwhu#eurnhq/#gr#khdw/#gr#z dwhu/# hohfwulfdo#vvxhv/#hwf1,#sohdvh#Fdoo#vxshuylvru#ru#wkh#idflowlhv#whdp #iluvw#dqg#wkhq#vxep lw#d#wlfnhw$-

Required Information: Part 1

There will be form that needs to be completed for the ticket to be submitted and sent to the appropriate location.
> Please be as specific as possible when entering a description.

Please complete the following form to submit a new Ticket.

denotes a mandatory field

Employee *

Enter name of Employee having the issue

Address of Issue (Select One) *

Choose the address for where the issue is occuring

Description of Issue *

Please be as detailed as possible in regards to describing the issue.

Required Information: Part 2

Location of Issue *

> Example: Basement, Office, Kitchen, etc.

Best Number to Contact *

> Best Number to Contact (Site Phone, Site Cell Phone, Supervisor, etc.)

Best Time to Reach *

> ➢ In addition to site address, the location of the issue is required. Examples are included in the text box. If referring to an individual's bedroom, please use initials.
> ➢ Providing the contact number and "best time to reach" is important as staff and sites have varying schedules.

Optional Information

➤ You may add your supervisor's name or additional contacts. This would be helpful if you may not be available to answer questions.

➤ Attachments, such as pictures or files, can be added which could help with solving tickets in a timelier manner.
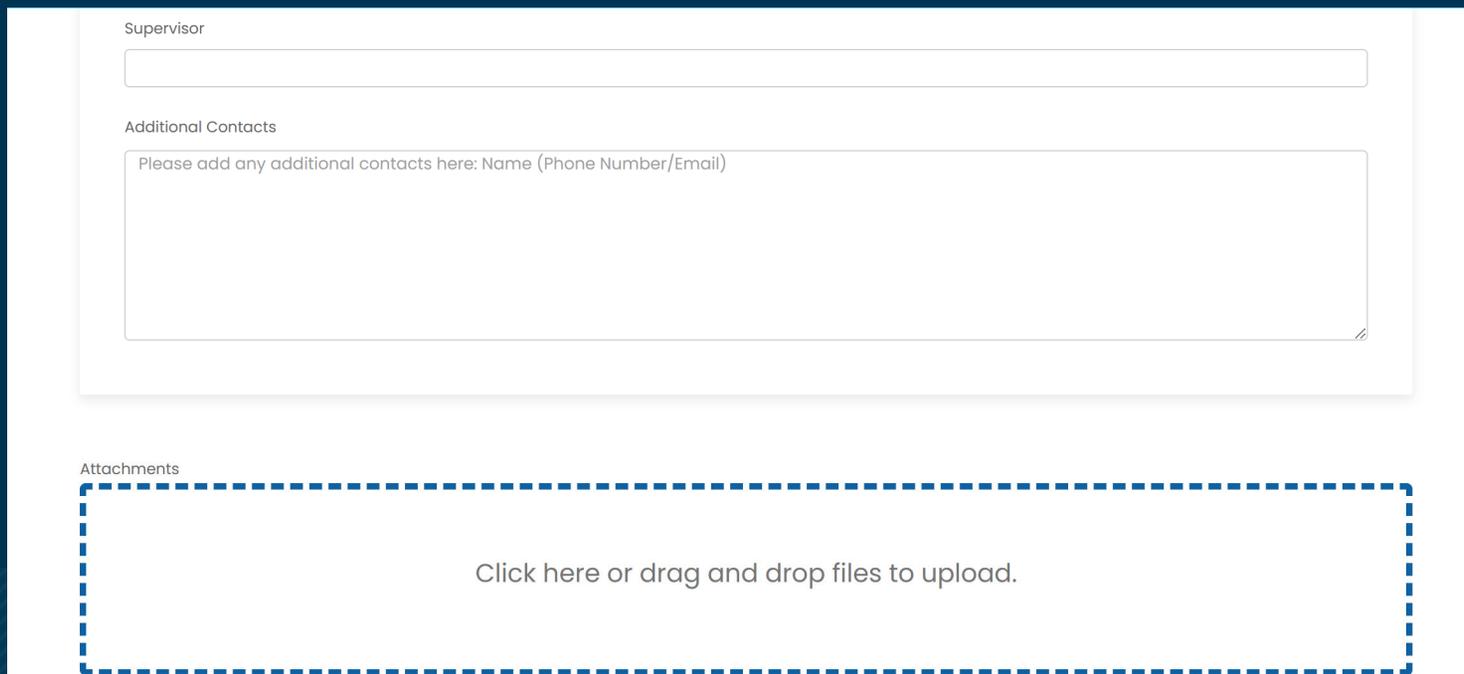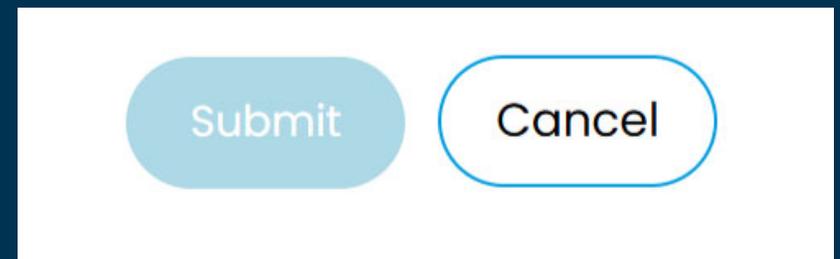
Supervisor

Additional Contacts

Please add any additional contacts here: Name (Phone Number/Email)

Attachments

Click here or drag and drop files to upload.

Submit

Once all the required information is completed and any additional information is included, it is time to submit your ticket.

Click on the light blue "submit" button at the bottom of the form.
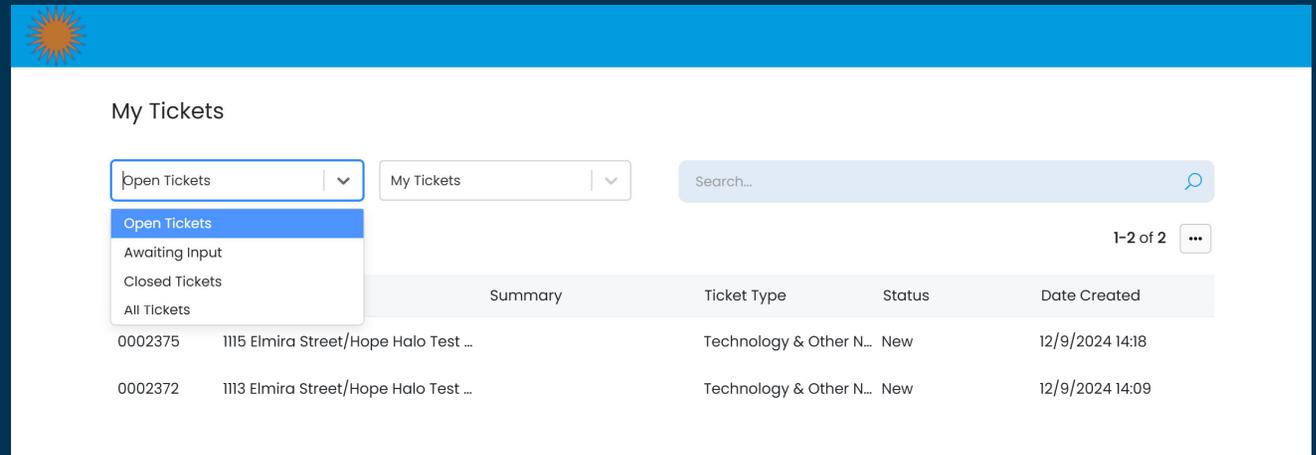
What Happens Next?

1. After submitting a ticket, it will be assigned to the appropriate staff.
2. Once reviewed or scheduled the status will be changed.
    a. New
    b. In Progress
    c. Scheduled
    d. Closed/Completed
    e. Awaiting Third Party
    f. Awaiting User Response: If a ticket is "Awaiting User Response" it is important to respond to the message once received. Any ticket that has not received a response will automatically be marked as "closed" after 7 business days.
3. Notes or messages can be sent for information clarification or to schedule appointments. These notes can be found and replied to in HALO or by responding to the email.
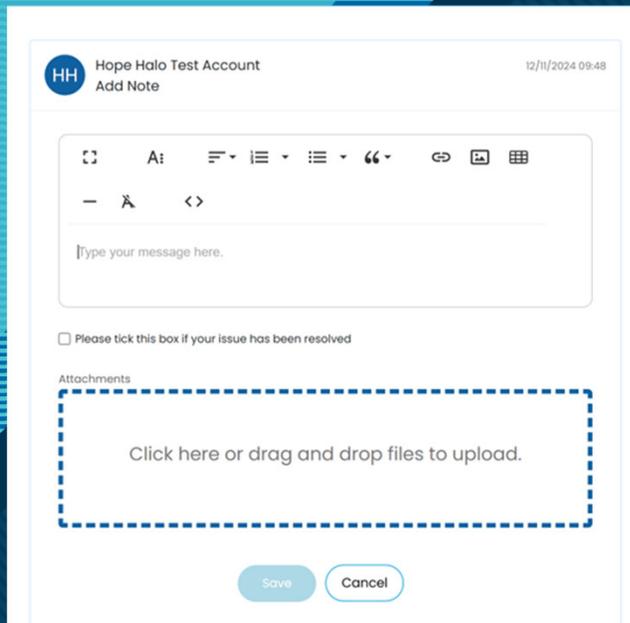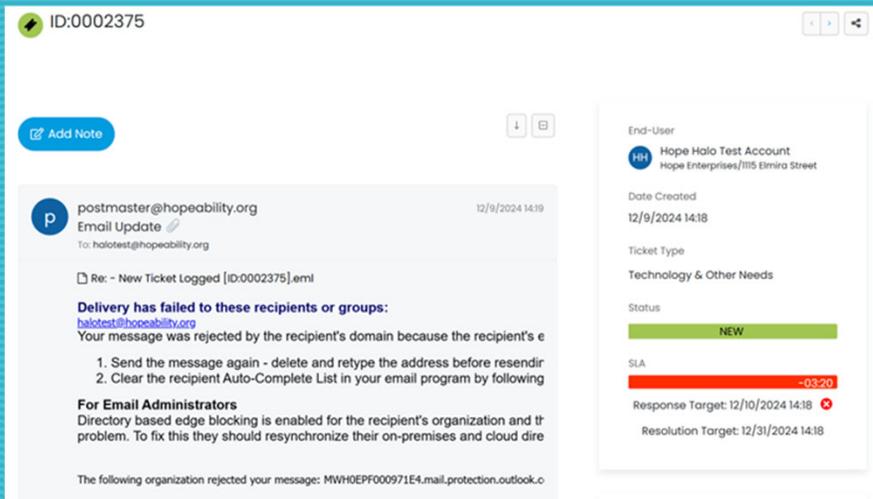
My Issues & Requests

➢ Only your submitted tickets will be available for review.

➢ There are 4 categories:

  ➢ Open Tickets: Tickets that were submitted but not closed.

  ➢ Awaiting Input: Tickets that need a response from you. This maybe a request for more information or to schedule an appointment.

  ➢ Closed Tickets: These are tickets that have been solved.

  ➢ All Tickets: A listing of open and closed tickets.

Responding to a Ticket

Option 1: HALO

1. Click on the ticket.
2. Read the entry.
3. Click on the blue "Add Note" button to respond.
4. Type your message and if necessary, add an attachment.
5. Click light blue "submit" button

Option 2: Email

You will receive an email for ticket updates. Reply to the email directly. Your repsonse will automatically be logged into the HALO system.

Things to Remember:

- Tickets are not always responded to in the order they are received. Why?
  - Emergencies
  - Some require approval
  - Other obligations
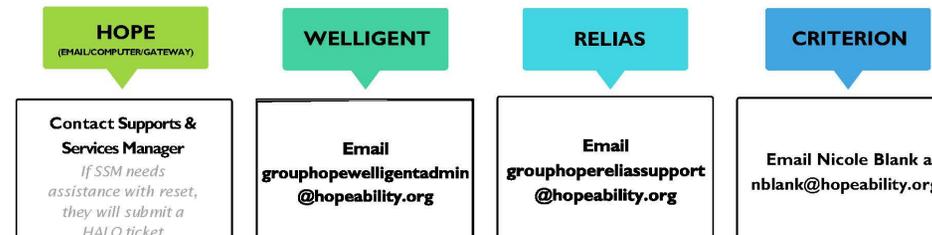 - PTO/Holidays-especially utilizing a third party

- If a ticket is "Awaiting User Response" for longer than 7 business days, it will be marked as closed.

- Password resets are not to be put in the ticket system. Please refer the provided infographic if you need a password reset. (Attached below and available through Administrative Services)

- BLAST is working on creating a shortcut for the Hope-issued iPhones, but this may not be in place on January 6th . You will be able to use your web browser on your phone to log in.

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Password Resets

Who to Contact for
Password Resets

HOPE (EMAIL/COMPUTER/GATEWAY)	WELLIGENT	RELIAS	CRITERION
Contact Supports & Services Manager *If SSM needs assistance with reset, they will submit a HALO ticket*	Email grouphopewelligentadmin @hopeability.org	Email grouphopereliassupport @hopeability.org	Email Nicole Blank at nblank@hopeability.org

Questions?

Please contact:
Shelbie Eshleman
Director of Administrative Services, Facilities, & Technology
seshleman@hopeability.org