



TB, HIV, & STD Integrated System (THISIS) HELP DESK TICKET

DID YOU FORGET YOUR USERNAME AND PASSWORD?



If so, view instructions on the [THISIS Help Desk](#) webpage before submitting a Help Desk ticket.

COMPLETE THIS FORM IN ADOBE READER. Completing this form in Chrome or another browser will prevent you from submitting the form.

Name:

Date:

THISIS Username:

Email:

Phone:

Organization/Affiliation:

Role/Job Title:

Case Description

What functionality are you unable to perform?

Description of problem

Describe Steps Performed that led to Problem Area/Error Message

Provide Error Message where problem exists (if applicable). Screenshots can also be attached to or submitted in the body of the email that is created when the submit button is clicked at the end of this form. **DO NOT SUBMIT SCREENSHOTS WITH PRIVATE HEALTH INFORMATION.**

Business Impact

How many users are impacted? (if known)

Is there currently a workaround in place?

Severity level:

Level 1—Urgent: Issue is affecting all users with no workaround

Level 2—High: Major functionality impact or significant performance degradation affecting multiple users, with no reasonable workaround

Level 3—Medium: System performance issue or bug impacting multiple users or significantly impacting a single user

Level 4—Low: Able to work, but impacting productivity

Please select your program consultant's email from the dropdown menu below so your Help Desk ticket can be reviewed. Your consultant will be in touch with you within one business day with a solution or update on the status of your problem.

HIV surveillance-related issues select THISISHIVSurveillanceHelpdesk@dshs.texas.gov

STD surveillance-related issues select Diego.Martinez@dshs.texas.gov

TB case management or TB surveillance-related issues select

THISISTBProgramHelpdesk@dshs.texas.gov

FOR HELP DESK STAFF ONLY

Ticket # (if applicable) :

Consultants

Outcome:

Date:

Problem Resolution Summary (if applicable)

Relevant Notes

Entered in Help Desk Log: Yes No If no, reason:

If ticket needs to be escalated, select the appropriate SME email and click Send to SME.

SMEs

Outcome:

Date:

Problem Resolution Summary (if applicable)

Relevant Notes

Entered in Help Desk Log: Yes No If no, reason:

If ticket needs to be escalated, click Forward to send to systems analyst.

System Analysts

Outcome:

Date:

Problem Resolution Summary (if applicable)

Relevant Notes

Entered in Help Desk Log: Yes No If no, reason: