HMIS Help Desk – Requesting HMIS Assistance

Step 1: Initial Contact: Please submit all requests for HMIS assistance to: HMISKalamazoo@uwscmi.org

At minimum, the email should include:

- User name(s) and organization
- Description of the issue or request
- Level of urgency or date by which a resolution is needed, if applicable (e.g. report deadline, project start date)

Step 2: Acknowledgement: You will receive acknowledgement of your request within 2 business days. Additional information may be requested at this time.

Step 3: Review and Follow-Up: Within 7 business days, HMIS staff will review the request and provide:

  - A resolution, or
  - A status update with next steps and estimated completion time

If no response is received within 7 business days:

  - Please send a follow-up email referencing the original request.
  - If no response is received within 2 additional business days, please escalate the issue by emailing the HMIS System Administrator at c.bosch@uwscmi.org and CCing the CoC Director at p.griffin@uwscmi.org. (Note: any initial requests for assistance sent directly to the CoC Director or the HMIS Systems Administrator will be re-directed to HMISKalamazoo@uwscmi.org.)

Best Practices

Include the type of request in the subject line of your email

- Common examples: New User Setup; Account Deactivations; Report Issue; Provider Page Setup; Data/Report Request; Training Request

Do not include Personally Identifiable Information (PII)

- Common examples: Name, Date of Birth, Social Security Number (SSN)

Please send in your request as soon as possible

- During periods of strained capacity, including around federal report or grant deadlines, requests may take longer than usual. Unanticipated urgent requests – particularly related to agency reporting requirements – may slow down the anticipated resolution time for your request.

New User Setups:

- Include signed user agreement and code of ethics and certificates for all MSHMIS Certification Center required trainings
- Let us know if a profile needs to be created in Community Services

Report questions:

- Please include as much relevant information in the request as possible:
  - Date range and names of projects included
  - Report type
  - If possible, include screenshots of the issue without including PII

Provider Page Setups:

- Please include the following information (as applicable):
  - Project Name
  - Project Start Date
  - Project Description
  - Funding Source
  - Population served
  - For residential projects; Number of beds and units available
  - Types of services tracked