

HMI-IRPA Ticket System

Houston Medical Imaging centers use the HMI-IRPA ticket system software, which is a type of help desk software. It is designed to be a source of technical support for the users.

HMI-IRPA Ticket System is a connection between users and support where the user can send relay the issue they are having via the HMI-IRPA Ticket System and it will alert a support engineer to help resolve the issue.

1.1 Log in to HMI-IRPA Ticket System

To access HMI-IRPA Ticket System, the user must have access to the internet and use the link below:

<https://support.hmiwg.com/Support/>

Support

Home News Ticket History Submit A Ticket Knowledge Base My Account

HMI / IRPA

Submit A Ticket Knowledge Base

Announcements

Welcome to HMI / IRPA Support – Mar 2 2016, 7:47 PM

Welcome to HMI / IRPA Support

Ticket Overview

ID	Subject	Priority	Department	Submitted	Status
Please login to view your tickets.					

Recently Added Articles

Medics Failed Faxes
Medics - HOW TO DUPLICATE
Replacing a Cartridge in the Officejet 7610

Most Popular Articles

Replacing a Cartridge in the Officejet 7610
Medics - HOW TO DUPLICATE
Medics Failed Faxes

Log In

Username

Remember Me

Log In

Register | Resend Validation
Forgot Your Password?

Search

Enter keywords

Search

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3 Queries in 0.01563 Seconds

1.2 User registration

The first step is to create your user account. To do so, click on the “Register” button (see image below)

Log In

Username

Remember Me

Log In

Register | Resend Validation
Forgot Your Password?

Search

Enter keywords

Search

After you click, you will see this window (image below). Please fill out all of the fields and when finished, click the "Create Account" button.

Support

Home News Ticket History Submit A Ticket Knowledge Base My Account

HMI / IRPA > Register

Register

Account Information

Username:

Email Address:

Password:

Confirm Password:

Company Name:

Phone Number:

Captcha:

Log In

Username:

Password:

Remember Me

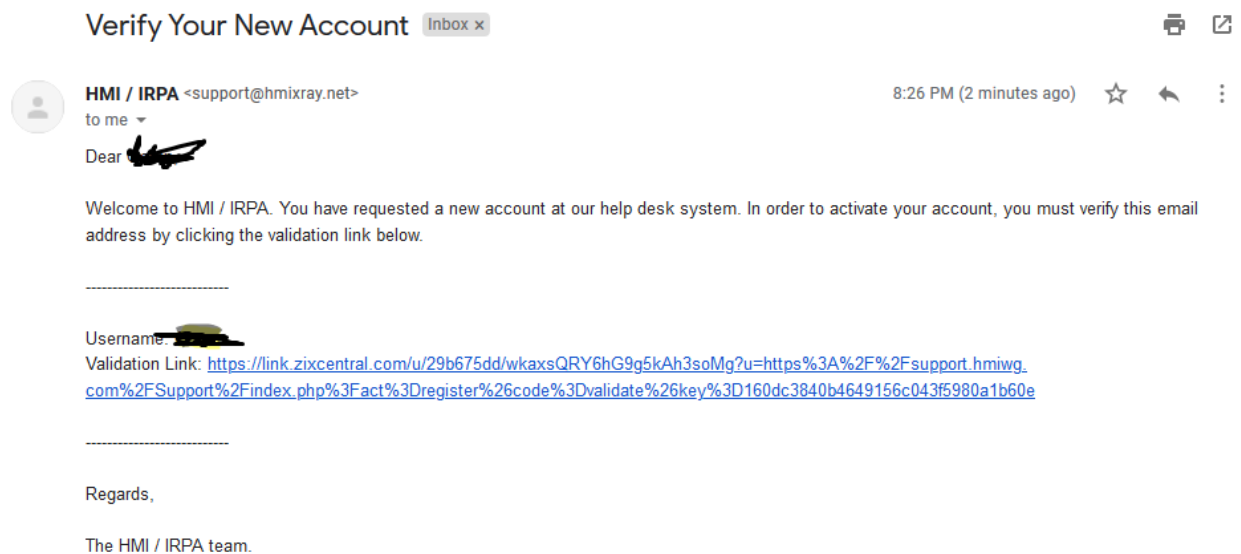
Register | Resend Validation
Forgot Your Password?

Search

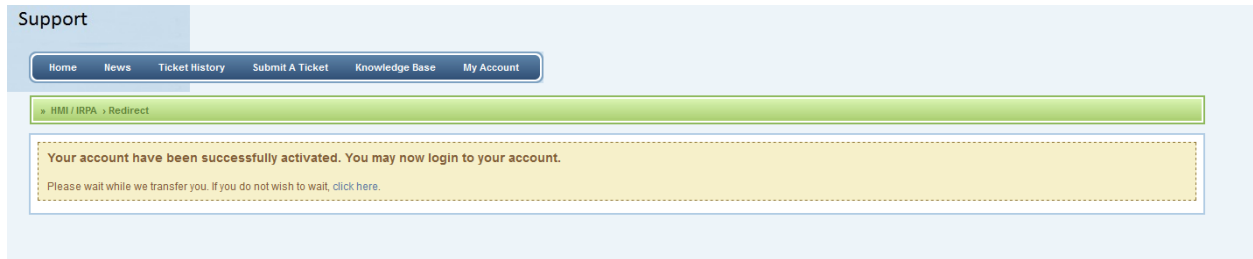
Enter keywords:

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1 Queries // 0.01563 Seconds

After you create your account you will receive a validation link in your email. Please go to your email account and click on the link to confirm your registration.

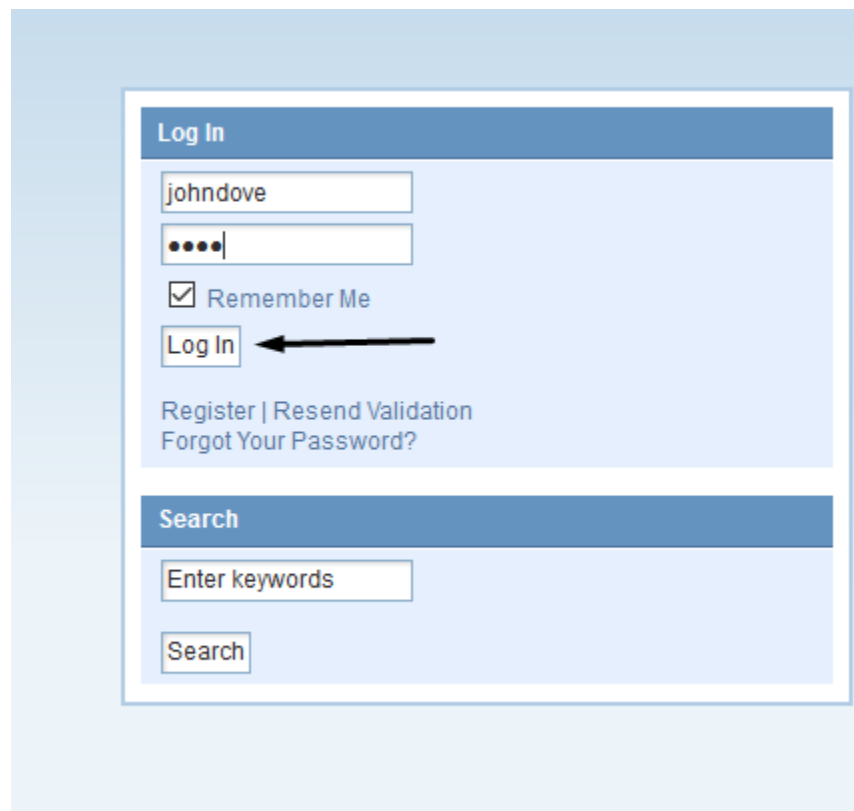


After you click the validation link, you will receive a message that your account has been successfully activated.

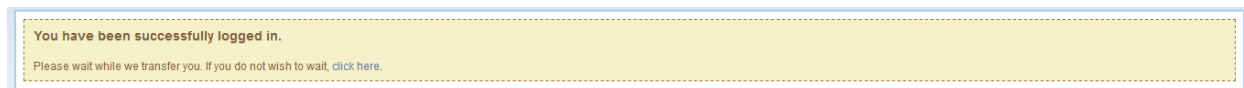


1.3 Log in to HMI-IRPA Ticket System

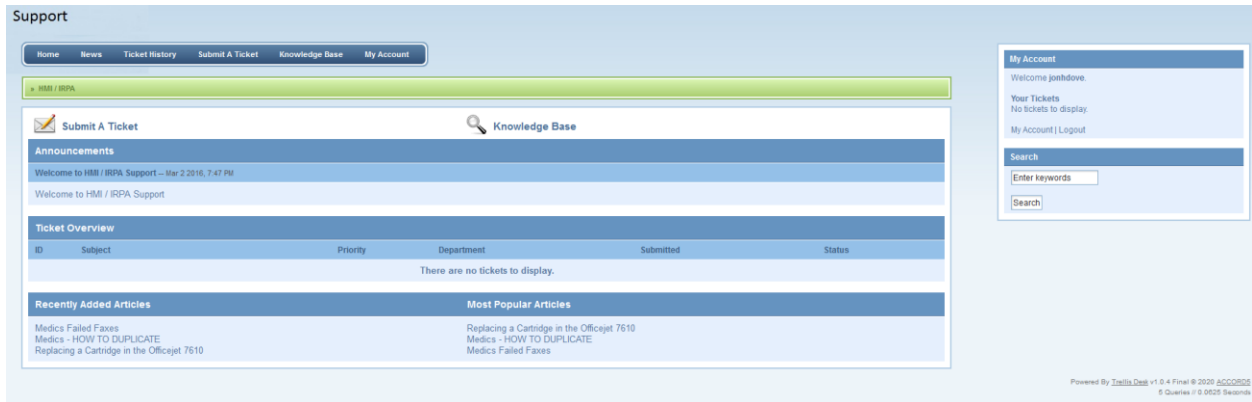
Once you have created your account, you will then need to log in to the HMI-IRPA Ticket System with your username and password. Once entered, click on the "Log In" button.



After you successfully log in, you will see this message (image below)



Once you are successfully logged in you will have access to your dashboard (image below)

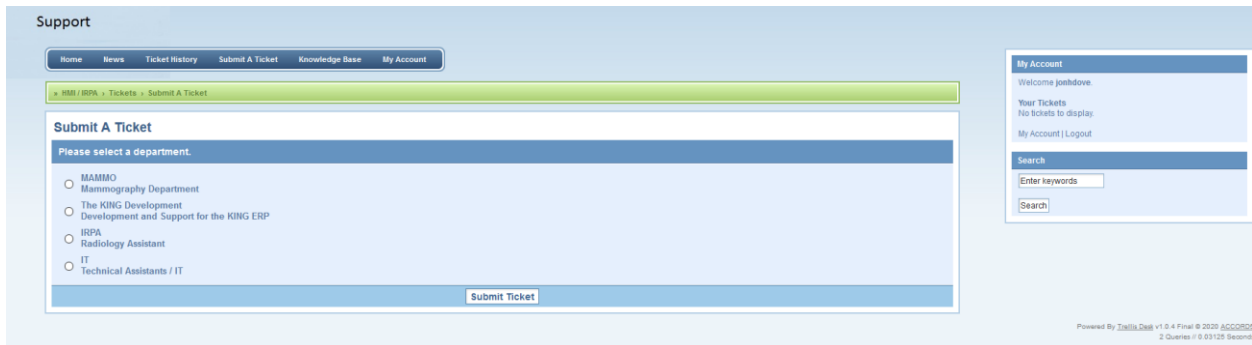


1.4 Submit A ticket

When you want to create ticket for your issue, you will first need to click on “Submit A Ticket” button (see image below)



After you click on the “Submit” button, a new window will appear (see image below) providing you the option to select the department you want to receive your ticket.



In this example, the IT department was selected.

Once the department has been chosen, you will see a form that asks you to describe your issue (see image below). Once completely filled out, you will then click on the "Submit Ticket" button. This will then be forwarded to the support engineer and they will help you to resolve your issue.

Support

Home News Ticket History Submit A Ticket Knowledge Base My Account

HMI / IRPA > Tickets > Submit A Ticket

Submit A Ticket

IT

Subject: Please check my printer *Subject of issue*

Priority: Low *Select priority*

Hi,
I have issue with my printer
My PC number is 192.168.200.20
Jonh Dove *In this field you need to describe your issuen and send your PC number that some from support can access to your PC and help you*

In some cases it is necessary that you send screenshot so you can do it press on this button

Browse... No file selected. (Attachment max size:: 4000000 Bytes)

Submit Ticket

Here is how Is looks conversation between the user and support engineer:

Viewing Ticket

NOTES HOLD MOVE CLOSE DELETE

Ticket ID	23862	Replies	2
Priority	Low	Last Reply	Today, 8:46 PM
Department	IT	Last Replier	jonhdove
Submitted On	Today, 8:30 PM	Status	Open
Submitted By	jonhdove	Assigned To	Not Assigned
Email	goran@hmixray.net	Satisfaction	☆☆☆☆
Company Name	HMI	Phone Number	+1-346-777-3333

"Please check my printer" by jonhdove (EDIT)

Hi,
I have issue with my printer
My PC number is 192.168.200.20
Jonh Dove
Test ticket

This is ticket what we send to support

support1 - Today, 8:44 PM *4 Minutes Ago*

Hi,
We fix this issue, please check and confirm.
Thank you
support

Under green line you can see answer of the support

jonhdove - Today, 8:46 PM *2 Minutes Ago*

Hi,
It is working now, You can close the ticket
Thank you

You need to confirm to support that issue is fiked and the ticket can be closed

On this window, you can check the status of your ticket. It will let you know if your ticket is still open (see image below) and this means that the support engineer is working to resolve your issue

The screenshot shows the 'Support' portal interface. At the top, there is a navigation bar with buttons for 'Home', 'News', 'Ticket History', 'Submit A Ticket', 'Knowledge Base', and 'My Account'. Below this is a green banner with the text 'HMI / IRPA' and a red arrow pointing to it with the text 'In this section you can see all your ticket which is resolved, status closed'. The main content area includes a 'Submit A Ticket' button, a 'Knowledge Base' search icon, and an 'Announcements' section with a welcome message dated Mar 2 2016, 7:47 PM. The 'Ticket Overview' section is highlighted with a red box and contains a table with the following data:

ID	Subject	Priority	Department	Submitted	Status
23862	Please check my printer	Low	IT	Today, 8:30 PM	Open

Below the table are sections for 'Recently Added Articles' and 'Most Popular Articles'. A red arrow points to the 'Open' status in the table with the text 'Status of your ticket, when is opet that means that support working on it and hi is still open'.

After your issue is resolved, the status of your ticket will be changed to closed (see image below).

Your submitted tickets will be displayed in this window, but in this example, we only have one listed.

The screenshot shows the 'Support' portal interface, similar to the previous one. The navigation bar and green banner are the same. The 'Ticket Overview' table now shows the ticket with a status of 'Closed':

ID	Subject	Priority	Department	Submitted	Status
23862	Please check my printer	Low	IT	Today, 8:30 PM	Closed

A red arrow points to the 'Closed' status with the text 'When your issue is resolved status will be closed'.

To view any ticket you've ever submitted, you can click on the "Ticket History" button (see image below).

Support

Home News **Ticket History** Submit A Ticket Knowledge Base My Account

» HMI / IRPA » Tickets » History In this section you can see all of your tickets, in this case we have only one.

Tickets

Ticket History						
ID	Subject	Priority	Department	Submitted	Status	
23862	Please check my printer	Low	IT	Today, 8:30 PM	Closed	

1.5 Log out from the HMI-IRPA Ticket System

Once you have finished submitting your ticket or checking on the status of you ticket, you can log out from the HMI-IRPA Ticket System and can do so by clicking on the “Log out” button (see image below).

My Account

Welcome jonhdove.

Your Tickets
No tickets to display.

My Account | **Logout**

Click on this to logout from the Trellis Desk

Search

Enter keywords

Search

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