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/

1.2 User registration

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

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.

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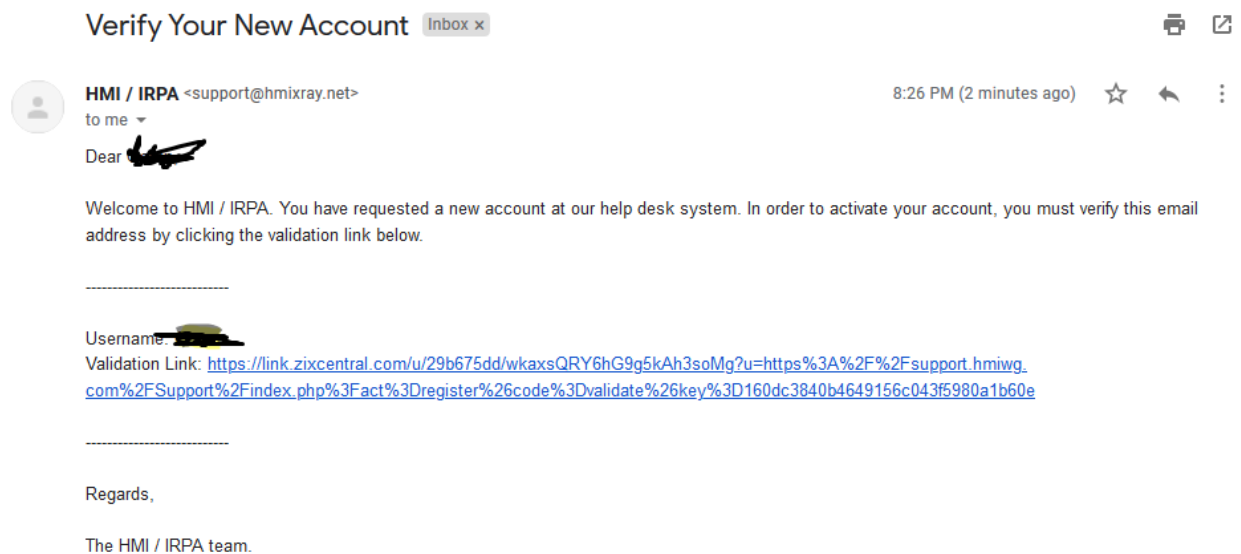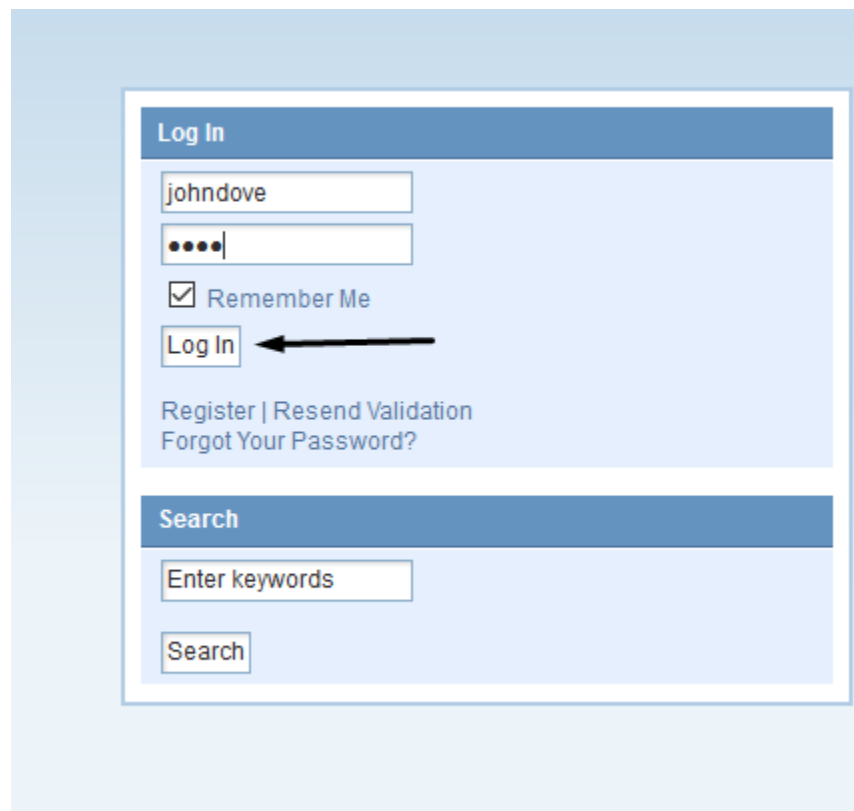
After you click the validation link, you will receive a message that your account has been successfully activated.
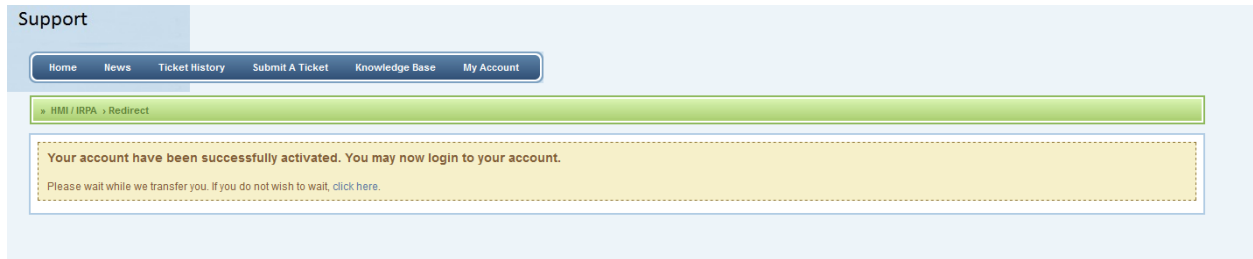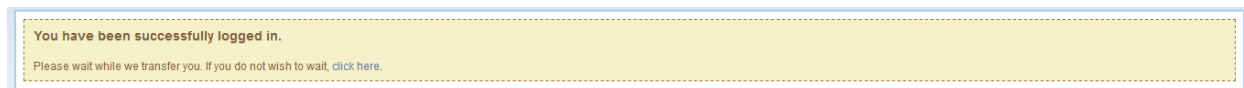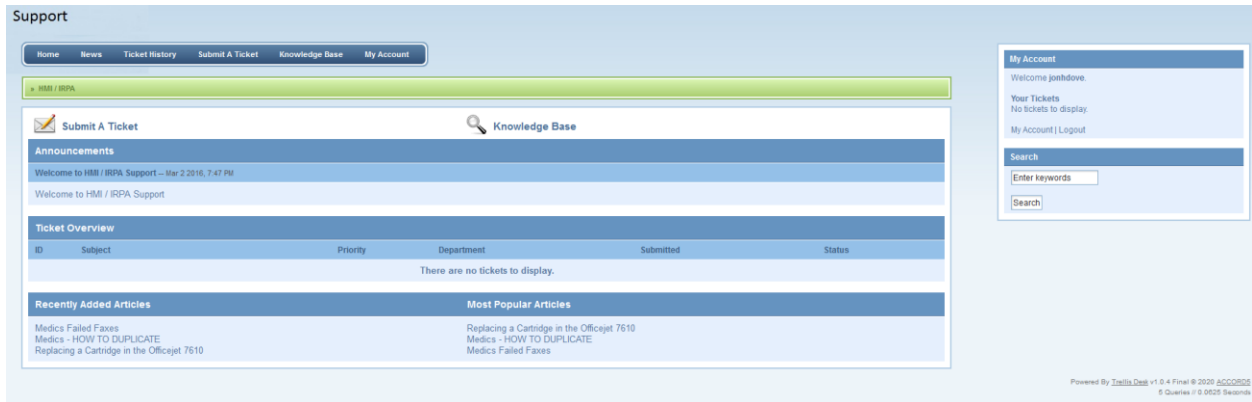

1.3   Log in to HMI-IRPA Ticket System

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.
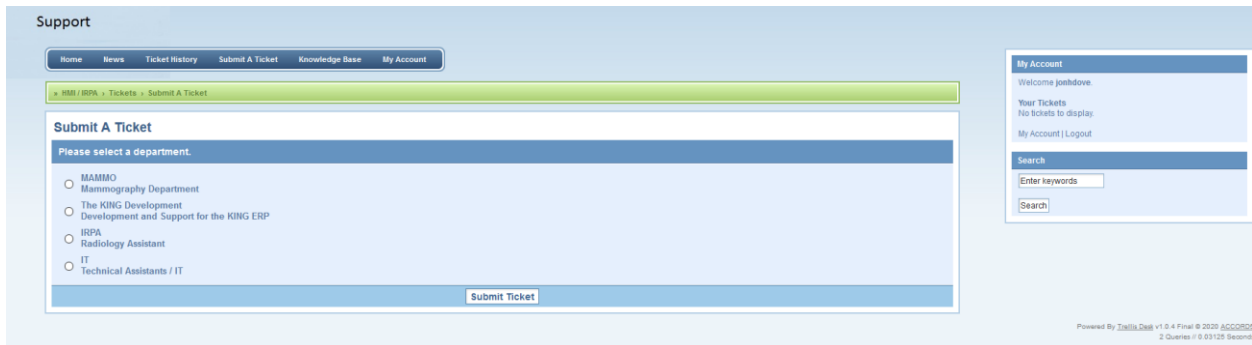
In this example, the IT department was selected.

Once the department has been a 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.

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

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

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.

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

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).