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)*

<u>Steps to Navigate to the “My Submitted Issues” Subfolder Menu and Respond to Existing Tickets</u>

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 throu
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.

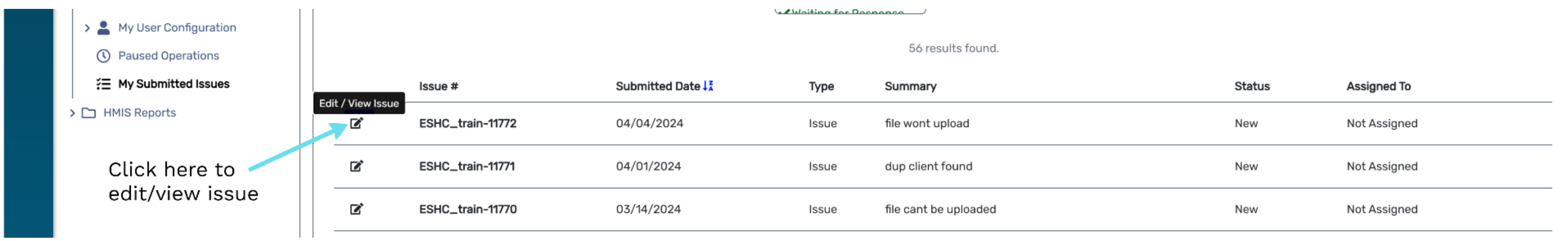
	Issue #	Submitted Date	Type	Summary	Status	Assigned To
	ESHC_train-11772	04/04/2024	Issue	file wont upload	New	Not Assigned
	ESHC_train-11771	04/01/2024	Issue	dup client found	New	Not Assigned
	ESHC_train-11770	03/14/2024	Issue	file cant be uploaded	New	Not Assigned
	ESHC_train-11769	03/14/2024	Issue	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

My Submitted Issues

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.

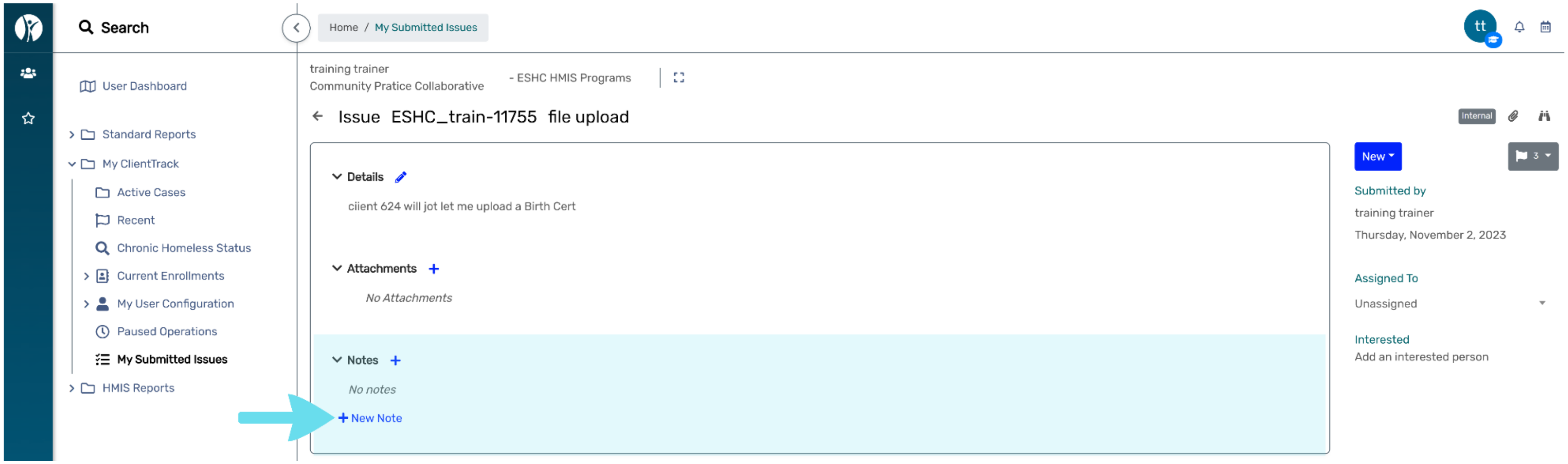
Step 4: To view any information updated by the System Administrators, click the edit icon* next to the applicable issue ticket. This will show details from the Issue Ticket such as who addressed it, follow-up notes on how it was addressed, and if it was closed. To respond to an existing ticket, continue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



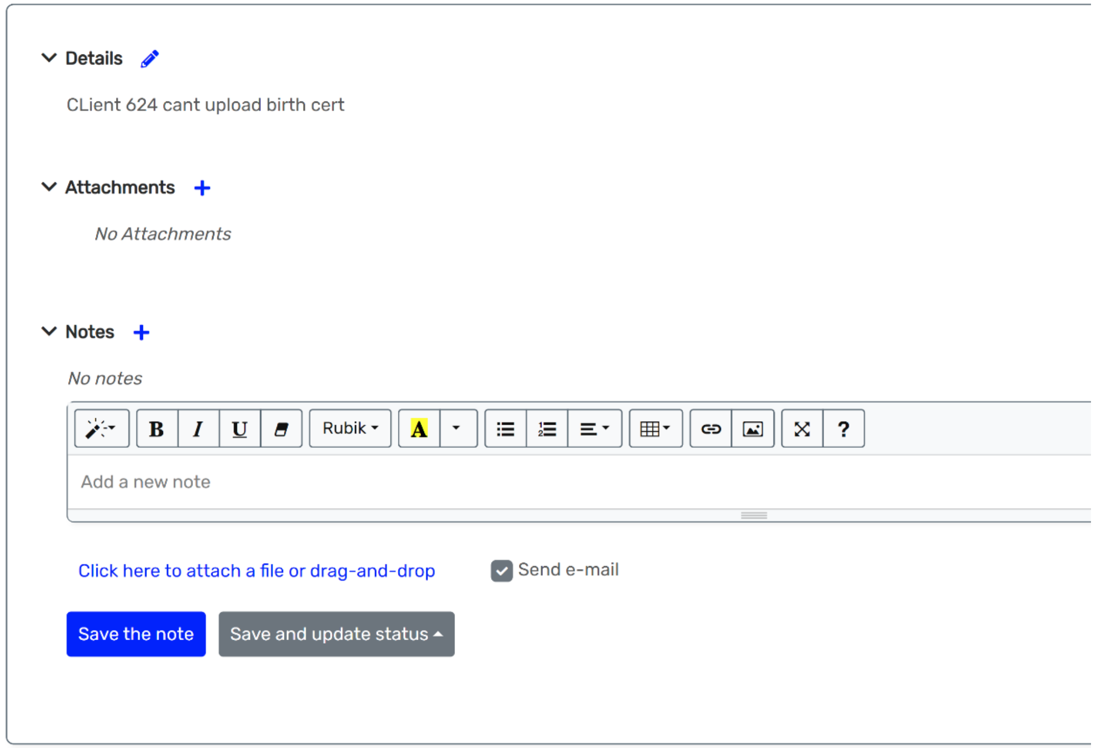
My Submitted Issues – View and Edit

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



Adding a new note in My Submitted Issues

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



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.