

My Submitted Issues: Subfolder

The “My Submitted Issues” section allows you to view all submitted tickets* that have been sent to the HMIS System Administrators. In addition to receiving e-mails from ClientTrack that include any updates from the System Administrators on addressing your Issue Ticket, you can track how your issue is being addressed using this menu option.

**See Chapter 4: Client Workspace: Menu Options, Folders, and Subfolders/Help Center for information on how to submit requests in HMIS)*

Steps to Navigate to the “My Submitted Issues” Subfolder Menu and Respond to Existing Tickets

If the HMIS System Administration Team needs further clarification on an Issue Ticket, a user may need to view or respond to what the HMIS Systems Team has updated on the Issue Ticket. Use the “My Submitted Issues” function to respond to these updates.

Step 1: Navigate to the Home Workspace*.

**To learn how to navigate to the Home and Client workspaces, see Chapter 2: Navigating in ClientTrack/General Navigation/Workspaces in the “HMIS Basic User 2025 Manual”.*

Step 2: Select the “My ClientTrack” secondary sidebar* menu option. A dropdown menu will appear under the “My ClientTrack” folder.

**For terminology regarding HMIS spaces, go to Chapter 1: HMIS Client Track Basics/General Navigation/General Page Anatomy and Page Terminology in the “HMIS Basic User 2025 Manual”.*

Step 3: Select the “My Submitted Issues” secondary sidebar menu option. ClientTrack will navigate to the “My Submitted Issues” workspace container. This will display unresolved issues.

My Submitted Issues

Issues include problems, questions, or suggestions submitted by a user about ClientTrack. These issues can be created by clicking help anywhere throughout ClientTrack. Any issues you have submitted through the "Support" system are displayed below. Use the **Status** list to filter results.

Issue Status:

✓ Assigned












Closed

✓ Fixed, Verify Needed

✓ New

✓ Waiting for Response

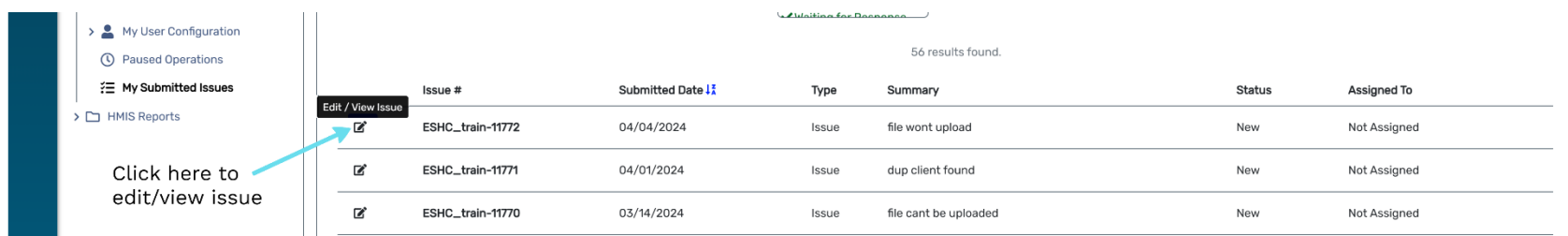
56 results found.

| | Issue # | Submitted Date | Type | Summary | Status | Assigned To |
|---|------------------|----------------|-------|--------------------------------------|--------|--------------|
|  | ESHC_train-11772 | 04/04/2024 | Issue | file wont upload | New | Not Assigned |
|  | ESHC_train-11771 | 04/01/2024 | Issue | dup client found | New | Not Assigned |
|  | ESHC_train-11770 | 03/14/2024 | Issue | file cant be uploaded | New | Not Assigned |
|  | ESHC_train-11769 | 03/14/2024 | Issue | can't upload file for client | New | Not Assigned |
|  | ESHC_train-11767 | 02/01/2024 | Issue | file wont upload | New | Not Assigned |
|  | ESHC_train-11764 | 12/27/2023 | Issue | file wont upload | New | Not Assigned |
|  | ESHC_train-11763 | 12/01/2023 | Issue | enrollment wont let me enroll client | New | Not Assigned |
|  | ESHC_train-11762 | 11/28/2023 | Issue | file upload issue | New | Not Assigned |
|  | ESHC_train-11761 | 11/20/2023 | Issue | file wont upload | New | Not Assigned |
|  | ESHC_train-11760 | 11/16/2023 | Issue | file upload error | New | Not Assigned |
|  | ESHC_train-11758 | 11/07/2023 | Issue | file wont upload | New | Not Assigned |

Step 3: To view all submitted tickets, select all filters in the “Issue Status” box. All Issue Tickets submitted will display. It will also display which HMIS team member has been assigned the Issue Ticket.

Step 4: To view any information updated by the System Administrators, click the edit icon* next to the applicable issue ticket. This will show details from the Issue Ticket such as who addressed it, follow-up notes on how it was addressed, and if it was closed. To respond to an existing ticket, continue to Step 5.

**To view a list of icons and buttons used in Client Track HMIS, see Chapter:1: HMIS ClientTrack Basics/Key Terminology and Navigation/Icons and Buttons in the “HMIS Basic User 2025 Manual”.*



| | Issue # | Submitted Date | Type | Summary | Status | Assigned To |
|-------------------|------------------|----------------|-------|-----------------------|--------|--------------|
| Edit / View Issue | ESHC_train-11772 | 04/04/2024 | Issue | file wont upload | New | Not Assigned |
| | ESHC_train-11771 | 04/01/2024 | Issue | dup client found | New | Not Assigned |
| | ESHC_train-11770 | 03/14/2024 | Issue | file cant be uploaded | New | Not Assigned |


My Submitted Issues – View and Edit

Step 5: Click on “New Note” at the bottom left of the Issue Ticket workspace container.


The screenshot displays a web application interface. On the left is a dark blue sidebar with a search icon and a list of navigation items: 'User Dashboard', 'Standard Reports', 'My ClientTrack' (expanded), 'Active Cases', 'Recent', 'Chronic Homeless Status', 'Current Enrollments', 'My User Configuration', 'Paused Operations', 'My Submitted Issues' (highlighted), and 'HMIS Reports'. The main content area has a breadcrumb trail 'Home / My Submitted Issues' and a header 'training trainer Community Practice Collaborative - ESHC HMIS Programs'. Below this is the title 'Issue ESHC_train-11755 file upload'. The issue details are shown in a light blue box with sections for 'Details' (containing the text 'client 624 will jot let me upload a Birth Cert'), 'Attachments' (showing 'No Attachments'), and 'Notes' (showing 'No notes' and a '+ New Note' button). A red arrow points to the '+ New Note' button. On the right side, there are buttons for 'New', 'Internal', and '3', and a section for 'Submitted by' (training trainer, Thursday, November 2, 2023), 'Assigned To' (Unassigned), and 'Interested' (Add an interested person).

Adding a new note in My Submitted Issues


Step 8: Type note into the “Add a new note” text box.

▼ Details 



CLient 624 cant upload birth cert

▼ Attachments 

No Attachments

▼ Notes 


No notes




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
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
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Add a new note

[Click here to attach a file or drag-and-drop](#)

☒ Send e-mail

Save the note

Save and update status ▲

Add a new note text box

Step 9: Click the “Save the note” button. This will notify the HMIS Systems Team that the Issue Ticket has been responded to via e-mail alert.